Hagerstown Community College Master Syllabus

IST 150: PC Tech/Repair and Troubleshooting

Course Information
Course #: IST 150 PC Tech/Repair and Troubleshooting
3 Credits
Semester Year: Spring 2020

Instructor Information

Course Description
This course teaches the skills needed to be a successful computer technician and help to prepare students for CompTIA’s Certification exams. This hands-on class teaches the techniques needed to diagnose hardware problems, configure PC components, and replace defective computer parts. Students learn how to install boards, configure multiple hard drives, add peripheral devices, configure network connectivity, solve basic printer problems, and modify CMOS settings. Diagnostic software and hardware procedures are included. Laboratory fee required. Prerequisite: IST 102 or consent of instructor. Semesters offered: Fall (day and evening): Spring (day and evening). 3 Credits

Textbook and Course Materials

Required Tools
4GB (MINIMUM) USB drive (reserved for this class); computer repair toolkit (guidelines will be discussed the first day of class)

Student Learning Outcomes
- Students will be able to assemble, setup, and upgrade personal computer systems and mobile devices including netbooks and tablets
- Students will be able to diagnose, isolate faulty components using critical thinking skills
- Students will demonstrate customer service, troubleshooting and preventative maintenance skills
- Students will be able to prepare for certification

Definition of Credit Hour: Classroom Courses
To earn one academic credit at HCC, students are required to complete a minimum of 37.5 clock hours (45 fifty-minute academic hours) of coursework per semester. Those hours of coursework may be completed through a combination of hours in the classroom and hours outside the
classroom. Certain courses may require more than the 37.5 minimum hours of coursework per credit. For most classes, students should expect to complete at least 2 hours of coursework outside of class for each hour of in-class coursework.

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<thead>
<tr>
<th>Classwork type</th>
<th>Direct Faculty Instruction</th>
<th>Student Work Out of Classroom</th>
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<tbody>
<tr>
<td>In-class instruction, HOPs, Hands-on Exams (2)</td>
<td>37.5 hours required</td>
<td>75 hours required</td>
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<tr>
<td>Reading, textbook, HOPs (outside of class) Critical Thinking (CT), Ps&amp;Qs, Quizzes (5)</td>
<td></td>
<td>68</td>
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<tr>
<td>Exams (Cert Prep) (studying and taking)</td>
<td></td>
<td>10</td>
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<td><strong>Total</strong></td>
<td><strong>37.5 hours</strong></td>
<td><strong>78 hours</strong></td>
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**Services for students with disabilities:** Students may receive reasonable accommodations if they have a diagnosed disability and present appropriate documentation. Students seeking accommodations are required to contact the Disability Support Services (DSS) office as early as possible. Students may contact a DSS staff member for an appointment at dss@hagerstowncc.edu or at 240-500-2530.