

CUMBERLAND COUNTY COLLEGE

Course: CS 170 PC Services and Support

Credits: 4

Prerequisites: None

Description:

Provides students with the technical training and diagnostic skills required to support high technology in a multi-faceted environment including operating system essentials, trouble shooting, hardware installation and configuration, printer diagnostics and troubleshooting, and an overview of local area networks. During hands-on lab instruction, students are teamed in small work groups to take apart and rebuild a PC.

Learning Outcomes

At the completion of this course, students will be able to:

- Demonstrate understanding of computer hardware concepts and terms
- Demonstrate understanding of operating system concepts and terms
- Utilize appropriate troubleshooting techniques to diagnose hardware and software problems
- Perform maintenance and repair on common hardware and software components of computer systems

Topical Outline

Outline 1

- Introducing and Comparing Operating Systems
- How an OS Works with Hardware and Other Software
- Understanding the Boot Process and Command Line
- Supporting Windows 7, 8, 8.1 and 10
- Installing and Using Windows 7 Professional
- Managing and Supporting Windows 7
- Managing Memory
- Supporting Hard Drives
- Windows on a Network
- Windows on the Internet
- Printers and Linux

Outline 2

- How Computers Work
- How Hardware and Software Work Together
- Electricity and Power Supplies
- The Motherboard
- Managing Memory
- Understanding and Installing Hard Drives
- Supporting I/O Devices
- Multimedia Devices and Mass Storage
- Supporting DSL and cable Modems
- PCs on a Network
- Desktop and Notebook
- Supporting Printers
- All About SCSI
- Purchasing a PC or Building Your Own
- Troubleshooting and Maintenance Fundamentals

Text:

Complete CompTIA A+ Guide to PCs, 6/E: Cheryl A. Schmidt

Student Assessment

(Assessment may be accomplished through projects, portfolios, exams, presentations and/or papers)

Academic Integrity

Plagiarism is cheating. Plagiarism is presenting in written work, in public speaking, and in oral reports the ideas or exact words of someone else without proper documentation.

Whether the act of plagiarism is deliberate or accidental [ignorance of the proper rules for handling material is no excuse], plagiarism is, indeed, a “criminal” offense.

As such, a plagiarized paper or report automatically receives a grade of **ZERO** and the student may receive a grade of **F** for the semester at the discretion of the instructor.

Tutoring & Project Assist

If you are having difficulty with work in this class tutoring is available through the Center for Academic & Student Success. If you think that you might have a learning disability, contact Project Assist at 856.691.8600 x 1282 for information on assistance that can be provided to eligible students.

Before Withdrawing From This Course

If a student experiences adverse circumstances while enrolled in this course and considers withdrawing, s/he should see an advisor (division or advisement center) BEFORE withdrawing from the class. A withdrawal may cause harmful repercussions to

completion rate standards and overall GPA which can limit or eliminate future financial aid in addition to causing academic suspension.