



COURSE: CTS 120 HARDWARE/SOFTWARE SUPPORT

HOURS: Lecture: 2 Lab: 3 Shop/Clinical: 0 Credits: 3

COURSE DESCRIPTION:

This course covers the basic hardware of a personal computer, including installation, memory system, peripheral installation and configuration, preventive maintenance, hardware diagnostics/repair, installation and optimization of system software, commercial programs, system configuration, and device-drivers. Upon completion, students should be able to select appropriate computer equipment and software, upgrade/maintain existing equipment and software, and troubleshoot/repair non-functioning personal computers.

PREREQUISITE(S): CIS 110

COREQUISITE(S): None

TEXTBOOK(S) & OTHER SPECIAL REQUIREMENTS:

Andrews, Jean. *A+ Guide to Managing and Maintaining Your PC, 8th Edition.* (Enhanced, Comprehensive) Independence, KY: Cengage Learning, 2013. Print. ISBN# 9781133135081
Readability Level: 12

Andrews, Jean. *Lab Manual for A+ Guide to Managing Your PC, 8th Edition.* (Comprehensive) Independence, KY: Cengage Learning, 2013. Print. ISBN# 9781133135104
Readability Level: 11

PC Repair Toolkit. ISBN# 9780619016555

STUDENT LEARNING OUTCOMES:

Upon successful completion of this course, the student will be able to:

1. Identify internal and external components of a computer system.
2. Define safety and operational procedures to protect themselves, equipment, and the environment.
3. Identify, analyze and diagnose motherboard components.
4. Identify form factors used for computer cases, motherboards and power supplies.
5. Define computer operating systems; describing advantages/disadvantages and incompatibilities between systems.
6. Define electrical components, determine electrical needs, and demonstrate how to measure electricity.

7. Analyze system processor requirements, determine compatibility, and define upgrade process.
8. Analyze different kinds of memory and define how data flows through the motherboard.
9. Diagram the boot process identifying hardware and software interactions.
10. Analyze, troubleshoot, and diagnose systems to optimize hardware/software performance.
11. Define general approaches to installing, troubleshooting and supporting peripheral devices.
12. Define a systematic approach to troubleshooting and repair computer systems.

SYLLABUS INFORMATION:

The Student Learning Outcomes listed in this syllabus are those required actions that a student who successfully completes the course must be able to perform. The educational experience, however, is a two-way, interactive process involving both the student and the instructor. The student must play an active role in the learning process in order to be successful. Instructors will provide an Instructor's Syllabus at the first class meeting explaining how they measure each of the Student Learning Outcomes. A student who is unable to accomplish the outcomes will not receive a passing grade in the course.

The information in this BCC Syllabus may not be accurate beyond the current semester. Textbooks and other course materials are subject to change. Students should verify the textbooks at the first class meeting with their instructor prior to purchasing.

GRADING SYSTEM:

Brunswick Community College employs a system of letter grades and corresponding quality points per grade to evaluate a student's performance in meeting the stated goals and objectives for each course. The grading system is published in the [BCC Catalog and Student Handbook](#).

ATTENDANCE POLICY:

Each student has individual responsibility for attending class regularly and for meeting course objectives. A student is expected to attend all class meetings in a course. Rules on tardiness and leaving class early are addressed in each instructor's syllabus. Instructors are required to record absences and report excessive absenteeism to the Registrar.

If a student is absent for any reason in excess of 20 percent of the class hours, he or she is in violation of the Brunswick Community College attendance policy. Unless the student officially withdraws from the course prior to the 65 percent point of the 16 week semester (or equivalent days for courses of other duration), he or she may receive a grade of "F."

Students who receive an "EXCESSIVE ABSENTEEISM NOTICE" are advised to contact their instructors immediately to review the conditions for withdrawing from the course or for continuing the course.

STUDENTS WITH DISABILITIES:

Brunswick Community College complies with the Americans with Disabilities Act and Section 504 of the Rehabilitation Act, which require that no qualified student with a disability be excluded from participation in or be denied the benefits of any services, programs or activities on the basis of his or her disability. If a student has a disability that is covered by the Americans with Disabilities Act and requires accommodations in the classroom and/or in extracurricular activities, the student must request the accommodations in writing and submit the request to the Disability Services Coordinator. Instructors will not provide accommodations without notification from the Disability Services Coordinator. Brunswick Community College will make every effort to provide reasonable accommodations.