

Networking Systems Administration Department
Business/Public Service Division
GREENVILLE TECHNICAL COLLEGE

COURSE SYLLABUS

Course Title: Computer End User Support

Course Number: CPT 267

Lecture hours per week: 3.0

Lab/Clinic Hours:

Semester credit hours: 3.0

Prerequisite: CPT 209, CPT 257

Catalog Course Description: This course is a study of Technical Support/Help Desk concepts and techniques for supporting computers and computer services

Purpose of the Course: To provide students with knowledge and basic skills that can be used as they enter the user support industry.

Required text(s) or other materials:

1. Upgrading and Repairing PCs, 19th Edition; Scott Mueller; Que; ISBN-13: 9780789739544
PC toolkit
USB flash memory drive
3 CD-R discs
2. NOTE: Students in traditional classes must access Blackboard for course-related information. Students in hybrid and online classes will access their online content through Blackboard.

COLLEGE-WIDE STUDENT LEARNING OUTCOMES

1. Communication – Students will demonstrate the ability to use active reading and listening skills and to produce effective written and oral communication for varying audiences.
2. Information Technology and Technological Literacy – Students will demonstrate competency in using computer technology within a field of study.
3. Critical Thinking/Reasoning – Students will demonstrate the ability to apply the scientific method, mathematical processes, and research skills to analyze and solve problems/issues by using reflection and reasoning to justify conclusions.
4. Professional and Personal Responsibility – Students will demonstrate the ability to exhibit conduct, attitudes, and etiquette appropriate to the student's community and chosen career. Students will demonstrate the ability to manage time, to use effective interpersonal skills, and to display responsible behavior.
5. Diversity – Students will demonstrate the ability to recognize diversity and to demonstrate respectful conduct and attitudes toward all. Students will demonstrate the ability to explain how global issues impact life, work, and opportunities.

Approved March 26, 2009

NETWORKING SYSTEMS ADMINISTRATION PROGRAM STUDENT LEARNING OUTCOMES

Upon successful completion of the Network Administration program, the graduate will be able to:

1. Set up, maintain, and troubleshoot computer and network hardware.
2. Install, maintain, and troubleshoot operating system and application software.
3. Construct and configure local area networks according to specification.
4. Administer and troubleshoot network operating systems.
5. Design and develop programming solutions to prescribed problems

Approved August 2009

CPT 267 COURSE OUTCOMES

Students who successfully complete this course will have demonstrated a level of correct answers on the course assessment(s) that will be at least 80% for 80% of the course outcomes.

1. The student will be able to describe and employ good troubleshooting practices.
2. The student will be able to support basic computer components.
3. The student will be able to support drives used for storage.
4. The student will be able to support I/O devices.
5. The student will be able to analyze computer systems by using software and test equipment.

The objectives of the CPT 267 course are intended to meet the CPT/Networking Administration program competencies numbered 1, 2, and 9 above.

Main Topics

CPT 267 Technical Support Concepts 2010 Fall Class Calendar (Days)

This calendar is TENTATIVE. It is intended for planning purposes only and may be changed at anytime by the instructor.

Date	Discussion	Laboratory	Test	Assignment Due
8/17	Orientation			
8/19		Constructing Network Cables		
8/21				Syllabus Assignment
8/24	Chapters 3A,3B			Chapters 3A,3B
8/26		Erasing HDDs		
8/31	Chapters 4A,4B			Chapters 4A,4B
9/2		Loading Operating Systems		
9/7	Chapters 5,6			Chapters 5,6
9/9		Creating, Deploying Images		
9/14	Chapters 18A,18B			Chapters 18A,18B
9/16		Creating, Deploying Images		
9/21			Unit 1 (Chapters 3,4,5,6,18)	
9/23		Remote Desktop		
9/28	Chapters 7,8			Chapters 7,8
9/30		Remote Desktop		
10/5	Chapters 9,10			Chapters 9,10
10/7	Chapters 11A,11B			Chapters 11A,11B
10/14			Unit 2 (Chapters 7,8,9,10,11)	
10/19		Dismantling Laptops		
10/21		Dismantling Laptops		
10/26	Chapters 12A,12B			Chapters 12A,12B
10/28		Remote Assistance		
11/2	Chapter 13, NetTool			Chapter 13
11/4		Remote Assistance		
11/9	Chapters 14,15			Chapters 14,15
11/11		Reviewing the Command Prompt		
11/16	Chapter 20, Workforce Internationalization			Chapter 20, Workforce Internationalization
11/18		Reviewing the Command Prompt		
11/23			Unit 3 (Chapters 12,13,14,15,20)	
11/30		Troubleshooting with ERD		
12/2		Troubleshooting with ERD		
12/7		Operating the NetTool		
12/8-12/13			Final Examination	

CPT 267 Technical Support Concepts

2010 Fall Class Calendar (Nights)

This calendar is TENTATIVE. It is intended for planning purposes only and may be changed at anytime by the instructor.

Date	Discussion	Laboratory	Test	Assignment Due
8/17	Orientation	Constructing Cables		
8/21				Syllabus Assignment
8/24	Chapters 3A,3B	Erasing HDDs		Chapters 3A,3B
8/31	Chapters 4A,4B	Loading Operating Systems		Chapters 4A,4B
9/7	Chapters 5,6	Creating, Deploying Images		Chapters 5,6
9/14	Chapters 18A,18B	Creating, Deploying Images		Chapters 18A,18B
9/21		Remote Desktop	Unit 1 (Chapters 3,4,5,6,18)	
9/28	Chapters 7,8	Remote Desktop		Chapters 7,8
10/5	Chapters 9,10,11A,11B			Chapters 9,10,11A,11B
10/19		Dismantling Laptops	Unit 2 (Chapters 7,8,9,10,11)	
10/26	Chapters 12A,12B	Remote Assistance		Chapters 12A,12B
11/2	Chapter 13, NetTool	Remote Assistance		Chapter 13
11/9	Chapters 14,15	Reviewing the Command Prompt		Chapters 14,15
11/16	Chapter 20, Workforce	Reviewing the Command Prompt		Chapter 20, Workforce
11/23			Unit 3 (Chapters 12,13,14,15,20)	
11/30		Troubleshooting with ERD		
12/7		Operating the NetTool		
12/10-12/13			Final Examination	

CPT 267 – Course Specific Requirements

SPECIAL NOTE TO ONLINE STUDENTS: Online students will be REQUIRED to come to the Barton Campus to complete hands-on labs. The number of required on-campus meetings will vary from class to class. Students should plan on at least 2 to 3 meetings. Online students will be required to complete the labs to satisfactorily complete the course. Also, the final examination for online students will be administered on the Barton Campus. The final examination will be scheduled at a time determined by the administration.

CPT 267 – EVALUATION AND GRADING INFORMATION

Grades for this course will be calculated as follows:

Assignments	10 percent
Laboratories	10 percent
Tests	60 percent
Final Exam	20 percent (75 percent written test and 25 percent hands-on lab portion)

- All assignments (i.e., labs, projects, research papers, etc.) for this course must be completed and submitted to the instructor by the due date established in order to receive full credit for the assignment.
- Assignments not submitted by the due date can receive up to a maximum of 80 percent credit if it is submitted within one week of the due date.
- Assignments submitted after one week of the due date will have a zero (0) grade recorded for the assignment.
- In the event that an assignment is made less than one week prior to the end of the course, the assignment must be submitted by the last day of class prior to the beginning of the final exam period and will not be accepted late.

NOTE: ALL GRADED TESTS AND EXAMS ARE RETAINED BY THE INSTRUCTOR.

Final letter grades will be issued as follows:

A	=	90 - 100	points
B	=	80 - 89	points
C	=	70 - 79	points
D	=	60 - 69	points
F	=	0 - 59	points

READ THIS SYLLABUS CAREFULLY

You should read this syllabus carefully and ask your instructor about *any* aspects that you do not understand. The syllabus is an agreement between you and your instructor concerning course objectives, course content, grading, and other policies and procedures particular to this course. The above information is specific to the course. Three additional documents are provided as attachments and *are considered a part of this syllabus*:

Attachment 1:

Each instructor will provide a supplement to this syllabus. The supplement will include: a week-by-week plan of instruction based on the section in which you are enrolled; your instructor's name, office hours and/or office location; and your instructor's contact information and recommended best methods to contact your instructor.

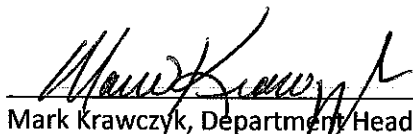
Attachment 2:

The Department responsible for developing and teaching has policies and procedures in place to assure quality instruction for all students. These are attached as "Departmental Policies and Procedures."

Attachment 3:

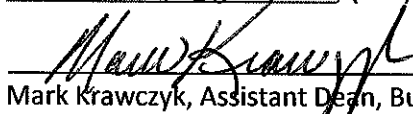
Please note that it is your responsibility to read the current Student Handbook included in Greenville Technical College's Catalog. (See website.) The Student Handbook addresses specific academic and student conduct policies and procedures. Excerpts from the Student Handbook representing the policies and procedures most often referred to in working with students are provided for your convenience as "Attachment 3."

Approved by:



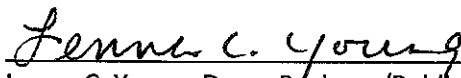
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13 Aug 10
Date

This syllabus will remain in effect until revised or reviewed no later than August 2011.