

**Computer Technology Department**  
**Business/Public Service Division**  
**GREENVILLE TECHNICAL COLLEGE**

**COURSE SYLLABUS**

**Course Title:** Technical Support Concepts

**Course Number:** CPT 267

**Lecture hours per week:** 3.0      **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, 20<sup>th</sup> Edition; Scott Mueller; QUE; ISBN-13: 9780789747105
2. PC toolkit, USB flash memory drive, and 4 CD-R discs
3. 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*

## COMPUTER TECHNOLOGY - PROGRAM LEVEL STUDENT LEARNING OUTCOMES

1. Install computer and network hardware.
2. Install computer operating systems and application software.
3. Design, create and test computer programming solutions.
4. Demonstrate the ability to take initiative, assume responsibility, and work under pressure with minimum supervision by successfully completing "hands-on" computer assignments.
5. Analyze, troubleshoot, and correct computer related technical problems.

*Revised August 2012*

## CPT 267 COURSE OUTCOMES

Upon completion of the course, the student will be able to successfully complete 70% of the following tasks:

1. Describe and employ good troubleshooting practices.
2. Support basic computer components.
3. Support drives used for storage.
4. Support I/O devices.
5. Analyze computer systems by using software and test equipment.

*The objectives of the CPT 267 course are intended to meet the Computer Technology program level student learning outcomes.*

## CPT 267 – MAIN TOPICS

Please refer the Syllabus Attachment 1 to review the Tentative Course Schedule. The schedule outlines the chapters that will be reviewed, when tests will be given and when assignment and labs will be due.

Processor types and Specifications (Chapter 3)  
Motherboards and Buses (Chapter 4)  
BIOS (Chapter 5)  
Memory (Chapter 6)  
The ATA/IDE Interface (Chapter 7)  
Magnetic Storage Principles (Chapter 8)  
Hard Disk Storage (Chapter 9)  
Removable Storage (Chapter 10)  
Optical Storage (Chapter 11)  
Video Hardware (Chapter 12)  
Audio Hardware (Chapter 13)  
External I/O Devices (Chapter 14)  
Input Devices (Chapter 15)  
Power Supplies (Chapter 18)  
PC Diagnostics, Testing, and Maintenance (Chapter 20)

## CPT 267 - COURSE SPECIFIC REQUIREMENTS

In addition to the text, you will need the following items for this course:

- PC toolkit
- USB flash memory drive
- 4 CD-R discs

## CPT 267 – EVALUATION AND GRADING INFORMATION

Grades will be calculated as follows:

Laboratories	10 percent
Assignments	10 percent
Unit Tests	60 percent
Final	20 percent (60 percent written test and 40 percent hands-on lab test)

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

Final letter grades will be issued as follows:	A	=	90 - 100
	B	=	80 - 89
	C	=	70 - 79
	D	=	60 - 69
	F	=	0 - 59



## 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.

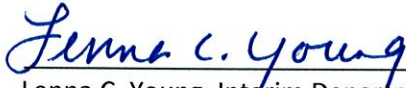
### Attachment 2:

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:



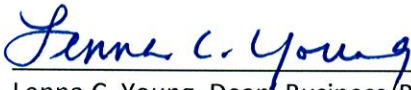
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Date

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*This syllabus will remain in effect until revised or reviewed no later than August 2013.*