

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

**COURSE SYLLABUS**

**Course Title: Technical Support Concepts**

**Course Number: CPT 267**

**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 following 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:**



Beau Sanders, Department Head, Computer Technology Department  
[beau.sanders@gvltec.edu](mailto:beau.sanders@gvltec.edu), (864) 250-8314, Barton Campus, Building 103/311

**Approved by:**



Lenna C. Young, Ph.D., Vice President for Academic Affairs  
for the Dean of Business/Public Service Division  
Dean's Office: (864) 250-8196, Barton Campus, Engineering Technology Building 103/104

14 Aug 2013  
Date

*This syllabus will remain in effect until revised or reviewed no later than August 2014.*

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**COURSE SYLLABUS**

**Course Title:** Technical Support Concepts

**Course Number:** CPT 267

**Lecture hours per week:** 3.0

**Lab/Clinic Hours:**

**Semester credit hours:** 3.0

**Prerequisites:** CPT 209, CPT 257. Computer Technology students must obtain a minimum grade of "C" in all CPT and IST courses.

**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.

Revised December 31, 2012

**COMPUTER TECHNOLOGY PROGRAM LEVEL STUDENT LEARNING OUTCOMES**

Upon successful completion of the Computer Technology Degree students will be able to:

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**

Students who successfully complete this course will have demonstrated the skills required to accomplish the following objectives with a minimum competence level of 70 percent.

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**

**PLAN OF INSTRUCTION:**

**TEXT**

**CHAPTER**

**MAJOR TOPICS**

Chapter 3	Processor Types and Specifications
Chapter 4	Motherboards and Buses
Chapter 5	BIOS

Chapter 6	Memory
Chapter 7	The ATA/IDE Interface
Chapter 8	Magnetic Storage Principles
Chapter 9	Hard Disk Storage
Chapter 10	Removable Storage
Chapter 11	Optical Storage
Chapter 12	Video Hardware
Chapter 13	Audio Hardware
Chapter 14	External I/O Devices
Chapter 15	Input Devices
Chapter 18	Power Supplies
Chapter 20	PC Diagnostics, Testing, and Maintenance

***The instructor reserves the right to modify the Plan of Instruction by changing the sequence of text material or testing content.***

<b>CPT 267 – COURSE SPECIFIC REQUIREMENTS</b>
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In addition to the text, you will need the following items for this course:

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

<b>CPT 267 – EVALUATION AND GRADING INFORMATION</b>
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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

<b>Business/Public Service Division – Assistant Dean Information</b>
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During the semester, if you have any issues that need to be addressed at an administrative level, the Business/Public Service has two assistant deans in addition to the Dean who will be glad to speak with you about your concerns. They are available via email, phone, or in their offices as provided below:

Elizabeth Mann, Assistant Dean, Business/Public Service for Teaching and Learning

elizabeth.mann@gvltec.edu, (864) 250-8491, Barton Campus, Criminal Justice Building 121/124

Mary Locke, Assistant Dean, Business/Public Service for Student Services

mary.locke@gvltec.edu, (864) 250-8629, Barton Campus, Engineering Technology Building 103/304