GREENVILLE TECHNICAL COLLEGE

Business and Technology Division
Computer Technology
Course Syllabus
Technical Support Concepts – CPT 267

Credit/Contact Hours:
3.0

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

Co-requisite:
None

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

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

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Required Texts:

1. Upgrading and Repairing PCs, 21st Edition; Scott Mueller; QUE; ISBN-13: 9780789750006

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.

Additional Materials:
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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.

Program 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

Greenville Technical College Core Competencies:

Communication Core Competency: Students will demonstrate effective written and oral communication skills to convey information, ideas, or opinions.

- Written Communication: Students will demonstrate effective written communication skills to convey information, ideas, or opinions.
- Oral Communication: Students will demonstrate effective oral communication skills to convey information, ideas, or opinions.

Critical Thinking Core Competency: Students will demonstrate effective reasoning, problem solving, or quantitative skills to develop an opinion or conclusion.

- Critical Reasoning: Students will employ inquiry, analysis, and synthesis of information to formulate and/or evaluate an opinion or conclusion.
- Problem Reasoning: Students will design and formulate a strategy to answer a question or achieve a desired goal.
- Quantitative Reasoning: Students will be able to analyze numerical information or observable facts resulting in informed conclusions.

Information Literacy Core Competency: Students will be able to locate, evaluate, and use information effectively from diverse sources.

Professionalism Core Competency: Students will demonstrate conduct and etiquette appropriate to the community and chosen career.

- Professionalism: Students will display professional conduct and work habits.

- Teamwork: Students will collaborate with others to accomplish a shared goal.

Instructional Agreement:
This syllabus is an agreement between the student and instructor concerning course objectives, course content, grading and other policies and procedures particular to the course as well as any posted program, departmental, and divisional policies. It is also the student's responsibility to become familiar with the Student Handbook/College Catalog found in the Student Resource area of Blackboard.

Grading Scale:
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

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PLAN OF INSTRUCTION:

TEXT

CHAPTER   **MAJ0R 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.

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Student Disability Services

All students who have a disability and need accommodations should visit, call, or email Student Disability Services at the beginning of each semester/term. Students are strongly encouraged to obtain their accommodation forms within the first two (2) weeks of class to ensure appropriate services. The office is located on Greenville Tech's Barton Campus in the Student Center (Building 105), Rm 113, and can be reached by phone at (864) 250-8202 or (864) 250-8408 or by email at **Sharon.Bellwood@gvltec.edu**. The Disability Services counselor is available to meet with students on satellite campuses by appointment.

Course Policies:

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