

GREENVILLE TECHNICAL COLLEGE

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

Fall 2018

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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 Information Technology field in the area of technical support.

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Required Texts:

1. Upgrading and Repairing PCs, 22nd Edition; Scott Mueller; QUE; ISBN-13: 9780789756107
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.

Additional Materials:

1. USB flash memory drive
2. PC toolkit (optional)

SPECIAL NOTE TO STUDENTS IN HYBRID (BLENDED) COURSES:

The number of required face-to-face events will vary from section to section, take a close look at details concerning your section. Some sections meet face-to-face weekly other sections only meet a few times a semester.

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.

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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 January 2017

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.

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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	20 percent
Assignments	20 percent
Scenarios	20 percent
Unit Tests	20 percent
Final	20 percent

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

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	Flash and 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 17	Power Supplies
Chapter 19	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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Students with Disabilities:

Students with disabilities, including those who were served in Special Education (resource or tutorial), should contact Student Disability Services (SDS) to discuss their need for services and accommodations. The main SDS office is located on the Barton Campus in the Student Center Building 105, office 113.

Staff can be reached by phone at 864 250-8202 or via email to DisabilityServices@gvltec.edu. Appointments are available at all satellite campus locations. Please check the GTC website for more information concerning [Student Disability Services](http://gvltec.edu/disability-services/) (<http://gvltec.edu/disability-services/>).

Efforts have been made to ensure all materials presented in an electronic format are accessible for students with disabilities, and the college is committed to this obligation. However, if you experience any difficulty accessing these materials, please notify your instructor immediately so a solution can be provided. You may also contact Student Disability Services directly at 864-250- 8202 or by email at DisabilityServices@gvltec.edu.

Students who need a PDF reader for accessibility of course documents presented in PDF format may [download Adobe Reader](https://get.adobe.com/reader/) (<https://get.adobe.com/reader/>).

Nondiscrimination Statement:

Greenville Technical College provides equal opportunity and affirmative action in education and employment for all qualified persons regardless of race, color, religion, sex, national origin, age, disability, sexual orientation, or veteran status.

The college complies with the provisions of Titles VI and VII of the Civil Rights Act of 1964, as amended; Title IX of the Education Amendments of 1972 and the Higher Education Amendments of 1986; Sections 503 and 504 of the Rehabilitation Act of 1973, as amended; the South Carolina Human Affairs Law of 1972; and with the Americans with Disabilities Act (ADA) of 1990 as well as the ADA Amendments of 2008 (ADAA).

For additional information on nondiscrimination policies, students should contact Student Disability Services, which coordinates Title II of the ADA/ADAA, Section 504 at (864) 250-8408 v/TTY; Title IX Coordinator at (864) 250-8144.

Starfish:

We care about your success! Greenville Technical College is proud to offer Starfish, a software tool designed to promote student success through coordination and communication between students, instructors, and support staff.

When you set up your profile in Starfish, you can connect with services, faculty, and staff at Greenville Technical College. The link to Starfish is located in Blackboard.

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Throughout the term, you may receive emails regarding your attendance, course grades, or academic performance.

To benefit from this software, it is important that you check your Greenville Technical College Gmail regularly and read the Starfish alerts. If your academic performance begins to drop, you may also be contacted directly by a Success Coach or the Student Success Center.

Start, Stay, Succeed!