



COURSE SYLLABUS

PO Box 1189
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Hamlet, NC 28345
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COURSE: CTS 120 HARDWARE/SOFTWARE SUPPORT

HOURS: Lecture: 2 Lab/Shop: 3 Work Exp/Clinical: 0 Credits: 3

COURSE DESCRIPTION:

This course covers the basic hardware of a personal computer, including installation, operations and interactions with software. Topics include component identification, memory-system, peripheral installation and configuration, preventive maintenance, hardware diagnostics/repair, installation and optimization of system software, commercial programs, system configuration, and device-drivers. Upon completion, students should be able to select appropriate computer equipment and software, upgrade/maintain existing equipment and software, and troubleshoot/repair non-functioning personal computers.

PREREQUISITE(S): None

COREQUISITE(S): None

TEXTBOOK(S) & OTHER SPECIAL REQUIREMENTS:

Open Educational Resources (OER) are listed in the course Moodle.

COURSE GOALS:

1. Prepare for the CompTIA A+, 220-902 exam.

STUDENT LEARNING OUTCOMES:

Upon successful completion of this course, the student will be able to:

1. Identify appropriate computer equipment and software based on organizational needs.
2. Demonstrate ability to upgrade/maintain existing equipment and software.
3. Repair non-functioning personal computers.
4. Safely repair and/or upgrade computer systems to perform within specifications.
5. Discuss the hardware operations and interactions with software and operating systems.
6. Perform diagnostic testing on computer hardware.
7. Install, configure, and optimize operating systems, including Windows, iOS, Android, OS X, and Linux.
8. Install, configure, and troubleshoot software problems on computer networks.
9. Protect against and resolve computer security issues.
10. Demonstrate soft skills necessary to effectively deal with colleagues and/or customers.

*****Please refer to the online version of the Richmond Community College Program & Course Catalog and the Student Handbook for current academic and general information.**