DEPT: Computer Division          COURSE NO: CST2215

NUMBER OF CREDITS: 3

COURSE TITLE: PC Maintenance and Repair Software

CATALOG DESCRIPTION: Provides curriculum to prepare students to become A+ certified. Also covers Windows/DOS components of A+ exam. Students will partake in business-like atmosphere by troubleshooting and repairing assigned computer problems. Students will maintain a portfolio of completed repair projects.

AUDIENCE: Computer Technology students and anyone interested in learning how to troubleshoot, repair and maintain computers.

FULFILLS MN TRANSFER CURRICULUM AREA(S): (Does not apply.)

PREREQUISITES OR NECESSARY ENTRY SKILLS/KNOWLEDGE: None

LENGTH OF COURSE: 2 lecture hours and 2 lab hours per week for 16 weeks.

THIS COURSE IS USUALLY OFFERED: Every other year ☐ Fall ☐ Spring X Summer ☐ undetermined ☐

Four goals are emphasized in course at Minnesota West Community & Technical College:

1) ACADEMIC CONTENT: The student will achieve an advanced level of knowledge and skill needed for computer support personnel.

2) THINKING SKILLS: The student will accurately perform troubleshooting and maintenance skills with an understanding of the operation of the computer devices and operating systems.

3) COMMUNICATIONS SKILLS: The student will demonstrate appropriate communication techniques in each troubleshooting and lab experience by completing documentation and talking with mock customers.

4) HUMAN DIVERSITY: The student will gain self-awareness regarding their feelings towards people of different cultures, educational backgrounds, value systems and socioeconomic status.
TOPICS TO BE COVERED: Operating systems, printers, modems, sound cards, portable computers and networks are covered, as well as troubleshooting techniques.

LIST OF EXPECTED COURSE OUTCOMES:
1. Install current operating systems
2. Configure network clients
3. Troubleshoot printing problems
4. Install device drivers
5. Prepare appropriate technical documentation
6. Prepare for A+ Certification test
7. Troubleshoot and repair computers
8. Use software tools to identify and remove viruses

LEARNING/TEACHING TECHNIQUES used in the course are:
X Collaborative Learning
☐ Student Presentations
☐ Creative Projects
X Lecture
X Demonstrations
X Lab

X Problem Solving
☐ Interactive Lectures
X Individual Coaching
X Films/Videos/Slides
☐ Other (describe below)

ASSIGNMENTS AND ASSESSMENTS FOR THIS CLASS INCLUDE:
X Reading
☐ Oral Presentations
X Textbook Problems
☐ Group Problems
X Other (describe below)

X Tests
☐ Individual Projects
X Worksheets
X Collaborative Projects
☐ Papers
X Portfolio
☐ Term Paper
X Practical Tests

Veteran Services: Minnesota West is dedicated to assisting veterans and eligible family members in achieving their educational goals efficiently. Active duty and reserve/guard military members should advise their instructor of all regularly scheduled military appointments and duties that conflict with scheduled course requirements. Instructors will make every effort to work with the student to identify adjusted timelines. If you are a veteran, please contact the Minnesota West Veterans Service Office.

The information in this course outline is subject to revision

To receive reasonable accommodations for a documented disability, please contact the campus Student Services Advisor or campus Disability Coordinator as arrangements must be made in advance. In addition, students are encouraged to notify their instructor.