

Department:

Computer Support Technology

Course Description:

This course intended to give the Computer Support Technology student instruction on how to troubleshoot and resolve operating system issues. The student will be using tools within the operating systems as well as third-party software to resolve problems. This course will examine common operating system problems and problems that are specific to individual operating systems. The differences, advantages and disadvantages of several popular Windows operating systems will be considered.

Course Competencies:

The learning outcomes and competencies detailed in this syllabus meet or exceed the learning outcomes and competencies specified by the Kansas Core Outcomes Groups for this course as approved by the Kansas Board of Regents.

Upon completion of the course, the student should be able to:

1. Identify the fundamentals of using operating systems
2. Install, configure, optimize and upgrade operating systems
3. Identify tools, diagnostic procedures and troubleshooting techniques for operating systems
4. Perform preventive maintenance on operating systems
5. Identify the fundamental principles of security
6. Install, configure, upgrade and optimize security
7. Identify tool, diagnostic procedures and troubleshooting techniques for security

Course Content:

- A. Safety and Professionalism
- B. Installing and Upgrading Operating Systems
- C. Windows Under the Hood
- D. Users, Groups, and Permissions
- E. Maintaining and Optimizing Operating Systems
- F. Working with Operating Systems
- G. Troubleshooting Operating Systems
- H. Securing Computers
- I. Operational Procedures

Learning Assessments:

Competencies will be assessed by assignments, case problems, quizzes, chapter tests, hands-on projects, lab assignments, a midterm test, and a final test. The test can be in the objective format or in a problem solving format.

Instructional Materials:

Textbooks: Meyers, M. (2023). *Managing and Troubleshooting PCs: Exams 220-1101 & 220-1102*, (7th ed.). McGraw-Hill Education. ISBN 978-1264712748

Guidelines for Requesting Accommodations Based on Documented Disability or Medical Condition

It is the intention of Highland Community College to work toward full compliance with the Americans with Disabilities Act, to make instructional programs accessible to all people, and to provide reasonable accommodations according to the law.

Students should understand that it is their responsibility to self-identify their need(s) for accommodation and that they must provide current, comprehensive diagnosis of a specific disability or medical condition from a qualified professional in order to receive services. Documentation must include specific recommendations for accommodation(s). Documentation should be provided in a timely manner prior to or early in the semester so that the requested accommodation can be considered and, if warranted, arranged.

In order to begin the process all students **must** complete the “Disabilities Self-Identification Form” on our [Disability Services website](#).

This form can also be accessed at the Highland Community College homepage under Students Services/Student Resources/Disability Service or by contacting the Disabilities Coordinator.

A Note on Harassment, Discrimination and Sexual Misconduct

Highland Community College seeks to assure all community members learn and work in a welcoming and inclusive environment. Title VII, Title IX, and College policy prohibit harassment, discrimination and sexual misconduct. Highland Community College encourages anyone experiencing harassment, discrimination or sexual misconduct to talk to report to the Vice President for Student Services, the Human Resources Director or complete an [online report](#) about what happened so that they can get the support they need and Highland Community College can respond appropriately.

There are both confidential and non-confidential resources and reporting options available to you. Highland Community College is legally obligated to respond to reports of sexual misconduct, and therefore we cannot guarantee the confidentiality of a report, unless made to a confidential resource. Responses may vary from support services to formal investigations. As a faculty member, I am required to report incidents of sexual misconduct and thus cannot guarantee confidentiality. I must provide our Title IX coordinator with relevant details such as the names of those involved in the incident. For more information about policies and resources or reporting options, please review our [Equity Grievance Policy](#).