COMS 115 - Information & Communication Technology Essentials Course Outline

Approval Date: 03/11/2021
Effective Date: 08/13/2021

SECTION A

Unique ID Number	CCC000623960
Discipline(s)	Computer Information Systems
Division	Career Education and Workforce Development
Subject Area	Computer Studies
Subject Code	COMS
Course Number	115
Course Title	Information & Communication Technology Essentials
TOP Code/SAM Code	0702.00* - Computer Information Systems* / C - Occupational
Rationale for adding this course to the curriculum	This course is required in the Model Curriculum for a Certificate in Information Technology as accepted by ICFW. C-Id ITIS 110
Units	4
Cross List	*N/A*
Typical Course Weeks	18

Total Instructional Hours

Contact Hours

Lecture 72.00

Lab 0.00

Activity 0.00

Work Experience 0.00

Outside of Class Hours 144.00

Total Contact Hours 72

Total Student Hours 216

Open Entry/Open Exit	No
Maximum Enrollment	25
Grading Option	Letter Grade Only
Distance Education Mode of Instruction	Hybrid Entirely Online

SECTION B

General Education Information:

SECTION C

Course Description

   Repeatability May be repeated 0 times

      Catalog This course will provide an introduction to the computer hardware and software
   Description skills needed to help meet the growing demand for entry-level ICT
professionals. The fundamentals of computer hardware and software as well
as advanced concepts such as security, networking, and the responsibilities of
an ICT professional will be introduced. This course also prepares students for
the CompTIA A+ certification exams.

   Schedule
  Description

SECTION D

Condition on Enrollment

1a. Prerequisite(s): *None*

1b. Corequisite(s): *None*

1c. Recommended: *None*

1d. Limitation on Enrollment: *None*

SECTION E

Course Outline Information

1. Student Learning Outcomes:

   A. Install, configure, and maintain devices, PCs, and software for end-users.

2. Course Objectives: Upon completion of this course, the student will be able to:

   A. Assemble components based on customer requirements.
   B. Install, configure and maintain devices, PCs and software for end users.
   C. Understand the basics of networking and security/forensics. properly and safely
diagnose, resolve and document common hardware and software issues.
   D. Apply troubleshooting skills.
   E. Provide appropriate customer support.
   F. Understand the basics of virtualization, desktop imaging, and deployment.
   G.

3. Course Content

   A. PC hardware
   B. Networking
   C. Laptops
   D. Printers
   E. Operational procedures
   F. Operating systems
   G. Security
   H. Mobile devices
   I. Troubleshooting
   J.

4. Methods of Instruction:

   Activity: Students will install, configure, and maintain devices, PCs, and software for end-
users.
   Discussion:

Individualized Instruction:
Lab: Students are required to properly and safely diagnose, resolve, and document common hardware and software issues while applying troubleshooting skills.
Lecture: The instructor will teach the basics of virtualization, desktop imaging, and deployment.
Projects:
Online Adaptation: Discussion

1. Methods of Evaluation: Describe the general types of evaluations for this course and provide at least two, specific examples.

Typical classroom assessment techniques

Exams/Tests --
Projects --
Simulation --
Home Work --
Lab Activities --
Final Exam --

Additional assessment information:

Evaluations will include hands-on projects and a combination of examinations, presentations, discussions, or problem-solving assignments.

Letter Grade Only

2. Assignments: State the general types of assignments for this course under the following categories and provide at least two specific examples for each section.

A. Reading Assignments
Read Chapter 1. Troubleshooting PC Problems.
Read Chapter 2. PC Technician Skills.
Read Chapter 3. PC Components.

B. Writing Assignments
Homework 1. Write a 1-2 page paper about the following topics:
Why it is important to have the skills to troubleshoot Common PC problems.
List five Common PC problems and what steps should be taken to fix them.

C. Other Assignments
Homework 2. Utilize Task Manager to troubleshoot Case Problem 2 as discussed in class.

3. Required Materials

A. EXAMPLES of typical college-level textbooks (for degree-applicable courses) or other print materials.

Book #1:
Author: Meyers, M.
Title: Managing and Troubleshooting PCs
Publisher: McGraw-Hill Education
Date of Publication: 2016
Edition: 5

B. Other required materials/supplies.