Course Syllabus

Department: Computing Sciences

Date: 9/19/2012

I. Course Prefix and Number: CSC 290
   
   Course Name: Preparing for A+ Certification
   
   Credit Hours and Contact Hours: 2 credit hours and 2 contact hours
   
   Catalog Description including pre- and co-requisites:
   This course prepares the student to take the CompTia A+ Certification examination. It is intended for the experienced PC Repair Technician or the student who has completed the FLCC Information Technology degree program. This course focuses on the topics covered in the A+ certification examinations and is intended to be a refresher course as well as a supplement to the student’s prior studies and/or experience.
   
   Prerequisite: CSC 271 or equivalent experience.
   
   Relationship to Academic Programs and Curriculum including SUNY Gen Ed designation if applicable:
   
   This course is offered as an elective in the AAS Information Technology degree, the networking and security advisement area.

II. Course Student Learning Outcomes:

Learning Outcomes

Upon completion of the course the participant should be prepared to take the Computing Technology Industry Association (CompTIA) A+ Certification exams.

College Learning Outcomes Addressed by the Course: (check each College Learning Outcome addressed by the Student Learning Outcomes)

☐ writing  ☑ computer literacy
☐ oral communications  ☐ ethics/values
☐ reading  ☐ citizenship
III. Assessment Measures (Summarize how the college and student learning outcomes will be assessed): For each identified outcome checked, please provide the specific assessment measure.

<table>
<thead>
<tr>
<th>List identified College Learning Outcomes(s)</th>
<th>Specific assessment measure(s)</th>
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<tbody>
<tr>
<td>computer literacy</td>
<td>Practice Problems: Students will complete practice A+ exams given in years past, demonstrating a high level of computer technical literacy.</td>
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<tr>
<td>critical thinking, information resources</td>
<td>In-Class Quizzes: Students will complete regular in-class quizzes demonstrating well-reasoned arguments and critical thinking skills, and use appropriate information resources as they relate to course content.</td>
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IV. Instructional Materials and Methods

Types of Course Materials:
Textbooks: a review, practice and case study book on A+ Certification

Methods of Instruction (e.g. Lecture, Lab, Seminar …):
Lecture
Discussions
Demonstrations

V. General Outline of Topics Covered:
The following is an examination blueprint outlining the knowledge domains covered by the A+ Certification program. These will be the focus of the course.

Core Knowledge Domains
1. Installation Of PC Computing System Components and Configuration and Upgrading Of PC Computing Systems
2. Diagnosing and Troubleshooting PC Computing Systems
3. Good Safety and Preventative Maintenance Practices
4. Understanding Basic Computer Architecture and Hardware including Motherboards, Processors and Memory
5. Installing, Configuring and Servicing Printers
6. Repairing and Servicing Portable Computing Systems (Laptops)
7. Basic Networking Concepts
8. Essential Knowledge of Computer User Support

DOS/Windows Knowledge Domains
2. Memory Management
3. Installing, Configuring and Upgrading PC Operating Systems
4. Diagnosing and Troubleshooting Software Systems
5. Basic Network Operating System Concepts