

Date Adopted: September 2005

Date Reviewed: August 2009

Date Revised: August 2009

CIS 269 Hardware Support

I. CIS 269 Hardware Support – 3 Semester Hours

II. Course Description

This course provides students with hands-on practical experience in installation and troubleshooting computer hardware.

III. Prerequisite

CIS 268 or equivalent background

IV. Textbook

Textbook: A+ Guide to Hardware: Managing, Maintaining and Troubleshooting

Publisher: Course Technology

Author: Andrews

V. Course Objectives

1. Install, configure and upgrade microcomputer systems and hardware
2. Diagnose microcomputer system operation
3. Troubleshoot microcomputer systems and components
4. Repair microcomputer systems and components

VI. Course Outline of Topics

1. Install, configure and upgrade microcomputer systems and hardware
 - a. Install computer components and test for proper operation.
 - b. Configure a computer to operate according to specifications.
 - c. Upgrade computer components and test for proper operation.
2. Diagnose microcomputer system operation.
 - a. Perform operational checkout of the PC.
3. Troubleshoot microcomputer systems and components
 - a. Troubleshoot the hardware and identify any malfunctions.
4. Repair microcomputer systems and components
 - a. Repair computer hardware and test for proper operation

VII. Evaluation and Assessment

Evaluation and assessment will be determined by the instructor and specified on the instructor's class syllabus. Grades will be based upon following scale: A = 90 – 100%, B = 80 – 89%, C = 70 – 79%, D = 60 – 69%, and F = below 60%.

VIII. Attendance

Students are expected to attend all classes for which they are registered. Students who are unable to attend class regularly, regardless of the reason or circumstance, should withdraw from that class before poor attendance interferes with the student's ability to achieve the objectives required in the course. Withdrawal from class can affect eligibility for federal financial aid.

IX. Statement on Discrimination/Harassment

The College and the Alabama State Board of Education are committed to providing both employment and educational environments free of harassment or discrimination related to an individual's race, color, gender, religion, national origin, age, or disability. Such harassment is a

violation of State Board of Education policy. Any practice or behavior that constitutes harassment or discrimination will not be tolerated.

X. Americans with Disabilities

The Rehabilitation Act of 1973 (Section 504) and the Americans with Disabilities Act of 1990 state that qualified students with disabilities who meet the essential functions and academic requirements are entitled to reasonable accommodations. It is the student's responsibility to provide appropriate disability documentation to the College. The ADA Accommodations Office is in FSC 305 (205-856-7731).