Lassen Community College Course Outline

CS 150 Technical Support Fundamentals 0.0 units

I. Catalog Description

This course is the first of a series that aims to prepare you for a role as an entry-level IT Support Specialist. In this course, you'll be introduced to the world of Information Technology, or IT. You'll learn about the different facets of Information Technology, like computer hardware, the Internet, computer software, troubleshooting, and customer service. This course covers a wide variety of topics in IT that are designed to give you an overview of what's to come in this certificate program. This course has been approved for online and hybrid delivery.

Prerequisite(s): None

Transferable: Not transferable
30 hours lecture
Scheduled: Fall & Spring

II. Coding Information

Repeatability: Not Repeatable, Take 1 Time
Grading Option: Pass/No Pass
Credit Type: Non Credit
TOP Code: 070100

III. Course Objectives

A. Course Student Learning Outcomes

Upon completion of this course the student will be able to:

1. Demonstrate knowledge of different computer hardware and software components and how they all work together.
2. Apply the concepts of software compatibility and installation to install, remove and update various software on a computer
3. Identify appropriate troubleshooting procedures and apply them to real world scenarios.

B. Course Objectives

Upon completion of this course the student will be able to:

1. Understand how the binary system works
2. Assemble a computer from scratch
3. Choose and install an operating system on a computer
4. Understand what the Internet is, how it works, and the impact it has in the modern world
5. Learn how applications are created and how they work under the hood of a computer
6. Utilize common problem-solving methodologies and soft skills in an Information Technology setting

IV. Course Content

A. Introduction to IT
B. Hardware
C. Operating Systems
D. Networking
E. Software
F. Troubleshooting

V. Assignments

A. Appropriate Readings

1. Technical Support Journals
2. IT introduction articles
3. History of Computers/IT online readings

B. Writing Assignments

1. Desktop or Help Desk support documentation sheets, emphasizing main troubleshooting protocols and appropriate documentation and recording.

C. Quizzes

1. Weekly online quizzes

D. Virtual labs

2. Qwiklabs activities to simulate hands on computer repair and assembly, software installation, removal and updates.

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VI. Methods of Evaluation

Traditional Classroom Evaluation

Term paper (topic choice, thesis statement, outline, bibliography, rough draft, final draft), homework (analysis of current economic problems), classroom discussion, essay, journals, and multiple choice problems.

Hybrid Evaluation

All quizzes and exams will be administered during the in person class time. Students will be expected to complete online assignments and activities equivalent to in class assignments and activities for the online portion of the course. Electronic communication, both synchronous and asynchronous will be evaluated for participation and to maintain effective communication between instructor and students.

Online Evaluation

A variety of methods will be used, such as: research papers, asynchronous and synchronous (chat/forum) discussions, online quizzes and exams, posting to online website and email communications using the districts approved learning management system.

VII. Methods of Delivery

Check those delivery methods for which, this course has been separately approved by the Curriculum/Academic Standards Committee.

☒ **Traditional Classroom Delivery** ☐ Correspondence Delivery

☒ Hybrid Delivery ☒ Online Delivery

Traditional Classroom Delivery
Lecture, discussion, audio/visual aids, demonstration, group exercises, guest speakers, lab, individualized programs and other as needed.

Hybrid Delivery
A combination of traditional classroom and online instruction will be utilized. Each semester a minimum of 17 hours, or 1/3 of the lecture hours, will be taught face-to face by the instructor and the remaining hours will be instructed online through the technology platform adopted by the District. Traditional class instruction will consist of exercises/assignments, lectures, visual aids, and practice exercises. Online delivery will consist of exercises/assignments, lecture posts, discussions, adding extra resources and other media sources as appropriate.

Online Delivery
A variety of methods will be used, such as: research papers, asynchronous and synchronous (chat/forum) discussions, online quizzes and exams, posting to online website and email communications using the districts approved learning management system.

VIII. Representative Texts and Supplies

All course materials, including readings and texts are available through Coursera

IX. Discipline/s Assignment

Computer Science, Computer Information Systems

X. Course Status

Current Status: Pending
Original Approval Date: 12/01/2020
Course Originator: Melinda Duerksen
Board Approval: 12/15/2020
Chancellor's Office Approval: 01/21/2021
Revised by: Melinda Duerksen
Curriculum/Academic Standards Committee Revision Date: 10/03/2023