



MONROE COUNTY
COMMUNITY COLLEGE

Course Outcome Summary

Required Program Core Course

CIS 220 Hardware Maintenance

Course Information

Division	Business
Contact Hours	60
Total Credits	4

Prerequisites

CIA 201 – Commercial Client Operating Systems
AND
CIA 203 – Open-source Client Operating Systems

Course Description

This course develops a student's knowledge of computer hardware for installation and maintenance at the equipment level. Students will learn to install, protect, and troubleshoot CPUs, disk drives, memory, circuit boards, video adapters, displays, CD-ROM drives, etc. Students will learn how to use the Internet to upgrade and maintain computers. This course will also bring together all the physical components of equipment evaluation for purchase, future maintenance, and growth. In addition, this course will help to prepare students for the content covered on the CompTIA A+ certification exam

This course is a required core course for students pursuing an:
AAS in PC Support Technician

Course Outcomes

In order to evidence success in this course, the students will be able to:

1. Students will be able to identify the essential components of a computer;
2. Students will be able to describe the function of the essential components of a computer;
3. Students will be able to recommend hardware;
4. Students will be able to develop a computer system proposal/presentation for a client;
5. Students will be able to troubleshoot hardware components;
6. Students will be able to assemble a computer with essential components;

Program Outcomes Addressed by this Course:

Upon successful completion of this course, students should be able to meet the program outcomes listed below:



PC Support

1. Students will be able to identify the essential components of a computer;

Applies to Program Outcome

Perform routine maintenance on the different computer hardware and software operating systems in today's business.

Update and upgrade different computer hardware and operating systems in today's businesses.

Trouble-shoot and fix computers and their peripherals along with their operating systems that are used in today's businesses.

2. Students will be able to describe the function of the essential components of a computer;

Applies to Program Outcome

Perform routine maintenance on the different computer hardware and software operating systems in today's business.

Update and upgrade different computer hardware and operating systems in today's businesses.

Trouble-shoot and fix computers and their peripherals along with their operating systems that are used in today's businesses.

3. Students will be able to recommend hardware;

Applies to Program Outcome

Perform routine maintenance on the different computer hardware and software operating systems in today's business.

Update and upgrade different computer hardware and operating systems in today's businesses.

Trouble-shoot and fix computers and their peripherals along with their operating systems that are used in today's businesses.

4. Students will be able to develop a computer system proposal/presentation for a client;

Applies to Program Outcome

Perform routine maintenance on the different computer hardware and software operating systems in today's business.

Update and upgrade different computer hardware and operating systems in today's businesses.

Trouble-shoot and fix computers and their peripherals along with their operating systems that are used in today's businesses.



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5. Students will be able to troubleshoot hardware components;

Applies to Program Outcome

Perform routine maintenance on the different computer hardware and software operating systems in today's business.

Update and upgrade different computer hardware and operating systems in today's businesses.

Trouble-shoot and fix computers and their peripherals along with their operating systems that are used in today's businesses.

6. Students will be able to assemble a computer with essential components;

Applies to Program Outcome

Perform routine maintenance on the different computer hardware and software operating systems in today's business.

Update and upgrade different computer hardware and operating systems in today's businesses.

Trouble-shoot and fix computers and their peripherals along with their operating systems that are used in today's businesses.

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