

# COURSE OUTCOME MATRIX

## COURSE SYLLABUS

### PART 2 of 3

Course Number and Title	IT114 Operating System and Networking Fundamentals
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Credit Hours	3
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Course Description	This course is designed to build an understanding of: operating system configurations, installing and upgrading client systems, managing applications, managing files and folders, managing devices, operating system maintenance, network infrastructures, network hardware, and protocols and services
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Prerequisite(s) and/or Corequisite(s)	None
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Required Textbooks/References/Course Materials:

TestOut IT Fundamentals Pro		TestOut	TestOut	9781935080701
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General Education Outcomes	
1	Utilize written and verbal language to discuss and comprehend information, incorporating a variety of technologies, such as text, data, and images (written language, verbal language, and information technology).
2	Identify and interpret relevant information in order to formulate an opinion or conclusion (critical thinking).
3	Demonstrate and communicate computational methods and mathematical reasoning in a variety of formats (using words, tables, graphs, mathematical equations, etc., as appropriate) (quantitative literacy and fluency).
4	Communicate in appropriate ways with those who are culturally diverse (intercultural competence).

Program/Department Outcomes	
1	Discuss and evaluate potential technology related ethical dilemmas and apply decision-making techniques to resolve them.
2	Demonstrate proficiency in selecting, implementing, and operating information technology solutions to meet project requirements.
3	Apply essential IT support skills in order to install, configure, secure, and troubleshoot operating systems, programs, networks, and pc hardware.
4	Prepared to take and pass industry standard certification exams
5	Develop the ability to use oral and written communication effectively with clients and other industry professionals.
6	Engage in teams to develop and/or implement IT-based project solutions
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	Course Outcomes (CO)	Bloom's Domain for CO (C, A, P), Category, and Level	Program/Department Outcome(s)	Written Language	Verbal Language	Information Technology	Critical Thinking	Quantitative Literacy and Fluency	Intercultural Competence
1	Introduce, Install, and Upgrade Windows	Cognitive Understanding (2)	1	0	0	2	2	1	0
2	Understanding Operating System Configurations	Cognitive Analyzing (4)	1	0	0	2	2	1	0
3	Identify Native Applications, Tools, Mobility, and Remote Management and Assistance	Cognitive Understanding (2)	1	0	0	2	2	1	0
4	Manage Applications, Services, Folders, Libraries, and Devices	Cognitive Applying (3)	1,2	0	0	2	2	1	0
5	Implement File and Print Sharing	Cognitive Applying (3)	3	0	0	2	2	1	0
6	Maintain, Update, and Protect Windows	Cognitive Applying (3)	2,3	0	0	2	2	1	0
7	Explain Backup and Recovery Methods	Cognitive Understanding (2)	1	0	0	2	2	1	0
8	Distinguish Local Area Networking, Wired and Wireless Networks	Cognitive Understanding (2)	1	0	0	2	2	1	0
9	Identify Networks with the OSI Model	Cognitive Analyzing (4)	1	0	0	2	2	1	0
10	Identify Network Infrastructures and Network Security	Cognitive Analyzing (4)	1	0	0	2	2	1	0

Bloom's Domain Legend

C = Cognitive  
A = Affective  
P = Psychomotor

General Education Outcome Legend

2 = Included and Measurable  
1 = Introduced and/or Minimally Addressed and Not Measurable  
0 = Not included

Approved: May 2021  
Reviewed: November 11, 2021