

COURSE OUTCOME MATRIX

COURSE SYLLABUS

PART 2 of 3

Course Number and Title	IT180 PC Maintenance
-------------------------	----------------------

Credit Hours	2
--------------	---

Course Description	This course is designed to prepare students to perform routine maintenance and repairs on the PC. Emphasis will be on installation, maintenance, troubleshooting, upgrading, and repairing of PC's. Includes coverage of networking and client/server issues. Prepares students for the A+ Certification. This course is not recommended for students with no computer experience.
--------------------	--

Prerequisite(s) and/or Corequisite(s)	Co-req IT182
---------------------------------------	--------------

Required Textbooks/References/Course Materials:

TestOut PC Pro A+ Labsim		TestOut	TestOut	9781935080428
--------------------------	--	---------	---------	---------------

	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
7	
8	
9	
10	

	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	Use problem solving strategies to think critically	Cognitive Applying (3)	1,2,3,4	2	1	2	2	1	0
2	Explain the terms and technology of various hardware and software components	Cognitive Understanding (2)	1,2,3,4	2	1	2	2	1	0
3	Install, configure, and troubleshoot hardware	Cognitive Creating (6)	1,2,3,4,	2	1	2	2	1	0
4	Demonstrate customer support techniques	Cognitive Evaluating (5)	1,2,3,4,5,6	2	1	2	2	1	0
5	Communicate effectively with employees and customers	Cognitive Creating (6)	1,2,3,4,5,6	2	1	2	2	1	0
6									
7									
8									
9									
10									

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