Course Number and Title	IT182 A+ Lab

Credit Hours	2

Course Description	This course provides students with hands-on labs to complement the A+ curriculum. Students will disassemble and reassemble computer equipment with an emphasis on troubleshooting.

Prerequisite(s) and/or Corequisite(s)	IT180

Required Textbooks/References/Course Materials:
None.

	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	Use problem solving strategies to think critically	Cognitive Evaluating (5)	1,2,3,4	2	1	2	2	1	0
2	Distinguish 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)	2,3,4	2	1	2	2	1	0
4	Install, configure, and troubleshoot operating systems	Cognitive Creating (6)	2,3,4	2	1	2	2	1	0
5	Demonstrate customer support techniques	Cognitive Evaluating (5)	1,2,3,4,5,6	2	2	2	2	0	0
6	Exhibit ethical, responsible, and dependable behavior	Cognitive Analyzing (4)	1,2,4,5	2	1	2	2	0	0
7	Communicate effectively with employees and customers	Cognitive Creating (6)	1,2,3,4,5,6	2	2	2	2	0	0
8	Work cooperatively with others in a team environment	Cognitive Creating (6)	1,2,3,4,5,6	2	2	2	2	0	0
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
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