NWAT 1607: PC Hardware Support

A. COURSE DESCRIPTION

Credits: 3
Lecture Hours/Week: 2
Lab Hours/Week: 2
OJT Hours/Week: *.*
Prerequisites: None
Corequisites: None
MnTC Goals: None

This course covers the concepts and familiarity of computer hardware components. System boards, storage devices and peripherals will be studied as to their basic purpose and functionality. Emphasis will be placed on the assembling and disassembling of a microcomputer. The student will be provided with a background in some of the techniques used to service personal computers. Fundamentals of hardware troubleshooting as it relates to keyboards, monitors, printers, mouse, floppy drives, and other peripherals will be explored. (Prerequisite: None) (3 credits: 2 lecture/1 lab)

B. COURSE EFFECTIVE DATES: 03/03/2003 - Present

C. OUTLINE OF MAJOR CONTENT AREAS
D. LEARNING OUTCOMES (General)
45. Troubleshoot hardware-related printer problems
46. Troubleshoot hardware-related mouse problems
47. Describe tracking of service calls
48. Describe good service support goals
49. Identify customer needs
50. Display interpersonal communication
51. Use hardware diagnostic software
52. Display common sense approach
53. Identify hardware-related error messages
54. Verify hardware component repair
55. Troubleshoot hardware-related monitor problems
56. Install hardware diagnostic software
57. Troubleshoot SCSI hard drive problems
58. Troubleshoot hardware-related bios problems
59. Troubleshoot power supplies
60. Troubleshoot hardware-related tape backup device problems
61. Troubleshoot hardware-related CD-ROM problems
62. Troubleshoot hardware-related hard drive problems
63. Troubleshoot hardware-related floppy drive problems

E. Minnesota Transfer Curriculum Goal Area(s) and Competencies
   None

F. LEARNER OUTCOMES ASSESSMENT
   As noted on course syllabus

G. SPECIAL INFORMATION
   None noted