

Course Abstract

If you need accommodations due to a disability, contact Disability Services in Edison Hall Room 100, 732.906.2546.

To foster a productive learning environment, the College requires that all students adhere to the Code of Student Conduct which is published in the college catalog and website.

Course ID and Name: CSC248 – PC Service and Support

Department: Business and Computer Science

Chairperson or Course Coordinator: Dr. Aslihan Cakmak

Office Location: ED123

E-mail Address: ACakmak@Middlesexcc.edu

Telephone: 732-906-2526

Prerequisites: CSC110 and CSC200

Co-requisites: None

Course Description:

This course will provide students with the knowledge necessary to support and service a PC. Cabling, network interfaces, storage devices, and other network hardware components will be studied. Hardware and software installation, troubleshooting and the use on network diagnostic and repair utilities will also be examined. Students conduct research on hardware and software issues using the Web. Students learn to debug printing problems. Upon successful completion of this course, the student will be prepared to take the associated certification test, such as Microsoft certified professional or A+ Hardware.

General Education Status: N/A

Credits: 3 Lecture Hours: 2 Lab Hours: 2

Learning Outcomes:

Upon successful completion of this course, a student will be able to:

1. Install PC hardware.
2. Configure PC hardware.
3. Maintain the PC hardware.
4. Update PC hardware.
5. Troubleshoot the PC hardware.

Course Content Areas:

- System Components
- Peripheral Devices
- Storage
- Networking
- Printing
- Mobile Devices
- System Management
- System Implementation
- File Management
- Security
- Troubleshooting