Louisiana Delta Community College
Academic Affairs Master Syllabus

Course Name: INSTALLATION AND TROUBLESHOOTING PART I
Course Number: INCT 1100
Credit Lecture hours: 1   Credit Lab Hours: 2   Contact Hours: 75
Textbook, Author, and Publisher: To be provided by College Campus
Instructor Information: To be provided by College Campus
Class Location: To be provided by College Campus

Course Description: This course is designed to provide students with the basic knowledge and skills necessary for Personal Computer (PC) support and maintenance. It also prepares students for the CompTIA A+ Essentials part of the A+ certification process. Students are given basic training in the areas of PC installation, preventative maintenance, networking, security and troubleshooting. PC hardware and software covered in this course includes installation and proper configuration of motherboards, various drives, adapter cards, operating systems, various applications, and data communication software. The course provides a systematic approach towards PC diagnostics and troubleshooting through the use of common industry standard diagnostic software.

Prerequisites: None. Basic knowledge of computers is helpful.
Co-requisites: None

Learning Outcomes:
On completion of this course, the student should be able to perform the following with a proficiency that complies with the minimum standard of industry:

1. Understand basic terms, concepts, and function of PC modules, including how each module should work during normal operation and during the boot process.
2. Identify basic procedures for adding and removing field replaceable modules for both desktop and portable systems.
3. Be familiar with IRQs, DMAs, I/O addresses, peripheral ports associated with common PC devices.
4. Identify proper procedures for installing and configuring IDE, EIDE, SATA, SCSI devices, and other peripheral devices.
5. Understand PC hardware upgrading and replacing basic subsystem components for system performance.
6. Identify common symptoms and problems associated with PC modules and how to troubleshoot such problems.
7. Understand the various types of PC preventative maintenance procedures and techniques.

Learning Outcomes continued:

8. Understand personal and environmental safety procedures and techniques associated with PC troubleshooting and maintenance.

9. Identify the popular motherboards, CPU, CMOS, RAM and other important chips and be familiar with their basic technology and characteristics

10. Identify/understand basic networking and printing operations and concepts.

Assessment Measures: To be provided by the College Campus.

Library Resource Center:

The Delta Library and Learning Resource Center is committed to providing quality information and learning resources and services, including technology, in supporting the overall mission of Delta Community College and its commitment to lifelong learning.

Special Accommodations:

Louisiana Delta Community College complies with Section 504 of the Rehabilitation Act, as well as the Americans with Disabilities Act. Students with disabilities who attend the Monroe campus may make a request by contacting the Director of Counseling and Disability Services (See College Directory for contact information.) at the beginning of each semester. Reasonable accommodations will be attempted for students with documented disabilities. If an impairment is identified later in the semester, a non-retroactive accommodation plan will be developed. Students at satellite campuses should contact the Coordinator of Student Affairs at their particular campus.

Title IX:

Louisiana Delta Community College is committed to protecting the rights of students, which includes compliance with Title IX requirements. As such, the institution and members of our community will not tolerate the offenses of dating violence, domestic violence, sexual assault, and stalking. Students with Title IX concerns should contact the College's Title IX Coordinator (See College Directory for contact information.) Students are required to complete Sexual Assault Awareness and Prevention Online Training. Access to this online course will be sent out through the Delta email account.

Student Code of Conduct:

Louisiana Delta Community College encourages an environment of academic integrity and mutual respect. Students should read and follow both academic and behavioral expectations identified in the Code of Student Conduct that can be found online at www.ladelta.edu. Students are expected to act with integrity, respect the rights of others, and conduct themselves in a professional manner. The Honor Code prohibits academic misconduct such as cheating, engaging in unauthorized collaboration, and plagiarism. Violations of the Code of Student Conduct may result in disciplinary action as provided in the Code. Incidents are reported through the online Student Conduct system.