

Course Profile:

Computer Support

Course Location St. Johns

Prerequisites 1) Students must have local approval based on high school graduation requirements.

This course provide an introduction to computers, their role in managing business information systems, their influence on society, and their use in personal productivity. Students will also gain skills to diagnose and correct problems that computer users encounter. Students receive practical hands-on experience in installing, maintaining, and troubleshooting computer hardware and software while developing their communication skills and professionalism. This course includes the two current CompTIA A+



certification exams that are required to receive CompTIA A+ certification. In addition, students in this course will learn the fundamentals of Local Area Networks (LANs) and related topics, including Wide Area Networking (WAN). Communication standards such as OSI 7 layer model are introduced. If college level work is attained, students may earn up to 12 LCC credits.

This course provides the opportunity to earn the following **direct credits** from **Lansing Community College**:

Credits	To be eligible to earn credit, students must achieve:
CITF 110 (3 credits) Intro to Computer Information Systems	<ul style="list-style-type: none"> Accuplacer reading level 4 Accuplacer writing level 4
CITN 120 (3 credits) Networking Concepts	<ul style="list-style-type: none"> Accuplacer reading level 4 Accuplacer writing level 4
CITS 125 (6 credits) Computer Support: A+ Cert Prep	<ul style="list-style-type: none"> Accuplacer reading level 5 Accuplacer writing level 4 Accuplacer math level 3

Learn more about our courses. Visit the Career Connections tab on the **Clinton County RESA website at CCRESA.org.**

It is the policy of the Clinton County Regional Educational Service Agency (RESA) that no discriminatory practices based on gender, race, religion, color, age, national origin, disability, height, weight, marital status, sexual orientation, political affiliations and beliefs, or any other status covered by federal, state or local law be allowed in providing instructional opportunities, programs, services, job placement assistance, employment or in policies governing student conduct and attendance. Any person suspecting a discriminatory practice should contact the Associate Superintendent for Special Education, 1013 S. US-27, St. Johns, MI 48879, or call 989-224-6831.

Accuplacer Assessment

To be eligible to receive Lansing Community College (LCC) credit for the course, students are **required** to take the Accuplacer assessment exam and obtain the listed minimum scores. LCC will admit students before the beginning of the school year as a necessary step prior to Accuplacer testing. The exam is taken as part of the course in the fall.

LCC staff will admit all incoming Career Connections students prior to the end of the current school year. At the session, students will need to bring their driver's license and Social Security card, as well as supply their full legal name, Social Security number, and correct address, including apartment numbers or P.O. box numbers. Schools will let students know the date when this enrollment is scheduled.

If on the first attempt a student does not attain the required scores, retakes are an option. The Accuplacer exam can be waived if a student submits ACT or SAT test results for verification that list comparable scores. Further Accuplacer exam information is available from the course instructor or by calling the Lansing Community College North Campus at 989-224-2017.

Direct Course Credits

Career Connections students are eligible for both high school and Lansing Community College credit. As is the case with all classes, students must earn the credit; it is not automatically granted by simply attending the class.

Students enrolling in this course are also

enrolled at LCC. There will be an official transcript that lists grades by class at the end of the school year.

When sending application information to post-secondary institutions (colleges, universities, community colleges, trade schools, etc.), students should include the credit information listed on this sheet so that admissions counselors fully understand the makeup of this Career Connections course. High school counselors should include this information on official school transcripts as well. Ultimately, **students** bear the responsibility of conveying

the LCC class information to post-secondary institutions.

Further information is available from the course instructor or by calling the Career Connections administration office at 989-224-6831.

Credit Information:

Computer Support

Listed below are the Lansing Community College degree and certificate programs that align with this course.

The following LCC programs contain CITF 110:

- 0240 – International Business – Associate in Business Degree
- 1633 – Computer Software Tester – Certificate of Achievement
- 0969 – Computer Programmer/Analyst – Certificate of Completion

The following LCC programs contain CITF 110 & CITN 120:

- 0844 – Computer Technology Basics – Certificate of Completion
- 0253 – Computer Auditor – Associate in Business Degree
- 0113 – Computer Programmer/Analyst – Associate in Business Degree – Choice 4

The following LCC programs contain CITF 100, CITN 120 & CITS 125:

- 0713 – Computer Support Specialist – Associate in Business Degree
- 0766 – Information Technology Foundations – Certificate of Completion
- 1713 – Convergence Technology – Certificate of Achievement
- 1453 – Computer Networking and Information Security – Associate in Business Degree

The following LCC program contains CITN 120 & CITS 125:

- 1469 – Cisco Certified Network Associate Certification Program (CCNA) – Certificate of Completion

The following LCC programs contain CITS 125:

- 1751 – Residential Networking Specialist – Certificate of Achievement
- 0743 – Computer Repair and Support Technician – Associate in Applied Science Degree
- 0168 – Computer Repair Technician – Certificate of Achievement

Student learning outcomes include but are not limited to:

- Identify the parts of a PC.
- Install, replace, and upgrade common PC hardware components.
- Define and explain the functions and interactions of all PC subsystems.
- Tear down and rebuild a complete PC.
- Install and troubleshoot PC peripherals such as printers and modems.
- Install several common operating systems and use common tools for desktop system administration and problem diagnosis.
- Identify safety and security issues.
- Practice effective oral and written communication skills demonstrating clarity of thought and expression, including neatness, spelling, grammar and punctuation.
- Distinguish between wide area and local area networks, and describe characteristics of each.
- Describe common network components and how they connect to and communicate with each other.
- Describe the various ways data is represented and organized into packets or frames for transmission from one location to another.
- Discuss issues related to securing networks.
- Describe uses of networks in business.
- Explain the interrelationship between computer hardware and software development and society in an information age.
- Describe the various classes of computers, the hardware which they utilize, and types of applications for which they are developed.
- Describe computer programming languages, software concepts, and computer applications.

If you are interested in any of these LCC programs, you can find more information at the LCC website:

http://www.lcc.edu/catalog/degree_certificateprograms/current/

Scroll down to the name of the program you are interested in and click on it. You will see a curriculum guide that will explain all the requirements for that program.