INFO-1241 IT Technical Support Course Syllabus Fall 2025

"Responsibility for learning belongs to the student, regardless of age" Robert Martin

Contents

Keys to Success: Show Up, Work Hard, Ask for Help

Your Instructor

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 "There are no stupid questions. Ask questions whenever something isn't completely clear. You can't remember what you don't understand."

Tolerate chaos, uncertainty, and vagueness. "Figuring it out" is part of learning.

Class Information

Class Location: Scottsbluff, Room D1

Time: MW 2:00-3:15 pm

Catalog Description

This course is an introduction to computer, mobile device, and other Information Technology (IT) operating systems with an emphasis on the skills necessary to pass the Computing Technology Industry Association (CompTIA) A+ software certification exam. Additional topics covered are communication skills, security, installation, troubleshooting, optimization, support, networking, and maintenance of IT environment software. The student is encouraged to take the CompTIA A+ software certification exam. The CompTIA A+ software and hardware exam are both required for A+ certification. The instructor for this course is certified by CompTIA. A current CompTIA A+ certification is accepted as equivalent to this class. Please contact the instructor for details.

3 semester hours

(3/45/0/0/0/0) See Figure 1

Course Objectives

Using this course as an instructional medium, the instructor will:

1. Define and explain common personal computer, computing device, and IT technical support syntax, terms, and concepts.

2. Explain the purpose and function of the basic components of a personal computer and computing device software.

3. Demonstrate installation, file management, and commands of various operating systems.

4. Present and model problem solving and troubleshooting techniques with personal computers and other computing devices.

5. Model self-directed and lifelong learning.

Student Learning Outcomes

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

1. Recognize and define common personal computer, computing device, and IT technical support syntax, terms and concepts. [GE 1, 2]

2. Identify and describe the purpose and function of the basic components of a personal computer and computing device software. [GE 1, 2]

3. Perform installation, file management, and commands of various operating systems. [GE 1, 2]

4. Apply problem solving and troubleshooting techniques with personal computers and other computing devices. [GE 1, 2]

5. Self-direct their learning while gaining an ongoing interest in learning more about personal computers and other computing devices. [GE 5]

Instructional Materials

The materials required for this course are included in Cengage Unlimited, a subscription service providing access to ALL Cengage ebooks and digital learning products. One Cengage Unlimited subscription can be used across all courses where Cengage products are assigned, at no additional cost.

The access code for the eBook and labs can be purchased at: Cougar Bookstore, Scottsbluff Campus, (308) 635-6066, or online at http://bookstore.wncc.edu

MindTap contains the eBook and online labs used in this class. Access to both is within Blackboard. Buying the physical book is optional. The MindTap eBook can be accessed by any computer or mobile device.

Other Materials

- Computer with the ability to run virtualization software such as VirtualBox. (Can be a Mac.)

- Windows computer that you can install software on

- Older or non-functional personal computer to take apart

A+ Certification Exam

NOTE: The testing center at the Harms Center is closed until further notice.

There is a PearsonVue testing center at the Harms Center in Scottsbluff. WNCC is a CompTIA Authorized Academy and receives a 50% discount on test vouchers. There are two exams for the CompTIA A+ certification.

- CompTIA A+ Hardware Exam # 220-1101

- CompTIA A+ Software Exam # 220-1102

If you pass the Software Exam, you will receive an A+ for the class.

Course Schedule

Course content and schedule may change.

Week	Learning Activities	Assignments
Week 1 08/18 - 08/24	Introduction Discussion Introduction to Course Introduction to Blackboard Module 1 Taking a Computer Apart and Putting It Back Together	Getting started activities in Blackboard WNCC.edu E-mail and Outlook Getting Started Quiz Module 1 Flashcards and Crossword Puzzle Module 1 Labs 1.1, 1.2 Continue the On Course Conversation

		Core 2 (220-1002) Pre-Assessment Quiz
Week 2 08/25 - 08/31	Module 3 Supporting Processors and Upgrading Memory	Backup Options Memory on Your Computer Examine BIOS/UEFI Settings Windows 11 Virtualization IT Customer Support Part 1 & 2 Chapter Quiz
Week 3 09/01 - 09/07	Module 5 Hard Drives and Other Storage Devices Think Aloud	Module 3 Flashcards & Crossword Puzzle Module 3 Labs 5.1, 5.2 Identify the Hardware on Your PC with Software Team Project Using Quick Assist IT Customer Support Part 3 Module 3 Quiz
Week 4 09/08 - 09/14	Module 12 Installing Windows	Module 12 Flashcards and Crossword Puzzle Module 12 Labs 12.1, 12.2 OneDrive OneDrive on a Mobile Device Team Project: TeamViewer IT Customer Support Part 4 Module 12 Quiz

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Week 5 09/15 - 09/21	Module 11 The Complex World of IT Professionals Personal Development Discussion	Module 11 Flashcards and Crossword Puzzle Module 11 Labs 11.2 Folder Options and Power Management Shortcuts and Msinfo Create a Local Account IT Customer Support Part 5 Module 11 Quiz
Week 6 09/22 - 09/28	Module 13 Maintaining Windows	Module 13 Flashcards and Crossword Puzzle Module 13 Labs 13.1, 13.2 Visualize: Using the Command Line Perform Routine Maintenance Backup and Restore (Windows 7) Command Line Batch Files IT Customer Support Part 6 Module 13 Quiz
Week 7 09/29 - 10/05	Module 14 Troubleshooting Windows After Startup Think Aloud	Module 14 Flashcards and Crossword Puzzle Module 14 Labs 14.1, 14.2 System Restore Clean Boot Registry Edit and Restore Create Synchronicity Steps Recorder

		IT Customer Support Part 7 Module 14 Quiz
Week 8 10/06 – 10/12	Module 15 Troubleshooting Windows Startup	Module 15 Flashcards and Crossword Puzzle Module 15 Labs 15.1, 15.2, 15.1 Windows Full Shutdown Windows Reset Belarc Advisor IT Customer Support Part 8 Module 15 Quiz
Week 9 10/13 - 10/19 Fall Break	Module 7 Networking Fundamentals Warriors of the Net	Module 7 Flashcards and Crossword Puzzle Module 7 Labs 7.1, 7.2, 7.1, 7.3, 7.4 Ping, Traceroute, and PingPlotter IT Customer Support Part 9
Week 10 10/20 - 10/26	Chapter 8 Network Infrastructure and Cloud Computing Visualize: How Subnets and Subnet Masks Work	Module 8 Flashcards and Crossword Puzzle Module 8 Labs 8.2, 8.1, 8.3 Install and Use ZenMap Linkedin Profile IT Customer Support Part 10 Module 7 Quiz
Week 11 10/27 - 11/02	Module 16 Security Strategies Internet Access Speed Discussion	Module 16 Flashcards and Crossword Puzzle Module 16 Labs 16.1, 16.2, 16.1, 16.3, 16.4 Packet Tracer SOHO Network

		IT Customer Support Part 11
Week 12 11/03 - 11/09	Module 17 Securing and Sharing Windows Resources	Module 17 Labs 17.1, 17.4 Network Settings Project Screen Recording software IT Customer Support Part 12 Module 8 Quiz
Week 13 11/10 - 11/16	Module 18 Mobile Device Security Visualize: How Share Permissions and NTFS Permissions Work	Module 16 Flashcards and Crossword Puzzle Packet Tracer Home Network Remote Desktop on Two Computers Network Two Computers User Accounts with Data Access Chapter Quiz
Week 14 11/17 11/23 Thanks giving	Module 19 Network Security and Troubleshooting	Module 19 Flashcards and Crossword Puzzle Module 19 Labs 19-1, 19-2 Corrupted User Profile (Delete and Recreate) Anti-Malware Lab Module 16 Quiz
Week 15 11/24 - 11/30	Module 20 Supporting macOS IT Careers Discussion	Module 20 Flashcards and Crossword Puzzle Module 20 Labs 20.1, 20.2 Local Security Policies Ubuntu Desktop & Linux Commands Anti-Virus Lab

		Module 17 Quiz
Week 16 12/01 - 12/07	Module 21 Linux and Scripting Lessons Learned Discussion	Module 21 Flashcards and Crossword Puzzle Module 21 Labs 21.1, 21.2, 21.1 Module 18 Quiz
Finals 12/08 - 12/12	Finals	Hands-on Final Project CompTIA A+ Exam 220-1102 Post-Assessment

Academic Integrity

The academic integrity policy for this course includes the Institutional Academic Integrity Policy listed at the end of this document.

1. Do your own work.

2. You can ask for help if you get stuck. It is OK to have a study buddy to help with problems or issues. It is not OK to turn in the same assignment as someone else.

3. If you use someone else's work for a small quote or reference, cite the source.

4. Use your own words.

5. Do your own work. We are here to learn. You can't learn without doing the work.

Artificial Intelligence (AI)

1. AI (ChatGPT, etc.) is a tool, just like a pencil, a computer, or Google. All work submitted must be your own. You may not submit any work generated by an AI program as your own.

2. You will be working with AI in the workplace. Certain homework assignments will involve the use of AI technologies. Give credit to the source you use. The aim of these assignments is to familiarize you with practical AI applications.

Minor Violations: First offense: Grade of 0 for the assignment.

Major Violations: Second offense: Grade of F for the class.

Do your own work.

Assignment Creativity

If your assignment submission meets the requirements of the tutorial or assignment, you are free to embellish the resulting work as much as you wish before submission.

WNCC Master Syllabus Contents

This link contains the common WNCC Syllabus policies.