

*Kennewick High School*  
*PC Trouble Shooting*  
**Syllabus**  
*Marc Long*

### Course Description:

In this course students receive classroom training preparing them to do PC technical repair. Student learning will emphasize problem identification and correction by being presented with real world examples of PC problems. This training will provide students essential technical and customer relation skills as needed in the workplace. Students are prepared to test for A+ certification upon completion of the course.

### At Course Completion

After completing this course, students will:

- Develop good communication skills for the workplace
- Be able to identify the basic components of a computer
- Be able to navigate Windows XP, and Windows 7
- Understand how a processor works and motherboard work together
- Be able to order the right RAM for a computer
- Be able to edit a computer's CMOS/BIOS
- Understand the working of hard drives and other media drives
- Install and maintain a variety of Microsoft operating systems
- Learn to secure a operating system
- Trouble shoot basic user issues
- Explore the world of high end video cards
- Understand the printers (laser, inkjet, etc.)
- Explore local area networking
- Setup a wireless network
- Practice good computer ethics in the workplace
- Practice safety skills in the work environment
- Be prepared to take the A+ Certification test (an industry standard)

### Grading and Assessment

Students will be graded upon daily work, video notes, labs and tests. Students may view the website below for the weighting and grade scale.

### Prerequisites

This is a first experience for students hoping to explore the world of the PC technician. Most students enter this course without any prior experience.

## Credits

Students completing the course will earn 1.0 credit of Occupational Ed. Students who meet the requirements may receive 10 college credits through the Tech Prep Direct Credit program.

## Student Leadership

Students are encouraged to participate in Robotics Technology And Computers. Students in the classroom will also be expected to work with others in a cooperative setting.

## Employability

This class will prepare the student to take the A+ certification test. This course provides could land a job in the IT industry right out of high school. Students are encouraged to continue their training and learn skills that could lead to certifications as a network technician.

## Classroom Expectations

<http://kehs.ksd.org/Classes/CompSci/tech/PC%20Trouble%20Expectations.htm>

## PC Trouble Classroom Website

<http://kehs.ksd.org/Classes/CompSci/pc.htm>

## Intellectual Property Statement

Any intellectual property developed as a part of this class is property of the Kennewick School District.