

STV149 : Introduction to Information Technology

General Information

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Course Code (CB01) :	STV149
Course Title (CB02) :	Introduction to Information Technology
Department:	STV
Proposal Start:	Spring 2024
TOP Code (CB03) :	(0701.00) Information Technology, General*
CIP Code:	(11.0101) Computer and Information Sciences, General.
SAM Code (CB09) :	Clearly Occupational
Distance Education Approved:	No
Will this course be taught asynchronously?:	No
Course Control Number (CB00) :	CCC000642847
Curriculum Committee Approval Date:	12/13/2023
Board of Trustees Approval Date:	01/09/2024
Last Cyclical Review Date:	12/13/2023
Course Description and Course Note:	STV 149 provides students with an introduction to technical support in the information technology field. The course covers both hardware and software topics including, but not strictly limited to computer assembly, troubleshooting networking concepts, laptops and mobile devices, printers, virtualization and cloud computing, windows installation and configuration, and computer security. Lecture 24 hours/Laboratory 24 hours.
Justification:	New Course
Academic Career:	<ul style="list-style-type: none">• Noncredit
Author:	<ul style="list-style-type: none">• Maria Czech

Academic Senate Discipline

Primary Discipline:	<ul style="list-style-type: none">• Computer Information Systems (Computer network installation, microcomputer technology, computer applications)
Alternate Discipline:	
Alternate Discipline:	

Course Development

Basic Skill Status (CB08)	Course Special Class Status (CB13)	Grading Basis
Course is not a basic skills course.	Course is not a special class.	<ul style="list-style-type: none">• Pass / No-Pass Only

Allow Students to Gain Credit by Exam/Challenge

Pre-Collegiate Level (CB21)

Course Support Course Status (CB26)

Not applicable.

Course is not a support course

Transferability & Gen. Ed. Options

General Education Status (CB25)

Not Applicable

Transferability

Not transferable

Transferability Status

Not transferable

Units and Hours

Summary

Minimum Credit Units (CB07) 0

Maximum Credit Units (CB06) 0

Total Course In-Class (Contact) Hours 48

Total Course Out-of-Class Hours 0

Total Student Learning Hours 48

Credit / Non-Credit Options

Course Type (CB04)

Non-Credit

Noncredit Course Category (CB22)

Short-Term Vocational.

Noncredit Special Characteristics

No Value

Course Classification Code (CB11)

Workforce Preparation Enhanced Funding.

Funding Agency Category (CB23)

This course was primarily developed using Economic Development funds.

Cooperative Work Experience
 Education Status (CB10)

Variable Credit Course

Weekly Student Hours

	In Class	Out of Class
Lecture Hours	24	0
Laboratory Hours	24	0
Studio Hours	0	0

Course Student Hours

Course Duration (Weeks)	18
Hours per unit divisor	54
Course In-Class (Contact) Hours	
Lecture	24
Laboratory	24
Studio	0
Total	48

Course Out-of-Class Hours

Lecture	0
Laboratory	0
Studio	0
Total	0

Time Commitment Notes for Students

No value

Pre-requisites, Co-requisites, Anti-requisites and Advisories**Advisory**

ESL30 - ENGLISH AS A SECOND LANGUAGE LEVEL 3

Objectives

- Write paragraphs at the low-intermediate level with sufficient unity.
- Develop coherence and mechanical accuracy.
- Converse at a functional level adequate for everyday use on the campus and in the community.
- Respond to questions about recorded and live speeches, dialogues, role plays, and lectures.
- Decode 2,500-word reading passages, respond to inference and recall questions, and utilize a monolingual English dictionary to advantage.

AND**Advisory**

STV70 - Introduction to Computers

Objectives

- Describe basic functions of computer hardware.
- Explain the difference between application software and system software.
- Describe the basic components of a computer.
- Define software components including operating systems.
- Use proper computer terminology.
- Install basic software in a computer.
- List major computer peripherals and their functions.

AND**Advisory**

STV80 - Microsoft Windows

Objectives

- Identify and launch application programs.
- Use a mouse to select windows features and commands.
- Arrange desktop icons.
- Create, edit, format, and print simple files using the operating system's programs.
- Perform file management.

AND**Advisory**

STV140 - Internet

Objectives

- Access the internet for research, shopping, and communication.
- Recognize the importance of managing individual privacy and security.
- Explore the World Wide Web.

- Navigate a browser and the tools available to filter and modify searches.
- Utilize a variety of tools to modify and narrow searches.

Entry Standards

Entry Standards

Know the difference between various types of input, output, and storage devices.

Change Windows settings.

Perform all types of file operations: copy, move, delete, rename, print, and create.

Specifications

Methods of Instruction

Methods of Instruction	Demonstrations
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Methods of Instruction	Discussion
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Methods of Instruction	Lecture
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Methods of Instruction	Laboratory
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Out of Class Assignments

- Using *Cisco Networking Academy courseware – IT Essentials*, complete 16.00-24.00 hours of coursework from various modules

Methods of Evaluation

Rationale

Exam/Quiz/Test	Multiple-choice quizzes
Exam/Quiz/Test	Comprehensive final test
Activity (answering journal prompt, group activity)	Diagramming relationships

Textbook Rationale

No Value

Textbooks

Author	Title	Publisher	Date	ISBN
Mark Taub (ed.)	IT essentials course booklet	Cisco Press, [Indianapolis, Indiana],	2020	9780135612163, 0135612160
Mark Taub	IT Essentials Companion Guide	Cisco Press, San Jose, CA	2020	978-0-13-564537- 6

Other Instructional Materials (i.e. OER, handouts)

No Value

Materials Fee

No value

Learning Outcomes and Objectives

Course Objectives

Identify internal computer components and how to assemble a desktop computer.

Analyze and repair common computer issues.

Analyze and repair common networking issues.

Explain how to perform preventative maintenance on computers and printers.

SLOs

Illustrate the steps involved in assembling a desktop computer.

Expected Outcome Performance: 75.0

Identify modern computer peripherals and internal hardware.

Expected Outcome Performance: 75.0

Apply computer networking concepts in a real-world environment.

Expected Outcome Performance: 75.0

Additional SLO Information

Does this proposal include revisions that might improve student attainment of course learning outcomes?

No

Is this proposal submitted in response to learning outcomes assessment data?

No

If yes was selected in either of the above questions for learning outcomes, explain and attach evidence of discussions about learning outcomes.

No Value

SLO Evidence

No Value

Course Content

Lecture Content

Introduction and PC Assembly (4 hours)

- Introduction to Personal Computer Hardware and PC Components
- Personal Computer Safety
- Computer Assembly and Disassembly

Preventative Maintenance and Troubleshooting (2 hours)

- Benefits of Preventative Maintenance
- Preventative maintenance on software
- Preventative maintenance of hardware

Troubleshooting (2 hours)

- Troubleshooting process steps
- Common problems and solutions

Networking Concepts (2 hours)

- Network components and types
- Networking protocols, standards, and services
- Network devices and cables

Applied Networking (4 hours)

- Network addressing (IP v4 and IPv6)
- DNS and DHCP operation
- Configuring a network connection
- Wireless connections
- Internet of Things
- Network Security
- Network Troubleshooting

Laptop Configuration (2 hours)

- Power Configuration and Management
- Wireless connections (Bluetooth, Wi-Fi)
- Preventative Maintenance for portable devices

Printers (2 hours)

- Characteristics of different printers
- Installing and configuring printers
- Maintenance and troubleshooting printers

Windows Installation and Configuration (2 hours)

- Initial Windows Installation requirements
- Setting up users in Windows
- Windows security settings
- Windows troubleshooting
- Windows monitoring tools

Cloud Computing and Virtualization (2 hours)

- Introduction to Virtualization
- Introduction to Cloud Computing.

Total hours: 24

Laboratory/Studio Content

Introduction and PC Assembly (4 hours)

- Introduction to Personal Computer Hardware and PC Components
- Personal Computer Safety
- Computer Assembly and Disassembly

Preventative Maintenance and Troubleshooting (2 hours)

- Benefits of Preventative Maintenance
- Preventative maintenance on software
- Preventative maintenance of hardware

Troubleshooting (2 hours)

- Troubleshooting process steps
- Common problems and solutions

Networking Concepts (2 hours)

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- Introduction to Virtualization
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