

North Central Michigan College

NCMC MASTER COURSE SYLLABUS

Last Date Revised 11/27/2006

DIVISION/AREA: Occupational

DEPARTMENT: CIS

ASSOCIATE DEAN: Robert J. Marsh

ORIGINATOR: Hwee-Joo Kam

DEAN OF INSTRUCTION: Timothy Dykstra

HOURS OF INSTRUCTION: 3.0

Credit hours: 3.0

Lecture: 2

Lab: 2

Contact hours: 70.4

COURSE TITLE: PC Operating Systems II

COURSE ALPHA: CIS

COURSE NUMBER: 121

CATALOG DESCRIPTION:

Focuses on supporting users and troubleshooting desktop applications on Microsoft Windows XP Operating Systems. Topics such as user-related configuration, resolving issues relating to Operating Systems customization, and troubleshooting devices and connectivity are covered. Using a hands-on approach, this course prepares students to take the Microsoft Desktop Support Technician (MCDST) exam # 70-272.

PREREQUISITE(S): CIS 100

COREQUISITE(S):

GENERAL EDUCATION/PROGRAM OUTCOMES:

- Think critically and analytically
- Write and speak effectively
- Select and use mathematical tools for problem solving and decision making

COURSE OBJECTIVES AND OUTCOMES:

At the successful conclusion of the course, the student will be able to:

- Configure and troubleshoot Internet Explorer and Outlook Express
- Configure and troubleshoot Operating System features
- Resolve issues related to office application usage
- Resolve folder and file issues
- Configure application security

METHODS OF INSTRUCTION: Lecture, in class exercises and presentations, homework projects

METHODS OF EVALUATION: Exams, project presentations, in class exercises, homework projects

REQUIRED TEXT AT TIME OF COURSE ADOPTION/REVISION:

TEXTS: *MCDST 70-272: Supporting Users and Troubleshooting Desktop Applications on a Microsoft Windows XP Operating System*

OPTIONAL SUPPLEMENTARY MATERIALS:

Reasonable accommodations can be provided to students with documented disabilities. Please contact Learning Support Services at 348-6817 to arrange these.

SUGGESTED TIME ALLOWANCE AND SEQUENCE OF INSTRUCTION:

(List general content description of what is being covered each week)

WEEK 1	Introduction to Supporting Users
WEEK 2	Overview of Microsoft User Applications
WEEK 3	Resolve Issues Related to Operating System Customization
WEEK 4	Exam I
WEEK 5	Configure User-Related Issues
WEEK 6	Configure and Troubleshoot Internet Explorer and Outlook Express
WEEK 7	Install Microsoft Office 2003
WEEK 8	Exam II
WEEK 9	Configure and Troubleshoot Operating System Features
WEEK 10	Resolve Issues Related to Office Application Usage
WEEK 11	Configure, Customize, and Migrate to Outlook
WEEK 12	Exam III
WEEK 13	Configure and Troubleshoot Devices and Connectivity
WEEK 14	Resolve Folder and File Issues
WEEK 15	Configure Application Security
WEEK 16	Final Exam

APPROVED FOR ADOPTION/REVISION BY THE CRD/AP COMMITTEE ON 12/6/06