



Program Syllabus

Computer Systems & Information Technology (CSIT)

Program Number: Y100200

Program Hours: 900

Instructor: Leslie Harrison
CompTIA A+, Network+, Security+
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Program Description:

The Computer Systems & Information Technology (CSIT) program is designed to provide students with the necessary instruction and experience to prepare them to pursue a career and employment in the field of PC upgrade/repair and networking after successful completion of the Computer Systems & Information Technology (CSIT) program. Upon completion of the program the student will have acquired the necessary skills required to perform competently in the field as a computer technician, network specialist and network administrator.

In addition, the program will provide the student with opportunities for individual growth and personal awareness, which will hopefully lead to an expansion in their interests, confidence, personal success, work ethics and skills.

The purpose of the CSIT program reflects Emerald Coast Technical College's mission as evidenced by the desire to provide students with the training and education that is required to function successfully in the professional workforce.

Prerequisites: None

Industry Certification/Licensure:

CIW Internet Business Associate
CompTIA A+

Occupational Completion Points:

OCP	Course Number	Course Title	Length	SOC Code
A	CTS0082	Computer Systems Technician	300 hours	15-1152
B	CTS0083	Computer Network Technician	150 hours	15-1142
C	CTS0084	Computer Networking Specialist	150 hours	15-1142
D	CTS0069	Computer Security Technician	300 hours	15-1122

Program objectives and outcomes include but are not limited to:

1. Demonstrate proficiency with personal computer hardware.
2. Demonstrate proficiency in troubleshooting, repair and maintenance.
3. Demonstrate proficiency with operating systems and software.
4. Demonstrate proficiency with networking.
5. Demonstrate proficiency with security.
6. Demonstrate proficiency with operational procedure.
7. Demonstrate proficiency with installing, configuring & troubleshooting computer hardware.
8. Customer service and human relations.
9. Employability skills.
10. Safe, efficient work practices.
11. Industry Certification



Program Syllabus



Textbook:

A+ Guide to IT Technical Support by Jean Andrews, Joy Dark, Jill West, 10th ed.
ISBN: 9780357108369

Online Resources:

Edmodo
TestOut/LabSim PCPro
CIW IBA

**Please note, the cost of online resources is included in lab fees. Students will not need to purchase additional resources.*

Tools/Supplies/Materials:

Students will need to provide their own writing utensils and paper for note-taking purposes. Students are not required to purchase or bring their own tools for this program.

Grading Scale:

A	93-100
B	84-92
C	70-83
F	69 & Below

Evaluation/Assessment:

40% Evaluation (Written Exams and Major Projects)
30% Competency/Performance Evaluation (assignments, minor projects, homework and lab activities)
20% Certification Prep
10% Trouble Tickets/Work Orders

Satisfactory Progress:

CSIT is a planned sequence of instruction consisting of four occupational completion points. When the recommended sequence is followed, the structure is intended to prepare students to complete the industry certifications associated with this program of study. CSIT adheres to the Satisfactory Progress guidelines listed in the ECTC Catalog.

Instructional Delivery Methods:

This program is a traditional program taught on ECTC campus. It uses a variety of instructional delivery methods including but not limited to:

- ❖ Hands-on training
- ❖ Lectures
- ❖ Videos
- ❖ Web-based programs

Conferences and Assistance:

Please contact the instructor first. Counselors located in student services are also available.

Classroom Location:

761 N. 20th Street DeFuniak Springs, Florida 32433
Building 100 Room 052

Office Location:

761 N. 20th Street DeFuniak Springs, Florida 32433
Building 100 Room 052



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Office Hours:

Regular office hours for the instructor are 7:30-8:00 a.m. (Mon-Thurs) or as scheduled by appointment.

Attendance:

Attendance is mandatory. Students who believe that attendance may present a problem should discuss their situation with the instructor and with student services. Meet with instructor to schedule makeup hours.

Meeting Times/Contact Hours:

Refer to student schedule for class meeting times.

Equipment:

Students will use hardware and software used in the industry. This includes but is not limited to: towers, peripherals, switches, access points, routers, projectors, electronic white boards, Windows operating systems, Linux and various application software.

Safety:

- Safety is priority one.
- This program follows CDC guidelines.
- Touch-free temperature and hand sanitizing stations have been installed.
- Report any unsafe conditions to the instructor immediately.
- If you are not comfortable or confident with any lab or project, stop and notify instructor.

Emergency Procedures:

- Emergency exits are clearly marked.
- As part of regular classroom instruction, students will be asked to participate in regular safety and emergency drills.
- Fire extinguishers are located in each area.

Rules and Regulation / Policies and Procedures:

Students will follow all rules/regulations outlined in the Emerald Coast Technical College Catalog.

General Information:

Refer to the ECTC Catalog located at <http://www.ECTC.edu>, for additional information:

- Career and Counseling Services
- Services for Students with Disabilities
- Student Grievance Procedures
- Leave of Absence
- Withdrawal
- Forms