### COMPUTER REPAIR & TROUBLESHOOTING II

**Course Syllabus**

<table>
<thead>
<tr>
<th>Course Number:</th>
<th>INFO-0051</th>
<th>OHLAP Credit:</th>
<th>Yes</th>
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<tbody>
<tr>
<td>OCAS Code:</td>
<td>8137</td>
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<tr>
<td>Course Length:</td>
<td>120 Hours</td>
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<td>Career Cluster:</td>
<td>Information Technology</td>
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<td>Career Pathway:</td>
<td>Information Support and Services, Network Systems</td>
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<tr>
<td>Career Major(s):</td>
<td>Network PC Support Specialist</td>
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**Pre-requisite(s):**

Computer Repair and Troubleshooting I

**Course Description:**

Students will prepare for positions related to the maintenance of computers and computer-related equipment through hands-on and project-based learning, textbook assignments, and Internet research. The focus of this course is software and operating systems.

**Textbooks:**


**Course Objectives:**

A. **Demonstrate Knowledge of Computer Repair and Troubleshooting II**

1. Define the term “operating system” and explain different types of interfaces.
2. Explain how the operating system handles resources and files.
3. Compare/contrast operating systems.
4. Use the functions of operating systems to manage folders and files, and use the unique features to customize the operating system.
5. Demonstrate the basic functionalities of operating systems, such as: use the control panel icons, set file and folder permissions, and use Network Neighborhood to share a network device.
6. Define local area network and wide area network.
7. Use operating systems to manage resources on the network and install a shared printer.
8. Work within an operating system desktop environment and in a terminal emulation program.
9. Properly shut down an operating system.
10. Install, configure, and upgrade operating systems.
11. Diagnose and troubleshoot operating system problems.

**ODCTE Objectives**

**Teaching Methods:**

The class will primarily be taught by the lecture and demonstration method and supported by various media materials to address various learning styles. There will be question and answer sessions over material covered in lecture and media presentations. Supervised lab time is provided for students to complete required projects.
Grading Procedures:  
1. Students are graded on theory and shop practice and performance.
2. Each course must be passed with seventy (70%) percent or better.
3. Grading scale: A=90-100%, B=80-89%, C=70-79%, D=60-69%, F=50-59%.

Description of Classroom, Laboratories, and Equipment:
Tulsa Technology Center campuses are owned and operated by Tulsa Technology Center School District No. 18. All programs provide students the opportunity to work with professionally certified instructors in modern, well-equipped facilities.

Available Certifications/College Credit:
The student may be eligible to take state, national or industry exam after completion of the program. College credit may be issued from Oklahoma State University-Okmulgee or Tulsa Community College. See program counselor for additional information.

College Credit Eligibility:
The student must maintain a grade point average of 2.0 or better.