

SOUTHEAST COMMUNITY COLLEGE
CONSTRUCTION MANUFACTURING AND TECHNOLOGY DIVISION
Computer Information Technology Program
Revision Date: November 10, 2025

I. CATALOG DESCRIPTION

Course Number: INFO2670
Course Title: Computer Support Capstone
Prerequisite(s): INFO1445, INFO1494
Co-requisite: ELEC2761
Catalog Description: Students work in teams to research, implement, and troubleshoot a variety of projects in a Windows environment. Topics include but are not limited to OS installation, dual-boot and VM installation, tablet and wireless network configurations, network printing, 3-D printing and other peripheral interfacing as technology deems necessary.
Credit Hours: 3
Class Hours: 45
Lab Hours: 0
Total Contact Hours: 45

II. COURSE OBJECTIVES: *Course will:*

- A. Describe resources used by computer technicians.
- B. Describe teaming skills.
- C. Provide environment to install and setup devices.
- D. Provide environment to test and troubleshoot device capabilities.
- E. Provide environment to network devices.

III. STUDENT LEARNING OUTCOMES AND GENERAL EDUCATION LEARNING OUTCOMES:

- A. Student Learning Outcomes: *Student will be able to:*
 - 1. Evaluate effectiveness of various troubleshooting resources.
 - 2. Select appropriate troubleshooting resources to resolve assigned tasks.
 - 3. Use teamwork skills to efficiently complete assigned tasks.
 - 4. Manage weekly group ticket assignments.
 - 5. Compile knowledgebase articles.
 - 6. Set up correct software configuration for devices.
 - 7. Set up correct hardware configuration for devices.
 - 8. Evaluate features of appropriate devices used in the IT field.
 - 9. Apply device features to fulfill enterprise needs.
 - 10. Develop a network configuration to allow sharing of local resources.
 - 11. Implement a network security solution for connected devices.
 - 12. Troubleshoot any issues that may arise from working with external devices
- B. General Education Learning Outcomes (GELOs)
 - 1. GELO #3: Critical Thinking & Problem Solving
 - 2. Outcome 2: Synthesize information to arrive at reasoned solutions to problems.

IV. CONTENT/TOPICAL OUTLINE

- A. Introduction to troubleshooting resources
- B. Introduction to teamwork skills
- C. Desktop and Server Dual Boot OS installation
- D. VM OS Installation

- E. Mobile device configuration
- F. Wireless LAN technologies configuration
- G. Basic Active Directory installation and configuration
- H. Biometric authentication hardware implementation
- I. Local print environment management
- J. 3-D Printing
- K. Enterprise router and switch configuration

V. INSTRUCTIONAL MATERIALS

- A. Required Text(s): None
- B. Other Resources: Computer and Internet access, Instructor-provided hardware

VI. METHODS OF PRESENTATION/INSTRUCTION

- A. Methods of presentation typically include a combination of the following:
 - 1. Technology enhanced lecture
 - 2. Classroom discussions
 - 3. Interactive group assignments

VII. METHODS OF EVALUATION

- A. Methods of evaluation, although determined by the individual instructor, traditionally includes a combination of the following:
 - 1. Attendance
 - 2. Assignment documentation
 - 3. Presentation of assignments
 - 4. Evaluation of teaming skills