

Program Outcomes for the Certificate - Computer Repair Technician

- 1. Operating Systems:** Students will be able to...
 - a. Install various operating systems
 - b. Diagnose operating system errors
 - c. Identify and repair malicious software problems
- 2. Software Applications:** Students will be able to...
 - a. Demonstrate basic operations with an office suite composed of a word processor, a spreadsheet, a database, and presentation software
 - b. Demonstrate proficiency with software utilized by computer professionals
 - c. Install and use software and hardware appropriate to a given situation
- 4. Computer Repair & Support:** Students will be able to...
 - a. Disassemble and assemble a computer
 - b. Diagnose and repair common hardware problems
 - c. Pass the comp TIA A+ practice exam
- 5. Network Support and Administration:** Students will be able to...
 - a. Install a server and workstation computers on a star network
 - b. Setup network security
 - c. Use and manage Active Directory
- 7. Human Things:** Students will be able to...
 - a. demonstrate various aspects of customer relations
 - b. demonstrate creativity