



**CIST 2411 Microsoft Client
COURSE SYLLABUS
HYBRID**

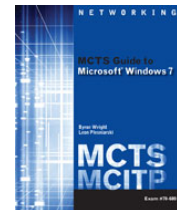
Fall Semester A 2015 Fiscal Year 201612
Aug 17, 2015 – Oct 8, 2015 Mini Semester A
Tentative – SUBJECT to CHANGE

Semester: Semester 2015 FY 201612
Course Title: Microsoft Client
Course Number: CIST 2411
Credit Hours/ Minutes: 4 / 4500
Class Location: Rm 818 Med Tech Bldg Vidalia Campus
Class Meets: Mon – Thurs 10:20 am – 12:00 pm 7 ½ weeks
60% in class and 40% online
CRN: 20043
LabConnection Class Code: 20043

Instructor: Ms. Stephanie Moye
Office Phone: 912-538-3161
Fax: 912-538-3106
Office Hours: 2:00 4:30 Monday – Thursday
Office Location: 813
Email: smoye@southeasterntech.edu
Tutoring Hours: Made by Appointment

This course is taught in a hybrid format. Hybrid classes require students to complete a portion of the required contact hours traditionally by attending classes on campus while completing the remaining portion online at the student's convenience with respect to the instructor's requirements.

REQUIRED TEXT: MCTS Guide to Microsoft Windows 7, Wright & Plesniarski (ISBN 1-1113-0977-9) by Cengage
& LabConnection version 2.0 ISBN: 1111310068; **BUNDLED ISBN: 1111617031**



REQUIRED SUPPLIES & SOFTWARE: Internet Access required. Internet browser IE 7 or higher or Mozilla Firefox 2.0 or higher.

Note: Although students can use their smart phones and tablets to access the online portion of their course(s), exams, discussions, assignments, and other graded activities should be performed on a personal computer. Neither ANGEL nor GVTC provide technical support for issues relating to the use of a smart phone or tablet so students are advised to not rely on these devices to complete the online portion of the course.

COURSE DESCRIPTION: Provides the ability to implement, administer, and troubleshoot Windows Professional Client as a desktop operating system in any network environment.

MAJOR COURSE COMPETENCIES/COURSE OUTLINE:

1. Installing and Upgrading Windows Client
2. Configuring and Troubleshooting Post-Installation System Settings
3. Configuring Windows Security Features
4. Configuring Network Connectivity
5. Configuring Applications Included with Windows Client
6. Maintaining and Optimizing Systems That Run Windows Client
7. Configuring and Troubleshooting Mobile Computing

PREREQUISITE(S): Program acceptance

GENERAL EDUCATION CORE COMPETENCIES: STC has identified the following general education core competencies that graduates will attain:

- a) The ability to utilize standard written English.
- b) The ability to solve practical mathematical problems.
- c) The ability to read, analyze, and interpret information.

All students pursuing a degree, a diploma, or a Technical Certificate of Credit with a General Education component will be required to pass the General Education Competency Exams prior to graduation.

STUDENT REQUIREMENTS (Hybrid): Students are expected to complete all work shown on the attached assignment sheet. Students are also expected to complete all tests and comprehensive problems on the dates specified on the attached calendar. **Assignments will be saved via the Angel system.** Assignments are given with numerous days to complete; therefore **no assignment will be accepted late. After the due date a grade of zero will be given.** Exceptions to the due dates of assignments due to jury duty, military duty, court duty, or required job training will be made at the discretion of the instructor. Students are responsible for policies and procedures included in the *STC Catalog*. **CIST program students must earn a minimum grade of C in this course. Unannounced quizzes/assignments may be given. Students who miss an unannounced quiz or assignment will receive a grade of 0.**

Discussion Board topics must be appropriate to the class. Spelling and Grammar are considered part of the grade. Posted content should fully answer the question. Short 1 to 2 sentence posts will not be sufficient. See Discussion Board rubric below. **Complete your initial post by Wednesday and all replies by the Monday due date.**

EMAILS: Preferred method of communication should be through OWL MAIL. Make sure that you always type your name and class in the subject line of every email you send me so I know which class you are in. **For example: CIST2411 Moye**

CHECKING GRADES: A grade book is made available in the ANGEL course on the main page when students log in. This grade book is for students to review and is continuously updated throughout the semester. Students can RUN a REPORT of their grades at any time to see the individual grades for each assignment. The overall percentage averages should display in the grade book to help track course progress.

SURFING THE WEB WHILE IN CLASS: For each time a student is caught on Facebook or a site that is not approved by the instructor, student will be dismissed from class with an absence given for attendance.

CELL PHONE USING IN CLASS: Cell phone usage is not allowed in the classroom. Any student caught using a phone or answering a call during class will have a 5 point deduction on the next Exam/Test.

ATTENDANCE GUIDELINES: Class attendance is a very important aspect of a student's success. Being absent from class prevents students from receiving the full benefit of a course and also interrupts the learning process. Southeastern Technical College considers both tardiness and leaving early as types of absenteeism. Responsibility for class attendance rests with the student. Regular and punctual attendance at all scheduled classes is required for student success. Students will be expected to complete all work required by the instructor as described in the individual course syllabus.

Instructors have the right to give unannounced quizzes/assignments. Students who miss an unannounced quiz or assignment will receive a grade of 0. Students who stop attending class, but do not formally withdraw, may receive a grade of F and face financial aid repercussions in upcoming semesters.

Instructors are responsible for determining whether missed work may be made up and the content and dates for makeup work is at the discretion of the instructor.

Students will not be withdrawn by an instructor for attendance; however, all instructors will keep records of graded assignments and student participation in course activities. The completion dates of these activities will be used to determine a student's last date of attendance in the event a student withdraws, stops attending, or receives an F in a course.

SPECIAL NEEDS: Students with disabilities who believe that they may need accommodations in this class based on the impact of a disability are encouraged to contact Jan Brantley, Room 1208 Swainsboro Campus, 478-289-2274, or Helen Thomas, Room 108 Vidalia Campus, 912-538-3126, to coordinate reasonable accommodations.

PREGNANCY: Southeastern Technical College does not discriminate on the basis of pregnancy. However, we can offer accommodations to students who are pregnant that need special consideration to successfully complete the course. If you think you will need accommodations due to pregnancy, please advise me and make appropriate arrangements with the Special Needs Office. Swainsboro Campus: Jan Brantley Room 1208 (478) 289-2274 -- Vidalia Campus: Helen Thomas Room 108 (912) 538-3126.

MAKEUP GUIDELINES: Students are required to take all tests scheduled during the semester. Failure to take Tests/Exam(s), and assignments **will result in a grade of zero. There will be no makeup of assignments or EXAMS.** If Internet or browser failure occurs, contact instructor immediately. A decision will be made at that time if the

assignment/exam will be reset. Instructor reserves the right to deduct points from the scores for exceeding the scheduled time limit on the assignment/exam. **Note: If student notifies instructor about problems because of technical issues after the due date or on the last day of the semester, the student will NOT be allowed to make-up the assignment. No exceptions! Assignments must be turned in on the assigned date and will not be accepted late, a grade of zero will be given. All Assignments are due according to the lesson plan. The due dates are posted on the lesson plan. Weeks start on Tuesday and end on Monday with assignments due on Monday at midnight. See Lesson Plan. Makeups are not allowed for unannounced quizzes/assignments.**

No Harm No Foul Policy: It is the student's responsibility to drop courses during the first three days by completing a withdrawal form with a Counselor in Student Affairs. If a student comes to class during the first three days or any day during this time, the student will be dropped with no penalty **only if** they have completed the Withdrawal Form with Student Affairs by the close of business on the third business day of the quarter. (For **FALL semester, that day will be August 19, 2015.**) **The student must formally withdraw from classes in order to receive the no harm-no foul benefit.** *If the student shows up the first day but does not return, the instructor will drop the student after the attendance period but that will not come under the no harm-no foul policy. The student will be charged for the class unless he/she formally withdraws.*

DROPPING COURSES BEFORE THE CLASS HAS BEGUN: Students wishing to withdraw from one or all courses prior to the first day of class need to go to Banner Web and drop their classes. Please note that a registration access number will be needed as well as a student's ID number and PIN. If the registration access number is unknown, the student will need to contact the registrar.

WITHDRAWAL PROCEDURE: Students wishing to officially withdraw from a course(s) or all courses after the drop/add period and prior to the 65% portion of the semester (date will be posted on the school calendar) must speak with a Career Counselor in Student Affairs and complete a Student Withdrawal Form. A grade of "W" is assigned when the student completes the withdrawal form from the course.

Students who are dropped from courses due to attendance (see your course syllabus for attendance policy) after drop/add until the 65% point of the semester will receive a "W" for the course. Abandoning a course(s) instead of following official withdrawal procedures may result in a grade of 'F' being assigned.

After the 65% portion of the semester, the student will receive a grade for the course. (Please note: A zero will be given for all missed assignments.)

There is no refund for partial reduction of hours. Withdrawals may affect students' eligibility for financial aid for the current semester and in the future, so a student must also speak with a representative of the Financial Aid Office to determine any financial penalties that may be accessed due to the withdrawal. All grades, including grades of 'W', will count in attempted hour calculations for the purpose of Financial Aid.

Remember - Informing your instructor that you will not return to his/her course does not satisfy the approved withdrawal procedure outlined above.

ACADEMIC DISHONESTY POLICY: The STC Academic Dishonesty Policy states All forms of academic dishonesty, including but not limited to cheating on tests, plagiarism, collusion, and falsification of information, will call for discipline. The policy can also be found in the STC Catalog and Student Handbook.

Procedure for Academic Misconduct

The procedure for dealing with academic misconduct and dishonesty is as follows:

--First Offense--

Student will be assigned a grade of "0" for the test or assignment. Instructor keeps a record in course/program files and notes as first offense. The instructor will notify the student's program advisor, academic dean, and the Registrar at the student's home campus. The Registrar will input the incident into Banner for tracking purposes.

--Second Offense--

Student is given a grade of "WF" for the course in which offense occurs. The instructor will notify the student's program advisor, academic dean, and the Registrar at the student's home campus indicating a "WF" has been issued as a result of second offense. The Registrar will input the incident into Banner for tracking purposes.

--Third Offense--

Student is given a grade of "WF" for the course in which the offense occurs. The instructor will notify the student's program advisor, academic dean, and the Registrar at the student's home campus indicating a "WF" has been issued as a result of second offense. The Vice President for Student Affairs, or designee, will notify the student of suspension from college for a specified period of time. The Registrar will input the incident into Banner for tracking purposes.

STATEMENT OF NON-DISCRIMINATION: Southeastern Technical College does not discriminate on the basis of race, color, creed, national or ethnic origin, gender, religion, disability, age, disabled veteran, veteran of Vietnam Era or citizenship status, (except in those special circumstances permitted or mandated by law). This school is in compliance with Title VI of the Civil Rights Act of 1964, which prohibits discrimination on the basis of race, color, or national origin; with the provisions of Title IX of the Educational Amendments of 1972, which prohibits discrimination on the basis of gender; with the provisions of Section 504 of the Rehabilitation Act of 1973, which prohibits discrimination on the basis of handicap; and with the American with Disabilities Act (ADA).

GRIEVANCE PROCEDURES: Grievance procedures can be found in the Catalog and Handbook located on STC's website.

ACCESS TO TECHNOLOGY: Students can now access Angel, Remote Lab Access, Student Email, Library Databases (Galileo), and BannerWeb via the mySTC portal or by clicking the Current Students link on the STC website at www.southeasterntech.edu.

GRADING POLICY

Review Questions	20%
Lab Connection	30%
Quizzes	5%
Chapter Tests	35%
Discussion Boards	<u>10%</u>
Total	100%

GRADING SCALE

A: 90-100
B: 80-89
C: 70-79
D: 60-69
F: 0-59

TCSG GUARANTEE/WARRANTY STATEMENT: *The Technical College System of Georgia guarantees employers that graduates of State Technical Colleges shall possess skills and knowledge as prescribed by State Curriculum Standards. Should any graduate employee within two years of graduation be deemed lacking in said skills, that student shall be retrained in any State Technical College at no charge for instructional costs to either the student or the employer.*

* Grade of D or below results in student repeating the class

****Disclaimer Statements****

******Instructor reserves the right to change the syllabus and/or lesson plan as necessary.******

******The official copy of the syllabus is located inside the student's online course shell or will be given to them during face to face class time the first day of the semester. The syllabus displayed in advance of the semester in a location other than the course you are enrolled in is for planning purposes only.******

**Discussion Board Topics
Grading Rubric**

Performance	Exceptional 100	Proficient 90	Satisfactory 80	Limited 70	Poor 60
Grammar/ Spelling	Grammatical and Spelling errors do not exist.	Grammatical and Spelling errors are few and cause no comprehension problems.	Grammatical and Spelling errors cause the reader to reread many parts of the paper.	Grammatical and Spelling errors are frequent. Makes paper confusing to read and comprehend.	Grammatical and Spelling errors are so numerous that the paper is hard or impossible to comprehend.
Posts & Word Count	<ul style="list-style-type: none"> • Posts early to allow others time to read and reply to 4 or more posts • 125 - 150 words in main thread 	<ul style="list-style-type: none"> • Posts early to allow others time to read and reply to 3 posts • 80 – 124 words in main thread 	<ul style="list-style-type: none"> • Posts at the last minute without allowing enough time for others to read and reply to. Some required postings missing. Reply to 2 posts • 50 – 79 words in main thread 	<ul style="list-style-type: none"> • Posts at the last minute without allowing enough time for others to read and reply to. Some required postings missing. Reply to 1 posts • 25-49 words in main thread 	<ul style="list-style-type: none"> • Posts at the last minute without allowing enough time for others to read and reply to. Some required postings missing. No replies • 0 – 24 words in main thread
Scope of Solution NO COPYING AND PASTING FROM WEBSITES. If any information comes from a website it must be cited as a resource.	<ul style="list-style-type: none"> • Content provides a thorough frame of reference for comprehending the solution; • an original solution is provided. • Numerous Resources listed 	<ul style="list-style-type: none"> • Content provides appropriate factual data but is not original or complete to solve problem or topic. • Resources listed 	<ul style="list-style-type: none"> • Content attempts to solve problem or topic but is too vague or disorganized to completely comprehend solution. • Few resources listed 	<ul style="list-style-type: none"> • Content is not realistic solution to problem or topic. • One resource listed 	<ul style="list-style-type: none"> • Content fails to offer a conscientious solution to selected problem or topic. • No resource listed
Explanation	All Steps are covered. All Questions are answered correctly.	Most Steps are covered and answered correctly.	Most steps are covered but not answered correctly.	Less than half of the steps are covered and answered correctly.	Less than half of the steps are covered and not answered correctly.

CIST 2411 - Microsoft Client
FALL Semester 2015 Fiscal Year 201612 Lesson Plan

Date	Chp/ Lesson	Content	Assignments/Tests	*Competency Areas
WEEK 1				
Mon – Mon August 17 - 24		First Day of Class Class Introduction – Syllabi, Outline, Work Ethics, Rules, and Regulations Coverage See Discussion Board Rubrics for Grading Introduction to Windows 7	Logon to STUDENT MAIL: Send email to Instructor. Reply to any Instructor email. Familiarize yourself with ANGEL class (See STC Website – Current Students Login to the course on ANGEL. Click Course Work – Complete Start Here... items Review ANGEL, IDS, and Discussion Board coverage Create a CIST2411 folder on your P: DRIVE on IDS. Read Chapter 1	a,c
		Introduction to Windows 7	Do Lab Connections 1 Do Review Questions on Angel Do Chapter 1 Test on Angel	a,c
	2	Installing Windows 7	Read Chapter 2 Do Review Questions on Angel Do Lab Connection 2 Complete <u>Discussion Board 1 on Angel</u> Do Chapter 2 Test on Angel	1,a,c
**Week 1 assignments must be completed and turned in before midnight Aug 24				
WEEK 2				
Tues – Mon August 25 - 31	3	Using the System Utilities	Do Lab Connections 3 Do Review Questions on Angel Complete <u>Discussion Board 2 on Angel</u> Do Chapter 3 Test on Angel	1,2,3,5 a, c
**Week 2 assignments must be completed and turned in before midnight Aug 31				
WEEK 3				
Tues – Mon Sept 1 - 7	4	Managing Disks	Read Chapter 4 Do Lab Connections 4 Do Review Questions on Angel Complete <u>Discussion Board 3 on Angel</u> Do Chapter 4 Test on Angel	3,4,6, a,c
	5	Managing File Systems	Read Chapter 5 Do Lab Connections 5 Do Review Questions on Angel Complete <u>Discussion Board 4 on Angel</u> Do Chapter 5 Test on Angel	3,4,6 a,c
Holiday, Monday August 7				
**Week 3 assignments must be completed and turned in before midnight Sept 7				
WEEK 4				
Tues – Mon Sept 8 - 14	6	User Management Semester A Midterm is September 14	Read Chapter 6 Do Lab Connections 6 Do Review Questions on Angel Complete <u>Discussion Board 5 on Angel</u> Do Chapter 6 Test on Angel	2,3 a,c
	7	Windows 7 Security Features	Read Chapter 7 Do Lab Connections 7 Do Review Questions on Angel Do Chapter 7 Test on Angel	3,4,7
**Week 4 assignments must be completed and turned in before midnight Sept 14				

WEEK 5				
Tues – Mon Sept 15 - 21	8	Networking	Read Chapter 8 Do Lab Connections 8 Complete <u>Discussion Board 6 on Angel</u>	4,6,7 a,c
			Do Review Questions on Angel Do Chapter 8 Test on Angel	4,6,7 a,c
**Week 5 assignments must be completed and turned in before midnight on <u>Sept 21</u>				
WEEK 6				
Tues – Mon Sept 22 - 28	9	User Productivity Tools	Read Chapter 9 Do Lab Connections 9 Do Review Questions on Angel Complete <u>Discussion Board 7 on Angel</u> Do Chapter 9 Test on Angel	5,6,7 a,c
	10	Performance Tuning	Read Chapter 10 Do Lab Connection 10 Do Review Questions on Angel Complete <u>Discussion Board 8 on Angel</u> Do Chapter 10 Test on Angel	6,7 a,c
**Week 6 assignments must be completed and turned in before midnight Sept 28				
WEEK 7				
Tues – Mon Sept 29 – Oct 5	11	Application Support	Read Chapter 11 <u>Do Lab Connections 11</u> Do Review Questions on Angel	3,5,6,7 a,c
	12	Disaster Recovery and Troubleshooting	Read Chapter 12 Do Lab Connections 12 Do Review Questions on Angel Complete <u>Discussion Board 9 on Angel</u> Do Chapter 12 Test on Angel	3,6,7 a,c
**Week 7 assignments must be completed and turned in before midnight Oct 5				
WEEK 8				
Tues – Thurs Oct 6 - 8	13	Enterprise Computing	Read Chapter 13 Do Lab Connections 13 Do Review Questions on Angel Complete <u>Discussion Board 10 on Angel</u> Do Chapter 13 Test on Angel	1-7 a,b,c
	14	Remote Access	Read Chapter 14 Do Lab Connections 14 Do Review Questions on Angel Do Chapter 14 Test on Angel	3,4,7 a,c
			Review for Final Exams	
**Week 9 assignments must be completed and turned in before midnight Oct 8				

MAJOR COURSE COMPETENCIES

1. Installing and Upgrading Windows client
2. Configuring and Troubleshooting Post-Installation System Settings
3. Configuring Windows Security Features
4. Configuring Network Connectivity
5. Configuring Applications Included with Windows Client
6. Maintaining and Optimizing Systems That Run Windows Client
7. Configuring and Troubleshooting Mobile Computing

GENERAL EDUCATION CORE COMPETENCIES

- a. The ability to utilize standard written English.
- b. The ability to solve practical mathematical problems.
- c. The ability to read, analyze, and interpret information.

Students are responsible for all information contained in this lesson plan. This lesson plan is subject to change at instructor's discretion.