



## CIST2411 Microsoft Client

### COURSE SYLLABUS

Online

Fall Semester 2017 (FY201812)

Aug 14, 2017 – Oct 5, 2017 Mini Semester A

#### COURSE INFORMATION

Credit Hours/Minutes: 4/4500

Class Location: **GVTC/Blackboard**

Class Meets: **Via Internet for 7 ½ weeks**

CRN: **20162**

Preferred Method of Contact: **STC Email**

#### INSTRUCTOR CONTACT INFORMATION

Instructor Name: **Mr. John Taylor**

Office Location: **Medical Technology Building Room 811**

Office Hours: **2:00 – 4:30 Monday – Thursday**

Email Address: [jtaylor@southeasterntech.edu](mailto:jtaylor@southeasterntech.edu)

Phone: **912-538-3116**

Fax Number: **912-538-3116**

Tutoring Hours (if applicable): **Made by appointment with instructor**

#### REQUIRED TEXT

No Text Purchase is required. Students will access the e-textbook which is included with the TestOut website course program. Students are required to purchase the Access Code: **TestOut Client Pro ISBN: 978-1-935080-45-9** from the STC Bookstore or from [TestOut website](#) Students will be given the registration information before class begins. Students who prefer to purchase a book as a resource, may obtain the book information from the instructor.

#### REQUIRED SUPPLIES & SOFTWARE

Use STC computers or a computer with XP, VISTA, Win 7, 8, or 10, 1.3 Ghz Processor, 512 MB RAM, up to 4.5 GB free hard drive space, DVD Drive, Monitor with 1024X768 resolution, sound card, Internet Explorer 7+ or **Google Chrome (preferred)**, Windows Media Player 10.0 or later, Adobe Reader, optional: 128 mb or higher USB Flash Drive. **Note: Students will be saving their work via the TESTOUT LabSim and thru BLACKBOARD. Internet access required. Students are required to have TestOut access code on the first day of class.**

**Note:** Although students can use their smart phones and tablets to access their online course(s), exams, discussions, assignments, and other graded activities should be performed on a personal computer. Neither Blackboard 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 take an online 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/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):

None

## GENERAL EDUCATION CORE COMPETENCIES:

STC has identified the following general education core competencies that graduates will attain:

1. The ability to utilize standard written English.
2. The ability to solve practical mathematical problems.
3. The ability to read, analyze, and interpret information.

## STUDENT REQUIREMENTS (ONLINE)

Students are expected to complete all work shown on the attached assignment sheet. Students are also expected to complete all Module work, project assignments, discussion boards and tests on the dates specified on the attached calendar. Assignments will be saved via the One Drive, Remote Lab, Blackboard, and SAM.

## DISCUSSION BOARD TOPICS

Discussions 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 student 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 Taylor

## CHECKING GRADES

A grade book is made available in the BLACKBOARD course on the main page by clicking the MY GRADES link when students log in. This grade book is for students to review and is continuously updated throughout the semester. Students can view 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.

## 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 16, 2017.)** The student must formally withdraw from classes in order to receive the no harm-no foul benefit.

## ONLINE ATTENDANCE

It is the student's responsibility to be academically engaged each week doing course related 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.

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. Students will be expected to complete all work required by the instructor as described in the individual course syllabus.

**Students will have at least one week to complete tests and assignments. All tests and assignments are due at midnight on Monday of each week.** 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.  
**Late assignments will not be accepted. Students who miss any assignment, test, project, or discussion board will receive a grade of 0.**

## 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 Helen Thomas, 912-538-3126, [hthomas@southeasterntech.edu](mailto:hthomas@southeasterntech.edu), to coordinate reasonable accommodations.

## SPECIFIC ABSENCES

Provisions for Instructional Time missed because of documented absences due to jury duty, military duty, court duty, or required job training will be made at the discretion of the instructor.

## 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 Helen Thomas, 912-538-3126, [hthomas@southeasterntech.edu](mailto:hthomas@southeasterntech.edu).

## 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 assessed 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.

## PROCTORED EVENT REQUIREMENT

In order to validate student identity for all online courses, students enrolled in online courses are **required** to complete one proctored event per online course. The proctored event will be administered on two separate days during the semester—once on the Vidalia campus and once on the Swainsboro campus and will be monitored by the instructor or another STC employee. The proctored event may be a major exam, assignment, or presentation, etc. that will count a minimum of 20% of the course grade. Students must attend one of the scheduled proctored sessions and will need to make arrangements with work, childcare, etc. The specific dates of the proctored event are scheduled on the Lesson Plan/Calendar for the online course. Students living further than 75 miles from either campus who cannot come to Southeastern Tech for the event must secure an approved proctoring site. The site and the proctor must meet Southeastern Technical College's requirements (instructor will provide more information and necessary forms if this is the case). Note: Students taking proctored events off campus will utilize the Proctor Scheduling and Approval Form found in Blackboard within the Getting Started/Start Here and Proctoring Event area. The completed form should be submitted to the course instructor a minimum of two weeks prior to the proctored event. If approved, the instructor will notify the proctor.

Students arranging off-campus proctoring must take the event on one of the-originally scheduled days. Students who do not complete the proctored event as scheduled must submit a valid documented excuse within three business days after the scheduled event. If the excuse is approved, students must make arrangements with the instructor to makeup/reschedule the missed event. The penalty and makeup instructions will be at the instructor's discretion. Proctored events will be given after the 65% point of the semester. **Students who do not complete the proctored event will receive an F in the course.**

As published on STC's website, any expenses incurred to obtain a proctor will be the responsibility of the student; however, students are not charged a proctoring fee when taking the proctored exam on the campus of Southeastern Tech. Most of Georgia's technical colleges do not charge to proctor exams for students enrolled in other TCSG colleges. Students who are enrolled at Southeastern Technical College and live out of the state of Georgia or out of the country could incur a proctoring charge. However, in that instance, the instructor would assist the student in locating the least expensive proctor.

**The required proctored event for this class is scheduled on the following dates and times:** Swainsboro Campus, (Wed. 09/27/17 at 2:00 pm, Bldg 2 Rm 2106) and Vidalia Campus, (Thurs. 09/28/17 at 2:00 pm Med Tech Bldg Rm 818). Students must be on-time in order to take the exam.

## MAKEUP GUIDELINES (Tests, quizzes, homework, projects, etc...)

Students are required to take all tests scheduled during the semester. Failure to take Blackboard/SAM 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 exam will be reset. Instructor reserves the right to deduct points from the exam scores for exceeding the scheduled time limit on the exam and/or requiring student to come to campus to take the final exam. Note: If student notifies instructor about exam 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 exam. **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 11:55 PM. See Lesson Plan.**

## 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:

### 1. 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.

### 2. 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.

### 3. 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 third 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

The Technical College System of Georgia and its constituent Technical Colleges do not discriminate on the basis of race, color, creed, national or ethnic origin, sex, religion, disability, age, political affiliation or belief, genetic information, disabled veteran, veteran of the Vietnam Era, spouse of military member 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).

The following individuals have been designated to handle inquiries regarding the nondiscrimination policies:

<b>ADA/Section 504 - Equity- Title IX (Students) - OCR Compliance Officer</b>	<b>Title VI - Title IX (Employees) - EEOC Officer</b>
Helen Thomas, Special Needs Specialist Vidalia Campus 3001 East 1 <sup>st</sup> Street, Vidalia Office 108 Phone: 912-538-3126 <a href="mailto:hthomas@southeasterntech.edu">hthomas@southeasterntech.edu</a>	Blythe Wilcox, Director of Human Resources Vidalia Campus 3001 East 1 <sup>st</sup> Street, Vidalia Office 138B Phone: 912-538-3147 <a href="mailto:bwilcox@southeasterntech.edu">bwilcox@southeasterntech.edu</a>

## GRIEVANCE PROCEDURES

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

## ACCESS TO TECHNOLOGY

Students can now access Blackboard, 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](#).

## 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.*

## GRADING POLICY

Assessment/Assignment	Percentage
Discussion Boards	5%
Labs	35%
Practice Exams	20%
Proctored Exam	20%
Certification Practice Exam	20%

## GRADING SCALE

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

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.**

**This is a fast paced course and you cannot delay on assignments or you will get behind. Please keep up with your work or stay ahead.**

## Discussion Board Grading Rubrics:

Criteria Weight	Exceptional 100	Proficient 90	Satisfactory 70	Poor 50	Unacceptable 0
<b>Grammar/ Spelling 25.00 %</b>	<ul style="list-style-type: none"> <li>No grammatical or spelling errors <b>(25 points)</b></li> </ul>	<ul style="list-style-type: none"> <li>Grammatical and spelling errors are few and cause no comprehension problems. <b>(22.5 points)</b></li> </ul>	<ul style="list-style-type: none"> <li>Grammatical and spelling errors cause the reader to reread many parts of the post. <b>(17.5 points)</b></li> </ul>	<ul style="list-style-type: none"> <li>Grammatical and spelling errors are frequent making posts confusing to read and comprehend. <b>(12.5 points)</b></li> </ul>	<ul style="list-style-type: none"> <li>Grammatical and spelling errors are so numerous that the post is hard or impossible to comprehend. <b>(0 points)</b></li> </ul>
<b>Posts &amp; Word Count 25.00%</b>	<ul style="list-style-type: none"> <li>Posts early to allow time to read and reply</li> <li>Publishes at least one original post and at least one reply</li> <li>125 - 150 words in main thread <b>(25 points)</b></li> </ul>	<ul style="list-style-type: none"> <li>Posts early to allow others time to read and reply</li> <li>Publishes one post and one reply</li> <li>80 – 124 words in main thread <b>(22.5 points)</b></li> </ul>	<ul style="list-style-type: none"> <li>Posts at the last minute without allowing enough time for others to read and reply.</li> <li>Publishes one post and no replies</li> <li>26 – 79 words in main thread <b>(17.5 points)</b></li> </ul>	<ul style="list-style-type: none"> <li>Posts at the last minute without allowing enough time for others to read and reply.</li> <li>Publishes no posts and one reply</li> <li>0-25 words in main thread <b>(12.5 points)</b></li> </ul>	<ul style="list-style-type: none"> <li>Publishes no posts or replies <b>(0 points)</b></li> </ul>
<b>Critical Thinking NO COPYING AND PASTING FROM WEBSITES. If any information comes from a website it must be cited as a resource. 25.00%</b>	<ul style="list-style-type: none"> <li>Content provides a thorough frame of reference for comprehending the solution;</li> <li>an original solution is provided.</li> <li>Numerous Resources listed <b>(25 points)</b></li> </ul>	<ul style="list-style-type: none"> <li>Content provides appropriate factual data but is not original or complete to solve problem or topic.</li> <li>Resources listed <b>(22.5 points)</b></li> </ul>	<ul style="list-style-type: none"> <li>Content attempts to solve problem or topic but is too vague or disorganized to completely comprehend solution.</li> <li>Few resources listed <b>(17.5 points)</b></li> </ul>	<ul style="list-style-type: none"> <li>Content is not a realistic solution to the problem or topic.</li> <li>One resource listed <b>(12.5 points)</b></li> </ul>	<ul style="list-style-type: none"> <li>Content fails to offer a conscientious solution to selected problem or topic.</li> <li>No resource listed <b>(0 points)</b></li> </ul>
<b>Explanation  25.00%</b>	<ul style="list-style-type: none"> <li>All Steps are covered.</li> <li>Questions are answered correctly. <b>(25 points)</b></li> </ul>	<ul style="list-style-type: none"> <li>Most Steps are covered and answered correctly. <b>(22.5 points)</b></li> </ul>	<ul style="list-style-type: none"> <li>Most steps are covered but not answered correctly. <b>(17.5 points)</b></li> </ul>	<ul style="list-style-type: none"> <li>Less than half of the steps are covered and answered correctly. <b>(12.5 points)</b></li> </ul>	<ul style="list-style-type: none"> <li>Less than half of the steps are covered and not answered correctly. <b>(0 points)</b></li> </ul>



## CIST 2411 Microsoft Client

### Fall Semester 2017 Lesson Plan (FY 201812) Term A

TESTOUT LabSim is used for CIST 2411. The activities prepare students for the Microsoft Exam. Students will complete designated activities as indicated below.

Date	Module	Content	Assignments/Tests	Competency Area
Mon August 14		Getting Started – Class Introduction – Syllabi, Outline, Work Ethics, Rules, and Regulations Coverage <b>Login to TestOut</b> and enter the registration information given to you by the instructor. <b>Print the TestOut</b> <b>assignments</b> <b>sheets from</b> <b>Blackboard to use</b> <b>as a checkoff</b> <b>sheet.</b>	Reply to <b>Welcome Email</b> from your Instructor. <b>Logon to the course on Blackboard</b> Read all documents located under <b>Getting Started - Start Here</b> folder. Complete the <b>Acknowledgment Pledge</b> and the <b>Student Introduction Acknowledgement</b> discussion before beginning course work. <b>DUE 08/14/17</b> <b>You must have the TestOut keycode in order to start.</b> <b>Click on the first Module link under lessons and enter your code.</b> For each module in the TestOut you will watch a video/demonstration, read the information given, complete graded lab simulations, and then answer the graded questions at the end. <b>Make sure you complete the mouse icons and practice questions to receive grades.</b>	a, c
Week 1 August 15 - 21	<b>1.0</b> <b>2.0</b>	<b>Course Intro</b> <b>Hardware</b> <b>Management</b>	Complete all items from <b>Module 1.0</b> (4 hours) Complete all items from <b>Module 2.0</b> (10 hours) <b>Complete Discussion Board 1</b> <b>Week 1 assignments must be completed and turned in before midnight Aug 21</b>	6 a-c
Week 2 August 22-28	<b>3.0</b> <b>4.0</b>	<b>Network</b> <b>Configuration</b> <b>Application</b> <b>Management</b>	Complete all items from <b>Module 3.0</b> (8 hours) <b>Complete Discussion Board 2</b> Complete all items from <b>Module 4.0</b> (5 hours) <b>Week 2 assignments must be completed and turned in before midnight Aug 28</b>	4,5 a-c
Week 3 Aug 29- Sept 4 (Holiday)	<b>5.0</b>	<b>DNS</b>	Complete all items from <b>Module 5.0</b> (8 ½ hours) Complete <b>Discussion Board 3</b> <b>Week 3 assignments must be completed and turned in before midnight Sept 4</b>	4 a-c
Week 4 Sept 5 – 11	<b>6.0</b>	<b>Windows</b> <b>Installation</b>	Complete all items from <b>Module 6.0</b> (4 ½ hours) <b>Week 4 assignments must be completed and turned in before midnight Sept 11</b>	1, 2 a-c



Date	Module	Content	Assignments/Tests	Competency Area
Week 5 Sept 12-18	<b>7.0</b> <b>8.0</b>	<b>System Images</b> <b>Mobile Computing</b> <b>65% Point Sept 18</b>	Complete all items from <b>Module 7.0</b> (9 hours) <b>Complete Discussion Board 4</b> Complete all items from <b>Module 8.0</b> (4 hours) <b>Week 5 assignments must be completed and turned in before midnight on Sept 18</b>	1, 2, 7 a-c
Week 6 Sept 19-25	<b>9.0</b>	<b>Networking</b>	Complete all items from <b>Module 9.0</b> (9 ½ hours) <b>Complete Discussion Board 5</b> <b>Week 6 assignments must be completed and turned in before midnight Sept 25</b>	4, 6 a-c
Week 7 Sept 26-Oct 2	<b>10</b> <b>11</b>	<b>System Protection</b> <b>Security</b>	Complete all items from <b>Module 10.0</b> (8 ½ hours) <b>Proctored Exam (covers Network Activity)</b> Complete all items from <b>Module 11.0</b> (7 ½ hours) <b>Week 7 assignments must be completed and turned in before midnight Oct 2</b>	2, 3 a-c
Last days Oct 3 - 5		<b>Client Pro Practice Exams and MS 70-680 Practice Exams</b>  <b>SIMULATED FINAL QUESTION FINAL</b>	Complete all items from <b>Windows Client Pro Practice Exams</b> <ul style="list-style-type: none"> <li>• <b>Use ALL A. OBJECTIVES 1 – 8 to study for the Simulated Final and ALL E. OBJECTIVES 100-800 Question Final Exams for written questions part of the Final Exam. NOT GRADED</b></li> <li>• <b>A.10 Client Pro Certification Practice Exam (18 simulation questions)</b></li> <li>• <b>E.10 70-680 Certification Practice Exam (50 questions)</b></li> </ul> <b>Last assignments must be completed and turned in before midnight Oct 5</b>	<b>1-7</b> <b>a-c</b>

**Competency Areas:**

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 Core Educational 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.**