



**CIST2414 Microsoft Server Administrator
COURSE SYLLABUS**

**Online Mini-mester B October 9 – December 5, 2018
Fall Semester 2018 (FY201912)**

COURSE INFORMATION

Credit Hours/Minutes: **4 / 4500 (6)**

Campus/Class Location: **Georgia Virtual Technical Connection (GVTC)/Blackboard ONLINE**

Class Meets: **Via Internet for 9 ½ weeks, Semester B October 9, 2018 – December 5, 2018**

Course Reference Number (CRN): **20236**

Preferred Method of Contact: **Southeastern Technical College Office 365 email**

INSTRUCTOR CONTACT INFORMATION

Instructor Name: **Ms. Stephanie Moye**

Email: [Stephanie Moye \(smoye@southeasterntech.edu\)](mailto:smoye@southeasterntech.edu)

Campus/Office Location: **Vidalia/813 Gillis Building**

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

Phone: **912-538-3161**

Fax Number: **912-538-3106**

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

SOUTHEASTERN TECHNICAL COLLEGE (STC) CATALOG AND HANDBOOK

Students are responsible for all policies and procedures and all other information included in Southeastern Technical College's [Catalog and Handbook \(http://www.southeasterntech.edu/student-affairs/catalog-handbook.php\)](http://www.southeasterntech.edu/student-affairs/catalog-handbook.php).

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 Server Pro 2016: Install and Storage (70-740) ISBN: 978-1-935080-65-7** 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 Georgia Virtual Technical Connection (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.

Students should not share login credentials with others and should change passwords periodically to maintain security.

COURSE DESCRIPTION

Provides students with knowledge and skills necessary to install, configure, manage, support and administer Windows Server.

MAJOR COURSE COMPETENCIES/OUTLINE:

1. Server Deployment
2. Server Management
3. Monitor and Maintain Servers
4. Application and Data Provisioning
5. Business Continuity and High Availability

PREREQUISITE(S)

None

GENERAL EDUCATION CORE COMPETENCIES

Southeastern Technical College 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 tests and comprehensive problems on the dates specified on the attached calendar. Assignments will be saved **via the TestOut and Blackboard learning 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 Southeastern Technical College (STC) *Catalog and Handbook*. **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

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 October 11, 2018.)** The student must formally withdraw from classes in order to receive the no harm-no foul benefit.

NO SHOW REQUIREMENTS

It is the student's responsibility to have all materials for the course on the first day of the semester. In order to acknowledge attendance for the class the student **must** complete the following for this course:

- Email the instructor
- Complete the Student Introduction in Blackboard Getting Started menu
- Complete the Pledge Acknowledgement in Blackboard Getting Started menu
- Complete the **first Testout assignment**

IN CLASS LAB MEETINGS

Due to the advanced material of the Microsoft sequence courses, students will be **required** to attend two **IN-CLASS LAB** meetings for the instructor to evaluate the students learning of the material. **These dates are Tuesday, October 23, 2018 and Wednesday, November 7, 2018 from 4-6pm Room 818 in Vidalia.**

Students are expected to complete all work required by the instructor and to attend the required proctored campus exam. 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. Assignments must be keyed in Microsoft Word, saved, uploaded, and attached for grading in Blackboard, saved in TestOut or otherwise completed in Blackboard.

Students are expected to prove weekly academic engagement by meeting assignment deadlines each week and spending a minimum of **4** hours per week during the semester doing the required homework, quizzes, and tests. Students are expected to communicate frequently through college email and discussion boards. College email is accessed at <https://portal.office.com>, under Quick links on our webpage, or in the menu of your Blackboard course.

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" (Failing 0-59) 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 \(hthomas@southeasterntech.edu\)](mailto:hthomas@southeasterntech.edu), 912-538-3126, 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 \(hthomas@southeasterntech.edu\)](mailto:hthomas@southeasterntech.edu), 912-538-3126, to coordinate reasonable accommodations.

WITHDRAWAL PROCEDURE

Students wishing to officially withdraw from a course(s) or all courses after the drop/add period and prior to the 65% point of the term in which student is enrolled (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 for the course(s) when the student completes the withdrawal form.

Important – Student-initiated withdrawals are not allowed after the 65% point. After the 65% point of the term in which student is enrolled, the student has earned the right to a letter grade and will receive a grade for the course. Please note: Abandoning a course(s) instead of following official withdrawal procedures may result in a grade of “F” being assigned.

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

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. A grade of “W” will count in attempted hour calculations for the purpose of Financial Aid.

Online Proctored Event Withdrawals

Students who do not complete the proctored exam for an online class on the scheduled date and do not present a valid excuse within three business days of the scheduled event will be withdrawn from the course with a “WF” (Withdrawn Failing) and will be disabled in their online class. If the proctored event is scheduled during final exams, any student who misses the proctored exam will receive an “F” for the course.

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 separate days—once on the Vidalia campus and once on the Swainsboro campus. Students must attend one of the

proctored sessions as scheduled on the Lesson Plan/Course Calendar. Dual enrollment students enrolled in online courses have the same options, but can also complete the event on the high school campus. The event will be monitored by the instructor, another College employee, or high school counselor. 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 farther 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 by the instructor of the course, 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 on the scheduled date and do not present a valid documented excuse within three business days of the scheduled event will be withdrawn from the course with a "WF" (Withdrawn Failing). If the proctored event is scheduled during final exams, any student who misses the proctored event will be issued an "F" (Failing) for the course.**

PROCTORING FEES

Students are not charged a proctoring fee when taking a proctored event at Southeastern Technical College or any other TCSG college. Students who choose to use an off-campus proctor may be assessed a proctoring fee by the proctoring site. In this instance, the student is responsible for payment.

The required proctored event for this class is scheduled on the following dates and times: [Swainsboro Campus, Monday, 11/19/18 at 2:00 pm, Building 2, Room 2106](#) and [Vidalia Campus, Tuesday, 11/20/18 at 4:00 pm, Gillis Building, Room 818](#). Covers File and Share Access. Students must be on-time in order to take the exam.

WORK ETHICS

The Technical College System of Georgia instructs and evaluates students on work ethics in all programs of study. Ten work ethics traits have been identified and defined as essential for student success: appearance, attendance, attitude, character, communication, cooperation, organizational skills, productivity, respect, and teamwork. Students will be required to take a work ethics exam as marked in the lesson plan. A grade of 70 or better is required to complete the work ethics requirements for this class.

MAKEUP GUIDELINES (TESTS, QUIZZES, HOMEWORK, PROJECTS, ETC.)

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.**

ACADEMIC DISHONESTY POLICY

The Southeastern Technical College Academic Dishonesty Policy states that 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 Southeastern Technical College Catalog and 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" (Withdrawn Failing) 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:

American With Disabilities Act (ADA)/Section 504 - Equity- Title IX (Students) – Office of Civil Rights (OCR) Compliance Officer	Title VI - Title IX (Employees) – Equal Employment Opportunity Commission (EEOC) Officer
Helen Thomas, Special Needs Specialist, Vidalia Campus 3001 East 1 st Street, Vidalia Office 108 Phone: 912-538-3126 Email: Helen Thomas, hthomas@southeasterntech.edu	Lanie Jonas, Director of Human Resources, Vidalia Campus 3001 East 1 st Street, Vidalia Office 138B Phone: 912-538-3230 Email: Lanie Jonas, ljonas@southeasterntech.edu

ACCESSIBILITY STATEMENT

Southeastern Technical College is committed to making course content accessible to individuals to comply with the requirements of Section 508 of the Rehabilitation Act of Americans with Disabilities Act (ADA). If you find a problem that prevents access, please contact the course instructor.

GRIEVANCE PROCEDURES

Grievance procedures can be found in the Catalog and Handbook located on Southeastern Technical College'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 [Southeastern Technical College Website \(www.southeasterntech.edu\)](http://www.southeasterntech.edu).

TECHNICAL COLLEGE SYSTEM OF GEORGIA (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	30%
Exams	20%
Work Ethic Exam	5%
Proctored Exam	20%
Capstone 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
Grammar/ Spelling 25.00 %	<ul style="list-style-type: none"> No grammatical or spelling errors (25 points) 	<ul style="list-style-type: none"> Grammatical and spelling errors are few and cause no comprehension problems. (22.5 points) 	<ul style="list-style-type: none"> Grammatical and spelling errors cause the reader to reread many parts of the post. (17.5 points) 	<ul style="list-style-type: none"> Grammatical and spelling errors are frequent making posts confusing to read and comprehend (12.5 points) 	<ul style="list-style-type: none"> Grammatical and spelling errors are so numerous that the post is hard or impossible to comprehend. (0 points)
Posts & Word Count 25.00%	<ul style="list-style-type: none"> Posts early to allow time to read and reply Publishes at least one original post and at least one reply 125 - 150 words in main thread (25 points) 	<ul style="list-style-type: none"> Posts early to allow others time to read and reply Publishes one post and one reply 80 – 124 words in main thread (22.5 points) 	<ul style="list-style-type: none"> Posts at the last minute without allowing enough time for others to read and reply. Publishes one post and no replies 26 – 79 words in main thread (17.5 points) 	<ul style="list-style-type: none"> Posts at the last minute without allowing enough time for others to read and reply. Publishes no posts and one reply 0-25 words in main thread (12.5 points) 	<ul style="list-style-type: none"> Publishes no posts or replies (0 points)
Critical Thinking NO COPYING AND PASTING FROM WEBSITES. If any information comes from a website it must be cited as a resource. 25.00%	<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 (25 points) 	<ul style="list-style-type: none"> Content provides appropriate factual data but is not original or complete to solve problem or topic. Resources listed (22.5 points) 	<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 (17.5 points) 	<ul style="list-style-type: none"> Content is not a realistic solution to the problem or topic. One resource listed (12.5 points) 	<ul style="list-style-type: none"> Content fails to offer a conscientious solution to selected problem or topic. No resource listed (0 points)
Explanation 25.00%	<ul style="list-style-type: none"> All Steps are covered. Questions are answered correctly. (25 points) 	<ul style="list-style-type: none"> Most Steps are covered and answered correctly. (22.5 points) 	<ul style="list-style-type: none"> Most steps are covered but not answered correctly. (17.5 points) 	<ul style="list-style-type: none"> Less than half of the steps are covered and answered correctly. (12.5 points) 	<ul style="list-style-type: none"> Less than half of the steps are covered and not answered correctly. (0 points)

CIST 2414 Microsoft Server Administrator

Fall Semester 2019 Lesson Plan (FY 201912) Term B

TESTOUT LabSim is used for CIST 2414. The activities prepare students for the Microsoft Exam. Students will complete designated activities as indicated below.

Date	Module	Content	Assignments/Tests	Competency Area
Tuesday Week 1 October 9 - 15	1.0 2.0	Getting Started – Class Introduction – Syllabi, Outline, Work Ethics, Rules, and Regulations Coverage Login to Blackboard and click the first TestOut link under Lessons and enter your Access code. Introduction Server Installation	Reply to Welcome Email from your Instructor. Logon to the course on Blackboard. Read all documents located under Getting Started - Start Here folder. Complete the Acknowledgment Pledge and the Student Introduction Acknowledgement discussion before beginning course work. DUE 10/10/18 You must have the TestOut keycode in order to start. 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. Make sure you complete the mouse icons and practice questions to receive grades. Complete all items from Module 1.0 (1 1/2 hours) Complete Discussion Board 1 Complete all items from Module 2.0 (2 1/2 hours) Week 1 assignments must be completed and turned in before midnight October 15	a, c 1,2 a-c
Week 2 October 16 - 22	3.0 4.0	Server Configuration Networking	Complete all items from Module 3.0 (5 hours) Complete Discussion Board 2 Complete all items from Module 4.0 (4 hours) Complete the Work Ethics Exam Week 2 assignments must be completed and turned in before midnight October 22	2 a-c
Week 3 October 23 - 29	5.0 6.0	Server Storage Hyper-V	IN CLASS LAB MEETING OCTOBER 23 Complete all items from Module 5.0 (5 hours) Complete all items from Module 6.0 (6 hours) Complete Discussion Board 3 Week 3 assignments must be completed and turned in before midnight October 29	2,4 a-c
Week 4 October 30 – November 5	7.0 8.0	Active Directory Group Policy Midterm Point November 5	Complete all items from Module 7.0 (7 1/2 hours) Complete all items from Module 8.0 (6 hours) Complete Discussion Board 4 Week 4 assignments must be completed and turned in before midnight on November 5	2,3,4 a-c

Date	Module	Content	Assignments/Tests	Competency Area
Week 5 November 6 - 12	9.0 10.0	DNS File and Share Access	IN CLASS LAB MEETING NOVEMBER 7 Complete all items from Module 9.0 (4 1/2 hours) Complete all items from Module 10.0 (4 1/2 hours) Week 5 assignments must be completed and turned in before midnight November 12	4 a-c
Week 6 November 13 - 20	11 12	Print and Document Services Server Management 65% Point November 14	Complete all items from Module 11.0 (1 1/2 hours) Complete all items from Module 12.0 (5 hours) Complete Discussion Board 5 Proctored Exam (Covers File and Share Access) Week 6 assignments must be completed and turned in before midnight November 20	2, 3, 4 a-c
November 21 -23	Holidays	Thanksgiving Holidays	School will be closed for the Holidays	NA
Week 7 November 26 – December 3	13 14	DHCP Containers	Complete all items from Module 13.0 (3 hours) Complete all items from Module 14.0 (2 1/2 hours) Week 6 assignments must be completed and turned in before midnight December 2	3,4
Last days December 3 - 5	15 FINAL	High Availability CAPSTONE SIMULATED EXAM	Complete all items from Module 15.0 (6 1/2 hours) Complete the Capstone Exam (Simulated scenario questions come from the labs. Last assignments must be completed and turned in before 12:00 NOON December 5 NO EXCEPTIONS	5 a-c 1-5

Competency Areas:

1. Server Deployment
2. Server Management
3. Monitor and Maintain Servers
4. Application and Data Provisioning
5. Business Continuity and High Availability

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.