



CIST2411 Microsoft Client crn 20342

Course Syllabus – Summer 2021

Instructor Information

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

Course Information & Requirements

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

Pre-requisites: None

Co-requisites: None.

Course Credit: 4

Contact Hours: 1500 min (30 hr) Lecture, 3000 min (60 hr) Lab 2= 4500 min (90 hr)

Class Schedule: Blackboard **eCampus** online

Special Course Procedures: Course is 100% online and is being offered in the eCampus environment/classroom. Online classes require students to complete all of the required contact hours by completing all assignments online at the student's convenience with respect to the instructor's requirements.

In this syllabus you will see reference to "Home College" this is the college that you are attending. "Host college" is the college campus that is teaching the course.

Materials: USB drive, Webcam, and microphone, paper/pencils/pen.

Required Textbook:

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 version 6.0.2. ISBN: 978-1-935080-45-9** from their college Bookstore or from [TestOut website](#). Students can use discount code **14-232TA** on the product website for a cheaper price. You also have the option to purchase a **1-year Access Code to all TestOut products using the discount code: 2153-202-AD for \$299**. This is cost effective if you have more classes using the TestOut products such as CIST2412, CIST1601, etc.

Students will use the Blackboard LMS **link** to enter the TestOut purchased access code and it will automatically create an account, therefore; an account is not directly made at TestOut website.

Competency Area/Learning Outcomes:

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

Visiting Campus:

If an on-campus visit is required please note that TCSG and its colleges will continue to follow COVID-19 guidance from the Georgia Department of Health (DPH) and the Centers for Disease Control and Prevention (CDC), including maintaining a social distance in classroom space and labs where possible. When social distancing cannot be maintained either in a classroom setting or lab, instructors and students should wear masks. Outside of the classroom or lab environment, wearing masks is strongly encouraged, in conformity with the guidance issued by DPH and CDC.]

Course Schedule/Assignments/Due Dates

Students are expected to complete all work shown on **the attached lesson plan** by the dates specified. Students will have at least one week to complete tests and assignments which **are due at 11:59 p.m. on Monday of each week**. Students will login to TestOut website, complete the reading, watch lecture/tutorial videos, and complete the lab and the exams for each chapter. Review Questions are recommended for the students to review each chapter but are not graded. Assignments will be saved via the Blackboard and TestOut system. **Students who miss any assignment, quiz, test, lab, project, or discussion board will receive a grade of 0 unless approved by the instructor which may then receive deductions.**

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.

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 and should not be copied from another source without referencing. Short 1 to 2 sentence posts will not be sufficient for discussion. 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 college blackboard email menu. Make sure the student name and class are in the subject line of every email sent. For example:

CIST2411 Moye

CHECKING GRADES:

A grade book is made available in the BLACKBOARD course on the main page by clicking the MY GRADES menu. This grade book is for students to review and is continuously updated throughout the semester as assignments are due. Students can review their grade at any time by clicking the individual grades for each assignment. The overall percentage average displays in the grade book to help track your course grade and progress.

Lab Management Plan/Lab Procedures

Labs are provided through the TestOut simulated virtual environment in order to learn without destroying. Each week students will have lab assignments as indicated on the attached lesson plan.

Proctored Exam Requirements

eCampus students are **required** to complete a proctored event for this eCampus course. The proctored event may be a major exam, assignment, or presentation, etc. that will count a minimum of 20% of the course grade. The specific dates of the proctored event are scheduled on the Lesson Plan/Calendar for the eCampus course.

The practice exam to ensure setup of the Lockdown Respondus/Monitor will be on: Tuesday, November 16, 2021 at 3:00 P.M.

The required proctored event for this class is scheduled on the following date and time:
ONLINE using Respondus Lockdown and Respondus Monitor – Thursday, December 2, 2021 at 10:00 AM.

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 given a zero for the proctored event.

The proctored event will be completed using Respondus LockDown Browser and Respondus Monitor. LockDown Browser is a custom browser that locks down the testing environment in Blackboard and prevents students from printing, copying, or visiting other websites and applications while completing the proctored event. Respondus Monitor is a video monitoring service that serves as a deterrent to students using secondary computers, phones, calculators, textbooks, or receiving assistance from other students. After a student has completed the proctored event, instructors can review the session to check for any suspect behavior.

INSTRUCTIONS FOR DOWNLOADING, INSTALLING, AND TAKING TESTS USING RESPONDUS LOCKDOWN AND MONITOR ARE WITHIN THE ECAMPUS COURSE UNDER PROCTORING INFORMATION. A practice test will be given the week prior to the proctored event to ensure all students are setup and ready for the event.

In order to validate student identity for this course, students must hold up their college photo ID, which will be scanned by the webcam to access the test. The program will verify a match between your ID and webcam photo. If cheating is detected, the program will automatically flag your test and you will be locked out, resulting in a grade of zero. You will be recorded while testing and analytics are used to detect suspicious behaviors. The program will detect if you are looking away from your screen such as using a textbook or other resource next to your computer. It will also record sound to detect if someone in the room is providing you with answers. Video segments with potential test violations are flagged for the instructor, with an overall risk level assigned to the test session. You cannot print, capture screen contents, go to other web pages, copy, access other applications, or visit other websites during an online test.

You will be locked out of the test. Your test will be flagged with common and advanced methods of digital cheating, such as the use of Virtual Machines, remote desktops, screensharing, instant messaging, keystroke combinations, launching applications with timers/alerts, browser cache exploits, etc. These are normal protocols for proctored online testing.

Lockdown Respondus and Lockdown Monitor for Proctored Event

LockDown Browser + Webcam Requirement

This course requires the use of LockDown Browser and a webcam for online exams. The webcam can be the type that's built into your computer or one that plugs in with a USB cable.

Watch this brief video to get a basic understanding of LockDown Browser and the webcam feature.

<https://www.respondus.com/products/lockdown-browser/student-movie.shtml>

Download Instructions

Download and install LockDown Browser from this link:

<https://download.respondus.com/lockdown/download.php?id=876316887>

Once Installed

- Start LockDown Browser
- Log into Blackboard Learn
- Navigate to the exam

Note: You won't be able to access tests with a standard web browser. If this is tried, an error message will indicate that the test requires the use of LockDown Browser. Simply start LockDown Browser and navigate back to the exam to continue.

Guidelines

When taking an online exam, follow these guidelines:

- Ensure you're in a location where you won't be interrupted
- Turn off all other devices (e.g. tablets, phones, second computers) and place them outside of your reach
- Before starting the test, know how much time is available for it, and also that you've allotted sufficient time to complete it
- Clear your desk or workspace of all external materials not permitted - books, papers, other devices
- Remain at your computer for the duration of the test
- If the computer, Wi-Fi, or location is different than what was used previously with the "Webcam Check" and "System & Network Check" in LockDown Browser, run the checks again prior to the exam
- To produce a good webcam video, do the following:
 - Avoid wearing baseball caps or hats with brims
 - Ensure your computer or device is on a firm surface (a desk or table). Do NOT have the computer on your lap, a bed, or other surface where the device (or you) are likely to move
 - If using a built-in webcam, avoid readjusting the tilt of the screen after the webcam setup is complete
 - Take the exam in a well-lit room, but avoid backlighting (such as sitting with your back to a window)
- Remember that LockDown Browser will prevent you from accessing other websites or applications; you will be unable to exit the test until all questions are completed and submitted

Getting Help

Several resources are available if you encounter problems with LockDown Browser:

- The Windows and Mac versions of LockDown Browser have a "Help Center" button located on the toolbar. Use the "System & Network Check" to troubleshoot issues. If an exam requires you to use a webcam, also run the "Webcam Check" from this area. Print copies to provide to the instructor and the Respondus help desk ticket.
- Respondus has a Knowledge Base available from support.respondus.com. Select the "Knowledge Base" link and then select "Respondus LockDown Browser" as the product. If your problem is with a webcam, select "Respondus Monitor" as your product
- If you're still unable to resolve a technical issue with LockDown Browser, go to support.respondus.com and select "Submit a Ticket". Provide detailed information about your problem and what steps you took to resolve it

Student Evaluation and Academic Grading

Course Grading: Instructors must develop their grading system and ensure grading is used to promote student awareness of learning progress (TCSG SN 2-04-05)

Assessment/Assignment	Percentage
Discussion Boards	10%
Labsim labs	30%
Labsim Custom Exams	35%
Proctored Exam	25%

Grading Scale:

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

Student Enrollment/Participation Requirements

To comply with TCSG's mission to provide a highly trained workforce through quality academic and hands-on instruction, students are expected to regularly participate in all classes. Regular participation provides students with full course benefits and establishes a pattern of dependability and punctuality required in the workplace.

ALL students must officially confirm they are going to attend this online class by completing the Course Enrollment Participation Quiz, in order to remain enrolled. Students who fail to confirm enrollment will be dropped from the course. This can be found in the Start Here menu of the course.

Drop/Withdrawal Policy and Procedure

Procedures can be found in the Home college Student Handbook or College Catalog. Special Program attendance procedures are listed here as well. Veterans, Reservists, National Guard, and active-duty military personnel with special circumstances (e.g., upcoming deployments, drill requirements, disabilities) are welcome and encouraged to communicate these, in advance if possible, to the instructor. College's Resource Link: <https://gvtc.tcsg.edu/ecampus>.

Student Appeals and Grievances

Academic Appeal: If a student receives a course grade which he or she believes is incorrect, the first step is for the student to discuss the disagreement with the instructor. If the student is not satisfied with the decision of the instructor, the student should refer to their home college website for further guidance. College's Resource Link: <https://gvtc.tcsg.edu/ecampus>.

The above appeal procedures do not apply to Student Code of Conduct alleged offenses or equity issues (i.e., race, age, national origin, or gender discrimination.) See the **Statement of Non-Discrimination and Compliance** section of this syllabus for an explanation of other grievance procedures.

Disability Services

Disability Services are provided by each student's home college. Please refer to your home college website for more information. College's Resource Link: <https://gvtc.tcsg.edu/ecampus>.

Library Services

Library Services are provided by each student's home college. Please refer to your home college website for more information. College's Resource Link: <https://gvtc.tcsg.edu/ecampus>.

Tutoring Services

Please contact the course instructor if you need help with any course-related material. Additional tutoring is provided by each student's home college. Please refer to your home college website for more information. College's Resource Link: <https://gvtc.tcsg.edu/ecampus>.

Support

Do not hesitate to seek out the help you need! Seeking out help and getting to know your instructor(s) can make the difference between success and failure.

If you need help of any kind, please start with your instructor first. Contact information is listed on the first page of this syllabus. You can always use your college's resource page as well. College's Resource Link: <https://gvtc.tcsg.edu/ecampus>.

Academic Integrity

Any student, acting individually or in concert with others, who violates any part of the student conduct code shall be subject to disciplinary procedures including dismissal from a class session by the instructor or suspension or expulsion by the authorized administrator. Such misconduct shall include the commission of, or the attempt to commit, any of the stated offenses in the handbook including academic dishonesty. Academic dishonesty includes, but is not limited to, cheating, plagiarism, and collusion. Cheating and/or plagiarism are the unauthorized use or close imitation of another's work without permission and/or acknowledgement. The home institution will follow established process to handle integrity incidents.

Copyright Notice

Instructional material included in this course may be subject to copyright protection. As such, you must not share, duplicate, transmit, or store the material of this course beyond the

purpose and time frame explicitly stated in the syllabus of your course. If you are not certain whether a particular piece of material is covered by copyright protection, you should contact your instructor and obtain his/her written clarification. Failing to observe copyright protection is a violation of law.

Work Ethics

Although work ethics is always monitored and expected for this course, students will be held to their Home institutions Work Ethics policies and expectations. There will not be a formal Work Ethics grade awarded in this course; however, any concerns or issues in relation to work ethics will be reported back to the student's home institution.

Statement of Non-Discrimination and Compliance

The Technical College System of Georgia (TCSG) 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, or citizenship status (except in those special circumstances permitted or mandated by law). This nondiscrimination policy encompasses the operation of all TCSG and technical college-administered programs, federally financed programs, and educational programs and activities involving admissions, scholarships and loans, student life and athletics. It also applies to the recruitment and employment of personnel and the contracting for goods and services. Please refer to your home college website to report any violation or questions. College's Resource Link: <https://gvtc.tcsg.edu/ecampus>.

Equal Opportunity Statement

The Technical College System of Georgia (TCSG) 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, or citizenship status (except in those special circumstances permitted or mandated by law). Please refer to your home college website to report any violation or questions. College's Resource Link: <https://gvtc.tcsg.edu/ecampus>.

Guarantee

The Technical College System of Georgia guarantees every graduate of technical programs in which students may earn technical certificates of credit, diplomas, or associate degrees. The guarantee stipulates that graduates demonstrate the knowledge and skills and can perform each competency as identified in the industry-validated standards established for every program of study. If a graduate educated under a standard program or his/her employer finds that the graduate is deficient in one or more competencies as defined in the course/program standards, the technical college will retrain the employee at no instructional cost to the employee or the employer. This guarantee is in effect for two years after graduation.

Discussion Board Grading Rubrics:

# of discussion posts	# of discussion replies	Grade	Due Date, Length, Grammar and Spelling Requirements
1	1	100	Students who post their initial discussion board response to the discussion board topic and reply to at least one other student's post will be given a 100 on the assignment <u>if</u> the post is turned in by the due date, contain 4-5 sentences and free of grammatical and spelling errors. The student will receive one-point deduction for each grammatical and spelling error in both their response and reply. A 10-point deduction will be given for any response or reply that is not 4-5 sentences in length. No credit will be given for any response or reply that is simply an answer of "yes/no" or "I agree/disagree." Replying to your own post is NOT considered a reply.
1	0	70	Any student that does not respond to at least one other student's post will not receive a grade above 70. The grade of 70 will be the highest grade that the student will be able to receive on the discussion post if the post is turned in by the due date, contain 4-5 sentences and free of grammatical errors and spelling errors. The student will receive one-point deduction for each grammatical and spelling error in their response. A 10-point deduction will be given for any response that is not 4-5 sentences in length. No credit will be given for any response or reply that is simply an answer of "yes/no" or "I agree/disagree." Replying to your own post is NOT considered a reply.
0	1	50	Students who only respond to one other student's post will not receive a grade above 50. The grade of 50 will be the highest grade that the student will be able to receive on the discussion response if the response is turned in by the due date, contain 4-5 sentences and free of grammatical errors and spelling errors. The student will receive one-point deduction for each grammatical and spelling error in their reply. A 10-point deduction will be given for any reply that is not 4-5 sentences in length. No credit will be given for any response or reply that is simply an answer of "yes/no" or "I agree/disagree." Replying to your own post is NOT considered a reply.
0	0	0	Students will receive a 0 on the discussion topic if the student does not post an answer or response to one other students' post by the due date. No credit will be given for any response or reply that is simply an answer of "yes/no" or "I agree/disagree." Replying to your own post is NOT considered a reply.

CIST 2411 Microsoft Client Fall Semester 2021 Lesson Plan (FY 202212)

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

Key: Aug = August, Sept = September, Oct = October, Nov=November, Dec = December

Date	Chapter	Content	Assignments/Tests	Competency Area
Week 1 Monday Aug 16 - 23	1.0 2.0	Login to eCAMPUS Blackboard Start Here – Class Introduction – Syllabi, Lesson Plan, Work Ethics, Rules, Standards, Participation Requirement Under Lessons, Click the first TestOut link and enter your Access code. Course Intro Windows Installation	Logon to the course on eCAMPUS Blackboard Read all documents located under Start Here menu and Print the Syllabus/Lesson Plan. Reply to Welcome Email from your Instructor. Complete the Participation Quiz and the Student Introduction discussion on the first day of class before beginning course work. DUE 08/16/21 You must have the TestOut keycode in order to start. For each chapter in the TestOut you will watch a video/demonstration, read the information given, complete graded lab simulations, complete review questions, and take exams after multiple chapters. Make sure you complete the mouse icons by clicking each individual link in order for grades to appear in your blackboard course. Practice questions are for student review and are not graded. Complete all items from Chapter 1.0 Complete all items from Chapter 2.1 – 2.3 Complete Discussion Board 1 Week 1 assignments must be completed and turned in before midnight Aug 23	6 a, c
Week 2 Aug 24-30	2.0	Windows Installation	Complete all items from Modules 2.4 – 2.8 Week 2 assignments must be completed and turned in before midnight Aug 30	6 a, c

Date	Chapter	Content	Assignments/Tests	Competency Area
Week 3 August 31 - Sept 6 (Holiday)	3.0 4.0	System Imaging Windows Device and User Management	Complete all items from Modules 3.1 - 3.4 Complete Discussion Board 2 Complete all items from Module 4.1 EXAM 1 (Modules 1-3) Week 3 assignments must be completed and turned in before midnight Sept 7	6 a, c
Week 4 Sept 7 – 13	4.0 5.0	Windows Device and User Management Hardware Management	Complete all items from Module 4.2 Complete all items from Modules 5.1 – 5.4 Week 4 assignments must be completed and turned in before midnight Sept 13	4,5 a-c
Week 5 Sept 14-20	6.0	Network Configuration	Complete all items from Modules 6.1 – 6.6 Complete Discussion Board 3 EXAM 2 (Modules 4-6) Week 5 assignments must be completed and turned in before midnight Sept 20	4,5 a-c
Week 6 Sept 21 - 27	7.0 8.0	Application Management System Access	Complete all items from Modules 7.1 – 7.4 Complete all items from 8.1 Week 6 assignments must be completed and turned in before midnight Sept 27	4,5 a-c
Week 7 Sept 28 – Oct 4	8.0	System Access	Complete all items from Modules 8.2 – 8.7 Week 7 assignments must be completed and turned in before midnight Oct 4	4 a-c
Week 8 Oct 5 -11	8.0 9.0	System Access Resource Sharing Oct 11 Mid- point of Semester	Complete all items from Modules 8.8 – 8.9 Complete Discussion Board 4 Complete all items from Modules 9.1 – 9.3 Week 8 assignments must be completed and turned in before midnight Oct 11	4 a-c

Date	Chapter	Content	Assignments/Tests	Competency Area
Week 9 Oct 12 - 18	10.0	Mobile Computing	Complete all items from Modules 10.1 – 10.5 EXAM 3 (Modules 7 – 9) Week 9 assignments must be completed and turned in before midnight Oct 18	1, 2 a-c
Week 10 Oct 19 - 25	10.0	Mobile Computing	Complete all items from Modules 10.6 – 10.11 Week 10 assignments must be completed and turned in before midnight Oct 25	1, 2, 7 a-c
Week 11 Oct 26 – Nov 1	11.0	System Monitoring and Maintenance 65% point of the semester Oct 26	Complete all items from Modules 11.1 – 11.6 Week 11 assignments must be completed and turned in before midnight Nov 1	1, 2, 7 a-c
Week 12 Nov 2 - 8	11.0 12.0	System Monitoring and Maintenance System Protection	Complete all items from Modules 11.7 – 11.9 Complete Discussion Board 5 Complete all items from Modules 12.1 – 12.2 Week 12 assignments must be completed and turned in before midnight on Nov 8	1, 2, 7 a-c
Week 13 Nov 9 - 15	12.0 13.0	System Protection Windows Defender	Complete all items from Modules 12.3 – 12.6 Complete all items form Modules 13.1 – 13.2 Week 13 assignments must be completed and turned in before midnight Nov 15	4, 6 a-c
Week 14 Nov 16 - 23	13.0	Windows Defender	Complete all items from Module 13.3 – 13.9 PRACTICE RESPONDUS LOCKDOWN/MONITOR EXAM ON November 16 at 3 pm. Week 14 assignments must be completed and turned in before midnight Nov 28	4, 6 a-c

Date	Chapter	Content	Assignments/Tests	Competency Area
			Thanksgiving Holidays November 24 and 26	
Week 15 Nov 29 – Dec 2			Proctored Exam (EXAM 4 - Modules 10-13 December 2 at 10 am) using Respondus Lockdown and Respondus Monitor. THE INSTRUCTOR WILL PROVIDE THE PASSCODE ON THE DAY/TIME OF THE EXAM. MUST BE ON TIME FOR THE EXAM.	1-7 a-c

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 fast-paced and students are encouraged to work ahead.