

South Plains College
Common Course Syllabus: ITNW 1308
Semester: Spring 2021
Revised 1/11/2021

Department: Computer Information Systems
Discipline: Technical Education Division and Arts and Sciences Division
Course Number: ITNW 1308
Course Title: Implementing and Supporting Client Operating Systems

Instructor Contact Information:

Name: Michael Slaughter
Office Location: TC206 (Levelland)
Email: mslaughter@southplainscollege.edu
Office Phone: (806) 716-2242
Google Voice/Text: (806) 621-1348
Meet Online: <https://calendly.com/ms-spc>
Office Hours: See Calendly link above.

Course Sections:

Section: ITNW1308.271
Format: Flex (Hybrid)
Campus: Lubbock Center
Classroom: LBC106
Days: Thursday
Lecture: Online
Lab: 5:00 – 8:50 PM (See Lab Schedule in Blackboard for days you are required to physically attend.)

Course Description: The fundamentals of managing and configuring local, network, and distributed network clients. Topics may adapt to changes in industry practices.

Prerequisite: None

Credit: 3 **Lecture:** 2 **Lab:** 4

Textbook: Two books are required for this course. First, this course will be using the CompTIA A+ Guide to IT Technical Support (10th Edition) by Jean Andrews, Joy Dark and Jill West. Second, this course will require access to the TestOut PC Pro courseware. If you are taking or have taken ITSC1325 PC Hardware, these are the same required course materials. Information for both books is below.

1. CompTIA A+ Guide to IT Technical Support, 10th Edition, Cengage, ISBN: 9780357108369

Web Link: [Required Cengage Book](#)

The physical book or eBook is acceptable

2. TestOut Courseware:

Academic Promo Code: 14-232TA

Course Product: TestOut PC Pro A+ 220-1001 and 220-1002

Web Link: [Required TestOut PC Pro Access Code](#)

School Name: South Plains College

Instructor Name: Michael Slaughter

You will connect to the TestOut course through Blackboard, check Blackboard for directions.

Supplies:

- Reliable Internet Connection
- Computer with Windows OS (Recommended) or Mac OS
- Google Chrome or Mozilla Firefox
- Headphones (bring to in-class labs)
- Basic PC Toolkit with ESD Wristband ([Option 1](#) or [Option 2](#) or something similar; must have ESD-anti-static wrist band)

Student Learning Outcomes: Install and configure network clients; setup users, groups, policies, and profiles; configure hardware components and applications; setup and maintain logon security and security for files and printers; configure and optimize clients in multiple environments.

Student Learning Outcomes Assessment: This course will include

- Required reading assignments
- Required lecture videos
- Supplemental videos and/or reading
- Hands-on labs using TestOut and other hardware/software
- Quizzes
- In-class hands-on labs (as long as meeting is still safe and feasible)
- Exams
- Comprehensive Final Hands-On Skills Exam
- Comprehensive Final Exam

Course Evaluation: Students will be evaluated by assignments, exams, and projects.

Category	Percentage
Assignments/Lab Projects	15%
Quizzes	15%
Exam 1	15%
Exam 2	15%
Exam 3	15%
Final Exam	25%

Course Format during COVID-19: This course will be conducted in a flex (hybrid) format. Some face-to-face instruction supplemented with online instruction.

See below for further information.

Course Meetings during COVID-19: Due to the current COVID-19 restrictions and the need for social distancing, 50% of the classroom capacity can meet at a given time.

To accomplish this, there will be a designated lab schedule posted on Blackboard. This lab schedule will state the dates you are required to physically be in class.

If you are not in class, you will still be expected to remotely class via Blackboard Collaborate (or another remote tool that the instructor specifies).

Attendance Policy: Students are expected to attend all classes to be successful in a course. The student may be administratively withdrawn from the course when absences become excessive as defined in the course syllabus.

Class attendance, even online, is extremely important to meet the objectives of this course. A student is responsible for initiating his or her own withdrawal if that becomes necessary. If a student is administratively withdrawn from the class by the professor, the grade appearing on the transcript will be at the professor's discretion, an 'X' or 'F'.

Administrative withdrawal may occur if the student has missed six (6) class periods for MWF classes, four (4) class periods for MW/TR classes, two (2) class periods for flex (hybrid) classes or if the professor decides absences are excessive due to non-participation or incomplete coursework. When enrolled in a flex/online course, students must log in to Blackboard two times per week and complete the assigned course work. Two weeks of non-participation in a flex/online course may also result in an administrative drop.

See the General Catalog Attendance Policy for additional information.

Face Covering during COVID-19: It is the policy of South Plains College for the Spring 2021 semester that as a condition of on-campus enrollment, all students are required to engage in safe behaviors to avoid the spread of COVID-19 in the SPC community. Such behaviors specifically include the requirement that all students properly wear CDC-compliant face coverings while in SPC buildings including in classrooms, labs, hallways, and restrooms. Failure to comply with this policy may result in dismissal from the current class session. If the student refuses to leave the classroom or lab after being dismissed, the student may be referred to the Dean of Students on the Levelland campus or the Dean/Director of external centers for Student Code of Conduct Violation. Students who believe they have been exposed or may be COVID-19 positive, must contact Health Services, DeEtte Edens, BSN, RN at (806) 716-2376 or dedens@southplainscollege.edu.

Plagiarism and Cheating: Students are expected to do their own work on all projects, quizzes, assignments, examinations, and papers. Failure to comply with this policy will result in an F for the assignment and can result in an F for the course if circumstances warrant.

Plagiarism violations include, but are not limited to, the following:

1. Turning in a paper that has been purchased, borrowed, or downloaded from another student, an online term paper site, or a mail order term paper mill.
2. Cutting and pasting together information from books, articles, other papers, or online sites without providing proper documentation.
3. Using direct quotations (three or more words) from a source without showing them to be direct quotations and citing them.
4. Missing in-text citations.

Cheating violations include, but are not limited to, the following:

1. Obtaining an examination by stealing or collusion.
2. Discovering the content of an examination before it is given.
3. Using an unauthorized source of information (notes, textbooks, text messaging, internet, apps) during an examination, quiz, or homework assignment.
4. Entering an office or building to obtain an unfair advantage.
5. Taking an examination for another.
6. Altering grade records.
7. Copying another's work during an examination or on a homework assignment.
8. Rewriting another student's work in Peer Editing so that the writing is no longer the original student's work.
9. Taking pictures of a test, test answers, or someone else's paper.

Drop Policy: You may be dropped with an X or F for any of the following reasons:

1. Attendance
 - a. You do not follow the guidelines of the attendance policy listed above.
2. Participation, completion of homework, exams, and team project
 - a. You have missed several homework assignments.
 - b. You have missed two or more exams.
 - c. You have missed multiple labs.

3. Academic Integrity

- a. Cheating, plagiarism, or sharing your work with others as listed above.

Student-Owned Computer Equipment: Students may choose to use their own computer equipment to complete the assigned coursework. SPC provides Microsoft Office to students for installation and use on their personal computers. It is the sole responsibility of the student to ensure their computer system meets the minimum requirements for all required or suggested software. It is also the sole responsibility of the student to ensure their computer system is in working order, free of malware, and sufficient to complete the assigned coursework. Computer or system malfunction or failure is not an excuse for late coursework. The instructor is not liable for the student's computer maintenance and cannot troubleshoot or repair issues on student-owned computers. If the student needs computer assistance, they can contact the SPC student helpdesk.

SPC Help Desk

Telephone Number: Help Desk at (806) 716-2600

E-mail: helpdesk@southplainscollege.edu

Location: Library Lobby - Levelland

Normal Hours: Monday - Friday: 8:00 a.m. - 4:00 p.m.

Student Code of Conduct Policy: Any successful learning experience requires mutual respect on the part of the student and the instructor. Neither instructor nor student should be subject to others' behavior that is rude, disruptive, intimidating, aggressive, or demeaning. Student conduct that disrupts the learning process or is deemed disrespectful or threatening shall not be tolerated and may lead to disciplinary action and/or removal from class.

Diversity Statement: In this class, the teacher will establish and support an environment that values and nurtures individual and group differences and encourages engagement and interaction. Understanding and respecting multiple experiences and perspectives will serve to challenge and stimulate all of us to learn about others, about the larger world and ourselves. By promoting diversity and intellectual exchange, we will not only mirror society as it is but also model society as it should and can be.

Disability Statement: Students with disabilities, including but not limited to physical, psychiatric, or learning disabilities, who wish to request accommodations in this class should notify the Disability Services Office early in the semester so that the appropriate arrangements may be made. In accordance with federal law, a student requesting accommodations must provide acceptable documentation of his/her disability to the Disability Services Office. For more information, call or visit the Disability Services Office at Levelland (Student Health & Wellness Office) 806-716-2577, Reese Center (Building 8) 806-716-4675, or Plainview Center (Main Office) 806-716-4302 or 806-296-9611.

Nondiscrimination Policy: South Plains College does not discriminate on the basis of race, color, national origin, sex, disability, or age in its programs and activities. The following person has been designated to handle inquiries regarding the non-discrimination policies: Vice President for Student

Affairs, South Plains College, 1401 College Avenue, Box 5, Levelland, TX 79336. Phone number 806-716-2360.

Title IX Pregnancy Accommodations Statement If you are pregnant, or have given birth within six months, Under Title IX you have a right to reasonable accommodations to help continue your education. To [activate](#) accommodations you must submit a Title IX pregnancy accommodations request, along with specific medical documentation, to the Director of Health and Wellness. Once approved, a notification will be sent to the student and instructors. It is the student's responsibility to work with the instructor to arrange accommodations. Contact the Director of Health and Wellness at 806-716-2362 or [email cgilster@southplainscollege.edu](mailto:cgilster@southplainscollege.edu) for assistance.

Campus Concealed Carry: Texas Senate Bill - 11 (Government Code 411.2031, et al.) authorizes the carrying of a concealed handgun in South Plains College buildings only by persons who have been issued and are in possession of a Texas License to Carry a Handgun. Qualified law enforcement officers or those who are otherwise authorized to carry a concealed handgun in the State of Texas are also permitted to do so. Pursuant to Penal Code (PC) 46.035 and South Plains College policy, license holders may not carry a concealed handgun in restricted locations. For a list of locations and Frequently Asked Questions, please refer to the Campus Carry page at this [link](#).

Pursuant to PC 46.035, the open carrying of handguns is prohibited on all South Plains College campuses. Report violations to the College Police Department at 806-716-2396 or 9-1-1.

Note: The instructor reserves the right to modify the course syllabus and policies, as well as notify students of any changes, at any point during the semester.

IMPORTANT INFORMATION BELOW

Communication: All communication for this class will be conducted through SPC email. All students will be required to check their SPC student email accounts regularly for course updates and announcements. All replies to emails will be sent to the student's SPC email address. Please include your name, course name, and section number in all email communication.

The instructor's SPC office number and Google Voice/Text number are included at the top of this syllabus. Please use these means of communication sparingly.

If desired, the student may schedule a meeting with the instructor via the Calendly link posted at the top of this syllabus and in Blackboard. Online meetings may be conducted via Teams, Collaborate, or Zoom. In-person meetings will be restricted during the COVID-19 pandemic.

Course Rigor: This course will include multiple assignments, hands-on labs, quizzes, and exams. Please be aware that to succeed in this course you must dedicate several hours each week to reading, studying, and completing the assigned coursework.

Reading Assignments, Online Lectures, and Supplemental Material: This course will include multiple reading assignments, multiple online lectures, and some supplemental material. The student is expected to go through all this material each week. It will greatly benefit the student to revisit previous weeks reading and lectures to help retain information. Students are encouraged to use good study habits to learn and memorize the necessary information.

Coursework: Each week's coursework will be available through Blackboard and TestOut. Course work is organized into modules. Each module will contain links to the reading, links to the lectures, links to submit hands-on labs, and links to submit quizzes and/or exams. The course calendar outlining due dates and availability times is available on Blackboard. **No late work is accepted for any reason!** You are expected to complete all homework assignments within the due dates indicated. Missing homework assignments may result in an administrative drop.

It is important for you to start coursework early in the week. Do not wait until the day it is due to start the coursework or report problems. If you report problems on the due date of an assignment, the instructor is not obligated to re-open any assignments for you. Start your homework early in the week and complete it with time to spare!

Quizzes and Exams: Quizzes will be timed. Quizzes may include multiple-choice/answer, matching, essay, lab simulation, and other question types. Students will be allowed one attempt per quiz and will only be allowed to review their answers one time, immediately after completing the quiz. Students should complete all other coursework in the designated module and study the material in that module before taking the quiz. Quizzes will be open for several days and must be completed by the due date indicated. No late quizzes will be given.

There will be three exams given during the semester. These exams will cover material from multiple modules. These exams may include multiple-choice/answer, matching, essay, and other question types. Students will be allowed one attempt per exam and will only be allowed to review their answers one time, immediately after completing the exam. Students should complete all coursework in the designated modules and study the material in those modules before taking the exam. Exams will be open for several days and must be completed by the due date indicated. No late exams will be given.

Final Exam: There will be a comprehensive final exam. It will include a written examination delivered through TestOut or Blackboard and a lab (hands-on/skills) exam. The written exam portion may include multiple-choice/answer, matching, essay, and other question types. The lab exam portion may include simulated lab scenarios to complete or in-class lab scenarios to complete. These exams will be given and completed in-class unless otherwise indicated by the instructor.

Industry Certifications: The CompTIA A+ 220-1002 exam will be taken at a Pearson testing center and must be scheduled during the last two weeks of the semester. A passing grade on the CompTIA A+ 220-1002 certification will result in a 100% on the final exam.

Gradebook: Grades will be available in Blackboard throughout the semester. It is important that you access the TestOut course through Blackboard every time you complete coursework. This will ensure grades are recorded and synchronized properly.

Counseling: If at any point in the semester you find yourself having trouble with stress or feel depressed please stop in and see a counselor. Counseling services are available at all campuses. The number for the counseling office is 806-716-2366. Below is a link to SPC's personal counseling services.
<https://www.southplainscollege.edu/health/mentalhealthresources.php>

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