

# South Plains College

## Common Course Syllabus

**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

**Semester:** Fall 2023

Revised: 8/23/2023

### **Instructor Contact Information**

Name: Andrew Strawn

Office Location: LCTC 120A (Lubbock), LTC 208 (Levelland)

Email: [astrawn@southplainscollege.edu](mailto:astrawn@southplainscollege.edu)

Office Phone: (806)716-4602

### **Office Hours**

Monday: 2-5 PM (LCTC)

Tuesday: None

Wednesday: 9:30-11:30 AM (LEVTC)

Thursday: 12:30-2:30 PM (LCTC)

Friday: 10-11 AM (LCTC)

### **Course Details**

Course Section: -271

Format: Hybrid

Campus: Lubbock

Classroom: LCTC106

Days: Monday  
Time: 5:00-8:50 PM  
Lecture: Hybrid  
Lab: In Person  
Prerequisite: None  
Credit Hours: 3  
Lecture Hours: 2  
Lab Hours: 4

Textbook/Software: Cengage Unlimited Access (1 Semester)  
Author: Varied  
ISBN: 9780357700037  
Publisher: Cengage L

Textbook/Software:  
Author:  
ISBN:  
Publisher:

Available through the SPC Bookstore

### **Course Description**

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

### **Course Materials**

MindTap will be a required component of your course, you can purchase MindTap on its own either through the SPC Bookstore or direct from Cengage when you access your course through Blackboard, or you can access MindTap through a Cengage Unlimited Subscription. Cengage Unlimited provides you an all-access pass to our entire catalog of eTextbooks, online learning platforms and allows the option to rent a print version of the textbook.

### **Supplies**

- Reliable, high-speed internet connection - I recommend at least 10 Mbps down and 5 Mbps up. Check your internet speed: <https://www.speedtest.net/>
- Reliable computer with Windows OS (recommended) or Mac OS (not a Chromebook), working speakers.
- Google Chrome, Microsoft Edge, Mozilla Firefox, or another acceptable web browser
- Cengage Account (see textbook section)
- Microsoft Office 365 Account (or compatible document and presentation creation tools)

## **Potential Changes**

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.

## **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
- Assignments (Cengage or TestOut Assignments, Concept Questions, Material Completion, Practice Questions and Quizzes)
- Hands-on labs online (Cengage, TestOut and/or TryHackMe)
- Exams
- Final Exam

## **Course Evaluation and Grade Scoring**

Students will be evaluated by assignments, exams, and projects.

Attendance - 15%

Assignments, Practice Questions, Labs, and/or Quizzes - 30%

Exams and Review Exams - 25%

Final Exam - 30%

## **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. Attendance is calculated as a grade worth fifteen percent of your overall grade.

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.

## **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:

- 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.
- Cutting and pasting together information from books, articles, other papers, or online sites without providing proper documentation.
- Using direct quotations (three or more words) from a source without showing them to be direct quotations and citing them.
- Missing in-text citations.

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

- The use of Artificial Intelligence, or AI, material generation to create work.
- Obtaining an examination by stealing or collusion.
- Discovering the content of an examination before it is given.
- Using an unauthorized source of information (notes, textbooks, text messaging, internet, apps) during an examination, quiz, or homework assignment.
- Entering an office or building to obtain an unfair advantage.
- Taking an examination for another.
- Altering grade records.
- Copying another's work during an examination or on a homework assignment.
- Rewriting another student's work in Peer Editing so that the writing is no longer the original student's work.
- 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:

- Attendance
  - You do not follow the guidelines of the South Plains College attendance policy or the course attendance policy as stated in the syllabus.
- Participation, completion of homework, exams, and team project
  - You have missed several homework assignments.
  - You have missed two or more exams.
  - You have missed multiple labs.
- Academic Integrity
  - Cheating, plagiarism, or sharing your work with others.

## **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](mailto: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.

### **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 is included at the top of this syllabus. Please use this means of communication sparingly.

If desired, the student may schedule a meeting with the instructor via an online scheduling platform. Online meetings may be conducted via Teams, Collaborate, or Zoom.

### **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 the previous week's 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. Course work is organized into weekly modules. Each module

will contain links to the reading, links to the lectures, links to submit assignments, 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!

### **Exams**

Exams will cover material from multiple weekly modules. These exams may include multiple-choice/answer, matching, essay, and other question types. Students should complete all coursework in the designated modules and study the material in those modules before taking the module 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**

The final exam will be comprehensive. More information about the length and structure will be given the week prior to the final exam.

### **Gradebook**

Grades will be regularly posted, updated, and available in Blackboard.

### **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>

### **South Plains College Policies**

To see information regarding Intellectual Exchange, Disabilities, Non-Discrimination, Title IX Pregnancy Accommodations, CARE (Campus Assessment, Response, and Evaluation) Team, and Campus Concealed Carry Statements, access the SPC website at <https://www.southplainscollege.edu/syllabusstatements/>

To see information regarding Covid-19 Statements, access the SPC website at <https://www.southplainscollege.edu/emergency/covid19-faq.php#>