Cosumnes River College
CISC 360
Information & Communication Technology Essentials (A+)
A Hybrid-Online Course
Spring 2019

Instructor: Buddy Spisak

Office Hours: Wed. 7:00-8:00 p.m. (Jan. 16th to May 21st)
Office Location: BSS-143

Voice Mail: (916) 286-3691 ext. 14162
E-mail: spisakj@crc.losrios.edu The turnaround time for responding to most e-mails is about one to two days. Be sure to include your name and the course number in each e-mail so I can identify who you are and what the e-mail is about.
Course Web page: https://lrccd.instructure.com
Instructor Web page: http://crc.losrios.edu/spisakj/

Prerequisites: None
Advisory: CISC 302 and CISC 310
Lecture: Online (15668)
Lab: Monday 6:00 to 9:15 p.m. in BSS-145B
Accepted for Credit: CSU
Class Credits: 4 units

Textbook: No textbook is required for this course. All materials are available via the Cisco Networking Academy website at www.netacad.com. Please note: There is a suggested textbook that can be purchased online (e.g., through *Amazon.com*).

Suggested Textbook: *IT Essentials Course Booklet, Version 6* (6th ed.) (optional)
Authors: Cisco Networking Academy
Publishing Info: Pearson, 2016
ISBN: 9781587133565

Suggested **Lab Manual:** *IT Essentials Lab Manual Version 6, 6th Edition* (optional)
Authors: Cisco Networking Academy
Publishing Info: Pearson, 2016
ISBN: 978-1587133541

Resource Materials: CISCO Network Academy Curriculum (including quizzes and Assessments

Supplies: Standard PC technician tool kit to contain **screwdrivers** (flat blade and Phillips at a minimum) and an **ESD wrist strap** (other PC tools could be beneficial)

Ear buds or a headset could be beneficial when listening to videos.

A flash drive is also recommended (at least 4GB, but 8GB is preferred), and it should contain no other data**.**

Course Description:

This course introduces the computer hardware and software skills needed to help meet the growing demand for entry-level ICT professionals. The fundamentals of computer hardware and software, as well as advanced concepts such as security, networking, and the responsibilities of an ICT professional, will be introduced. This course helps to prepare students for rive CompTIA A+ certification exam.

Student Learning Outcomes and Course Objectives:

Upon completion of this course, the student will be able to:

ASSEMBLE HARDWARE AND SOFTWARE COMPONENTS BASED ON CUSTOMER REQUIREMENTS (SLO #01).
- distinguish the various hardware and software components of a computer system.
- identify different hardware required for input, output, processing and storage of data on a personal computer.
- discuss and relate the phases of the System Development Life Cycle.

OPERATE PERSONAL COMPUTERS, DEVICES, AND SOFTWARE FOR END USERS (SLO #02).
- define and correctly select an appropriate program for a given task.
- use the commands and features of office application software.
- use e-mail commands and features to send and receive messages, including attachments.
- demonstrate effective file management techniques.
- differentiate between various digital media file types.
- locate and launch programs successfully.
- differentiate between the most commonly used computer operating systems.
- differentiate between system software and application software.

DEMONSTRATE BASIC DATA NETWORKING AND SECURITY/FORENSICS TECHNIQUES (SLO #03).
- differentiate between various computer network types and scopes.
- install and configure network adapters for effective operation on various networks.

DEMONSTRATE BASIC VIRTUALIZATION, DESKTOP IMAGING, AND DEPLOYMENT OPERATIONS (SLO #04).
- prepare various operating system installation and deployment activities.
- install and configure operating systems in virtual environment.

PROPERLY AND SAFELY DIAGNOSE, RESOLVE AND RECORD COMMON HARDWARE AND SOFTWARE ISSUES WHILE APPLYING TROUBLESHOOTING SKILLS (SLO #05).
- demonstrate effective troubleshooting techniques.
- operate search engines, browsers, and related web tools to effectively find information on the World Wide Web.
- demonstrate the secure utilization of Internet resources.
- PRACTICE APPROPRIATE CUSTOMER SUPPORT TECHNIQUES (SLO #06).
- demonstrate knowledge of the changing workplace, the work-site team and environment, and ethical behavior.
- analyze customer concerns effectively.
- address customer concerns appropriately and timely.

Methods of Measuring Student Learning Outcomes:
- You will demonstrate knowledge of course concepts through class discussions and achievement on quizzes and a final examination.
- You will demonstrate competence in the coursework by completing lab work and participating in discussions during the semester.

Student Obligations:

- **Attendance**: Since this course is hybrid, it is important to attend the first day of class on campus for the orientation on Monday, Jan. 28, and the on-campus final exam on Monday, May 20. There will be weekly lab time on campus, and it is up to you to complete the lab assignments during the lab time or at home.
- **Late Work**: Unless noted all assignments are due on Sunday by midnight each week. Late work will be accepted ONLY if you have contacted me prior to the due date either by e-mail or voice mail. In general, late work is due the next week, and no late assignments may be turned in after

one week from the original due date regardless of the reason. For every day an assignment is late, you will lose 10% of its grade.

- **Due Dates**: Unless noted, all assignments will be submitted in Canvas. If, for any reason, you cannot access Canvas or are unable to submit the assignment on time, please e-mail it to me instead so that you are not penalized for being late. Quizzes and the discussion items cannot be taken past their due dates. If you miss a quiz and you want to make up points, you can take advantage of the extra credit assignments posted in Canvas. Everyone is welcome to work on the extra credit assignments. Typically, they are five to ten points each, depending on the difficulty of the assignment.
- **Labs**: There will be seven labs credited for homework for the class. The due dates are in the **SCHEDULE** portion of this handout. We will spend a lot of time working on lab activities. Each lab has a set of review questions that you will need to answer in Canvas to receive points for that assignment. If you do the lab work at the college during the regularly scheduled lab time, you will not have to submit your results in Canvas. Instead, I will visually confirm your work and assign your points in class.
- **Discussions**: I want everyone to take a pro-active approach to learning this material. This includes using the discussion feature in Canvas to ask questions and answer other students' questions. I will also post questions each week that you can answer to further your understanding of the material. I expect two postings each week unless otherwise noted.
- **Language Matters:** Part of communicating effectively with one another involves communicating correctly with one another. This is not an English class; however, I will be looking at and commenting on the basic accuracy of your written English, such as sentence boundaries, spelling, and other basic grammar issues. While you will not fail the class because of your English, you may lose some points for frequent and repeated errors. Keep in mind that your use of English can influence your readers positively—or negatively.
- **Mid-term and Final Exam**: These exams will be administered through Canvas.
- **Plagiarism Policy**: It is inappropriate, and a violation of academic policy, to copy information from any source (including, but not limited to, textbooks, magazine articles, newspaper articles and internet articles) without giving proper credit to the author by using standard quotation procedures such as in-line quotes, footnotes, endnotes, etc. Quotes may not exceed 25% of the assignment's total length. You will receive no credit (0 points) for any assignment that copies any material from any other source without giving proper credit to the author(s). Repeat offenders of this policy are subject to academic discipline as outlined in the policies published by the college.
- **Cheating**: Students who cheat will receive a failing grade for the course. (See the Student Behavior and Academic Integrity page of the college website (https://www.crc.losrios.edu/catalog/geninfo/integrity.)
- **E-mail**: Every student will be required to have an email account. If you do not have an email account, the college provides free email accounts for all current students. To activate your account, go to https://sso.losrios.edu/idp/profile/SAML2/Redirect/SSO;jsessionid=4AC0A4409BF2135A8A786913D03CAC33?execution=e1s1 and follow the directions provided.
- **E-mail etiquette**: I will not tolerate rude and demeaning comments or e-mails to anyone in this class. Please keep your comments and e-mails topic-related. If I determine that a comment or e-mail to anyone else in the class is rude or demeaning, I will warn you once. If your behavior continues to be unacceptable, I will refer you to the administration of the college for disciplinary action.
- **Personal belongings**: No food or drinks are allowed in the classroom. All cell phones, beepers, pagers, etc. should be turned off or set to vibrate.
- **Disabilities:** If you have a documented disability and wish to discuss academic accommodations, please contact me after class or contact the Office of Disabled Student Programs and Services at 691-7275 as soon as possible.
- **Campus Police:** You can call 558-2221 to request a safety escort.
- **Canvas:** This class utilizes a product called "Canvas." It is highly recommended that you check the website frequently for scheduling updates and homework assignments. Most of the homework assignments and quizzes will be done on Canvas.

- **Online Course Responsibilities:** This course requires significant self-motivation. You must not get behind. Labs and weekly assignments can take up to 15 hours to finish. Please don't try to finish them in one day. Not all activities are created equal. Some may take a bit longer than others. You would normally spend 7 hours per week in class for this course: total of 216 hours. Allow yourself at least 10 hours per week to complete the activities online, including the time spent writing the class discussion postings. You should plan additional time to read the textbook and study for the quizzes. Some people believe that an on-line format provides a much easier way to study this subject than an on-campus framework because they love to read and avoid the parking problems. Others feel very intimidated at first. Be patient as you work your way through the activities.

Grading:
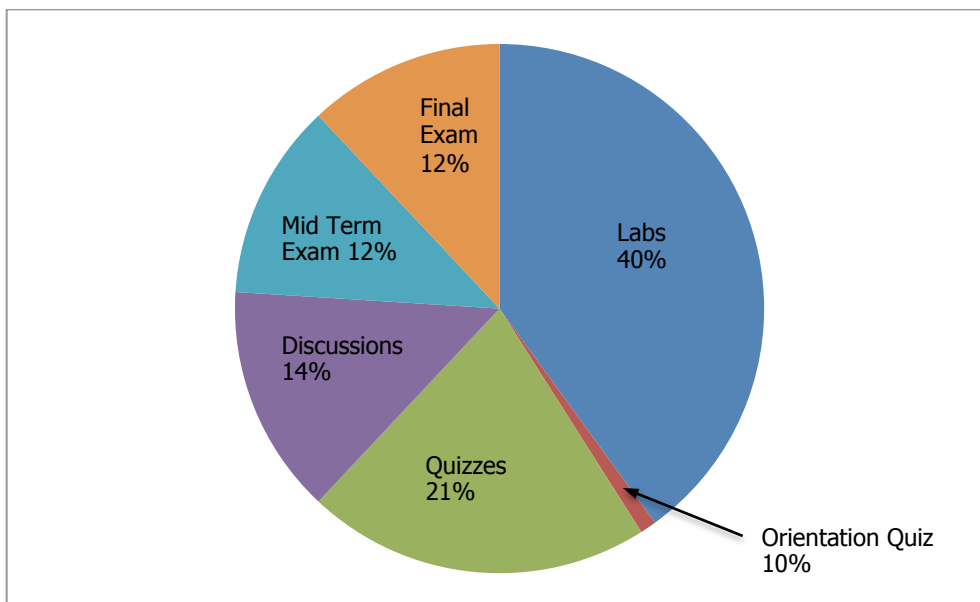
Course Topic	Points	Total	Approximate % the of Grade
Labs (7)	50	350	40
Orientation Quiz (1)	10	10	1
Quizzes (6)	30	180	21
Discussions (6)	20	120	14
Mid Term Exam (1)	100	100	12
Final Exam (1)	100	100	12

Point System: There are 860 total assigned points.

Grade Ranges: A=774-860, B=688-773, C=602-687, D=516-601, F=0-515

Schedule: It is tentative and can change during the term. All changes will be located under the "Announcements" section in Canvas for the course.

	Day:		Lecture/Lab Schedule:	Assignment Due:	Due Date (By Midnight):
Week 1-2	Mon.	1/28	Orientation and Introductions	View the Online Orientation	Sun., Feb. 3
			Chapter 1: Introduction to the Personal Computer	Orientation Disc.	
			Chapter 2: Lab Procedures and Tool Use	Orientation Quiz	
			Lab #1		
Week 3-4	Mon.	2/4	Chapters 3: Computer Assembly	Disc. #1 (Ch. 1-2)	Sun., Feb. 17
			Chapters 4: Overview of Preventive Maintenance and Troubleshooting Model	Lab Review #1	
			Lab #2	Quiz#1 (Ch. 1-4)	
Week 5-6	Mon.	2/18	No class meeting 2/18 – Presidents' Day Holiday Chapters 5: Windows Installation	Disc. #2 (Ch. 3-4)	Sun., Mar. 3
			Chapters 6: Windows Configuration and Management	Lab Review #2	
			Lab #3	Quiz#2 (Ch. 5-6)	
Week 7-8	Mon.	3/4	Chapters 7: Network Concepts	Disc. #3 (Ch. 5-6)	Sun., Mar. 17
			Chapters 8: Applied Networking	Lab Review #3	
			Lab #4	Quiz #3 (Ch. 7-8)	
Week 9	Mon.	3/18	Finishing up the first half of the course	Disc. #4 (Ch. 7-8)	Sun., Mar. 24
			Mid-term Exam		
Week 10	Mon.	3/25	Chapters 9: Laptop and Mobile Devices	Lab Review #4	Sun., Mar. 31
			Lab #5	Quiz #4 (Ch. 9-10)	
Week 11-12	Mon.	4/1	Chapters 10: Mobile, Linux, and OSX Operating Systems	Disc. #5 (Ch. 9-10)	Sun., Apr. 14
			Chapters 11: Printers	Lab Review #5	
			Lab #6		
Week 13-14	Mon.	4/22	Chapters 12: Security	Quiz #5 (Ch.11-12)	Sun., May 5
			Chapters 13: The IT Professional	Disc. #6 (Ch. 11-12)	
			Lab #7	Lab Review #6	
Week 15	Mon.	5/6	Chapters 14: Advanced Troubleshooting	Quiz#6 (Ch. 13-14)	Sun., May 12
			Finishing up the second half of the course		
Week 16	Mon.	5/13	Final Review	Lab Review #7	Sun., May 12
	Mon.	5/20	Final Exam		Mon., May 20 All work needs to be turned in.