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| **Course** | IT:102 – Desktop Client Support – Spring 2014 MoHealthWins Section 43P  Wednesdays & Fridays 11:00 a.m-3:00 p.m.  2/26 to 4/11, Forest Park Campus D-315 |
| **Credits** | 3 Credit Hours |
| **Catalog Description** | This course prepares students to take the Microsoft Certified Technology Specialist exam for Windows Configuration, 70-680. Students will learn to implement, administer, and troubleshoot the Microsoft Windows client operating system. Topics include installation, upgrades, restoration, user profiles and accounts, and the TCP/IP protocol. |
| **Instructor** | Craig Chott, CISSP  Associate Professor  (314) 984-7276  [cchott@stlcc.edu](mailto:cchott@stlcc.edu) (preferred method) – response usually within 24 hours  Fall 2013 Campus Hours:  Mondays 11:00 a.m. – 5:00 p.m. MC-BA207g\*  Tuesdays 11:00 a.m. – 2:30 p.m. MC-BA207g  Thursdays 11:00 a.m. – 2:30 p.m. MC-BA207g  Wednesdays and Fridays – By Appointment Only  \*May be in committee meetings during some of these hours |
| **Prerequisites** | Basic computer literacy is expected.  For best success, a student should have some prior knowledge of how to use a computer for homework completion, file management, printing, and use of the Internet, search engines, and e-mail. |
| **Learning Objectives** | **Upon successful completion of the course, the student will demonstrate the ability to:**   1. Perform a clean installation of the Windows client operating system. 2. Perform an upgrade of the Windows client operating system from a previous version. 3. Migrate user profiles. 4. Capture a system image, prepare a system image for deployment and deploy a system image. 5. Configure a VHD (virtual hard drive). 6. Configure devices, Windows updates, and Internet Explorer. 7. Configure application compatibility and application restrictions. 8. Configure IPv4 and IPv6 and other network settings, network adapters, and Windows Firewall. 9. Configure remote management, BranchCache, DirectAccess, remote connections, mobility options. 10. Configure shared resources, file and folder access, and user account control (UAC). 11. Configure authentication and authorization. 12. Manage disks and configure BitLocker drive encryption. 13. Configure performance settings and perform systems monitoring. |
| **Course Materials** | **Textbook:** ***It is important that you bring your book to every class meeting for the in-class activities.***    <http://www.stlcc.edu/Student_Resources/Bookstores.html> |
| **Subject to Change Clause** | The course syllabus may be revised and updated at the discretion of the instructor. Students are responsible to have the most up-to-date course schedule. The instructor will announce and post the updated course schedule for students to access through the course Blackboard site. |
| **Severe Weather Closing Procedures** | St. Louis Community College will remain open except under very severe weather conditions. Official announcements will be broadcast on KMOX-AM (1120) Radio, and television Channels 2, 4 and 5. On television, announcements are broadcast as early as possible at the bottom of the screen. Severe weather announcements are announced by campus.  You can sign up for text alerts of closings and other emergency information by texting "follow STLCCAlert" (without the quotes) to 40404 - or follow @STLCCAlert on Twitter. Only "alerts" messages will be sent. All other communications will be sent from @STLCC.  Updates also will be posted on the home page of the STLCC website and on the main page for each campus as well as a broadcast email when feasible. Below are the procedures for school closing and delayed schedule.  COLLEGE IS CLOSED  Means all classes are canceled for the day. No classes or labs, library, student center, writing center or any other service will be open. Classes in the evening also are canceled.  COLLEGE IS NOT CLOSED BUT IS ON delayed SCHEDULE  If a delayed schedule is announced, the location will delay opening until  9:30 a.m. Classes beginning before 9:30 a.m. will be canceled for that day.  In the absence of any announcement, students should assume the college is operating on its normal schedule.  Severe weather closing announcements are also available by calling any campus at the numbers below.  Florissant Valley: 314-513-4949  Forest Park: 314-644-9463  Meramec: 314-984-7669  Wildwood: 636-422-2653 |
| **Classroom Etiquette & Behavior Policies** | St. Louis Community College is an institution of higher learning. Students are expected to attend classes and engage in course activities. Students and Instructor are to be respected and treated with dignity.  What about audio/video recording?  Cell phone policy?  What exception for cell phone as recording device?  **Be aware of academic policies and requirements.**  Read and follow minimum guidelines for written and oral assignments.  Ask about any requirements or policies that you do not understand.  Keep all handouts, returned work, etc. until you have received your final grade from the registrar.  **Be prepared.**  Take careful notes and routinely study those notes to prepare for tests  Keep up with all assignments and class activities.  **Be punctual.**  Attend class on time.  Attend all conference appointments on time.  Arriving late and leaving early are disruptive to the class.  Get required work in on time or see instructor if that is impossible.  Be on time for all examinations.  **Be attentive.**  Turn off and store all electronic devices.  Participate in class discussions and activities  **Be respectful.**  Tell instructor if you leave early or arrive late.  If you arrive late, enter quietly and sit in the available seat closest to the door.  Be polite and respect each other and the instructor.  Comments, criticism or, just need to talk, see the instructor during office hours.  **Be serious.**  Work hard.  Ask and respond to questions in a serious manner.  Take responsibility for your attendance, participation and learning in the course.  Make sure that your other responsibilities do not conflict with the class schedule.  Abide by the honor system during exams, quizzes, and in class writing assignments;  do not cheat or assist cheating.  In a college class, it is expected that the instructor or any student or guest speaker have the complete attention of the class. “Disruption of teaching” and “Failure to comply with the directions of a college official acting in the performance of his or her duties” are cause for removal of a student from a class. Often when students are sitting in the back rows of large classes, they complain that they cannot hear due to noise from others.  Talking during the lecture is also disruptive to the class. You are encouraged to ask questions and contribute to the classroom discussion, but direct your questions and comments to the instructor.  Cellular telephones and pagers will be turned off completely or set to silently notify you.  No make-up tests will be given. If you know in advance that you need to miss a test, you may arrange to take the test prior to the scheduled test date. If you miss any test without prior notice, the score for the missed test will be zero. |
| **Attendance**  **Policy** | Regular attendance and participation in class are important components for success. Tardiness will also be noted. Excessive absences, **Two (2)** class sessions missed, may result in a failing grade for this course. Students should identify and understand these policies during the first week of the semester. Arrange your work and extracurricular schedule to allow for sufficient preparation, writing, and study time, approximately one to two hours for each class hour.  This is an extremely fast-paced class. It is important for you to be able to complete the in-class work and absences and tardiness reduce your available time for this work.  Note: Faculty members are under no obligation to accept missed or late work or to give alternate assignments. |
| **Course Structure** | There are 14 chapters covered in this class. The class schedule is provided to you and is also available in the “Start Here” section of Blackboard. Please note due dates on the schedule.  Students should read the chapters **prior to coming to the class** period scheduled for this material. The activities in each chapter will be completed by students during the scheduled class time.  The instructor’s lectures have been recorded into videos for you to view outside of class time. You are expected to view the lectures and know this material.  Missed or late work will not be accepted. There are no alternate assignments. |
| **Schedule/ Calendar** | **Please refer to the class schedule located on the last page of the syllabus.** |
| **Grading** | **Basis of Evaluation:** Chapter Hands-On Activities (in-class) 420 points total  14 Chapter Quizzes 140 points total  Mid-Term Exam 100 points  Final Exam 200 points  Total 860 points  **Grading Scale:** 90%- 100% of 860 points A  80% - 89% of 860 points. B  70% - 79% of 860 points C  60% - 69% of 860 points D  59% or below of 860 points F |
| **College Policy Statements** | **Academic Integrity:**  St. Louis Community College recognizes that the core value of academic integrity is essential to all activities of an academic community and provides the cornerstone for teaching and learning.  It is characterized by upholding the foundational principles of honesty, equity, mutual responsibility, respect, and personal integrity.  Advancing the principles of academic integrity is essential because doing so enhances academic discourse, the quality of academic work, institutional operations, and the assessment of educational goals.  Observing academic integrity involves:   * Maintaining the standards of the College’s degrees, certificates, and awards to preserve the academic credibility and reputation of the College; * Communicating expectations, best practices, and procedures in order to promote the principles of academic integrity and ensure compliance; * Providing environments, instruction, and access to resources necessary for maintaining integrity in learning; * Taking responsibility and personal accountability for the merit and authenticity of one’s work; * Giving proper acknowledgement and attribution to those who directly contribute to a project, or whose work is used in the completion of a project; * Recognizing what compromises academic integrity, whether intentional or unintentional (plagiarism, cheating, and uncivil behavior). * It is the shared duty of faculty, students and staff of the college to understand, abide   **Withdrawals:**  Students are expected to attend classes. Excessive absences as determined by the instructor may result in a failing grade. **Students deciding to withdraw from a class are encouraged to talk to the instructor first.**  The student is solely responsible for completing an official withdrawal form and submitting it to the Admissions office. Be aware of deadlines as detailed on the College website at: <http://www.stlcc.edu/Admissions_and_Registration/Tuition_and_Fees/Withdrawal_Refund_Information.html>.  At the end of the second week of classes (first week for summer and interim sessions) students who have registered and paid for a class but are reported by the instructor as never attended will be withdrawn. Classes less than a full semester in length may have different administration withdrawal dates. After this period the instructor cannot withdraw students from class. It is always the student’s responsibility to initiate a withdrawal.  **What if Technology Fails and the assignment is due?**  I strongly encourage you to submit any online assignment well before the deadline. *If your computer fails* you should find another computer (the college’s computer lab, public libraries, Internet cafes, borrow a computer, etc.) to complete your assignment by the deadline. *If the college’s Blackboard system were to fail* – If this were to happen close to a deadline then I will extend the deadline by posting an announcement when Blackboard service returns. In the unlikely event that we would have an extended Blackboard failure then please send me an email message and I will respond when I have determined how we should proceed.  **Access Office - Disability Support Services Accommodations:**   * + The Access office is available to assist students with disabilities.   + Please make an appointment with me to discuss your accommodation needs.   + All information will be held in the strictest confidence.   More information: <http://www.stlcc.edu/disAbility/Access_Office/Students/Index.html>  **Non-Discrimination Statement:**  St. Louis Community College is committed to non-discrimination in its admissions, educational programs, activities and employment regardless of race, color, creed, religion, sex, sexual orientation, national origin, ancestry, age, disability or status as disabled veteran and shall take action necessary to ensure non-discrimination.  **Other College Policies:**  Other college policies, such as those that deal with sexual harassment, confidentiality of student records, and student grade appeal are available in the Student Fact Finder (Student Handbook) which you can obtain at the campus bookstore.  **The student handbook is also provided electronically in our course via Blackboard for your convenience.** |

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|  | *MoHealthWINs* |

*This workforce solution was funded by a grant awarded by the U.S. Department of Labor’s Employment and Training Administration. The solution was created by the grantee and does not necessarily reflect the official position of the U.S. Department of Labor. The Department of Labor makes no guarantees, warranties, or assurances of any kind, express or implied, with respect to such information, including any information on linked sites and including, but not limited to, accuracy of the information or its completeness, timeliness, usefulness, adequacy, continued availability, or ownership.*



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| **Additional**  **Information** | |  |  | | --- | --- | | **Week** | **Tentative Course Schedule** | | 2/26 | Reading Assignment: Chapters 1, 2, and 3  **Reading Assignments are to be completed prior to doing the hands-on activities in class.**  **Activate your “my.stlcc.edu” email account if you haven’t already done so.**  Hands-On Activities: 1-2 thru 1-5, 2-1 thru 2-5 **(only read 2-6 thru 2-9)**, 3-1 thru 3-11 (90 points)  Hint for Success – Read the hands-on activities before coming to do them in class.  If you have time, start working on chapters 4-6, hands-on activities.  Quizzes for Chapters 1-3 due 3/5. | | 3/5 | Finish hands-on assignments from last week  Reading Assignment: Chapters 4, 5, 6 and 7  Hands-On Activities: 4-1 thru 4-3, **(only read 4-4)**, 4-5 thru 4-11, 5-1 thru 5-6, 6-1 thru 6-3, **(only read 6-4)**, and 6-5 thru 6-7 (90 points)  (4-4 takes a long time in class but you may do it if you wish.)  Quizzes for Chapters 4-6 due 3/19. | | 3/12 | Spring Break No Classes | | 3/19 | Finish hands-on assignments from last week (scheduled catch-up day)  Hands-On Activities: 7-1 thru 7-3, **Only read 7-4,** 7-5 thru 7-12 (30 points)  Chapter 7 quiz due 3/21. | | **3/21** | **Mid-Term Exam Covering Chapters 1-7 (online via Blackboard)**  Spring Holiday – No Class  Assignment – Read ahead | | 3/26 | Reading Assignment: Ch. 8, 9, and 10  Hands-On Activities: 8-1 thru 8-10, 9-1 thru 9-13, and 10-1 thru 10-8 (90 points)  Quizzes for Chapters 8-10 due 4/2 | | 4/2 | Finish hands-on from last time  Reading Assignment: Ch. 11 and 12  Hands-On Activities: 11-1 thru 11-7, **(only read 11-8)**, 11-9 thru 11-10, and 12-1 thru 12-5, (**only read 12-6)**, and 12-7 thru 12-10 (60 points)  Quizzes for Chapters 11 and 12 due 4/4. | | 4/4 | Finish hands-on from last time  Reading Assignment: Ch. 13 and 14  Hands-On Activities: **(only read 13-1 thru 13-7)** and do 14-1 thru 14-7 (60 points)  Quizzes for chapters 13 and 14 due 4/11 before class. | | **4/11** | **Final Exam Covering Chapters 8-14** | |