

Angelina College
Technology and Workforce Division
ITCC 1311 Working at a Small to Medium Business or ISP
Instructional Syllabus

I. BASIC COURSE INFORMATION

A. Course Description: This course prepares students for jobs as network technicians. It also helps students develop additional skills required for computer technicians and help desk technicians. It provides a basic overview of routing and remote access, addressing, and security. It also familiarizes students with servers that provide e-mail services, Web space, and authenticated access. Students also learn about soft skills required for help desk and customer service positions. Network monitoring and basic troubleshooting skills are taught on context.

Prerequisites: ITCC 1310

B. Intended Audience:

Freshmen

C. Instructor:

Name: Mike Standifird

Office Location: TW 104

Office Hours: As posted on office door

Phone: (936)-633-5472

E-mail Address: mstandifird@angelina.edu

II. INTENDED STUDENT OUTCOMES:

A. Core Competencies – (Basic Intellectual Competencies)

1. Reading: Reading at the college level means the ability to analyze and interpret a variety of printed materials – books, articles, and documents. A core curriculum should offer students the opportunity to master both general methods of analyzing printed materials and specific methods for analyzing the subject matter of individual disciplines.

2. Writing: Competency in writing is the ability to produce clear, correct, and coherent prose adapted to purpose, occasion, and audience. Although correct grammar, spelling, and punctuation are each a *sine qua non* in any composition, they do not automatically ensure that the composition itself makes sense or that the writer has much of anything to say. Students need to be familiar with the writing process including how to discover a topic and how to develop and organize it, how to phrase it effectively for their audience. These abilities can be acquired only through practice and reflection.

3. Speaking: Competence in speaking is the ability to communicate orally in clear, coherent, and persuasive language appropriate to purpose, occasion, and audience. Developing this competency includes acquiring poise and developing control of the language through experience in making presentations to small groups, to large groups, and through the media.

4. Listening: Listening at the college level means the ability to analyze and interpret various forms of spoken communication.

5. Critical Thinking: Angelina College defines critical thinking as the dynamic process of questioning preconceptions and biases through the gathering and evaluation of data to reach new conclusions that consider realistic implications and consequences.

6. Computer Literacy: Computer literacy at the college level means the ability to use computer-based technology in communicating, solving problems, and acquiring information. Core-educated students should have an understanding of the limits, problems, and possibilities associated with the use of technology, and should have the tools necessary to evaluate and learn new technologies as they become available. (*The Texas Higher Education Coordinating Board. ("Report of Subcommittee on Core Curriculum", March 1, 1989).*)

B. Exemplary Objectives – (*Found in the Texas Higher Education Coordinating Board Document. Titled: CORE CURRICULUM: ASSUMPTIONS AND DEFINING CHARACTERISTICS Dated: April 1998*)
Not applicable for courses in the Technology & Workforce Division.

- C. Course Objectives for all sections –**
1. Describe the structure of the Internet
 2. Define communication between host on the Internet.
 3. Install and Configure routers.
 4. Design a basic network.
 5. Implement a basic WAN to ISP
- Use OSI and TCP/IP to troubleshoot problems.

- D. Course Objectives as determined by the instructor –**
Same as above.

III. ASSESSMENT MEASURES OF STUDENT LEARNING OUTCOMES:

A. Assessments for the Core Intellectual Competencies –

1. Reading –
2. Writing –
3. Speaking –
4. Listening –
5. Critical Thinking –
6. Computer Literacy –

B. Assessments for the Exemplary Objectives–

Not applicable for courses in the Technology & Workforce Division.

C. Assessments for Course Objectives for all sections –

- a. Labs will be graded for accuracy, legibility, and form.
- b. Test are multi answer, computer based.
- c. Final exam is compressive.

D. Assessments for the Course Objectives as determined by the instructor –

Same as above.

IV. INSTRUCTIONAL PROCEDURES:

A. Methodologies common to all sections

Time allocation: 80 contact hours

1. Lecture-2 Hours per week
2. Labs-2.3 Hours per week

B. Methodologies determined by the instructor

N/A

V. COURSE REQUIREMENTS AND POLICIES:

A. Required Textbooks, Materials, and Equipment –

1. Text: Cisco CCNA Discovery: Working at a Small-to-Medium Business or ISP; Reid, Lorenz

B. Assignments – *(Appropriate due dates, schedules, deadlines)*

Week 1 & Week 2 Complete Chapter 1 test and labs.
 Week 3 & Week 4 Complete Chapter 2 Tests and Labs
 Week 5 Complete Chapter 3 Tests and Labs
 Week 6 & Week 7 Complete Chapter 4 Tests and Labs
 Week 8 Complete Chapter 5 Test and Labs
 Week 9 Spring Break
 Week 10 Complete Chapter 6 Test and Labs
 Week 11 Complete Chapter 7 Test and Labs
 Week 12 Complete Chapter 8 Test and Labs
 Week 13 & Week 14 Complete Chapter 9 Test and Labs
 Week 15 Review for final and finish labs
 Week 16 Final Exam

C. Course Policies – (This course conforms to the policies of Angelina College as stated in the Angelina College Handbook.)

Academic Assistance – If you have a disability (as cited in Section 504 of the Rehabilitation Act of 1973 or Title II of the Americans with Disabilities Act of 1990) that may affect your participation in this class, you should see Karen Bowser, Room 208 of the Student Center. At a post-secondary institution, you must self-identify as a person with a disability; Ms. Bowser will assist you with the necessary information to do so.

To report any complaints of discrimination related to disability, you should contact Dr. Patricia McKenzie, Administration Building, Room 105 or 936-633-5201.

Attendance –

1. Attendance shall follow the guidelines set fourth in the college catalog.
2. Assignments are due on the date assigned. Assignments turned in late will not receive full credit.
3. Tests must be taken on the scheduled date. Special arrangements must be made before the day of the test for exceptions covered under the college catalog.

Additional Policies Established by the Individual Instructor –

VI. COURSE CONTENT:

A. Required Content/ Topics – *(common to all sections)*

1. On-line computer based curriculum provided by Cisco. Located at (cisco.netacad.net)
2. Lab assignments provided by Cisco.
3. On-line tests (Testing provided by Cisco on their assessment server).
4. Other assignments as required.

B. Additional Content *(as required by the individual Instructor)*

VII. EVALUATION AND GRADING:

A. Grading Criteria *(percents, extra credit, etc.)*

The final grade will be composed of an average of Unit Tests, Labs, Other Assignments, and Final Exam.

Final Grade:

1. Unit Tests (on-line)- 35%. Tests can be taken two times only. The grades will not be averaged together if a test is attempted a second time that grade will be the standing grade for that test.
2. Labs, oral exams, other assignments [pass/fail], - 25%
3. Final Exam- 40% (Passing grade on Final is 70 or above; below 70 on the Final Exam will not meet the prerequisite for successful completion of this class and the student will not be allowed to enroll in the next level class). The final can be taken only the two times. The final cannot be taken until all unit tests are complete.

B. Determination of Grade *(assignment of letter grades)*

The final grade will be awarded on the basis of:

1. 90-100 = A
2. 80-89 = B
3. 70-79 = C
4. 60-69 = D (Below performance for successful completion of this course)
5. Below 60 = F

VIII. SYLLABUS MODIFICATION:

The instructor may modify the provisions of the syllabus to meet individual class needs by informing the class in advance as to the changes being made.

IX. As a student enrolled in a Technology and Workforce program, you will encounter certain risks while you are in a classroom, laboratory experience, or in a clinical or practicum setting. In the event that you sustain an injury and/or require any medical testing or care, all resulting medical expenses (hospital, ambulance, or physician fees), are your financial responsibility and not the responsibility of Angelina College or the clinical/practicum site.