



Syllabus for CIS33 Scaling and Connecting Networks

Course Information

Semester & Year: Fall 2021

Course ID & Section #: CIS33-V1924-2021F

Instructor's name: Amy Murphy

Location: Online (course delivery and participation are fully-online, includes regularly-scheduled quizzes, forums, lectures, labs, and exams; synchronous attendance is NOT required)

Course units: 4

Instructor Contact Information

Office location: N/A (Online)

Office hours: Online Zoom Sessions Wed 10am - 11am, Thurs 8pm - 9pm, Sun 7:30pm - 9pm, and by appointment (excluding holidays/breaks); see Canvas Announcements for meeting link and information (**hours are subject to change with notice**)

Phone number: The Canvas Inbox mail tool is the most reliable contact method during covid-19. CR email is a second choice (amy-murphy@redwoods.edu). Finally, my CR phone number, 707-476-4393 (unreliable), is not a preferred choice this semester.

Email address: Preferred/Most Reliable Method: Canvas Inbox mail tool; 2nd Choice Method: Amy-Murphy@Redwoods.edu

Catalog Description

A study of the architecture, functions, components, and models of computer networks in a hands-on lab setting. The principles and structure of IP (Internet Protocol) addressing and the fundamentals of Ethernet, media, and operations are introduced to provide a foundation for further study of computer networks and to prepare students for Cisco certification

Course Student Learning Outcomes *(from course outline of record)*

Upon successful completion, you will be able to:

1. Configure routers and switches for advanced functionality.
2. Resolve common issues with data link protocols.
3. Implement DHCP, DNS, IPSec and virtual private network (VPN) operations in a complex network.

Prerequisites/co-requisites/ recommended preparation

Prerequisite: CIS30 - CCNA: Computer Network Fundamentals

Important Note: Be advised that similarly to CIS30, CIS33 is a challenging course that requires considerable time and dedication.

Required Materials

There are NO REQUIRED TEXTBOOKS for CIS33 as Cisco Network Academy provides each of our online textbooks FREE; each is accessible within its respective Cisco Network Academy (Moodle LMS) course. However, if you would like to optionally purchase a print version of the textbooks (2), please navigate to CIS33 on our [CR Online Bookstore](#) for the Cisco textbook titles (2), information, and purchasing options.

Technology Requirements

This is a **hands-on technical course**. You **MUST** have the following items:

- You **MUST** have **reliable high-speed internet service**, such as provided by cable, DSL, or satellite service providers, and **ample data on your plan** as there are weekly online labs and videos that require this speed/higher data usage. You need to have reliable access to the internet, at least 4-5 times per week, for the duration of the course.
 - Anticipate problems with your computer and internet access (including power and internet outages) by not waiting until the last minute to complete/submit tasks. It is your responsibility to meet the class deadlines.
- Students **MUST** have **regular access to a desktop or laptop computer (Windows, MAC, or Chromebook)** running a recent version of its operating system, and MS Office Professional 2016 or later (free **Microsoft Office 365** subscription available to CR students - see details further below).
 - If you are using a Chromebook, Packet Tracer installation is at an "Advanced" skill level. Please email me when it comes time to install, and an alternate solution can be provided for you.
- **Portable Devices vs. Computers: You cannot participate in this class solely from a portable device (tablet/smartphone).** Although you can use late-model portable devices (such as tablets, Android or iOS phones) for some things, such as checking announcements, reading an e-book, or watching course videos, the majority of your work (especially labs and exams) **MUST** be accessed from a reasonably late-model notebook/laptop or desktop computer.
- If you do decide to use your portable device for some of your class work, use the free Canvas app "Canvas by Instructure" available in iTunes (for iOS) and the Google Play Store (for Android).
 - Do not try to connect to Canvas using a web browser on a portable device. Your experience with Canvas will be a lot better using the app.
- You **may want to download** and use the **Google Chrome browser** on your **desktop/laptop computer** to **access the Cisco Network Academy**. (If you are having login issues, **you may NOT want to store/save your password for the Cisco Network Academy login, as it can occasionally lead to login issues down the road.**)
- You **MUST** be able to **download** and **use the CORRECT VERSION** of **Cisco Packet Tracer** on your desktop/laptop computer. You **may** want to

temporarily **REMOVE** any older versions you already have installed, unless you want the ability to access/open OLD packet tracer files from CIS30 during this semester.

- Do **NOT** download/install **Packet Tracer** at this time. **WAIT** until it is assigned and instructions are provided. As mentioned before, Chromebook users will need to contact me at that time for an alternate solution.
- If you choose to enroll in this course, it is your responsibility to meet the technological demands of the course for its entire duration.

Required Computer Skills

- Proficiency in using Canvas (course Learning Management System), including **all** Canvas tools (Discussions, Quizzes, Exams, Grades, etc.); downloading/uploading documents for submission, and viewing grading feedback on labs
- Proficiency in obtaining/installing Google Chrome and free Microsoft Office 365 on your personal computer
- Typing (minimum 25+wpm), proficiency in word processing skills (including file management, creating, saving, uploading/downloading, formatting, inserting images into word documents), and intermediate proficiency navigating an OS
- Labs require intermediate-level **multitasking abilities** and the use of a remote lab interface; you may have as many as 5 or more windows open at any given time (browser, multiple virtual machine windows, lab sheet, e-book, etc.), and you will need to navigate efficiently between them

Obtaining Free Microsoft Office 365

A FREE Microsoft Office 365 subscription (includes Microsoft Word required for use in this class) is available to all CR students. To download and access your free CR student edition:

- Navigate to [Office 365 Education](#)
- Enter your **assigned CR email address** as follows (**Note:** other personal email accounts will **NOT** work/allow for free program downloads after sign-up):

Required email address format:

First initial + last name + last 3 digits of your student id + @mycr.redwoods.edu

Example: John Smith with Student ID 045123 would be: **jsmith123@mycr.redwoods.edu**

- Follow the website directions to set up your new account and download the Microsoft Office 365 Suite.
- You may download the Office programs on up to 5 personal devices for simultaneous use.

WARNING: DO NOT LOSE your Free Office 365 ACCOUNT PASSWORD. CR IT CANNOT retrieve it for you, and you will need it at times in the future to verify your account/keep your subscription active.

Admissions deadlines & enrollment policies

Fall 2021 Dates

- *Classes begin: 8/21/21*
- *Last day to add a class: 8/27/21*
- *Last day to drop without a W and receive a refund: 9/03/21*
- *Labor Day Holiday (all campuses closed): 09/06/21*
- *Census date: 9/07/21 or 20% into class duration*

- *Last day to petition to graduate or apply for certificate: 10/28/21*
- *Last day for student-initiated W (no refund): 10/29/21*
- *Last day for faculty-initiated W (no refund): 10/29/21*
- *Veteran's Day (all campuses closed): 11/11/21*
- *Fall Break (no classes): 11/22/21 – 11/26/21*
- *Thanksgiving Holiday (all campuses closed): 11/24/21 – 11/26/21*
- *Final examinations: 12/11/21 – 12/17/21*
- *Last day to petition to file P/NP option: 12/17/21*
- *Semester ends: 12/17/21*
- *Grades available for transcript release: approximately 01/07/22*

Participation:

This class is an advanced/challenging online course. It is **INCREDIBLY** easy to **FALL BEHIND** in this online course, and **VERY DIFFICULT** to **CATCH UP**. In general, it actually takes MORE effort to stay on schedule in ANY online course than it does in a traditional face-to-face course. I highly recommend that you log on to Canvas at least 4-5 days a week to check announcements, view lectures, post labs and discussions, and take quizzes and exams. There are strict deadlines posted for labs, quizzes, discussions, and exams that you must be aware of in order to avoid penalties.

Waiting to complete reading tasks until the day they are due, or worse - at the last minute, will greatly increase your stress level and lower both your enjoyment and performance across all online courses. I **HIGHLY recommend** devising a personal schedule/plan for completing reading and tasks daily that balances and staggers your course workload(s) across the week.

IMPORTANT NOTE: We will almost always have **more than one "Chapter/Module"** to **read each week** and will frequently have **two labs due per week** as well.

Why: We cover **ALL REQUIRED CCNA CERTIFICATION EXAM MATERIAL (3 CCNA courses)** over **TWO SEMESTERS** in CIS30 & CIS33. This is actually ONE CCNA COURSE LESS than semesters past, as Cisco reduced their number of courses from 4 to 3.

Please prepare for the heavier workload accordingly. It is VERY doable but requires a discipline and a weekly work schedule.

No-Show/Disqualification/Excessive Absence Policy:

You will automatically be **officially disqualified (dropped from the course roster in WebAdvisor):**

- If you do not post an **initial response** in the **Week 1 Discussions Forum** by **FRIDAY, August 27 @11:59pm**.
 - Not participating in the **WK1 Forum** constitutes a **first-week "no-show"**, meaning you may be dropped.
- **If you have not signed into the Cisco Network Academy AND Academy's CIS33-CCNA2P2-F2021 Moodle LMS course by THURSDAY, August 26 @11:59pm**
- If do not complete first and second week tasks by their respective due dates.

In addition, you **may be dropped from the course** at any point on or before the last day for student/faculty initiated drops if you:

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- Are not participating online at least **four (4)** days a week
- **Miss more than 4 labs total or 3 consecutive weekly labs**
- Are not completing the weekly tasks on time week after week
- Are not passing the course due to a lack of participation resulting in missed labs, quizzes, discussion posts, or exams
- Have not downloaded Packet Tracer and/or successfully used the correct version to complete labs
- Miss taking more than 2 Section Exams (received zero/didn't take before they closed out).

Each of the items above constitutes excessive absence and is grounds for course disqualification.

If you find yourself struggling, **please contact me BEFORE attendance/course participation becomes a major issue**, so we can devise a strategy to help you stay on track and be successful in this course.

Evaluation and Grading Policy

- **Discussions Forum Posts = 10%**
- **End of Module Quizzes (w/screenshots displaying proof of perfect completion) = 25%**
- **Labs = 40%**
- **Section Exams (approx. 8 total/ each generally covers 2-4 modules) = 25%**

**Weight percentages may be revised during the semester with notice.*

***We will cover the REMAINDER of CCNA2_Switching, routing, & Wireless essentials and ALL of CCNA3_Enterprise Networking, Security, and Automation courses this semester.*

*There will NOT be a **weighted average** between the courses this year because we're using **CR's CIS33 Canvas Gradebook** to handle the grading all in one place this semester.*

The final exam will be a regular section exam and weighted the same.

Grade Scale:

90-100% = **A**; 80-89% = **B**; 70-79% = **C**; 60-69% = **D**; Less than 60% = **F**

End of Module Quizzes:

ALL End of Module Quizzes (24 chapter modules) are assigned as part of the weekly module reading.

- These are **very short** quizzes, and **MUST BE TAKEN repeatedly** until a **PERFECT SCORE** is earned.
 - Realize that these are **EASILY-EARNED POINTS** as you can repeat these quizzes an **UNLIMITED NUMBER OF TIMES**.
- Upon earning a perfect score for each assigned end of module quiz for the week, take a **SCREENSHOT** of each that **CLEARLY** denotes the **proper chapter**.
 - This means you **MUST take a screenshot** of your **browser window**, NOT just the popup window showing your perfect score to receive credit.
- **Copy/Paste** your **screenshot(s)** into the correct location in the downloadable Quiz document provided under the weekly **End of Module Quiz**.
 - Do **NOT** upload screenshots independently. They **MUST** be inserted into the **.docx** file and uploaded/submitted as a single Word file for credit.
- **Upload** the **End of Module Quiz** document and submit **BY** the **due date/time**.
 - Weekly Quizzes are on due **Fridays by 11:59pm**
 - Quizzes **CANNOT be made up**/NQAs cannot be applied.
 - They are worth a considerable portion of your grade - **25%**.

- **Note:** these quizzes ARE the **embedded end-of-module quizzes** found in our **Online Textbook/Course Content** accessed in **Cisco Network Academy's Moodle LMS** AND **MUST** be repeated multiple times for a perfect score to receive screenshot credit.

Discussions Forum Posts

Weekly **Discussions** forum posts, worth **15%** of your overall grade, are due as follows:

Posting an initial **response/answer** to the week's **Discussions** forum topic (**by Friday @11:59pm**) AND **responding to a classmate's post (by Sunday @11:59pm)** are worth a maximum **combined total of 10 participation points** per week. See details below:

- - A **maximum of 7 points** can be earned by posting a **QUALITY** response/answer to the week's forum topic by the end of the day on **Friday (11:59 pm)**.
 - A **maximum of 3 points** can be earned by posting a **LATE** quality response/answer to the week's forum topic by the end of the day on **Sunday (11:59 pm)**.
 - A **maximum of 3 additional points** can be earned by posting one **QUALITY** response to a classmate's post by the end of the day on **Sunday (11:59 pm)**.
 - **Recommendation:** Post *BOTH* your initial response and reply to classmate's post as early in the week as possible - you do **NOT** have to wait until Friday begin completing your initial response or Sunday to complete your reply to a classmate's post.

You CANNOT make up discussion forum participation points after the week closes/NQAs may not be used. In addition, Quality, Quantity, and Timeliness are ESSENTIAL for meaningful forum dialogue; this is a joint effort - please do your part.

Additional details on what constitutes a "Quality" post/reply, "Helpful Suggestions & Tips to ensure Quality Posts and Replies", and posting etiquette can be found in pinned Discussions [Forum Requirements and Guidelines](#), and **must be reviewed before making your first post.**

Labs

Weekly labs are due by **Sunday @11:59pm**. Labs are assigned, downloaded, and uploaded/submitted upon completion in CR's CIS33 Canvas LMS. They are worth **40%** of your course grade and scored on neatness and completeness. **All required elements** of a lab must be present, in proper order, and submitted by the due date. **In addition, on the occasions when a SUPPLIED LAB ANSWER SHEET is provided, you will need to use the answer sheet instead of the downloaded Lab Instructions document for credit. Labs with improper formatting, unlabeled answers/screenshots or items out-of-order will not be graded;** you will be directed to fix the lab and resubmit. Late resubmissions will require an NQA.

WHEN Answer Sheets are supplied, you have two options: fill in answers on the lab's Instructions document and **transfer them over** to the lab's **Answer Sheet** after you've finished the lab but before submitting OR fill in the **Answer Sheet** as you go. Either way, when you are supplied with an answer sheet, **DO NOT SUBMIT the multipage Lab Instructions document to Canvas w/your filled-in answers or it will NOT be corrected.** You will be asked to transfer your answers over to the Answer Sheet and Resubmit for credit.

Why: the documents have multiple pages and are difficult to navigate and grade in canvas, and uploads may be large. There may be 6-20 pgs. in a set of lab instructions, and we may do MORE than one lab in a single week. Answer Sheets also avoid skipping over questions/answers by accident.

If you have missed points on a lab, please remember to diligently **CHECK LAB SHEET MARKUP** feedback (marked up on the LAB ITSELF, not just grading "comments" section), so that you are not losing points by making the same mistakes week after week. Go to the lab's submission page - click on **submission details** - **view feedback** link to review mark-up corrections on your lab sheet.

Note: Packet Tracer labs will additionally require that you upload YOUR completed .pka (packet tracer) file w/final configurations. If your Packet Tracer file is highly incomplete/misconfigured, you will receive a significant grade reduction, up to a zero, depending on its state.

I will NOT grade a lab that is missing the required completed packet tracer files.

If you submit your packet tracer file in the WRONG version (you are not using the required PT program version to complete your work) more than once, I will NOT grade it, and you will need to redo the lab using the correct version of Packet Tracer.

What to expect during labs: In preparing for and reducing the inevitability of something "not working right", please do the following:

- **FOLLOW ALL lab instructions CAREFULLY** (*written lab sheet instructions/instructional videos*)
- **Plan sufficient time to complete labs before due dates; be prepared to exercise PATIENCE at ALL TIMES.**
- Contact me when you have issues/questions, and I will assist you in resolving them. However, due to the nature of an online class and varied personal schedules, **assistance will not be in "real time"**.
- **For this reason, I HIGHLY recommend completing labs during my Zoom office hours so that you can have immediate assistance IN REAL TIME while you're working through your lab. You'll also have the benefit of getting an "answer check-over", which allows you to correct your work before submitting. *(I will set up a flexible schedule of available hours throughout the week that may be subject to change.)**

In this course, if you are found to be cheating/using *any* CCNA answers found online, you will receive a ZERO on that particular submission item (lab, exam, etc.). It is VERY OBVIOUS when students are cheating in this course. Not only will it impact your grade and later your ability to be knowledgeable/succeed on the job, repeated warnings/zeros for cheating may result in being reported to the Dean and dropped/disqualified from this course. Posting identical answers as classmates will ALSO result in the same outcomes. Working "together" does NOT include sharing answers.

Late Labs / NQA Policy

We all have "emergencies" that arise from time to time. In recognition of this reality, I have a "no questions asked" (**NQA**) policy. Here's how it works: at the beginning of the semester, you will receive four (4) NQA credits (virtually of course). Each credit is worth **one late lab** - if something comes up, and you need to turn in a lab late, you can use an NQA credit to turn it in **up to four weeks late** (assuming there are 4 weeks remaining before the late labs deadline of 12/12@11:59pm). A late lab with an NQA credit indicated and available for use will be graded as if it were handed in on time, no questions asked!

NQA credits can NOT be used for quizzes, discussion forum posts, or exams. NQAs cannot be used after Sunday, Dec. 12th @11:59pm.

When you are out of NQAs, all lab work must be completed and submitted on time to receive credit. Late work received after NQAs are gone but before a lab locks will still be corrected, but you will not receive any credit (even partial), regardless of the reason for missing the lab due date.

WARNING: if you have taken courses with me, this is a Policy Change from prior semesters:

- Each late lab with an available NQA can be submitted **up to a maximum of 4 weeks late** (assuming there are 4 weeks remaining before the late work deadline on 12/12@11:59pm).
- If you have **not** submitted a late lab **by the time the lab locks**, you'll receive a **zero** for the lab and **it cannot be made up**, regardless of remaining NQAs. **Locked labs will NOT be reopened.**
- Please plan accordingly and submit any late work with a remaining NQA **in advance** of the lab's "accept until" date/time.

Section Exams:

The **Section Exams** (*approx. 8 total*) are **administered online** in **Cisco's Moodle LMS** and worth a combined total of **25%** of your course grade.

- You will have a **week window** in which to take/submit the online section exam. Other items, such as **weekly labs** and **assigned module reading/quizzes**, will **STILL be due** during exam weeks as well.
 - Section Exams cover 2-4 online textbook modules (chapters)
 - Section Exams are OPEN CISCO TEXTBOOK, but NOT open Internet searching
 - Section Exams are due on **Sunday @11:59pm** in the week they are assigned.
- Section Exam weeks will **NOT** have a Discussion Forum assigned.
- Be aware that the exams have **set time limits** (*such as 2 hours - see individual exam instructions for specific time restrictions*) once they have been started.
- I will NOT restart exams, so please **do not push start** until you have the **allotted** time to dedicate to finishing the exam in one sitting.
- **Failure to complete an exam by the due date will result in a zero on that exam; there are no makeup exams in this scenario.**
- Be sure to give yourself plenty of time for technology and logistical problems when taking the exam.

Warning: last minute starts that do not allow for the full test time will not extend the due date. Please do not test this policy; you will be very disappointed with the results. **1 - 2 exams may have a Hands-On Practical portion to be completed in Packet Tracer and will be a percentage of your overall exam grade for the week.**

**DSPS/approved time accommodations will automatically be accounted for; however, you must plan to start your exam early enough to account for the extra time as due dates will not be extended.*

Exams are open textbook/e-book, but not open internet-search. Please maintain integrity during exams.

There will NOT be a COMPREHNSIVE FINAL EXAM. We WILL have a Section Exam w/a Hands-On Practical Portion during Finals Week.

Note: I will be manually transferring over grades from Moodle LMS within 48 hours after each section exam closes. Please be patient.

Missed Exams

Timed online exams will be open for a window of time (generally 5-7 days). **Failure to notify me that you will miss an exam the week BEFORE the exam week is scheduled will result in a zero on that missed exam.** This is a policy cast in stone, please do not test it. If you cannot take an exam during the specified week, simply contact me the week **prior** to exam week, and I will make arrangements for an alternative exam time. Please note: **A make-up exam taken after the scheduled exam due date will be marked down 10% of the total possible points (one letter grade).**

Incomplete Grades:

I do not give incompletes! However, if your place of residence is carried away by a tsunami while completing your final assignment, I may reconsider. This means an incomplete may be granted in EXTREME circumstances. You must be receiving at least a C grade at the time of the tsunami.

Student Feedback Policy & Communication Guidelines

Announcements:

I will use Canvas Announcements as the MAIN TOOL to quickly, efficiently distribute CRITICAL information to students, including covid-related updates, should anything arise that significantly impacts our class during this unpredictable time. Students will ALSO receive REGULAR important announcements and reminders throughout the semester. Students are **EXPECTED to check announcements frequently.** **Please confirm you have this setting enabled in Canvas.**

Student Feedback:

Students will receive prompt feedback and/or scores on labs, quizzes, forums, and exams as follows:

- Students can expect feedback and/or scores to be posted to the Canvas course Grades tool within 7 days after their submission or the item's due date, whichever is later.
- If feedback/scores are not posted within 7 days, the instructor will notify the students as to when they can expect it to be posted.
- If you have not received either a grade or notification within 7 days, please **promptly alert the instructor** in case there is a submission issue.

Communication Guidelines:

- In general, I will use **Canvas messaging system** to communicate with you about this course, and it is generally my preferred communication method.
- Please do NOT use Moodle LMS to communicate with me. Use CR's Canvas messaging/Inbox.
- Your assigned a **CR student email account** (*first initial+last name+last 3 digits of CR student ID+@mycr.rewoods.edu* - example: *jdoe345@mycr.redwoods.edu*) is the **ONLY email** account that I will use to communicate with you outside of the Canvas mail tool (*CR Instructor email: amy-murphy@redwods.edu*).
- Please **make it a habit** to check both your **Canvas Inbox** and **your student email** regularly for information about our class and all CR communications. More information about your student email account can be found [here](#).
- Students may send the instructor Canvas messages and/or emails concerning this course 24-hours a day and **expect a response within 48 hours** (excluding holidays/breaks); however,

messages typically receive a response within 24 hours. Please do not hesitate to email me with concerns and/or informational updates

- If you have **NOT** received a response **within 48 hours**, an issue has most likely occurred - **please promptly resend**.
- We live in the age of text messaging, where communications can be overly terse/blunt, and it is the acceptable norm. However, at the college level, it is good soft-skill practice to use a **polite, professional tone in all written email communications**, including when you are encountering technical issues, asking for assistance, and/or inquiring about grading. **Note that comments left in submissions comments boxes (*post-grading only*) will likely *NOT* be seen/responded to because Canvas does not send a notification when students enter comments here. Please use Canvas Messaging to inquire about grading.** Please consider using a **brief greeting, closing, and respond to emails from your Instructor, Instructional Aide, and/or course peers in a timely manner**, whenever applicable. *(Please do **not** return a response to emails that do not require one, such as due date reminders.)*
- Voicemails left on my office phone may take a week or more to receive a response.
- **Emailing/Canvas messaging is far more expedient; therefore, it is the preferred method of communication in this course.**
- **Zoom will be used to answer lab-related questions/troubleshoot labs and will be used extensively in this course.**

Accessibility

College of the Redwoods is committed to making reasonable accommodations for qualified students with disabilities. If you have a disability or believe you might benefit from disability-related services and accommodations, please contact your instructor or [Disability Services and Programs for Students](#) (DSPS). Students may make requests for alternative media by contacting DSPS based on their campus location:

- Eureka: 707-476-4280, student services building, 1st floor
- Del Norte: 707-465-2324, main building near library
- Klamath-Trinity: 530-625-4821 Ext 103

If you are taking online classes DSPS will email approved accommodations for distance education classes to your instructor. In the case of face-to-face instruction, please present your written accommodation request to your instructor at least one week before the needed accommodation so that necessary arrangements can be made. Last minute arrangements or post-test adjustments usually cannot be accommodated.

Canvas Information

If using Canvas, include navigation instructions, tech support information, what Canvas is used for, and your expectation for how regularly students should check Canvas for your class.

Log into Canvas at <https://redwoods.instructure.com>

Password is your 8 digit birth date

For tech help, email its@redwoods.edu or call 707-476-4160

Canvas Help for students: <https://webapps.redwoods.edu/tutorial/>

Canvas online orientation workshop: [Canvas Student Orientation Course \(instructure.com\)](#)

Student Support Services

The following online resources are available to support your success as a student:

- [CR-Online](#) (Comprehensive information for online students)
- [Library Articles & Databases](#)
- [Canvas help and tutorials](#)
- [Online Student Handbook](#)

[Counseling](#) offers assistance to students in need of professional counseling services such as crisis counseling.

Learning Resource Center includes the following resources for students

- [Academic Support Center](#) for instructional support, tutoring, learning resources, and proctored exams. Includes the Math Lab & Drop-in Writing Center
- [Library Services](#) to promote information literacy and provide organized information resources.
- [Multicultural & Diversity Center](#)

Special programs are also available for eligible students include

- [Extended Opportunity Programs & Services \(EOPS\)](#) provides financial assistance, support and encouragement for eligible income disadvantaged students at all CR locations.
- The TRiO Student Success Program provides eligible students with a variety of services including trips to 4-year universities, career assessments, and peer mentoring. Students can apply for the program in [Eureka](#) or in [Del Norte](#)
- The [Veteran's Resource Center](#) supports and facilitates academic success for Active Duty Military, Veterans and Dependents attending CR through relational advising, mentorship, transitional assistance, and coordination of military and Veteran-specific resources.

Klamath-Trinity students can contact the CR KT Office for specific information about student support services at 530-625-4821.

If you are still in need of a computer: check out our **CR laptop/Chromebook [lending library](#)** page ASAP! You can also access computers on campus at the Eureka Campus LRC (Library).

If you are in search of a Free WiFi hot spot: free WiFi is available at the Del Norte campus, Trinity/Hoopa campus, and Eureka campus.

If you are in need of food/housing/medical assistance anytime during this semester: check out our new **CR [Grove](#) student services webpage**. Note, our **campus food pantries** will be **up and running** again, and for students who have completed a **FAFSA** and qualify, if you are facing a **housing-insecurity/homelessness crisis**, you may be able to receive funds (**deposit/rent**) through a CR Covid-19 special assistance program.

Numerous additional covid-19 related student support resources and information can be found at the Fall 2021 [COVID-19 Update](#) page located on our [CR Homepage](#).

Covid-19 Update page includes additional information and links to:

- CR Gym's covid-19 vaccination clinic dates for students and staff
- Covid-19 updated rules summary
- food resources information
- financial resources information
- mental health resources information
- emergency resources for Humboldt County homeless information

- technology resources

Community College Student Health and Wellness

Resources, tools, and trainings regarding health, mental health, wellness, basic needs and more designed for California community college students, faculty and staff are available on the California Community Colleges [Health & Wellness website](#).

[Wellness Central](#) is a free online health and wellness resource that is available 24/7 in your space at your pace.

Students seeking to request a counseling appointment for academic advising or general counseling can email counseling@redwoods.edu.

Academic dishonesty

In the academic community, the high value placed on truth implies a corresponding intolerance of scholastic dishonesty. In cases involving academic dishonesty, determination of the grade and of the student's status in the course is left primarily to the discretion of the faculty member. In such cases, where the instructor determines that a student has demonstrated academic dishonesty, the student may receive a failing grade for the assignment and/or exam and may be reported to the Chief Student Services Officer or designee. The Student Code of Conduct ([AP 5500](#)) is available on the College of the Redwoods website. Additional information about the rights and responsibilities of students, Board policies, and administrative procedures is located in the [College Catalog](#) and on the [College of the Redwoods website](#).

Disruptive behavior

Student behavior or speech that disrupts the instructional setting will not be tolerated. Disruptive conduct may include, but is not limited to: unwarranted interruptions; failure to adhere to instructor's directions; vulgar or obscene language; slurs or other forms of intimidation; and physically or verbally abusive behavior. In such cases where the instructor determines that a student has disrupted the educational process, a disruptive student may be temporarily removed from class. In addition, the student may be reported to the Chief Student Services Officer or designee. The Student Code of Conduct ([AP 5500](#)) is available on the College of the Redwoods website. Additional information about the rights and responsibilities of students, Board policies, and administrative procedures is located in the [College Catalog](#) and on the [College of the Redwoods website](#).

Inclusive Language in the Classroom

College of the Redwoods aspires to create a learning environment in which all people feel comfortable in contributing their perspectives to classroom discussions. It therefore encourages instructors and students to use language that is inclusive and respectful.

Setting Your Preferred Name in Canvas

Students have the ability to have an alternate first name and pronouns to appear in Canvas. Contact [Admissions & Records](#) to request a change to your preferred first name and pronoun. Your Preferred Name will only be listed in Canvas. This does not change your legal name in our records. See the [Student Information Update form](#).

Emergency procedures / Everbridge

College of the Redwoods has implemented an emergency alert system called Everbridge. In the event of an emergency on campus you will receive an alert through your personal email and/or phones.

Registration is not necessary in order to receive emergency alerts. Check to make sure your contact information is up-to-date by logging into WebAdvisor <https://webadvisor.redwoods.edu> and selecting 'Students' then 'Academic Profile' then 'Current Information Update.'

Please contact Public Safety at 707-476-4112 or security@redwoods.edu if you have any questions. For more information see the [Redwoods Public Safety Page](#).

In an emergency that requires an evacuation of the building anywhere in the District:

- Be aware of all marked exits from your area and building
- Once outside, move to the nearest evacuation point outside your building
- Keep streets and walkways clear for emergency vehicles and personnel

Do not leave campus, unless it has been deemed safe by the campus authorities.

Del Norte Campus Emergency Procedures

Please review the [Crescent City campus emergency map](#) for campus evacuation sites, including the closest site to this classroom (posted by the exit of each room). For more information, see the [Redwoods Public Safety Page](#).

Eureka Campus Emergency Procedures

Please review the [campus emergency map](#) for evacuation sites, including the closest site to this classroom (posted by the exit of each room). For more information on Public Safety go to the [Redwoods Public Safety Page](#). It is the responsibility of College of the Redwoods to protect life and property from the effects of emergencies within its own jurisdiction.

In the event of an emergency:

1. Evaluate the impact the emergency has on your activity/operation and take appropriate action.
2. Dial 911, to notify local agency support such as law enforcement or fire services.
3. Notify Public Safety 707-476-4111 and inform them of the situation, with as much relevant information as possible.
4. Public Safety shall relay threat information, warnings, and alerts through the Everbridge emergency alert system, Public address system, and when possible, updates on the college website, to ensure the school community is notified.
5. Follow established procedures for the specific emergency as outlined in the College of the Redwoods Emergency Procedure Booklet, (evacuation to a safe zone, shelter in place, lockdown, assist others if possible, cooperate with First Responders, etc.).
6. If safe to do so, notify key administrators, departments, and personnel.
7. Do not leave campus, unless it is necessary to preserve life and/or has been deemed safe by the person in command.

Klamath Trinity Campus Emergency Procedures

Please review the responsibilities of, and procedures used by, the College of the Redwoods, Klamath-Trinity Instructional Site (KTIS) to communicate to faculty, staff, students and the general public during an

emergency. It is the responsibility of College of the Redwoods, Klamath-Trinity Instructional Site (KTIS) to protect life and property from the effects of emergency situations within its own jurisdiction.

1. In the event of an emergency, communication shall be the responsibility of the district employees on scene.
 - a. Dial 911, to notify local agency support such as law enforcement or fire services.
 - b. If safe to do so, notify key administrators, departments, and personnel.
 - c. If safe to do so, personnel shall relay threat information, warnings, to ensure the school community is notified.
 - d. Contact 530-625-4821 to notify of situation.
 - e. Contact Hoopa Tribal Education Administration office 530-625-4413
 - f. Notify Public Safety 707-476-4111.
2. In the event of an emergency, the responsible district employee on scene will:
 - a. Follow established procedures for the specific emergency as outlined in the College of the Redwoods Emergency Procedure Booklet.
 - b. Lock all doors and turn off lights if in lockdown due to an active shooter or similar emergency.
 - c. Close all window curtains.
 - d. Get all inside to safe location Kitchen area is best internal location.
 - e. If a police officer or higher official arrives, they will assume command.
 - f. Wait until notice of all is clear before unlocking doors.
 - g. If safe to do so, move to the nearest evacuation point outside building (Pooky's Park), directly behind the Hoopa Tribal Education Building.
 - h. Do not leave site, unless it has been deemed safe by the person in command. Student Support Services (required for online classes)