CR COLLEGE OF THE REDWOODS Syllabus for CIS98 PC Computer Repair and Maintenance

Course Information

Semester & Year: Spring 2023
Course ID & Section #: CIS98-E4782-2023S
Instructor's name: Amy Murphy
Location: Hybrid (Online with SOME MANDATORY On-Campus Wednesday Meetings) Course delivery and participation are fully-online until mid-February. This includes regularly-scheduled assignments, forums, lecture material, labs, and exams; synchronous attendance is NOT required or permitted UNTIL FURTHER NOTICE. ***Please do NOT come to campus on Wednesdays at this time***. On-Campus WEDNESDAYS are scheduled BELOW in the next syllabus section.)
Course units: 4

Schedule of Wednesday On-Campus Mandatory Meeting Dates

Expect to begin **Wednesday On-Campus Lab Meetings mid-February**. We will have a total of **7 mandatory Wednesday meetings**.

Wednesday ON-CAMPUS Mandatory Lab Meetings will be on the following dates: 2/15, 2/22*, 3/1*, 4/5, 4/19, 4/26, 5/3, meeting from 10:05am to 1:15pm on the Eureka Campus in HU214 (and adjoining classroom). *asterisked dates = critical labs*

IMPORTANT NOTES:

- *The asterisked dates are CRITICAL and prepare for the B-Unit PC Teardown Lab on 3/1.*
- *Plan on spending EXTRA TIME on 3/1 and DO NOT MISS ATTENDING THIS LAB. (This lab can take 3-4.5 hours)*

Instructor Contact Information

Office location: **N/A (Online)**
Office hours: **Online Zoom Sessions** - **Thurs 8pm - 9pm,** and **Sun 8pm - 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**

Zoom Office Hours (Amy) & Lab Hours (Morgan) Meeting Room

*1) **Chapter** & **Lab Lectures** are delivered "**asynchronously**", as preferred by Administration/CCC. You will access lecture materials in **Modules** and will need to **review these items independently** on a schedule that works for you.*

*2) **ALL Zoom meetings** are the SAME, regardless of whether they are designated as "**Office Hours**" or "**Lab Hours**". They provide students with **multiple opportunities throughout the week** to work on labs with real-time instructor assistance,*

to ask questions/get help, to connect with classmates while working (I encourage student dialog/chat during meetings), and to request pre-submission lab check-overs. ==**Note: these meetings are OPTIONAL.**==

Topic: **Course Online Office Hours (Amy) & Online Lab Hours (Morgan)**
Time: This is a recurring meeting (*hours subject to change; check back frequently for updates or additional hours*):

- ==**Wednesdays from 1:30pm to 2:30pm --> *Morgan (Instructional Aide) Online Lab hours***==
- ==**Thursdays from 10:00am to 12:00pm --> *Morgan (Instructional Aide) Online Lab hours***==
- ==**Thursdays from 8pm to 9pm --> *Amy - Instructor Office Hours***==
- ==**Sundays from 8:00pm to 9pm --> *Amy - Instructor Office Hours***==

Join from PC, Mac, Linux, iOS or Android:

https://cccconfer.zoom.us/j/ (Links to an external site.)

Meeting ID: xxx

Password *(passcode)*: **xxxxxxxxxx**

Or iPhone one-tap (US Toll):

Or Telephone:
Dial:
Meeting ID: xxxxxxxxx

Or Skype for Business (Lync):
SIP:

Zoom Personal Meeting Room - By Appointment Only

Topic: Personal Meeting Room by Appointment Only (Amy or Morgan)
Time: This is a recurring meeting - *by appointment only; OUTSIDE of regular office/lab hours*

Join from PC, Mac, Linux, iOS or Android: https://cccconfer.zoom.us/j/

Meeting ID: xxxx

Password: xxxxxxxxxx

Or iPhone one-tap (US Toll):

Or Telephone:
Dial:
Meeting ID:

Or Skype for Business (Lync):
SIP

Required Materials

==**Item 1**==**: Textbook** (any condition/any format; MUST be **11th** edition):

Title: **CompTIA A+ Guide to IT Technical Support 11th Ed.**
Author**: Andrews, Dark Shelton, Pierce**
ISBN-13: **9780357674161 (hardcover)** or **9780357674444 (e-book)**
ISBN-10: **0357674162 (hardcover)** or **0357674448 (e-book)**

Edition/Copyright: **11th**
Publisher: **Cengage Publishing**

*Important Note: You do **NOT** need the MindTap "**Access Code**" version.*

Please have your textbook by 1/17. It will be used Week 1.

See our Home page for detailed information and directions on purchasing*.*

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.
    - o 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 2016/2019 (free **Microsoft Office 365** subscription available to CR students - see details further below).
- **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).
    - o 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.
- This course has a **required "hands-on" component**, meaning students will need to **independently perform directed/supervised physical tasks on classroom equipment** during in-class labs and the final exam. A few of these tasks include: disassembling/reassembling a PC and laptop, installing/removing hardware such as hard drives, RAM, etc.)
- **USB Flash drive** (aka thumb drive) for transferring screenshots and other items from your repair PC to your classroom PC (required to complete in-class labs)
- You must have the **ability** to **attend** the **7 required in-person mandatory lab meetings ON THE EUREKA CAMPUS** on pre-scheduled **Wednesdays** from **10:05 - 1:15pm in HU214** (Humanities Building), **per our on-campus meeting schedule**
- You **must** be able to **download** and use the **Google Chrome** browser on your **desktop/laptop computer** to **access online Netlab+ Virtual Machines.**
- **Completely Optional:** light, anti-static strap, or other common PC-repair tools. If you have them and would like to bring them; otherwise **we will supply you with what is needed**.
- **If you choose to enroll in this course, it is your responsibility to meet the technological and transportation 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:

REQUIRED SOFTWARE: Microsoft Office 365 for Windows
Through a licensing agreement with Microsoft, College of the Redwoods is able to provide you with a free copy of Microsoft Office 365 Education that remains active as long as you are a CR student.

Once you **have access** to the *NEW* MyCR Portal *(MyCR Portal can also be accessed from the CR Homepage --> upper left-hand corner Student Email link)* AND you're **SIGNED IN**:

You'll have access to the "**My Apps**" page found here: **https://myapps.microsoft.com/**

This page has icons for Microsoft Outlook mail, Word, PowerPoint, and Excel and more.

WARNING: Note that when you click on an app from this page, you are using the software **ONLINE**, meaning it has **limited functionality** (less Ribbon choices). For this reason, I highly **recommend** that you also **DOWNLOAD Microsoft Office onto your home computer** rather than just using the online version. Do note that if you're having issues downloading and installing the full version, you **can** simply opt to use the online version for **this** course.

NOTE: You can find directions to set up your MyCR Outlook Account for the first time further below, under the **Student Feedback Policy & Communication Guidelines** section

To **DOWNLOAD** the the **full version** of the **Office365 Software Suite** onto your home computer:

Step 1: Navigate to the upper-left hand corner of the browser window --> click on **My Apps drop-down arrow** --> select **My Account**
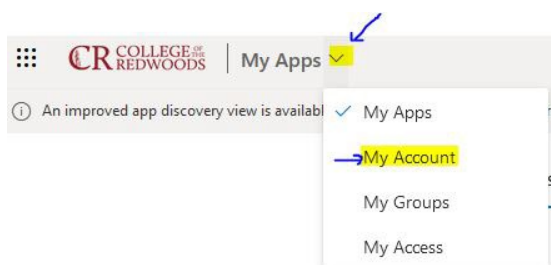
Step 2: Navigate to the **left-hand SIDE panel** and select the Office apps **link**:
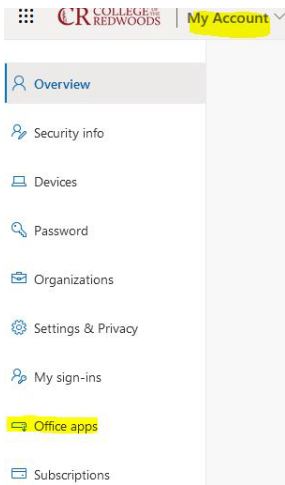
Step 3: **Note**: If you receive the **error**, "*You can try refreshing the page to solve the problem. You can also wait a few minutes and try again + Error code "0","* **don't refresh**. Simply **close ONLY the SINGLE ERRORED tab** and **walk through the process above again. After a few minutes and a few attempts at Steps 1-2, (possibly 3 -10 or more attempts), you should *eventually* successfully reach the page below** (notice that the left-hand menu items now listed are DIFFERENT than before/in the screenshot in Step 2 above):
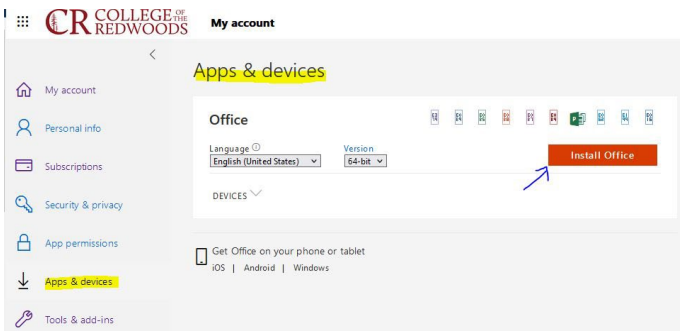
Step 4: Simply click on orange "**Install Office**" button to download a **Windows installer file**. Find your downloaded .exe installer file --> click and run the .exe installer file.

WARNING: **IT Dept. does NOT currently have the option to download an installer for a MacOS computer or laptop listed as a choice**. This WAS an option in the past. Hopefully they'll fix it. You may want to email its@redwoods.edu and request a **MacOS computer/laptop installer file** or **further guidance on obtaining it** (not just for use with iOS for mobile devices such as phone/tablet).

Please also see inexpensive/non-free options below.

Potentially affordable alternatives (NOT FREE):

✨ You can purchase a **$6.99 monthly subscription** for **ONE user** or **$9.99 for up to 6 users** directly from Microsoft **here**.

--> Make sure to select a link pointed out in red below - don't use the "Buy Now" button.

✨ You can **purchase a $69.99 annual subscription** from <u>collegebuys.org</u>. that will remain active the full 12 mos. (no need to be a CR student) which breaks down to just under **$5.80/per month** for **one use**r.

Catalog Description

A practical study of the repair and maintenance of PCs at the component level as well as concepts such as security, networking and the responsibilities of an ICT professional. This course prepares students for CompTIA's A+ certification exam.

Course Student Learning Outcomes

Upon successful completion, you will be able to:

1. Disassemble and reassemble a PC
2. Install an operating system on a PC
3. Properly and safely diagnose, resolve and document common hardware and software issues

Prerequisites/co-requisites/ recommended preparation

Advisory to Recommended Preparation: CIS1 - Computer Information Systems.

Admissions Deadlines & Enrollment policies

Spring 2023 Dates:

- ***Classes begin: 01/14/23***
- *Martin Luther King's Birthday (all campuses closed): 01/16/23*
- *Last day to add a class: 01/20/23*
- ***Last day to drop without a W and receive a refund: 01/27/23***
- *Last day to petition to file P/NP option (**not** an option in this course): 02/10/23*
- *Lincoln's Birthday (all campuses closed): 02/17/23*
- *President's Day (all campuses closed): 02/20/23*
- ***Last day to petition to graduate or apply for certificate: 03/02/23***
- ***Spring Break (no classes): 03/13/23 – 03/18/23***
- ***Last day for student-initiated W (no refund): 03/31/23***
- ***Last day for faculty-initiated W (no refund): 03/31/23***
- ***Final examinations: 05/06/23 – 05/12/23***
- ***Semester ends: 05/12/23***
- *Commencement (Graduation): 05/13/23*

- *Grades available for transcript release: approximately 05/26/23*

Evaluation & Grading Policy

Participation:

This class is an online course. It is VERY easy to fall behind in an online course. It actually takes MORE effort to stay on schedule in an 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, assignments, and discussions, and take exams. There are strict deadlines posted for labs, assignments, discussions, and exams that you must be aware of in order to avoid penalties.

==Waiting to complete 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 tasks daily that balances and staggers your course workload(s) across the week.

Connection Issues:
Problems with your internet connection or your computer will NOT result in an extension of the due date for any deliverable (quiz/discussion/lab/exam, etc.).

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, JANUARY 20 @11:59pm.**
  - Not participating in the week 1 forum constitutes a **first-week "no-show"**, meaning you may be dropped to allow waitlisted students to add.
- **If you have not obtained your required textbook by Tuesday, January 17th**
- If do not complete **Ch. 11 P1 Chapter Reading Assignment** by the respective due date.

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:

  - Are not participating online at least **four (4)** days a week
  - **Miss more than 4 labs total** or **3 consecutive labs**
  - Are not completing the weekly tasks
  - Are not passing the course due to a lack of online participation OR due to missing scheduled Wednesday mandatory meetings, resulting in missed labs, assignments, discussion posts, or exams

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.

Grading

Discussions Forum Posts = **10%**
Chapter Reading Quizzes = **30%**
Labs = **30%**
Exams (3) = **30%**

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

Course Navigation:

Navigate this course using the Canvas **Modules** left-hand link ONLY. Do not use the Course Calendar as a means to access course materials or you will end up skipping over a great deal of important required content, including weekly lecture materials.

Chapter Reading Quizzes:

Chapter Reading Quizzes will be assigned each week and must be **taken/submitted BY Friday@11:59pm**. They are worth a significant portion of your grade (**30%**). Chapter Reading Quizzes CANNOT be made up/NQAs cannot be applied.

Please note that missing reading quizzes, as well as **failing to read the assigned chapter**(s), can quickly put you behind and leaves you ill-prepared for the weekly lab and upcoming exam.

Discussions Forum Posts

Weekly **Discussions** forum posts, worth **10%** 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:

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  o 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)**.
  o 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).**
  o **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

- **Online** **Weekly Labs** are due **Sundays @11:59pm.**
- **On-Campus** **Mandatory Wednesday Labs** are due by the **end of class** on **Wednesdays @1:15pm.** *(Wed. on-campus meeting schedule starts mid-Feb.)*

They are worth **30%** 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 for full 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**.

- **Weekly Online Lab work** must be completed on your assigned CIS remote access **Netlab+ Win10 VM**.
- **Mandatory On-Campus Wednesday Lab work** MUST be completed in-class on **CR CIS-Networking lab equipment**.
- **Lab work** from **other sources** (home computer/personal VM setup, etc.) **will NOT be accepted**.

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.

What to expect during online labs: our online lab environment provides good performance overall. However, there can be an infrequent "glitch" on rare occasions. In preparing for and reducing the inevitability of something "not working right", please do the following:

- **FOLLOW ALL lab instructions CAREFULLY** *(including any additional instructional videos)*
- **Plan sufficient time to complete labs before due dates; be prepared to exercise PATIENCE at ALL TIMES**.
- Contact Morgan (our Instructional Support Aide) or I when you have issues/questions, and we 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"**. **Access to the VMs IS in a TIMED environment, meaning you'll likely have to restart a lab and complete multiple steps over after receiving a response.**
- For this reason, if you are confused/struggling, **I HIGHLY recommend completing labs during my Zoom office hours or during scheduled "lab hours" with Morgan** 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**/before your VM session expires. *(We will set up a flexible schedule of available Zoom hours throughout the week that may be subject to change.)*

Netlab+ Win10 VMs - Remote Access Disclaimer

==Please stay within the bounds of the assigned activities in this class when working on the Netlab+ Win10 VMs.== Accessing the Netlab+ Win10 VMs is SOLELY for the purpose of completing **CIS98 online labs** as instructed. **Any improper misuse,** including but not limited to the following: security-related violations (intentional or otherwise), gaming, general web-browsing, file/program downloads, program access other than as directed, or using the remote access for completing work in other courses, shall result in **IMMEDIATE removal from this course**, and your actions will be **reported to the Dean**. We are very fortunate to have been granted this special access. I absolutely DO NOT expect to encounter any instances of violation or misuse as our CIS students have always conducted themselves responsibly, respectfully, and conscientiously while accessing CR equipment.

Classroom Behavior & Care for Physical Equipment during On-Campus Labs:

- **NO FOOD** is allowed in the classroom; drinks are **NOT ALLOWED** at computer stations and may NOT be stored on the floor. Please place any drink you would like store during class on a shelf or windowsill in the front or back of the room.
- Your workstation should be neat when you leave for the next class. Repair equipment, cables, and peripherals should be returned, chairs should be properly positioned, and KVMs should be switched back to the classroom PC.

- In addition, you must use the classroom computers to do class-related activities. No personal electronic device usage is allowed during class/lab time. We are under time constraints; excessive texting throughout class may result in a zero for the lab.
- **CIS98 equipment** is **expensive** and **frequently irreplaceable;** it is invaluable to our class and to our **CIS Program** as a whole. **Treat ALL equipment with extreme care**. It is **unacceptable to break equipment** due to carelessness, negligence, excessive force, or because you have failed to follow. **Repeated or gross damage will not be tolerated.** If you are concerned or unsure about a task - **ASK**.
- You will be assigned an "**A-Unit**" repair computer to use during mandatory ON-CAMPUS meetings throughout the semester. You must check this unit in and out of every class section. **Do NOT use a PC that has not been assigned to you**.
- You are responsible for the proper and continued functioning of your lab computer. **Damage resulting from negligence, impatience, short temper, rough handling, ignoring safety guidelines, not following directions, or other actions may result in monetary compensation to repair the unit.** This also applies to **B-Units**, **laptops**, and other assigned hardware.
- The labs are **supervised** with support from the instructor and support staff. Support is provided to **clarify lab instructions** or **answer questions pertaining to the lab instructions**. **However, support staff (of any kind) will NOT perform lab skills for you,** nor will they provide step by step instructions.
- You are expected to **review the Wednesday On-Campus Lab Instructions prior to physically coming to class** and **review the pertinent pages in the textbook** that will assist you in completing the lab.
- Under supervision, you are required to **INDEPENDENTLY perform all assigned software and hardware skills** AND **submit your completed word-processed lab to Canvas BEFORE the end of class** (1:15 pm).
- Students requesting consistent and/or excessive help will have their lab scores marked down.
- **NOTE: SUPPORT STAFF WILL CHECK OVER YOUR LAB WRITE-UP DURING and AFTER your in-class lab is complete. You are expected to make recommended corrections BEFORE submitting and leaving class.**
- Support personnel are to be shown every courtesy and respect. They are there to help you succeed. Improper treatment of support personnel will be reported to the Dean and may lead to dismissal from the class.

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 5/7 @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! *Missed Mandatory On-Campus Wed. Labs have different make-up policies; see further below.*

NQA credits can NOT be used for discussion forum posts, or exams. **NQAs cannot be used after Sunday, May 7th @11:59pm.**

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

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

- Each late assignment/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 **5/7 @11:59pm**).
- If you have **not** submitted a late assignment/lab **by the time it locks,** you'll receive a **zero** for the it, and **it cannot be made up**, regardless of remaining NQAs. **Locked assignments/labs will NOT be reopened.**
- Please plan accordingly and submit any late work with a remaining NQA **in advance** of the assignment/lab's "**accept until**" date/time.

*Missed Mandatory On-Campus Wed. Labs: Morgan will be available to reschedule **On-Campus MAKE-UP labs** on the **RARE occasion** that you have an extreme, extenuating circumstance and cannot attend. **Make-up labs require my approval BEFORE scheduling with Morgan**. Please make every effort to CONTACT me **PRIOR** to missing a Mandatory On-Campus Meeting.

For the first 3 required mandatory meetings: unless you are sick/have Covid-19, you will need to schedule and make up the missed Wednesday lab with Morgan BEFORE the next on-campus meeting.

Exams:

The exams are administered online and worth a combined total of **30%** of your course grade. You will typically have about a week window in which to take the exam. 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.

*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.*

The Final Exam will have a separate **hands-on practical** section that accounts for a portion of the exam's overall time and score. Practice practical sheets (VERY similar to the practical portion of the exam) will help you prepare to efficiently complete the hands-on tasks on your remote-access VMs during the exam. Please use them to review/practice beforehand.

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

Missed Exams

Timed online exams will be open for a window of time (approx. 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 Zoom hours changes, due-date reminders and/or changes, deadlines, and covid-related, power outage, and/or campus-closure 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 note that **Announcements** can be viewed using the the Canvas **Announcements** left-hand link **AND** the **three most recent announcements** are **visible** on our **Home** page. You may additionally receive announcements on your MyCR Outlook email account and/or Canvas app, which is timely and helpful.

==Please confirm you have this setting underline 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** the item's due date. If you have submitted an assignment late, it may take up to 7 days after the late submission to receive a grade.
- If you have not received either a grade or notification within 7 days after the due date (or within 7 days after a late submission), 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.
    o **Canvas messages**/**Inbox** is accessed INSIDE Canvas on the left-hand menu link labeled "**Inbox**".
- You are also assigned a **CR Outlook student email account** *(first initial+last name+last 3 digits of CR student ID+@mycr.rewoods.edu - example: jdoe345@mycr.redwoods.edu),* and this is the **ONLY email** account that I will use to communicate with you **OUTSIDE** of the Canvas mail tool. Please do not email me from private email accounts as I may not receive the messages.
    o (*CR Faculty Outlook email account: amy-murphy@redwods.edu*).
- ==**Note that CR has recently migrated** to using **Single Sign-On (SSO)** through the **MyCR Portal** for accessing **BOTH Canvas and MyCR Outlook student email.**==
    o **For NEW CR students**: Here is a **LINK** to the current instructions that describe your **MyCR Account Setup** (with details/screenshots), which allows you to access your **MyCR Outlook student email account, Canvas, and Office 365 apps with a single sign-on (SSO).**
    o The link above covers two-factor authentication login requirements and the format of your **temporary password** (*first_name_Captialized_Intitial* + l*ast_name_Capitalized_Initial* + 8-digit birthdate + ! (exclamation mark) --> **Example** of **new temporary password**: **JD01011999!** for student named **John Doe**, born **January 1st, 1999**).
- Please **make it a habit** to check **BOTH** your **Canvas Inbox** and **your MyCR Outlook student email** regularly for information about our class and all CR communications.
- 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 casual 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.

- 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.)*
- ==**Note that comments left in submissions comments boxes (*post-grading only*) will likely *NOT* be seen/responded to because Canvas does not send me a notification when students enter *comments* here.**== **Please use Canvas Messaging to inquire about grading or to post a comments response. Do not post submissions to the comments box.**
- 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.**

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**.

Academic Honesty

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**.

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 cannot be accommodated.**

Canvas Information

Familiarity/proficiency with Canvas or another course management tool is recommended. Please review the links below for login and helpful support information:

Log into **Canvas** at **MyCR Portal**

- For **help** logging into **Canvas** (and/or your student email), click **HERE**, where you'll find detailed instructions with screenshots that demonstrate first-time MyCR Account Setup.
  - Once your account is set up, you'll be able to use MyCR Portal Single Sign-On (SSO) to access your Canvas, CR Outlook student email, and free Office 365 apps all in one location.
- For **tech help** regarding **account access** and/or **error messages**, or to **reset CR account passwords** (Canvas, Outlook student email, or WebAdvisor) and/or for other qualifying help-desk support, dial **707-476-4160** (Mon - Fri between 8 am and 4 pm); **press "0" at the message OR** email **its@redwoods.edu**
- If you email tech help at **its@redwoods.edu,** please include a detailed message WITH screenshots. If you do NOT receive a response in a timely manner (such as within 24-hours during weekdays), please email me, and I'll attempt to reach out to IT.
- **In Fall 2022, students have NOT been able to log into Canvas and/or Outlook student email when traveling OUTSIDE of the country.** When attempting to do so, they have been receiving a message stating "Your account is blocked due to suspicious activity" or similar. Please be aware of this and plan accordingly.

Additional Canvas Resources:

- 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**

- **Online Tutoring Resources**

Counseling offers assistance to students in need of professional counseling services such as crisis counseling.

Learning Resource Center includes the following resources for students

- **Library Services** to promote information literacy and provide organized information resources.
- **Multicultural & Diversity Center**

- **Academic Support Center** – offers tutoring and test proctoring for CR students.
- **Student Tech Help** – provides students with assistance around a variety of tech problems.

Special programs are also available for eligible students include:

- **Extended Opportunity Programs & Services (EOPS)** provides services to eligible income disadvantaged students including: textbook award, career academic and personal counseling, school supplies, transportation assistance, tutoring, laptop, calculator and textbook loans, priority registration, graduation cap and gown, workshops, and more!
- 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.
- **CalWORKS** – assists student parents with children under the age of 18, who are receiving cash assistance (TANF), to become self-sufficient.
- 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 Basic Needs Center student services webpage**.

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**

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)