

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

Course Information

Semester & Year: Spring 2024

Course ID & Section #: CIS98-E6214-2024S

Instructor's name: Amy Murphy

Location: Hybrid (Most weekly tasks, participation, and course delivery will be completed **online** (includes regularly-scheduled quizzes, forums, lectures, exams, etc.; weekly labs will be completed **IN-PERSON/on-campus** during **mandatory** weekly class meetings)

Course units: 4

Instructor Contact Information

Office location: N/A (Online)

Office hours: Online Zoom Sessions - Sun 8pm - 9pm, and by appointment (excluding holidays/breaks); see Canvas **Announcements** for meeting link and information (**hours are subject to change with notice/additional hours may be added as necessary**)

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**". 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):

- **Fridays from 12pm to 3pm --> Morgan - Open Lab hours (on Eureka Campus in HU214 + Zoom)**
- **Sundays from 8pm to 9pm --> Amy - Zoom 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): xxxxxxxxxxxx

Or iPhone one-tap (US Toll):

Or Telephone:

Dial:

Meeting ID: xxxxxxxxxx

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 1/16. 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.

- 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).
 - 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 Mondays 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.

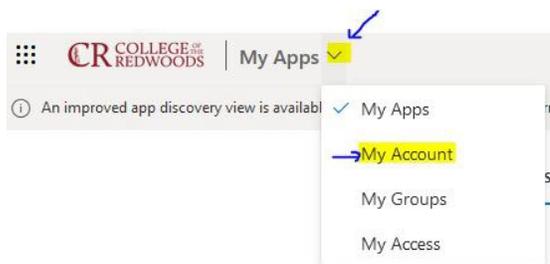
This page has icons for Microsoft Outlook mail, Word, PowerPoint, and Excel and more (including the CR Campus B&N Bookstore).

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.

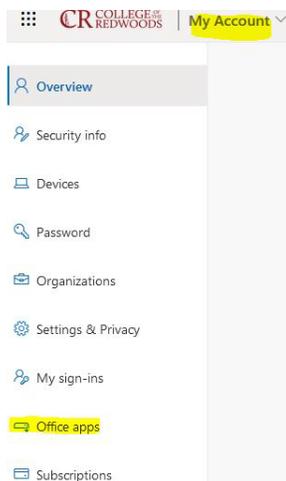
NOTE: You can find directions to set up your MyCR Outlook Account for the first time further below, under the **Student Feedback Policy & Communication Guidelines** section

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.

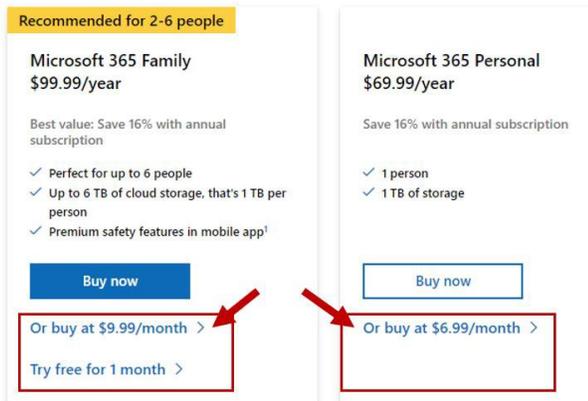
WARNING: IT Dept. does NOT currently have the option to download an installer for a MacOS computer or laptop listed as a choice. This WAS an option in the past. Hopefully they'll fix it. You may want to email its@redwoods.edu and request a MacOS computer/laptop installer file or further guidance on obtaining 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.



➔ Subscription automatically renews. Cancel anytime to stop future charges.

✨ You can purchase a \$69.99 annual subscription from collegebuys.org 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 user.

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 2024 Dates:

- *Last day to register for classes (day before the first class meeting): 01/12/24*
- **Classes begin: 01/13/24**
- *Martin Luther King's Birthday (all campuses closed): 01/15/24*
- *Last day to add a class: 01/19/24*
- **Last day to drop without a W and receive a refund: 01/26/24**
- *Census Date (20% of class): 01/29/24*
- *Lincoln's Birthday (all campuses closed): 02/16/24*
- *President's Day (all campuses closed): 02/19/24*
- **Last day to petition to graduate or apply for certificate: 03/07/24**
- **Spring Break (no classes): 03/11/24 – 03/16/24**
- **Last day for student-initiated W (no refund): 03/29/24**
- **Last day for faculty-initiated W (no refund): 03/29/24**
- *Cesar Chavez Day (all campuses closed): 04/1/24*
- **Final examinations: 05/04/24 – 05/10/24**
- **Semester ends: 05/10/24 @11:59pm**
- *Last day to petition to file P/NP option (not an option in this course): 05/10/24*
- *Commencement (Graduation): 05/11/24*
- *Grades available for transcript release: approximately 05/24/24*

Evaluation & Grading Policy

Participation:

This class is an hybrid course. It is VERY easy to fall behind in a hybrid course because it has multiple weekly online tasks to complete outside of class. It actually takes MORE effort to stay on schedule 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 attend our 1st class meeting **WED, Jan. 17th @10:05am** in **HU214**.
- If you do not post an **initial response** in the **week 1 discussions forum** by **FRIDAY, JANUARY 19 @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 16th**
- 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 Monday 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

Timely Attendance = **5%**

Discussions Forum Posts = **10%**

Chapter Reading Quizzes = **30%**

Labs = **30%**

Exams (3) = **25%**

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.

Timely Attendance:

It is **CRITICAL** to be **present** and **on time** for pre-lab lectures that run approx. 15-25 minutes at the **start** of our weekly in-class lab time.

For all weeks with in-class labs scheduled:

- Students are expected to be in their classroom seats by **10:08am** AT THE LATEST.
- Personal devices (phones, laptops, etc.) should be stored away. Drinks should be stored in acceptable locations.
- Students should be logged into their classroom stations and have Zoom up (if required).

Though there are opportunities to make up a limited number of weekly labs, students attending make-up sessions do not get the benefit of hearing the **pre-lab lecture** and/or important announcements, or the opportunity to work through labs alongside their peers with their instructor present.

Arriving late to class is disruptive to all during the pre-lab lecture. More importantly, it means part or all of the pre-lab lecture, important announcements, etc., may be missed.

Prelab lectures **protect** the classroom equipment and ensure that students utilize their own time, as well as the time of faculty and support staff, efficiently. It also ensures that students are aware of important upcoming event details (for upcoming labs, exams, etc.)

Timely attendance is worth 5% of your course grade. Missing a Wednesday in-class lab OR arriving AFTER 10:08am will result in losing timely attendance points for the week, regardless of reason.

Canvas Gradebook FYIs:

- This item is listed as "**Roll Call Attendance**" and is worth **5%** of your overall course grade in Canvas **Grades**; I **cannot** rename this group to "Timely Attendance" or it may miscalculate attendance weight/percentage.
- Because I am actually tracking "**TIMELY**" attendance **ONLY**:
 - marked **present** means you were **on-time** and **prepared** at **10:08am** = **100%** for the day
 - marked as **absent OR tardy** (arriving after 10:08/absent) = **0%** for the day
 - If you end up coming to class late, there is **no** need to correct an "**absent**" mark to "**tardy**". It does NOT affect or change % points.

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:

- - 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.**

AI-Generated Text WARNING:

- DO NOT USE **ChatGPT** or other **AI-generated** information to answer forum questions and/or formulate write-ups.
- **Do** perform your **OWN** research and complete your **OWN** brief write-up. Posts do NOT need to be perfect, grammatically correct, etc. We are interested in YOUR research and thoughts. Refer to these **Forum Requirements and Guidelines** for assistance on formulating a quality initial post and reply.
- Sources should simply be link(s) to website sources used.
- **Using AI-generated text to answer forum prompt(s) will result in a ZERO on the weekly forum initial post and/or reply.**

Labs

- **On-Campus Mandatory Wednesday Labs** are due by the end of class on **Wednesdays @1:15pm**.

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 Lab work** MUST be completed in class on **CR equipment in HU214**.
- **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.

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 Monday 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 5/5 @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! **see make-up policy details further below.**

NQA credits can NOT be used for discussion forum posts, or exams. **NQAs cannot be used after Sunday, May 5th @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.

IMPORTANT NOTE: Three of our weekly labs **MUST be completed in order, meaning you MUST make up the missed lab(s) prior to moving on to the NEXT scheduled lab.**

Exams:

The exams are administered online and worth a combined total of **25%** 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 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 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.
 - **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: **jdjoe345@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.
 - (*CR Faculty Outlook email account: **amy-murphy@redwoods.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**.**
 - **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)**.
 - The link above covers two-factor authentication login requirements and the format of your **temporary password** (*first_name_Captialized_Intitial + last_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](#).

Educational Accessibility & Support

College of the Redwoods is committed to providing reasonable accommodations for qualified students who could benefit from additional educational support and services. You may qualify if you have a physical, mental, sensory, or intellectual condition which causes you to struggle academically, including but not limited to:

- Mental health conditions such as depression, anxiety, PTSD, bipolar disorder, and ADHD
- Common ailments such as arthritis, asthma, diabetes, autoimmune disorders, and diseases
- Temporary impairments such as a broken bone, recovery from significant surgery, or a pregnancy-related disability
- A learning disability (e.g., dyslexia, reading comprehension), intellectual disability, autism, or acquired brain injury
- Vision, hearing, or mobility challenges

Available services include extended test time, quiet testing environments, tutoring, counseling and advising, alternate formats of materials (e.g., audio books, E-texts), assistive technology, on-campus transportation, and more. If you believe you might benefit from disability- or health-related services and accommodations, please contact [Disability Services and Programs for Students \(DSPS\)](#). If you are unsure whether you qualify, please contact DSPS for a consultation: dsps@redwoods.edu.

- Eureka: 707-476-4280, Student Services Building, 1st floor
- Del Norte: 707-465-2324, Main Building, near the library
- Klamath-Trinity: 707-476-4280

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 Account and Login 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 [My CR Portal](#)

For help logging in to Canvas, visit [My CR Portal](#).

For help with Canvas once you're logged in, click on the Help icon on the left menu. For tech help, email its@redwoods.edu or call 707-476-4160

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

- For **help** logging into **Canvas** (and/or your student email) **FOR THE FIRST TIME**, 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.
- **Students are NOT 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 --> contact me IN ADVANCE of your trip so we can make other access arrangements.

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](#)

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.

Community College Student Health and Wellness

If you are in distress or are with someone at risk right now, call the National Suicide Prevention Lifeline at 1-800-273-TALK (8255) or TEXT 741-741

Timely Care

When you're feeling under the weather physically or distressed mentally, you can find the help you're looking for in just a few quick taps. Students can schedule an appointment anytime via phone, video, and chat. [Visit TimelyCARE here](#)

Mental Health Counseling

Students should text, email, or fax Shawna Bell directly for scheduling and/or services.

Contact info

Text: 707-496-2856

Email: shawnabmft@gmail.com

Fax: 707-237-2318 (voicemail can be left via fax)

Wellness Central

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 [Wellness Central](#).

Counseling

[Counseling & Advising](#) can assist students in need of academic advising and professional counseling services. Visit the Welcome Center in the lower level of the student services building Monday –Friday 9am – 4pm (during the semester, summer hours may vary).

Basic Needs Center

[The Basic Needs Center](#) provides for the health and safety of students by providing access to healthy food, financial resources, and referrals to safe and secure housing. Students can submit a request for services and information [here](#).

Contact info:

Phone: 707-476-4153

Email: the-grove@redwoods.edu

Learning Resource Center

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.

EOPS

[Extended Opportunity Programs & Services \(EOPS\)](#)[Links to an external site.](#) provides services to eligible income disadvantaged students including: textbook awards, grants, career academic and personal counseling, transportation assistance, tutoring, laptop, calculator and textbook loans, priority registration, graduation cap and gown, workshops, and more!

TRiO Student Success Program

The TRiO Student Support Services Program provides eligible students with a variety of services including academic advising, career assessments, assistance with transfer, and peer mentoring. Students can apply for the program in [Eureka](#) or in [Del Norte](#).

Veterans Resource Center

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

[CalWORKS](#) – California Work Opportunity & Responsibility to Kids (CalWORKs). Provides supportive services to student parents with children under the age of 18, who are receiving cash assistance (TANF benefits), to become self-sufficient. Services include: transportation assistance, basic student supplies, tutoring, priority registration, laptop and calculator loans, career, academic, and personal counseling, and more!

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](#) 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](#).

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](#).

Eureka 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.

In the event of an emergency, communication shall be the responsibility of the district employees on scene:

1. Dial 911, to notify local agency support such as law enforcement or fire services.
2. If safe to do so, notify key administrators, departments, and personnel.
3. If safe to do so, personnel shall relay threat information, warnings, to ensure the school community is notified.
4. Contact 530-625-4821 to notify of the situation.
5. Contact Hoopa Tribal Education Administration office 530-625-4413
6. Notify Public Safety 707-476-4111.

In the event of an emergency, the responsible district employee on the scene will:

1. Follow established procedures for the specific emergency as outlined in the College of the Redwoods Emergency Procedure Booklet.
2. Lock all doors and turn off lights if in lockdown due to an active shooter or similar emergency.
3. Close all window curtains.
4. Get all inside to safe location Kitchen area is best internal location.
5. If a police officer or higher official arrives, they will assume command.
6. Wait until notice of all is clear before unlocking doors.
7. If safe to do so, move to the nearest evacuation point outside building (Pooky's Park), directly behind the Hoopa Tribal Education Building.
8. Do not leave site, unless it 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)