

Syllabus CIS-33-V9088-2025F Scaling & Connecting Networks

Course Information

- Semester and Year: **Fall 2025**
- Course ID and Section number: **CIS33-V9088-2025F**
- Instructor's name: **Amy Murphy**
- Location: **Online** (course delivery and participation are fully-online, includes regularly-scheduled quizzes, forums, lectures, labs, and exams; synchronous attendance is NOT required)
- Course units: **4**

Instructor Contact Information

- Office location or Online **N/A** (Zoom Office Hours held online)
- Office hours: **Online Zoom Sessions on Sundays from 7:30pm - 9pm**, and by appointment (excluding holidays/breaks); also Canvas **Announcements** for meeting link and information updates (***hours are subject to change with notice***)
- Phone number: The **Canvas Inbox** mail tool is the most reliable contact method. CR email is a second choice (amy-murphy@redwoods.edu). My CR phone number (unreliable/not monitored) is not a preferred choice this semester.
- Email address: Preferred/Most Reliable Method: **Canvas Inbox mail tool**; 2nd Choice Method: **Amy-Murphy@Redwoods.edu**
- **Communication Guidelines:** (*CAREFULLY review "Student Grading / Feedback Policy & Communication Guidelines" further below for complete, DETAILED information*):
- Canvas messages and/or emails sent to my faculty email address are usually answered within 24-48 hours, but generally sooner.
- Please **make it a habit** to check both your **Canvas Inbox, your student email, and Canvas Announcements** regularly for information about our class and all CR communications.
- Click on **MyCR Portal** link from the upper right-hand corner of the [CR Home page](#). More information about your MyCR student Outlook email account can be found [HERE](#).
- We live in the age of text messaging, where communications can be overly terse/blunt, and it is the acceptable norm. However, at the college level, it is good soft-skill practice to use a **polite, professional tone in all written email communications**, including when you are encountering technical issues, asking for assistance, and/or inquiring about grading.
- Please consider using a **brief greeting, closing, and respond to emails from your Instructor in a timely manner**, whenever applicable. (*Please do **not** return a response to emails that do not require one, such as due date reminders.*)
- **WARNING: student comments left in submissions comments boxes (*post-grading only*) will**

***NOT* be seen/responded to because Canvas does NOT send instructors a notification when students enter comments in this location.**

- Therefore, please use **Canvas Messaging** to inquire about grading feedback.

Required Materials:

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

Catalog Description

A study of the wide area network technologies and network services, and the architecture, components, and operations of routers and switches in a complex network. This is the second in a two-course series that prepares students for certification as a Cisco Certified Network Associate (CCNA).

Prerequisites/Co-requisites/Recommended Preparation

Prerequisite: CIS30 - CCNA: Computer Network Fundamentals

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

Course Student Learning Outcomes

Upon successful completion, you will be able to:

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

Technology, Skills, & Additional Requirements

This is a **hands-on technical course**. CIS30 students **MUST** have the following items, skills, and proficiencies at the beginning of this course:

- 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) running a recent version of its operating system, and MS Office Professional 2016/2019 or MS Office 365 (free Microsoft Office 365 subscription available to CR students - **SEE OBTAINING FREE MICROSOFT OFFICE 365 FURTHER BELOW in the Syllabus**).
- Proficiency using **Microsoft Word**
- Time to dedicate to reading **multiple online textbook chapters per week**
- As needed, download, install, and learn additional free software (week 1 in the semester, you will install **Cisco Packet Tracer** on your home computer; do **NOT** download this at this time)
- Participate in the online discussion forum; occasionally research topics using the Web and/or supplemental resources
- Complete weekly module quizzes requiring screenshots and submit them to CR Canvas
- Complete weekly lab(s) – each week, we have between **2 - 4 physical and/or Packet Tracer labs to complete**
- Proficiency using CR's 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
- 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**; you may have as many as 5 or more windows open at any given time (browser, multiple programs and CLI windows, lab sheet, e-book, etc.), and you will need to navigate efficiently between them
- Conscientiousness and attention to detail, the ability to follow lab instructions carefully, meeting deadlines, and skills in reading, writing, and critical thinking, along with a high proficiency in basic computer skills are critical for success in any online course.
- In addition, **good time management** is **CRITICAL** to **staying enrolled** and being successful in **this** challenging course. This is an **ADVANCED** course that **REQUIRES** the ability to **APPLY MODULE KNOWLEDGE/CONCEPTS** and **COMPLETE LAB TASKS INDEPENDENTLY**, while utilizing strong critical thinking skills.
- The **Cisco Network Academy** uses **its own LMS**; we will use Cisco Network Academy LMS to access your **free online textbook** AND **section exams**. **All other course items and tasks** will be **accessed in CR Canvas**. You will need to be **proficient** in using **MULTIPLE** course Learning Management Systems (LMS).

WARNING: CIS33 will NOT include a review of topics covered in CIS30 in modules or in Zoom sessions. Enrolling in this course assumes a proficiency in CIS30 course material. If it has been a significant amount of time since taking CIS30, I highly recommend purchasing the physical textbooks used in CIS30 and reviewing the material BEFORE enrolling in CIS33.

If you choose to enroll in this course, it is your responsibility to meet the technological demands of the course for its entire duration.

Zoom Office Hours (Amy) & Zoom + Open Lab Hours (Morgan)

Purpose:

1) Chapter 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.

Times + Links:

Zoom Topic: Course Online Office Hours (Amy) & Online Lab Hours (Morgan)

Time: This is a recurring meeting (*hours subject to change; check announcements*):

- **Fridays from 10am to 1 pm --> Morgan - Open Lab hours (EKA Campus HU214 + Zoom)**
 - *Please EMAIL or Canvas Message Morgan in advance of attendance (Morgan-Beebe@redwoods.edu)*
- **Sundays from 7:30pm to 9pm --> Amy - Zoom/Online Instructor Office Hours**

Link to Join from PC, Mac, Linux, iOS or Android: xxxx

Meeting ID: xxxx

Password (*passcode*): xxxx

Or iPhone one-tap (US Toll): xxxx

Or Telephone:

Dial:

xxxx

Meeting ID: xxxx

Or Skype for Business (Lync): xxxx

Open Lab Hours (Morgan) for Lab Make-Ups in HU214

- **Thursdays by appointment AND Fridays 10am to 1pm --> Morgan - Open In-Person Lab Hours in HU214 for CIS lab make-ups and/or CIS coursework*** (*Subject to change w/notice; Canvas message or email morgan-beebe@redwoods.edu to schedule/attend a lab make-up session*)

Admissions Deadlines & Enrollment Policies:

- **Classes begin: 8/23**
- *Last day to add a class: 8/29*
- *Labor Day Holiday (all campuses closed): 09/1*
- **Last day to drop without a W and receive a REFUND: 9/5**
- **Last day to drop without a "W" - NO Refund: 09/7**

- *Census date: 9/8 (20% into class duration)*
- *Last day to petition to graduate or apply for certificate: 10/30*
- ***Last day for student-initiated/faculty-initiated Withdrawal "W" (no refund): 10/31***
- *Veteran's Day (all campuses closed): 11/11*
- *Fall Break (no classes): 11/24 – 11/25*
- *Thanksgiving Holiday (all campuses closed): 11/26 – 11/28*
- ***Final examinations: 12/13 – 12/19***
- ***Semester ends: 12/19***
- *Grades available for transcript release: approximately 01/02/26*

Evaluation and Grading Policy

Participation:

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

Waiting to complete reading tasks until the day they are due, or worse - at the last minute, will greatly increase your stress level and lower both your enjoyment and performance across all online courses.

I **HIGHLY recommend** devising a personal schedule/plan for completing reading and tasks daily that balances and staggers your course workload(s) across the week.

IMPORTANT NOTE: We will almost always have **more than one "Chapter/Module" to read** each week and will frequently have **two or more packet tracer labs** due **per week** as well. Some weeks will have a **Section Exam** scheduled in addition to regular tasks (no discussion forum will be due on these weeks).

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

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

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.).
- **This includes PLANNED Cisco Network Academy Planned Maintenance Outages. Please make SURE to keep an eye on upcoming planned maintenance dates.**

No-Show/Disqualification/Excessive Absence Policy:

- You will automatically be **officially disqualified (dropped from the course roster in WebAdvisor)**:
- If you do not post an **initial response** in the **Week 1 Discussions Forum** by **FRIDAY, August 29 @11:59pm**.
 - Not participating in the **WK1 Forum** constitutes a **first-week "no-show"**, meaning you may be dropped.
- **If you have not signed into the Cisco Network Academy AND the Academy's CIS33-CCNA2P2-F2025 LMS course by THURSDAY, August 28 @11:59pm**
- If do not complete **first** and **second week** tasks by their respective due dates.
- In addition, you **may be dropped from the course** at any point on or before the last day for student/faculty initiated drops if you:
 - Are not participating online at least **four (4)** days a week
 - **Miss more than 5 labs total** or **3 consecutive weekly labs**
 - Are not completing the weekly tasks on time week after week
 - Are not passing the course due to a lack of participation resulting in missed labs, quizzes, discussion posts, or section exams
 - Have not downloaded Packet Tracer from CIS33 Canvas Modules (when asked to) and/or are unable to successfully use the correct version to complete labs
 - Miss taking more than 3 Section Exams (received zero/didn't take before they closed out).
- **Each of the items above constitutes excessive absence and is grounds for course disqualification.**
- If you find yourself struggling, **please contact me BEFORE attendance/course participation becomes a major issue**, so we can devise a strategy to help you stay on track and be successful in this course.

Grading:

Grading scale below is a **MODIFIED version of CIS30's scale - please **CAREFULLY** review.*

Discussions Forum Posts = 10%

End of Module Quizzes (w/screenshots displaying proof of perfect completion) = 20%

Labs = 50%

Section Exams (*approx. 8 total/ each generally covers 2-4 modules*) = **20%**

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

We will cover **the REMAINDER of CCNA2 - Switching, routing, & Wireless Essentials and **ALL of CCNA3 - Enterprise Networking, Security, and Automation** courses this semester. We will be using **CR's CIS33 Canvas Gradebook** to handle ALL course grading. Section exam scores will be copied over from Cisco Network Academy's LMS within 48 hours of the exam's closing.

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

Grade Scale:

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

Canvas Course Navigation - use MODULES link:

ALWAYS use the **MODULES** Canvas tools link (in the **left-hand side menu**) for regular daily and weekly navigation through this course, or you will **MISS** assigned tasks, lectures, etc. Links to Canvas Course Calendar(s), To-Do lists, Quizzes, and Assignments links should **ONLY** be used as a backup for checking submission deadlines.

End of Module Quizzes:

- **ALL End of Module Quizzes (24 chapter modules)** are assigned as part of the weekly module reading.
- These are **very short** quizzes, and **MUST BE TAKEN repeatedly** until a **PERFECT SCORE** is earned.
 - Realize that these are **EASILY-EARNED POINTS** as you can repeat these quizzes an **UNLIMITED NUMBER OF TIMES**.
- Upon earning a perfect score for each assigned end of module quiz for the week, take a **SCREENSHOT** of each that **CLEARLY** denotes the **proper chapter**.
 - This means you **MUST take a screenshot** of your **browser window**, **NOT** just the score itself to receive credit.
- **Copy/Paste** your **screenshot(s)** into the correct location in the downloadable Quiz document provided under the weekly **End of Module Quiz**.
 - Do **NOT** upload screenshots independently. They **MUST** be inserted into the **.docx** file and uploaded/submitted as a single Word file for credit.
- **Upload** the **End of Module Quiz** document and submit **BY** the **due date/time**.
 - Weekly Quizzes are on due **Fridays by 11:59pm**
 - Quizzes **CANNOT be made up**/NQAs cannot be applied.

- They are worth a considerable portion of your grade - **20%**.
- **Note:** these quizzes **ARE** the **embedded end-of-module quizzes** found in our **Online Textbook/Course Content accessed in Cisco Network Academy's Moodle LMS** AND **MUST** be repeated multiple times for a perfect score to receive screenshot credit.

Discussions Forum Posts:

Weekly **Discussions** forum posts (to be viewed and completed in CR's CIS33 Canvas LMS), 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**.

WARNING: It is **not acceptable** to use **ChatGPT or any other online chatbot** (including browser built-in AI chatbots or any other generative AI tools) to **answer** discussion forum questions.

ACCEPTABLE:

- Typos, imperfect grammar, sources cited w/hyperlink only, etc. (*we are **NOT** in an English class*)
- Topic summaries, thoughts, and opinions that **AREN'T** necessarily perfect or accurate but **ARE your best attempt** to answer the prompt using **critical thinking skills**
- Googling and **reading through** source materials to formulate your post

UNACCEPTABLE:

- Using any sort of AI Program (chatbots/generative AI tools) to formulate your answer (even those built into browsers, such as Bing's new AI-chatbot feature)

AI-Generated Text WARNINGS:

- **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:

Weekly labs are due by **Sunday @11:59pm**. Labs are assigned, downloaded, and uploaded/submitted upon completion in CR's CIS33 Canvas LMS. They are worth **50%** 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.

Labs must be downloaded, edited, and submitted using **Microsoft Word (.docx** file format). Other file formats will not be accepted. (Office 365 Apps are FREE to CR students - details further below).

Labs with improper formatting or answers-only, unlabeled and/or multiple skipped answers/screenshots or items out-of-order will not be graded; you will be directed to fix the lab and resubmit. In addition, on the occasions when a SUPPLIED LAB ANSWER SHEET is provided, you will need to use the answer sheet instead of the downloaded Lab Instructions document for credit. Labs with improper formatting, unlabeled answers/screenshots or items out-of-order will not be graded; you will be directed to fix the lab and resubmit. Late resubmissions will require an NQA.

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

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

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

on **submission details** - **view feedback** link to review mark-up corrections on your lab sheet.

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

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

If you submit your packet tracer file in the WRONG version of Packet Tracer (you are not using the required PT 8.2.0 (*full version #: 8.2.0.0162*) program version downloaded from CIS33 Canvas Modules (final module) to complete your work) more than once, I will NOT grade it, and you will need to redo the lab using the correct version of Packet Tracer. Late submissions WILL require an NQA.

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

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

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 five (**5**) **NQA** credits (virtually of course). Each credit is worth **one late UNLOCKED 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 @11:59pm on the Sunday before finals week**). 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!

In order to make up a lab: please be aware that you **MUST** schedule with CIS ISS Morgan-Beebe to attend a make-up session **ON CAMPUS** in HU214. Email morgan-beebe@redwoods.edu (or message through Canvas Inbox) in advance to schedule.

NQA credits can NOT be used for quizzes, discussion forum posts, or exams. NQAs cannot be used after Sunday, Dec. 14th @11:59pm.

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

WARNING:

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

Section Exams:

The **Section Exams** (*approx. 8 total*) are **administered online** in **Cisco's Moodle LMS** and worth a combined total of **20%** of your course grade.

- You will have a **week window** in which to take/submit the online section exam. Other items, such as **weekly labs** and **assigned module reading/quizzes**, will **STILL be due** during exam weeks as well.
 - Section Exams cover 2-4 online textbook modules (chapters)
 - Section Exams are OPEN CISCO TEXTBOOK, but NOT open Internet searching
 - Section Exams are due on **Sunday @11:59pm** in the week they are assigned.
- Section Exam weeks will generally **NOT** have a Discussion Forum assigned.
- Be aware that the exams **do NOT have set time limits** but **MUST** be **SUBMITTED BEFORE the lockout day/time (SUN @11:59pm)**.
- **I CANNOT submit for you OR view/access/give you credit for unsubmitted work.**
- **I cannot restart exams, so do not push submit until you've checked over your work.**
- **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.
- **You should be able to complete an exam within 3 hours (of continuous working) or less.**
- **Warning:** last minute starts that do not allow for a reasonable amount of test time will not extend the due date, as you have had a FULL WEEK to take the online exam (24 hrs. x 7 days).

Please do not test this policy; you will be very disappointed with the results.

- **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.
- **Exams are open textbook/e-book, but not open internet-search. Please maintain integrity during exams.**
- **There will NOT be a COMPREHNSIVE FINAL EXAM. We WILL have a Section Exam during Finals Week.**
- **Note:** I will be manually transferring over grades from Cisco's LMS within 48 hours after each section exam closes. Please be patient.

Missed Section Exams:

Online Section Exams will be open for a window of time (7 days) and have unlimited time (leave time to submit BEFORE the exam locks out). Missing a Section Exam will result in a ZERO score for the exam, and no make-up is allowed/possible. This is a policy cast in stone, please do not test it.

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

Please confirm you have this setting enabled in Canvas.

Please note that **ALL 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.

Student Feedback:

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

- Students can expect feedback and/or scores to be posted to the Canvas course Grades tool within 7 days after their submission or the item's due date, whichever is later.
- If feedback/scores are not posted within 7 days, the instructor will notify the students as to when they can expect it to be posted.*

****Exception:** Discussion Forum responses may take longer to grade, depending upon the week/topic covered. Thank you for your patience.*

- If you have not received either a grade or notification within 7 days, please **promptly alert the instructor** in case there is a submission issue.

Communication Guidelines & Accessing your MyCR Outlook email account:

- In general, I will use **Canvas messaging system** to communicate with you about this course, and it is generally my preferred communication method (**NOT** MyCR student email accounts)..
- You are assigned a **CR student email account** (*first initial+last name+last 3 digits of CR student ID+@mycr.redwoods.edu - example: jdoe345@mycr.redwoods.edu*) is the **ONLY email** account that I will use to communicate with you outside of the Canvas mail tool (*CR Instructor email: amy-murphy@redwoods.edu*).
- Please **make it a habit** to check **BOTH** your **Canvas Inbox** and **your student email** regularly for information about our class and all CR communications.
- 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**.
- **Note that comments left in submissions comments boxes (AFTER you've received an assignment score) will *NOT* be seen/responded to because Canvas does not send a notification when students enter comments here.**
- **IF you've ALREADY received an assignment SCORE: ALWAYS use Canvas Messaging to inquire about grading and/or leave comments, and REFERENCE the lab and questions/steps you are inquiring or commenting about in your email.**
- We live in the age of text messaging, where communications can be overly terse/blunt, and it is the acceptable norm. However, at the college level, it is good soft-skill practice to use a **polite, professional tone in all written email communications**, including when you are encountering technical issues, asking for assistance, and/or inquiring about grading.
- Please consider using a **brief greeting, closing, and respond to emails from your Instructor, Instructional Aide, and/or course peers in a timely manner**, whenever

applicable. (Please do **not** return a response to emails that do not require one, such as due date reminders.)

- Voicemails left on my office phone may take a week or more to receive a response.
- **Emailing/Canvas messaging is far more expedient; therefore, it is the preferred method of communication in this course.**
- Zoom will be used to answer lab-related questions/troubleshoot labs and will be used extensively in this course.

Canvas + MyCR Portal Apps - Information and Access:

**Includes Microsoft Office Apps, including Student MyCR Outlook email account*

Login Instructions for Canvas (and Student Email, My Apps, etc.):

1. Open your web browser and navigate to CR's homepage: <https://www.redwoods.edu/>
2. Click on **MyCR Portal (Canvas, Student Email)** link found on the CR Homepage (**This is the CR Portal access to Canvas, Student Email, My Apps including Microsoft Office, etc.**).
3. Log in using your **MyCR student email address** (first initial + last name + last 3 digits of your student ID + @mycr.redwoods.edu) as your username, and enter your corresponding email password. Follow the verification steps for 2-factor authentication using your prior-installed Authenticator App.
4. **Self-Troubleshooting sign-in issues:**
 - **NEW to CR (OR have not yet used SSO due to a long break from CR):** Redo steps 1 and 2 above and then click on the **New to CR: Click here for help!** You will be taken to this [PAGE](#) that walks you through accessing your account for the first time and setting up two-factor authentication with the **Authenticator app** (required).
 - **You HAVE used our SSO in the past and are receiving an error message:** Review this [PAGE](#), and give the password reset link a try.
 - If you **cannot** remedy your login issues independently (AFTER trying), **take a screenshot** of your **error message**, so you can provide **details to CR's IT Tech Support**.

Still can't sign in? Avoid falling hopelessly behind --> reach out to IT ASAP (keep a screenshot of your error message):

- The **FIRST CHOICE** and **FASTEST** way to resolve account sign-in issues is to **CALL** the CR Tech Support line during active hours for immediate assistance: **707-476-4160 during regular business hours**.
- If you need to submit a [Help Ticket](#) to IT, **do NOT delay**. I HIGHLY advise attaching a **screenshot** of your error message + a thorough description of what has happened. FYI - IT is extremely busy (and works regular business hours) and may not get to your help ticket in a timely fashion.

Additional Canvas Resources:

- Canvas Help for students: <https://webapps.redwoods.edu/tutorial/>
- Canvas online orientation workshop: [Canvas Student Orientation Course \(instructure.com\)](https://instructure.com)

Accessing Free Microsoft Office 365 Education Subscription

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 online access 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](#) --> located on top red-banner*) 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.

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.

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

Step 1: Navigate to the following CR Support Page [HERE](#).

Step 2: At the **TOP** of the page, under "**Microsoft Apps - Installation Guide**", simply click on the installer you need (either for **Windows** or **Apple/Mac**) located inside the red-outlined box. Find your downloaded .exe installer file on your home computer --> click and run the .exe installer file.

WARNING: The numbered steps (1-3) on the webpage that ask you to download an installer through your student email/MyCR Portal login **DO NOT WORK!!** This is **WHY** IT has simply **provided the installer files** at the top of the page - this is a **workaround**.

Please also see inexpensive/non-free options below.

LEAVING the COUNTRY during the Summer Semester? CONTACT me ASAP!!

FYI- if you are LEAVING THE COUNTRY for a period of time DURING this semester, in advance of your trip, you WILL need to:

1. Email me ASAP --> you will need to put in a [help ticket](#) to IT as soon as possible to request out-of-the-country access. You may or may not be able to use a VPN at this time; if you do, make SURE it's the same VPN server each time AND pick one located in the USA.
2. Alternate option --> PURCHASE a \$6.99 monthly subscription below for 1 month (first month is usually FREE; make SURE to cancel after).

INTERNATIONAL TRAVEL WARNING: You CANNOT access your OFFICE365 account (including Student Email, regular Canvas link, and MS Office Downloaded or Online Apps) WHILE you are OUT of the COUNTRY (due to CR IT Dept. Restrictions & Authenticator App requirements) Therefore, CAREFULLY read through options above and take required steps to PREPARE PRIOR TO LEAVING.

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 [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**.

Educational Accessibility and 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, or bipolar disorder
- 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
- Neurodevelopmental disorders such as a learning disability, intellectual disability, autism, acquired brain injury, or ADHD
- Vision, hearing, or mobility conditions

Available services include extended test time, quiet testing environments, academic assistance and

tutoring through the [LIGHT Center](#), counseling and advising, alternate formats of course materials (e.g., audio books, braille, E-texts), assistive technology, learning disability assessments, approval for personal attendants, interpreters, priority registration, on-campus transportation, adaptive physical education and living skills courses, and more. If you believe you might benefit from disability- or health-related services and accommodations, please contact [Student Accessibility Support Services \(SASS\)](#). If you are unsure whether you qualify, please contact Student Accessibility Support Services (SASS) for a consultation: sass@redwoods.edu.

SASS office locations and phone numbers

Eureka campus

- Phone: 707-476-4280
- Location: Learning Resource Center (Library)

Del Norte campus

- Phone: 707-465-2353
- Location: main building, near the Library

Klamath-Trinity campus

- Phone: 707-476-4280

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. Additional information about the rights and responsibilities of students, Board policies, and administrative procedures is located in the [2024-2025 College Catalog](#) and [CR Board and Administrative Policies](#).

Academic Integrity

In the academic community, the high value placed on truth implies a corresponding intolerance of scholastic dishonesty. In cases involving academic integrity, 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 a lack of academic integrity, 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 [2024-2025 College Catalog](#) and [CR Board and Administrative Policies](#).

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.

Student Services and Support

[2025-2026 Student Services and Support Handbook](#)

Please **click** on the **link above** and **REVIEW** the extensive list of **information** and **services** CR offers to all CR Students. You will find information on the following topics:

- Accessing Canvas
- Setting your preferred name and pronouns in Canvas
- Student Tech Help
- Contacting Admissions and Records
- Basic Needs Services
- Contacting Counseling and Advising
- Career Center Services
- Contacting Financial Aid
- Accessing/Contacting the CR Online Bookstore
- Tutoring Services
- Testing Services/ASC Testing Center
- Library Resource Center (LRC) Services
- Contacting SASS - Student Accessibility Support Services
- ASCR (Associated Students of CR)
- Student Health Services (Wellness, Counseling and Mental Health)
- Student Veteran Health Program - VA Healthcare + 24-Hour Crisis Lines
- Child Development Center (CDC + EKA campus childcare program)
- Dining Services
- Parking Permits and Services
- CalWORKs

- EOPS, CARE, and NEXT UP Services and Eligibility
- Multicultural Education Center and Services (MEC on EKA campus)
- Native American Student Support and Success Program
- TRiO Support Services and Eligibility
- Student Veterans Resource Center (VRC)
- Eureka, Del Norte, and Trinity Emergency Procedures

National Suicide Prevention Lifeline

If you are in distress or are with someone at risk right now, call or text the National Suicide Prevention Lifeline.

Call the National Suicide Prevention Lifeline:

1-800-273-TALK (8255)

Text the National Suicide Prevention Lifeline:

741-741

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. [Submit a request for services and information.](#)

Basic Needs Center Contact Information:

- Eureka Phone: **707-476-4153**
- Del Norte Phone: 707-465-2302
- KT Phone: **530-625-4821**
- Email: retention@redwoods.edu

FYI: CR Eureka Campus has an on-campus **Food Pantry AND Clothing Closet.**