CR COLLEGE OF THE REDWOODS Syllabus for CIS30 Network Fundamentals

Course Information

Semester & Year: Spring 2025
Course ID & Section #: CIS30-V8467-2025S (ONLINE)
Instructor's name: Amy Murphy
Location: **Online** *(course delivery and participation are fully-online, includes regularly-scheduled quizzes, forums, lectures, labs, and exams; synchronous attendance is NOT required)*
Course units: 4

Instructor Contact Information

Office location: **N/A (Online)**
Office hours: **Online Zoom Sessions - Sun 7:30pm - 9pm,** and by appointment (excluding holidays/breaks); see Canvas **Announcements/Syllabus** for meeting link and information *(**hours are subject to change with notice**)*
Phone number: The **Canvas Inbox** mail tool is the most reliable contact method during covid-19. CR email is a second choice (amy-murphy@redwoods.edu). Finally, my CR phone number, 707-476-4393 (unreliable), is not a preferred choice this semester.
Email address: Preferred/Most Reliable Method: **Canvas Inbox mail tool;** 2nd Choice Method: **Amy-Murphy@Redwoods.edu**

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

*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 10am to 1pm --> Morgan - Open Lab hours (on Eureka Campus in HU214 + Zoom)*
    - *Please email **morgan-beebe@redwoods.edu** in advance of attendance.*

- *Sundays from 7:30pm to 9pm --> Amy - Zoom Instructor Office Hours*

    - *First 30 minutes is exclusively for CIS30. Recommend attending promptly at 7:30.*

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

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

Meeting ID: xxx

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

Or iPhone one-tap (US Toll):

Or Telephone:
Dial:
Meeting ID: xxxxxxxxx

Or Skype for Business (Lync):
SIP:

Zoom Personal Meeting Room - By Appointment Only

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

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

Meeting ID: xxxx

Password: xxxxxxxxxx

Or iPhone one-tap (US Toll):

Or Telephone:
Dial:
Meeting ID:

Or Skype for Business (Lync):
SIP

Required Materials (2)

There are **NO REQUIRED TEXTBOOKS** for **CIS30** as the **Cisco Network Academy** provides each of our online textbooks FREE; each is accessible within its respective Cisco course. However, if you would like to optionally purchase a print version of the textbooks (2), please navigate to CIS30 on our **[CR Online Bookstore](#)** for the **Cisco textbook** titles (2), information, and purchasing options*.

Technology Requirements:

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

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

- If you do decide to use your portable device for some of your class work, use the free Canvas app "Canvas by Instructure" available in iTunes (for iOS) and the Google Play Store (for Android).
  - Do not try to connect to Canvas using a web browser on a portable device. Your experience with Canvas will be a lot better using the app.
- You **may want to download** and use the **Google Chrome** or **Edge** browser on your **desktop/laptop computer** to **access** the **Cisco Network Academy**.
- You **MUST** be able to **download** and **use** the **CORRECT VERSION** of **Cisco Packet Tracer** on your desktop/laptop computer. You will need to **REMOVE** any older versions you already have installed.
  - Do **NOT** download/install **Packet Tracer** at this time. **WAIT** until it is assigned and instructions are provided. As mentioned before, Chromebook users will need to contact me at that time for an alternate solution.
- **NOTE**: If you are **purchasing** a home computer for school, a **Windows PC** is far more suitable to the CIS Program, but if you already have a Mac, it will work just fine in this course)
- <mark>If you choose to enroll in this course, it is your responsibility to meet the technological demands of the course for its entire duration</mark>.

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.
- 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.
  - Together, CIS30 (CCNA1 and CCNA2 Part 1) and CIS33 (CCNA2 Part 2 and CCNA3) prepare students to take the difficult industry respected CCNA Exam and to enter the workforce with the ability to solve technical problems independently (as expected by employers).
  - If you need assistance during in-class lab time, Zoom Office Hours/Lab, and/or make-up days, are welcome to ask questions for clarification and/or get limited troubleshooting help, but you will not be walked through each and every step of the lab and/or other course tasks.
  - Optional lab check-overs are time-intensive and frequently may not be possible; checks may require you to redo lab steps/portions/all of the lab in order to arrive at the correct answer(s).
  - During labs and/or lab-checks, correct commands and answers will NOT be provided outright. Students must do the work.

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 copy of Microsoft Office 365 Education that remains active as long as you are a CR student.

*Obtaining/Accessing Free Microsoft Office 365 Education subscription

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.

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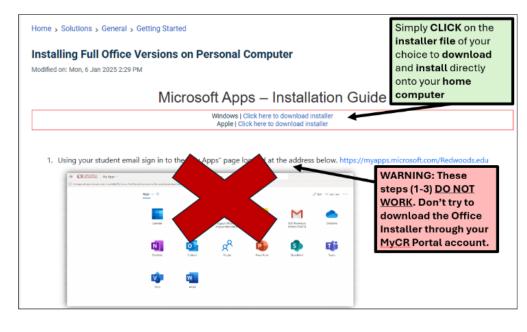
NOTE: You can find directions to set up your MyCR Outlook Account for the first time further below, under the **Student Feedback Policy & Communication Guidelines** section

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

Step 1: Navigate to the following CR Support Page **HERELinks to an external site.**.

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**.

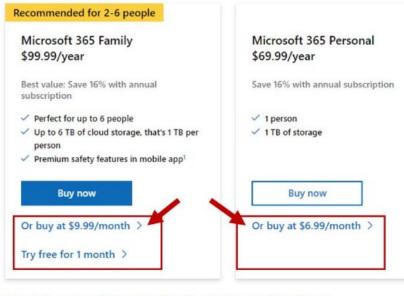*Please also see inexpensive/non-free options below.*

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

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

--> Trial period/1st month free; remember to cancel at the end of the month.

--> WARNING: You will NOT have access to your MyCR Portal student Office365 Account if you are traveling outside of the country.

Recommended for 2-6 people

Microsoft 365 Family
$99.99/year

Best value: Save 16% with annual subscription

✓ Perfect for up to 6 people
✓ Up to 6 TB of cloud storage, that's 1 TB per person
✓ Premium safety features in mobile app[1]

Buy now

Or buy at $9.99/month >

Try free for 1 month >

Microsoft 365 Personal
$69.99/year

Save 16% with annual subscription

✓ 1 person
✓ 1 TB of storage

Buy now

Or buy at $6.99/month >

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

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

Catalog Description

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

Course Student Learning Outcomes

Upon successful completion, you will be able to:

1. Design, calculate, and apply subnet masks and addresses to fulfill given requirements in IPv4 and IPv6 networks.
2. Build a simple Ethernet network using routers and switches.
3. Use common network utilities to verify small network operations and analyze data traffic.

Prerequisites/co-requisites/recommended preparation

Advisory to Recommended Preparation: CIS1 Computer Information Systems AND CIS98 PC Computer Repair and Maintenance.

Important Note: *Note: CIS31 and/or CIS35/CIS37 may also meet the recommended prep if you have not yet taken CIS98 due to Covid19 impacting course offerings.* **Be advised that CIS30 is a challenging course that requires considerable time and dedication.**

Admissions Deadlines & Enrollment policies

Spring **2025** Dates:

Date	Event
Date	*Event*
January 17	*Last day to register for classes (day before the first class meeting)*
January 18	*Classes begin*
January 20	*Martin Luther King's Birthday (All Campuses Closed)*
January 24	*Last Day to add a class*
January 31	*Last Day to Drop w/out a "W" & Receive a Refund*
February 2	*Last Day to Drop w/out a "W"*
February 3	*Census Date (20% of class)*
February 14	*Lincoln's Birthday (Holiday - All Campuses Closed)*
February 17	*President's Day (Holiday - All Campuses Closed)*
March 6	*Last Day to Petition to Graduate & Petition for Certificate*
March 17 - 22	*Spring Break (No Classes)*
March 28	*Last Day for Student/Faculty Withdrawal*
March 31	*Cesar Chavez Day (Holiday - All Campuses Closed)*
May 10 - 16	*Final Examinations Week*
May 16	*Last Day to File P/NP Option*
May 16	*Semester Ends*

Date	Event
May 23	*Grades Due*
May 26	*Memorial Day (**Holiday - All Campuses Closed**)*
May 30	*Grades Available for Transcript Release*

Evaluation and Grading Policy

This class is an advanced/challenging online course. It is **INCREDIBLY** easy to **FALL BEHIND in this course,** and **VERY DIFFICULT** to **CATCH UP**. I highly recommend that you log on to Canvas at least 4-5 days a week to check announcements, view lectures, complete labs, post 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 in their "version 7" content.

Please prepare for the heavier workload accordingly. This is VERY doable, but it requires 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.).

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 **WK1 Discussions Forum** by **FRIDAY, JANUARY 24 @11:59pm.**
  - Not participating in the **WK1 Forum** constitutes a **first-week "no-show"**, meaning you may be dropped to allow waitlisted students to add.
- **If you have NOT signed into the Cisco Network Academy and/or you are not accessing CCNA1 ITN course/free online textbook by FRIDAY, January 24. Please let me know ASAP if you need additional help with these tasks BEFORE the deadline.**
- If do not complete **first** and **second week tasks** by their respective due dates.

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

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  - Are not participating online at least **four (4)** days a week
  - **Miss more than 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 and/or are unable to successfully utilize Packet Tracer to complete assigned labs.

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

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

Grading

- **Discussions Forum Posts** = **15%**
- **End of Module Quizzes** *(w/screenshots displaying proof of perfect completion)* = **25%**
- **Labs** = **40%**
- **Section Exams** *(approx. 8 total/ each generally covers 2-4 modules)* = **20%**

*We will cover **ALL** of **CCNA1_Introduction To Networks** (17 modules) and **PART** of **CCNA2_Switching, routing, & Wireless Essentials** courses (6 modules) over the course of this semester.*

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

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

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.

End of Module Quizzes:

ALL End of Module Quizzes are assigned as part of the weekly module reading and are worth **25%** of your overall grade.

- 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.**

- o 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**.
  - o Weekly Quizzes are on due **Fridays by 11:59pm**
  - o Quizzes **CANNOT be made up**/NQAs cannot be applied.
  - o REMINDER: They are worth a considerable portion of your grade - **25%**.
- **Note**: these quizzes **ARE** the **embedded end-of-module quizzes** found in our **Online Textbook/Course Content accessed in Cisco Network Academy's Moodle LMS** AND **MUST** be repeated multiple times for a perfect score to receive screenshot credit.
- **WARNING:** Providing a screenshot that says you "**passed**" is **not sufficient** and will **NOT** receive **ANY** credit (no partial credit).

Discussions Forum Posts:

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

1) REGULAR FORUM PROMPTS:

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

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

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

Additional details on what constitutes a "**Quality**" post/reply, "**Helpful Suggestions & Tips to ensure Quality Posts and Replies**"**,** and **posting etiquette** can be found in pinned **Discussion 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.**

2) FORUM PROMPTS requiring you to add to your running list of commands:

- Score is based **solely** on an acceptable commands list that **fulfills** the forum prompt requirements. (worth 10 pts.)

- NO replies to classmates are necessary.

Labs

Weekly labs are due by **Sunday @11:59pm.**

Labs are assigned, downloaded, and uploaded/submitted upon completion in CR's CIS30 Canvas LMS. They are worth **40%** of your course grade and scored on neatness and completeness. **All required elements** of a lab must be present, in proper order, and submitted by the due date to be considered for grading and receive credit.

 Labs should be downloaded, edited, and submitted using Microsoft Word (.docx file format) on the Lab Sheets (or Answer sheets) provided. Other file formats or self-generated answer sheets will **not** be accepted. (Office 365 Apps are FREE to CR students through MyCR portal).

 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 (up to 4 weeks late) 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 (score a lab sheet) that is missing the required completed packet tracer files.

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

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

- **FOLLOW ALL lab instructions CAREFULLY** *(written lab sheet instructions/instructional videos)*
- **Plan sufficient time to complete labs before due dates; be prepared to exercise PATIENCE at ALL TIMES**.
- Contact me when you have issues/questions, and I will assist you in resolving them. However, due to the nature of an online class and varied personal schedules, **assistance will not be in "real time"**.
- **For this reason, I HIGHLY recommend attending Zoom Office/lab hours so that you can have immediate assistance IN REAL TIME. You'll also have the benefit of getting an "answer check-over", which allows you to correct your work before submitting.**
  - **Please be advised**: I will **NOT** be able to walk students through labs step-by-step as this is not appropriate; this is an **ADVANCED** course that **REQUIRES** the ability to **APPLY MODULE KNOWLEDGE/CONCEPTS** and C**OMPLETE LAB TASKS INDEPENDENTLY,** while utilizing strong critical thinking skills.

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

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 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 **5/11 @11:59pm**). A late lab with an NQA credit indicated and available for use will be graded as if it were handed in on time, no questions asked!

NQA credits can NOT be used for end-of-module quizzes, discussion forum posts, or section exams. NQAs cannot be used after Sunday, May 11 @11:59pm.

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

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

- Each late lab with an available NQA can be submitted **up to a <u>maximum of 4 weeks late</u>** (assuming there are 4 weeks remaining before the **late work deadline** on **5/11 @11:59pm**).
- If you have **not** submitted a late lab **by the time the lab locks**, you'll receive a **zero** for the lab and **it cannot be made up**, regardless of remaining NQAs. **Locked labs will NOT be reopened.**
- Please plan accordingly and submit any late work with a remaining NQA **in advance** of the lab's "**accept until**" date/time.

Section Exams:

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

- You will have **<u>a week window</u>** in which to take/submit the online section exam. Other items, such as **weekly labs** and **assigned module reading/quizzes**, will **STILL be due** during exam weeks as well.
    - Section Exams cover 2-4 online textbook modules (chapters)
    - Section Exams are OPEN CISCO TEXTBOOK, but NOT open Internet searching
    - Section Exams are due on **Sunday @11:59pm** in the week they are assigned.
- Section Exam weeks will **NOT** have a Discussion Forum assigned.
- Be aware that the exams **do NOT have set time limits** but **MUST** be **SUBMITTED BEFORE the lockout day/time (SUN @11:59pm)**. I CANNOT submit for you OR 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.
- 1 - 2 Section Exams may have a Hands-On Practical portion and will be a percentage of your overall Section Exam grade for the week.

Warning: late arrivals to class and/or last minute starts that do not allow for the full hands-on practical 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 during hands-on practicals; however, you must plan to start your exam early enough to account for the extra time as due dates will not be extended. For online section exams: no additional time will be provided because a full week is FAR longer than the allotted 3 (combined) hours the exam should be completed in.

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

There will NOT be a COMPREHNSIVE FINAL EXAM. The Final Exam in this course will be comprised of a regular Section Exam + an in-class Hands-On Practical.

Missed Exams

Timed online exams will be open for a window of time (7 days). **Failure to notify me that you will miss a section 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 pre-approved make-up section 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.
  - **Exception**: Discussion forum grading may take longer than 7 days. Please be patient.

Communication Guidelines:

- In general, I will use <mark>Canvas messaging system</mark> 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: jdoe345@mycr.redwoods.edu),* and this is the **ONLY email** account that I will use to communicate with you **OUTSIDE** of the Canvas mail tool. Please do not email me from private email accounts as I may not receive the messages.

  - (*CR Faculty Outlook email account: amy-murphy@redwods.edu*).
- 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.)*
- <mark>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</mark>. **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 5500Links to an external site.) 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 CollegeLinks to an external site. CatalogLinks to an external site. and on the College of the Redwoods websiteLinks to an external site.

Academic Honesty

n 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 5500Links to an external site.) 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 CatalogLinks to an external site. and CR Board and Administrative PoliciesLinks to an external site.

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, 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 (formerly DSPS) office locations and phone numbers

Eureka campus

- Phone: 707-476-4280
- Location: Student Services building, first floor SS113

Del Norte campus

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

Klamath-Trinity campus

- Phone: 707-476-4280

Please ensure SASS-approved accommodations have been sent 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:

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 **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 have NOT been able to log into Canvas and/or Outlook student email when traveling OUTSIDE of the country.** When attempting to do so, they have been receiving a message stating "Your account is blocked due to suspicious activity" or similar. Please be aware of this and plan accordingly.

Additional Canvas Resources:

- Canvas Help for students: **https://webapps.redwoods.edu/tutorial/**
- Canvas online orientation workshop: **Canvas Student Orientation Course (instructure.com)**

Student Support Services

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

CR Online Learning Support

Tech support, laptop loans, guides to using Canvas, installing Office 365 for free, and more.

Library Articles & Databases

Find the best library databases for your research.

Online Tutoring Resources

Participate in tutoring over Zoom.

To learn more about the resources available to you, click on a title bar below, or click the down arrow to expand them all.

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

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

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

Call the National Suicide Prevention Lifeline

1-800-273-TALK (8255)

Text the National Suicide Prevention Lifeline

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 and Advising can assist students in need of academic advising and professional counseling services. Call, email or stop by one of our offices to make an appointment!

Counseling and Advising office locations and contact info

Eureka campus

- Phone: 707-476-4150
- Location: Student Services Building, first floor
- Email: counseling@redwood.edu
- Hours: Monday through Friday, 9am to 4pm. Summer hours may vary

Del Norte campus

- Phone: 707-476-2300
- Location: Main Building, next to the library
- Hours: Summer hours may vary

Klamath-Trinity campus

- Phone: 530-625-4821
- Email: KT-staff@redwoods.edu

Hours: Summer hours may vary

Basic Needs Center

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.

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 is a dynamic and inclusive place that supports all students in their academic and personal journeys at the college. We do this by creating community, home away from home, and a safe place for cultural expression, cross-cultural learning, access to college and dignity resources, and social justice work opportunities. The MEC is committed to retention and student success by offering activities related to leadership development, student connectedness and student equity. We are a student-centered program that fosters respect for all people.
- 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) 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 with the Eureka TRiO office or the Del Norte TRiO office.

Veteran's 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 display personal pronouns and an alternate first name in Canvas. Students may change their pronouns on their own in Canvas (Account :: Settings :: Edit Settings). To request a change to your preferred list name, contact Admissions and Records. 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-2022.pdf.

Emergency procedures / Everbridge

College of the Redwoods has implemented an emergency alert system called Everbridge. In the event of an emergency on campus you will receive an alert through your personal email and/or phones. Registration is not necessary in order to receive emergency alerts. Check to make sure your contact information is up-to-date by logging into WebAdvisor **https://webadvisor.redwoods.edu** and selecting 'Students' then 'Academic Profile' then 'Current Information Update.'

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

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

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

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

Eureka Campus Emergency Procedures

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 campus-safety@redwoods.edu if you have any questions. For more information visit Campus Safety. Please review the EurekaEmergencyMap_S24.pdf for campus evacuation sites, including the closet site to this classroom (posted by the exit of each room).

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, visit Campus Safety.

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.

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 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.

Weekly Schedule of Chapters, On-Campus Meetings, & Exams

A week-by-week schedule with information about the chapters, assignments, exams, and other activities are listed in **Modules**.

- Lab instructions and requirements will only be released when the corresponding weekly module unlocks.