

CIS-30-V0482



Syllabus Computer Network Fundamentals

Course Information

Semester & Year: **Spring 2026**

Course ID & Section #: **CIS30-V0482-2026S**

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** 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 \(mailto:Amy-Murphy@Redwoods.edu\)](mailto:Amy-Murphy@Redwoods.edu)

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

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

2) **ALL Zoom meetings** are the **SAME**, regardless of whether they are designated as "**Office Hours**" or "**Lab Hours**". They provide students with **multiple opportunities throughout the week** to work on labs with real-time instructor assistance, to ask questions/get help, to connect with classmates while working (I encourage student dialog/chat during meetings), and to request pre-submission lab check-overs. **Note: these meetings are OPTIONAL.**

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

Time: This is a recurring meeting (*hours subject to change; check back frequently for updates or additional hours*):

- **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: xxxx

Meeting ID: xxxx

Password (passcode): xxxx

Or iPhone one-tap (US Toll): xxxx

Or Telephone:

Dial:

xxxx

Required Materials

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 **CFE Bookstore** [↗\(https://bncvirtual.com/redwoods\)](https://bncvirtual.com/redwoods) 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)
- **If you choose to enroll in this course, it is your responsibility to meet the technological needs of the course for its entire duration.**




Required Computer Skills



- Proficiency in using Canvas (course Learning Management System), including **all** Canvas tools (Discussions, Quizzes, Exams, Grades, etc.); downloading/uploading documents for submission, and viewing grading feedback on labs
- Proficiency in obtaining/installing Google Chrome and free Microsoft Office 365 on your personal computer
- Typing (minimum 25+wpm), proficiency in word processing skills (including file management, creating, saving, uploading/downloading, formatting, inserting images into word documents), and intermediate proficiency navigating an OS
- Labs require intermediate-level **multitasking abilities** and the use of a remote lab interface; you may have as many as 5 or more windows open at any given time (browser, multiple virtual machine windows, lab sheet, e-book, etc.), and you will need to navigate efficiently between them
- 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 in Zoom, are **welcome** to ask questions for clarification and/or get troubleshooting help, but you will **not** be walked through each and every step of the lab and/or other course tasks.
 - Optional Zoom lab check-overs may require you to **redo** lab steps/portions/all of the lab in order to arrive at the correct answer.

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

Accessing Free Microsoft Office 365 Education subscription via MyCR Portal

Once you **have access** to the ***NEW*** [MyCR Portal](https://myapps.microsoft.com/Redwoods.edu/) , (<https://myapps.microsoft.com/Redwoods.edu/>), (*MyCR Portal can also be accessed from the [CR Homepage](https://www.redwoods.edu/)  <https://www.redwoods.edu/>*) --> 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.

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 **HERE** 

<https://help.redwoods.edu/support/solutions/article/s/22000015200-Installing-Full-Office-Versions-on-Personal-Computer>

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**.



Home > Solutions > General > Getting Started

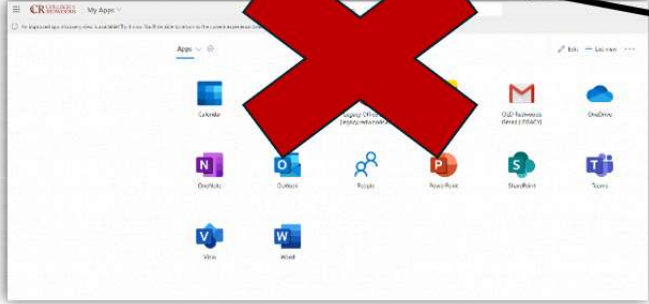
Installing Full Office Versions on Personal Computer

Modified on: Mon, 6 Jan 2025 2:29 PM

Microsoft Apps – Installation Guide

Windows | [Click here to download installer](#)
 Apple | [Click here to download installer](#)

1. Using your student email sign in to the "My Apps" page located at the address below. <https://myapps.microsoft.com/Redwoods.edu>



Simply CLICK on the installer file of your choice to download and install directly onto your home computer

WARNING: These steps (1-3) DO NOT WORK. Don't try to download the Office Installer through your MyCR Portal account.

Please also see inexpensive/non-free options below.

Potentially affordable alternatives (NOT FREE) - solution if traveling out of the country:

🌟 You can purchase a **\$6.99 monthly subscription** for **ONE user** or **\$9.99** for up to **6 users** directly from Microsoft [HERE](https://www.microsoft.com/en-us/microsoft-365/buy/compare-all-microsoft-365-products-b?&ef_id=EAlalQobChMlydj4ouqN-AIV6WJyCh1r_wDtEAAAYASAAEgJJhfD_BwE:G:s&OCID=AID2200005_SEM_EAlalQobChMlydj4ouqN-AIV6WJyCh1r_wDtEAAAYASAAEgJJhfD_BwE:G:s&Inkd=Google_O365SMB_Brand&gclid=EAlalQobChMlydj4ouqN-AIV6WJyCh1r_wDtEAAAYASAAEgJJhfD_BwE) [. \(https://www.microsoft.com/en-us/microsoft-365/buy/compare-all-microsoft-365-products-b?&ef_id=EAlalQobChMlydj4ouqN-AIV6WJyCh1r_wDtEAAAYASAAEgJJhfD_BwE:G:s&OCID=AID2200005_SEM_EAlalQobChMlydj4ouqN-AIV6WJyCh1r_wDtEAAAYASAAEgJJhfD_BwE:G:s&Inkd=Google_O365SMB_Brand&gclid=EAlalQobChMlydj4ouqN-AIV6WJyCh1r_wDtEAAAYASAAEgJJhfD_BwE\).](https://www.microsoft.com/en-us/microsoft-365/buy/compare-all-microsoft-365-products-b?&ef_id=EAlalQobChMlydj4ouqN-AIV6WJyCh1r_wDtEAAAYASAAEgJJhfD_BwE:G:s&OCID=AID2200005_SEM_EAlalQobChMlydj4ouqN-AIV6WJyCh1r_wDtEAAAYASAAEgJJhfD_BwE:G:s&Inkd=Google_O365SMB_Brand&gclid=EAlalQobChMlydj4ouqN-AIV6WJyCh1r_wDtEAAAYASAAEgJJhfD_BwE)

--> 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 app¹

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.org (<https://foundationccc.org/CollegeBuys>), that will remain active the full 12 mos. (no need to be a CR student) which breaks down to just under **\$5.80/per month for one user**.

Catalog Description

A 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.

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.*

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.
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Admissions Deadlines & Enrollment Policies:

Date	Event
January 16	<i>Last day to register for classes (day before the first class meeting)</i>
January 17	Classes begin
January 19	<i>Martin Luther King's Birthday (All Campuses Closed)</i>
January 23	<i>Last Day to add a class</i>
January 30	Last Day to Drop w/out a "W" & Receive a Refund
February 1	<i>Last Day to Drop w/out a "W"</i>
February 2	<i>Census Date (20% of class)</i>
February 13	<i>Lincoln's Birthday (Holiday - All Campuses Closed)</i>
February 16	<i>President's Day (Holiday - All Campuses Closed)</i>
March 5	Last Day to Petition to Graduate & Petition for Certificate
March 16 - 20	Spring Break (No Classes)
March 27	Last Day for Student/Faculty Withdrawal
March 31	<i>Cesar Chavez Day (Holiday - All Campuses Closed)</i>
May 9 - 15	Final Examinations Week

Date	Event
May 15	Last Day to File P/NP Option
May 15	Semester Ends
May 22	Grades Due
May 25	Memorial Day (Holiday - All Campuses Closed)
May 29	Grades Available for Transcript Release

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 seen in the 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 23 @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 23**. 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:

- 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  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**.
 - 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.
 - 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:

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

Posting an initial **response/answer** to the week's **Discussions** forum topic (**by Friday @11:59pm**) **AND responding to a classmate's post (by Sunday @11:59pm)** are worth a maximum **combined**

total of 10 participation points per week. See details below:

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

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

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

https://redwoods.instructure.com/courses/21854/discussion_topics/360616 **Discussion Forum Requirements and Guidelines**

https://redwoods.instructure.com/courses/21854/discussion_topics/360616., and **must be reviewed before making your first post.**

AI-Generated Text WARNING:

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

Labs

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 **COMPLETE 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 Sunday before finals week @11:59pm**). A late lab with an NQA credit indicated and available for use will be graded as if it were handed in on time, no questions asked! ****Missed Mandatory On-Campus Mon. Labs have different make-up policies; see further below.***

- **NQA credits can NOT be used for quizzes, discussion forum posts, or exams.**
- **NQAs cannot be used after 11:59pm on the Sunday before finals week.**
- **Beginning Monday of finals week, no late work will be accepted.**
- **Late work will NOT be accepted if it has been attached to a grading comments box. No exceptions.**

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**



Recap:

- Each late lab with an available NQA can be submitted **up to a maximum of 4 weeks late** (assuming there are 4 weeks remaining before the **late work deadline @11:59pm on 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.**
- **Labs attached to grading comments boxes will NOT be accepted.**
- 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 **a week window** in which to take/submit the online section exam. Other items, such as **weekly labs** and **assigned module reading/quizzes**, will **STILL be due** during exam weeks as well.
 - Section Exams cover 2-4 online textbook modules (chapters)
 - Section Exams are OPEN CISCO TEXTBOOK, but NOT open Internet searching
 - Section Exams are due on **Sunday @11:59pm** in the week they are assigned.
- Section Exam weeks will **NOT** have a Discussion Forum assigned.
- Be aware that the exams **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 combined OR 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.



**DSPS/approved time accommodations: For online section exams, please note that no additional time will be provided because a full week is FAR longer than the allotted 3 (continuous and/or 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.

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 the Canvas [Announcements](https://redwoods.instructure.com/courses/19658/announcements) (<https://redwoods.instructure.com/courses/19658/announcements>) left-hand link **AND** the **three most recent** announcements are **visible** on our [Home \(https://redwoods.instructure.com/courses/19658\)](https://redwoods.instructure.com/courses/19658) 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 **Canvas messaging system** to communicate with you about this course, and it is generally my preferred communication method.
 - **Canvas messages/Inbox** is accessed INSIDE Canvas on the left-hand menu link labeled "Inbox".
- You are also assigned a **CR Outlook student email account** (*first initial+last name+last 3 digits of CR student ID+@mycr.rewoods.edu - example: 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@redwoods.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.*)
- **Note that comments left in submissions comments boxes (*post-grading only*) will *NOT* be seen/responded to because Canvas does not send me a notification when students**

- enter *comments* OR *attach files* here.** Please use Canvas Messaging to inquire about grading or to post a comments response. Do not post submissions to the comments box.
- **Files/submissions attached to the grading comments box will NOT receive credit. This may negatively impact your final grade in this class. Please make sure you are either submitting files normally (if the assignment is NOT locked) or emailing files to me (if the assignment has already locked for submissions).**
 - 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.**
-

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** [↗\(https://www.redwoods.edu/services/sass/light.php\)](https://www.redwoods.edu/services/sass/light.php), 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)** [↗\(https://www.redwoods.edu/services/sass/index.php\)](https://www.redwoods.edu/services/sass/index.php). If you are unsure whether you qualify, please contact Student Accessibility Support Services (SASS) for a consultation: sass@redwoods.edu [↗\(mailto:sass@redwoods.edu\)](mailto: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

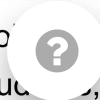
Klamath-Trinity campus

- 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 [2025-2026 College Catalog](https://redwoods.elumenapp.com/catalog/2025-2026/home)  and [CR Board and Administrative Policies](https://go.boarddocs.com/ca/redwoods/Board.nsf/Public?open&id=policies)  [. \(https://go.boarddocs.com/ca/redwoods/Board.nsf/Public?open&id=policies\).](https://go.boarddocs.com/ca/redwoods/Board.nsf/Public?open&id=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 [Code of Conduct](#)  of the Redwoods website. Additional information about the rights and responsibilities of students, Board policies, and administrative procedures is located in the [2025-2026 College Catalog](https://redwoods.elumenapp.com/catalog/2025-2026/home)

<https://redwoods.elumenapp.com/catalog/2025-2026/home>) and [CR Board and Administrative Policies](https://go.boarddocs.com/ca/redwoods/Board.nsf/Public?open&id=policies) <https://go.boarddocs.com/ca/redwoods/Board.nsf/Public?open&id=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 link](https://redwoods.instructure.com/courses/21824/files/3353863?wrap=1)

<https://redwoods.instructure.com/courses/21824/files/3353863?wrap=1>) 
https://redwoods.instructure.com/courses/21824/files/3353863/download?download_frd=1)

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*
- *Learning Services*
-  *Learning 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*
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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  (<https://www.redwoods.edu/services/bnc/index.php>) provides for the health and safety of students by providing access to healthy food, financial resources, and referrals to safe and secure housing.

Basic Needs Center Contact Information:

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

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

Weekly Schedule of Chapters, Infosec Labs, & Exams

A week-by-week schedule with information about the chapters, assignments, exams, and other activities are listed in [Modules \(https://redwoods.instructure.com/courses/21854/modules\)](https://redwoods.instructure.com/courses/21854/modules).

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

