

# CIS-98-E9928



## Syllabus CIS-98 PC Computer Repair & Maintenance

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### Course Information

Semester & Year: **Spring 2026**

Course ID & Section #: **CIS98-E9928-2026S**

Instructor's name: **Amy Murphy**

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

Day/Time/Room: **Tuesdays from 10:05am to 1:15pm in room HU214 (mandatory in-person/on-campus lab meetings)**

Course units: **4**

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### Instructor Contact Information

**Office location:** N/A (Online)

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

**Phone number:** The **Canvas Inbox** mail tool is the most reliable contact method for online courses. 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:

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

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

## Purpose:

1) **Chapter Lectures** are delivered "**asynchronously**". You will access lecture materials in **Modules** and will need to **review these items independently** on a schedule that works for you.

2) **ALL Zoom meetings** are the **SAME**, regardless of whether they are designated as "**Office Hours**" or "**Lab Hours**". They provide students with **multiple opportunities throughout the week** to receive real-time instructor assistance, to ask questions/get help, and to connect with classmates while working (I encourage student dialog/chat during meetings).

Note: these meetings are **OPTIONAL** and **BEGIN** on Sunday of Week 1.

## Times + Links:

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

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

- **Fridays from 10am to 1pm --> Morgan - Open Lab hours (EKA Campus HU214 + Zoom)**
  - Please **EMAIL** or **Canvas Message Morgan** in advance of attendance ([Morgan-Beebe@redwoods.edu](mailto:Morgan-Beebe@redwoods.edu) (<mailto:Morgan-Beebe@redwoods.edu>))
- **Sundays from 8pm to 9pm --> Amy - Zoom/Online Instructor Office Hours**

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

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**Meeting ID:** xxxx

**Password** (passcode): xxxx


**Or iPhone one-tap (US Toll):** xxxx

Or Telephone:

Dial:

xxxx

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

○  Instructional Support Aide (Morgan Beebe) hosts select Open In-Person Lab Hours in HU214 for CIS lab make-ups and/or completing CIS coursework\*

- **Thursdays by appointment**
- **Fridays 10am to 1pm**

*(Subject to change w/notice; Canvas message or email morgan-beebe@redwoods.edu to schedule + attend a lab make-up session)*

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## Required Materials

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

Title: **CompTIA A+ Guide to IT Technical Support 11th Ed.**

Author: **Andrews, Dark Shelton, Pierce**

ISBN-13: **9780357674161 (hardcover) or 9780357674444 (e-book)**

ISBN-10: **0357674162 (hardcover) or 0357674448 (e-book)**

Edition/Copyright: **11th**

Publisher: **Cengage Publishing**

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


*Please have your textbook by **TUES 1/20**. It will be used **Week 1**.*

See our [Required Textbook \(https://redwoods.instructure.com/courses/21839/pages/required-textbook\)](https://redwoods.instructure.com/courses/21839/pages/required-textbook) page for detailed information and directions on purchasing.

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## 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  nebook) running a recent version of its operating system, and MS Office Professional 2016/2019 (free **Microsoft Office 365** subscription accessible to CR students through MyCR Portal sign-in; see details further below).

- **Portable Devices vs. Computers:** **You cannot participate in this class solely from a portable device (tablet/smartphone).** Although you can use late-model portable devices (such as tablets, Android or iOS phones) for some things, such as checking announcements, reading an e-book, or watching course videos, the majority of your work (especially labs and exams) **MUST** be accessed from a reasonably late-model notebook/laptop or desktop computer.
  - If you do decide to use your portable device for some of your class work, use the free Canvas app “Canvas by Instructure” available in iTunes (for iOS) and the Google Play Store (for Android).
    - Do not try to connect to Canvas using a web browser on a portable device. Your experience with Canvas will be a lot better using the app.
  - This course has a **required "hands-on" component**, meaning students will need to **independently perform directed/supervised physical tasks on classroom equipment** during in-class labs and the final exam. A few of these tasks include: viewing and using Windows built-in utilities, installing Windows, disassembling/reassembling a PC and laptop, installing/removing hardware such as hard drives, RAM, etc.)
  - **USB Flash drive** (aka thumb drive) for transferring screenshots and other items from your repair PC to your classroom PC (required to complete in-class labs)
  - **Completely Optional:** light, anti-static strap, or other common PC-repair tools. If you have them and would like to bring them; otherwise **we will supply you with what is needed.**
  - **If you choose to enroll in this course, it is your responsibility to meet the technological and transportation demands of the course for its entire duration.**
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## 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
- Reading lab instructions, following steps/performing tasks, and completing lab sheets carefully and independently without damaging classroom/repair equipment



# REQUIRED SOFTWARE: Microsoft Office 365 for Windows (FREE to CR Students)

Through a licensing agreement with Microsoft, College of the Redwoods is able to provide you with a free online access of Microsoft Office 365 Education that remains active as long as you are a CR student.

## 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 #1:** 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.

**WARNING #2:** OTHER installers found on the Microsoft Website OR ALREADY installed TRIAL versions of Microsoft Word will **NOT** activate with your CR account (software remains read-only). **You must use CR's installer** --> read on!

To **DOWNLOAD** the the **full version** of the **Office365 Software Suite** onto your home computer --> you **MUST** use the **Installer** on the **CR Support Page**:

**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>

**St**  t 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**.


The screenshot shows a webpage titled "Installing Full Office Versions on Personal Computer" with a breadcrumb trail: Home > Solutions > General > Getting Started. Below the title is the text "Microsoft Apps – Installation Guide". A red box highlights a navigation bar with links: "Windows | Click here to download installer" and "Apple | Click here to download installer". An arrow points from a green callout box to this bar. The callout box contains the text: "Simply **CLICK** on the **installer file** of your choice to **download** and **install** directly onto your **home computer**". Below this is a numbered step: "1. Using your student email sign in to the 'My Apps' page located at the address below. <https://myapps.microsoft.com/Redwoods.edu>". Below the step is a screenshot of the "My Apps" page, which is crossed out with a large red 'X'. An arrow points from a pink callout box to the step number. The callout box contains the text: "**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* further below.

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

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

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

### **INTERNATIONAL TRAVEL WARNING:**

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



## Potentially affordable alternatives (NOT FREE):

✦ You can purchase a **\$6.99 monthly subscription** for **ONE** user or **\$9.99** for up to 6 users directly from Microsoft [HERE](https://www.microsoft.com/en-us/microsoft-365/buy/compare-all-microsoft-365-products-b?&ef_id=EAAlaQobChMlydj4ouqN-AIV6WJyCh1r_wDtEAAYASAAEgJJhfD_BwE:G:s&OCID=AID2200005_SEM_EAAlaQobChMlydj4ouqN-AIV6WJyCh1r_wDtEAAYASAAEgJJhfD_BwE:G:s&Inkd=Google_O365SMB_Brand&gclid=EAAlaQobChMlydj4ouqN-AIV6WJyCh1r_wDtEAAYASAAEgJJhfD_BwE) [. \(https://www.microsoft.com/en-us/microsoft-365/buy/compare-all-microsoft-365-products-b?&ef\\_id=EAAlaQobChMlydj4ouqN-AIV6WJyCh1r\\_wDtEAAYASAAEgJJhfD\\_BwE:G:s&OCID=AID2200005\\_SEM\\_EAAlaQobChMlydj4ouqN-AIV6WJyCh1r\\_wDtEAAYASAAEgJJhfD\\_BwE:G:s&Inkd=Google\\_O365SMB\\_Brand&gclid=EAAlaQobChMlydj4ouqN-AIV6WJyCh1r\\_wDtEAAYASAAEgJJhfD\\_BwE\).](https://www.microsoft.com/en-us/microsoft-365/buy/compare-all-microsoft-365-products-b?&ef_id=EAAlaQobChMlydj4ouqN-AIV6WJyCh1r_wDtEAAYASAAEgJJhfD_BwE:G:s&OCID=AID2200005_SEM_EAAlaQobChMlydj4ouqN-AIV6WJyCh1r_wDtEAAYASAAEgJJhfD_BwE:G:s&Inkd=Google_O365SMB_Brand&gclid=EAAlaQobChMlydj4ouqN-AIV6WJyCh1r_wDtEAAYASAAEgJJhfD_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 app<sup>1</sup>

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://collegebuys.org) [. \(https://foundationccc.org/CollegeBuys\)](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**.

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## Catalog Description

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

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# Prerequisites/Co-requisites/Recommended Preparation

**Advisory to Recommended Preparation:** CIS1 - Computer Information Systems is the recommended preparation for this course

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## Course Student Learning Outcomes

Upon successful completion, you will be able to:

1. Disassemble and reassemble a PC
  2. Install an operating system on a PC
  3. Properly and safely diagnose, resolve and document common hardware and software issues
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## Admissions Deadlines & Enrollment Policies:

<b>Date</b>	<b>Event</b>
January 16	<i>Last day to register for classes (day before the first class meeting)</i>
<b>January 17</b>	<b>Classes begin</b>
January 19	<i>Martin Luther King's Birthday (All Campuses Closed)</i>
January 23	<i>Last Day to add a class</i>
<b>January 30</b>	<b>Last Day to Drop w/out a "W" &amp; Receive a Refund</b>
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>

<b>Date</b>	<b>Event</b>
February 16	President's Day ( <b>Holiday - All Campuses Closed</b> )
<b>March 5</b>	<b>Last Day to Petition to Graduate &amp; Petition for Certificate</b>
<b>March 16 - 20</b>	<b>Spring Break (No Classes)</b>
<b>March 27</b>	<b>Last Day for Student/Faculty Withdrawal</b>
March 31	Cesar Chavez Day ( <b>Holiday - All Campuses Closed</b> )
<b>May 9 - 15</b>	<b>Final Examinations Week</b>
May 15	Last Day to File P/NP Option
<b>May 15</b>	<b>Semester Ends</b>
May 22	Grades Due
May 25	Memorial Day ( <b>Holiday - All Campuses Closed</b> )
May 29	Grades Available for Transcript Release

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## Course-Related Policies

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### Participation:

This class is an hybrid course. It is VERY easy to fall behind in a hybrid course because it has mul<sup>ti</sup> weekly online tasks to complete outside of class. It actually takes MORE effort to stay on scl<sup>us</sup> than it does in a traditional face-to-face course. I highly recommend that you log on to Canvas at least 4-5 days a week to check announcements, view lectures, post labs, assignments,

and discussions, and take exams. There are strict deadlines posted for labs, assignments, discussions, and exams that you must be aware of in order to avoid penalties.

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

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

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## **Wi-Fi 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.).

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## **Troubleshooting CR Account Lockouts - ASAP (!!):**

Students get locked out of their CR accounts on one or more devices from time to time (often receiving cryptic error messages), and it can be frustrating. Please do NOT delay in reaching out to the CR IT Dept., as it may take a day or more to resolve if it happens on the weekend.

**Step 1:** take a screenshot of your error message, and be prepared to explain your issue in detail, either over the phone or in a support ticket (upload your error message screenshot).

**Step 2:** Do not delay. Contact the **CR Tech Support** line during active hours for more immediate assistance during **regular** business hours: **707-476-4225** (*Mon - Fri 10am-4pm - LRC Drop-In and/or phone support; closed on weekends, holidays, and very limited hours during breaks*).

**Step 3:** If you cannot receive immediate assistance by phone and/or your issue was not resolved, navigate to the following webpage: <https://www.redwoods.edu/support.php> (<https://www.redwoods.edu/support.php>) and then **submit a Tech Support ticket** to the CR IT Dept. to resolve any remaining account lockout/access issues. (Use support page link above --> **Ticket system** --> **Tech Support link** --> **Report an issue** link)

**Follow-Up with your Instructors:** Let them know you've been locked out, that you've taken steps to remedy the issue, and when you expect the issue will be resolved.

**If it's the weekend:** once in awhile, the issue resolves ITSELF after 24 hours, so TRY your login again next day if it's still the weekend. However, DON'T wait or count on it --> GET a TICKET in ASAP.

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# No-Show/Disqualification/Excessive Absence Policy:

You may be **officially disqualified** (dropped from the course roster in WebAdvisor):

- If you do not **attend our 1st class meeting TUES, Jan. 20 @10:05am in HU214.**
- If you do not post an **initial response in the week 1 discussions forum by FRIDAY, JANUARY 23 @11:59pm.**
  - Not participating in the week 1 forum constitutes a **first-week "no-show"**, meaning you may be dropped to allow waitlisted students to add.
- **If you have not obtained your required textbook by Tuesday, January 20.**
- If do not complete **Ch. 11 P1 Chapter Reading Quiz** by the respective due date.

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

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

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

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

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## Grading

Discussions Forum Posts = **10%**

Chapter Reading Quizzes = **30%**

Labs = **30%**

Exams (3) = **30%**

### Grade Scale:

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



## Canvas 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.

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## Timely Attendance:

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

### For all weeks with in-class labs scheduled:

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

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

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

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

**Timely attendance deductions (5% from weekly lab) may occur at any point in the semester for repeated late arrivals.**

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## Quizzes:

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

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

### Helpful Hints:

- Quiz questions are found in order as you read through the chapter.
  - All answers **MUST** come from the current textbook chapter.
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## Discussions Forum Posts

Weekly **Discussions** forum posts, worth **10%** of your overall grade, are due as follows:

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

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

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

Additional details on what constitutes a "Quality" post/reply, "Helpful Suggestions & Tips to ensure Quality Posts and Replies", and posting etiquette can be found in pinned **[Discussions Forum Requirements and Guidelines](#)**

### **[Discussions Forum Requirements and Guidelines](#)**

([https://redwoods.instructure.com/courses/21839/discussion\\_topics/360356](https://redwoods.instructure.com/courses/21839/discussion_topics/360356)), and **must be reviewed before making your first post.**

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## 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.**
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## Labs

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

Labs are worth **30%** of your course grade and scored on **neatness** and **completeness**. **All required elements** of a lab must be present, in proper order, and submitted by the due date for full credit.

**Labs with improper formatting, unlabeled answers/screenshots or items out-of-order will not be graded**; you will be directed to fix the lab and resubmit. **Answers-only** lab submissions will not be accepted. **Late resubmissions** will require an **NQA**.

- **Weekly Lab work** MUST be completed **in class** on **CR equipment in HU214**.
- **Lab work from other sources** (home computer/personal VM setup, etc.) **will NOT be accepted**.
- Lab sheets MUST be filled out on classroom stations. Laptops may be used for viewing textbooks during lab time.
- As you are **required** to use Microsoft **Word** (free to CR students/accessed in MyCR Portal) in this class, lab sheets must be submitted in **.docx** format.
- **WARNING: I will NOT accept late or "redo" lab sheets attached to grading comments boxes** --> I don't see them or receive notice. See **Late Lab NQA Policy** further below.

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.

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

- **NO FOOD** is allowed in the classroom; drinks are **NOT ALLOWED** at computer stations and may NOT be stored on the floor. Please place any drink you would like store during class on a shelf or windowsill in the front or back of the room.
- Your workstation should be neat when you leave for the next class. Repair equipment, cables, and peripherals should be returned, chairs should be properly positioned, and KVMs should be returned back to the classroom PC.
- In addition, you must use the classroom computers to do class-related activities. No personal electronic device usage is allowed during class/lab time. We are under time constraints;

excessive texting throughout class may result in a zero for the lab.

- **CIS98 equipment is expensive and frequently irreplaceable;** it is invaluable to our class and to our **CIS Program** as a whole. **Treat ALL equipment with extreme care.** It is **unacceptable to break equipment** due to carelessness, negligence, excessive force, or because you have failed to follow directions carefully. **Repeated or gross damage will not be tolerated.** If you are concerned or unsure about a task - **ASK.**
- You will be assigned an "**A-Unit**" repair computer to use during mandatory ON-CAMPUS meetings throughout the semester. You must check this unit in and out of every class section. **Do NOT use a PC that has not been assigned to you.**
- You are responsible for the proper and continued functioning of your lab computer. **Damage resulting from negligence, impatience, short temper, rough handling, ignoring safety guidelines, not following directions, or other actions may result in monetary compensation to repair the unit.** This also applies to **B-Units, laptops,** and other assigned hardware.
- The labs are **supervised** with support from the instructor and support staff. Support is provided to **clarify lab instructions or answer questions pertaining to the lab instructions. However, support staff (of any kind) will NOT perform lab skills for you, nor will they provide step by step instructions.**
- You are expected to **review the Tuesday On-Campus Lab Instructions prior to physically coming to class** and **review the pertinent pages in the textbook** that will assist you in completing the lab.
- Under supervision, you are required to **INDEPENDENTLY perform all assigned software and hardware skills AND submit your completed word-processed lab to Canvas BEFORE the end of class (1:15 pm).**
- **Students requesting excessive help each lab will have their lab scores marked down and/or will receive a zero for the weekly lab. Students must be able to independently read, follow directions, and complete tasks carefully and in an orderly manner.**
- **Students who are at risk of damaging equipment during a lab (as specified in bullets above) will be asked to stop performing the physical components of the lab and will receive a zero for these portions of the lab (unless otherwise noted on the lab instructions sheet; some labs may receive a zero).**
- **NOTE: SUPPORT STAFF WILL CHECK OVER YOUR LAB WRITE-UP DURING and AFTER your in-class lab is complete. You are expected to make recommended corrections BEFORE submitting and leaving class.**
- Support personnel are to be shown every courtesy and respect. They are there to help you succeed. Improper treatment of support personnel will be reported to the Dean and may lead to dismissal from the class.



We all have "emergencies" that arise from time to time. In recognition of this reality, I have a "no questions asked" (**NQA**) policy. Here's how it works: at the beginning of the semester, you will receive four (4) NQA credits (virtually of course). Each credit is worth **one late lab** - if something comes up, and you need to turn in a lab late, you can use an NQA credit to turn it in **up to four weeks late** (assuming there are 4 weeks remaining before the late labs **deadline of 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! *\*see make-up policy details 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 assignment/lab work must be completed and submitted on time to receive credit. **Late work received after NQAs are gone but before an assignment/lab locks will still be corrected, but you will not receive any credit (even partial), regardless of the reason for missing the due date.**

### 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.

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

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



The exams are administered online and worth a combined total of **30%** of your course grade. You will typically have about a week window in which to take the exam. Be aware that the exams have **set time limits** (such as 2 hours - see individual exam instructions for specific time restrictions) once they have been started. I will NOT restart exams, so please **do not push start** until you have the **allotted** time to dedicate to finishing the exam in one sitting. **Failure to complete an exam by the due date will result in a zero on that exam; there are no makeup exams in this scenario.** Be sure to give yourself plenty of time for technology and logistical problems when taking the exam. **Warning:** last minute starts that do not allow for the full test time will not extend the due date. Please do not test this policy; you will be very disappointed with the results.

*\*SASS/DSPS-approved time accommodations will automatically be accounted for; however, you must plan to start your exam early enough to account for the extra time as due dates will not be extended.*

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

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

**You will NOT be able to use your laptop/personal electronic device(s) during Exams. They MUST be stored away.**

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## Missed Exams

Timed online exams will be open for a window of time (approx. 7 days). **Failure to notify me that you will miss an exam the week BEFORE the exam week is scheduled will result in a zero on that missed exam.** This is a policy cast in stone, please do not test it. If you cannot take an exam during the specified week, simply contact me the week **prior** to exam week, and I will make arrangements for an alternative exam time. Please note: **A make-up exam taken after the scheduled exam due date will be marked down 10%** of the total possible points (one letter grade).

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## Incomplete Grades:

I can 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.

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# 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 confirm you have this setting [enabled](#) in Canvas.

Please note that **Announcements** can be viewed using the the Canvas [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.

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## Student Feedback:

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

- Students can expect feedback and/or scores to be posted to the Canvas course Grades tool within 7 days after their submission or the item's due date, whichever is later.
  - If feedback/scores are not posted within 7 days, the instructor will notify the students as to when they can expect it to be posted.\*
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## 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.redwoods.edu* - example: ***jdove345@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 likely \*NOT\* be seen/responded to because Canvas does not send me a notification when students enter \*comments\* here.** Please use Canvas Messaging to inquire about grading or to post a comments response. Do not post submissions to the comments box.
- **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.**

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## Disruptive Classroom 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)  (<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>).

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## Academic Integrity

In the academic community, the high value placed on truth implies a corresponding intolerance of scholastic dishonesty. In cases involving academic integrity, determination of the grade and of the student's status in the course is left primarily to the discretion of the faculty member. In such cases, where the instructor determines that a student has demonstrated a lack of academic integrity, the student may receive a failing grade for the assignment and/or exam and may be reported to the Chief Student Services Officer or designee. The Student Code of Conduct (AP 5500) is available on the College of the Redwoods website. Additional information about the rights and responsibilities of students, Board policies, and administrative procedures is located in the [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>).

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## 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.

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## Student Services and Support



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

## [link](#)

<https://redwoods.instructure.com/courses/21839/files/3357279?wrap=1> ↓

[https://redwoods.instructure.com/courses/21839/files/3357279/download?download\\_frd=1](https://redwoods.instructure.com/courses/21839/files/3357279/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*
- *Tutoring Services*
- *Testing Services/ASC Testing Center*
- *Library Resource Center (LRC) Services*
- *Contacting SASS - Student Accessibility Support Services*
- *ASCR (Associated Students of CR)*
- *Student Health Services (Wellness, Counseling and Mental Health)*
- *Student Veteran Health Program - VA Healthcare + 24-Hour Crisis Lines*
- *Child Development Center (CDC + EKA campus childcare program)*
- *Dining Services*
- *Parking Permits and Services*
- *CalWORKs*
- *EOPS, CARE, and NEXT UP Services and Eligibility*
- *Multicultural Education Center and Services (MEC on EKA campus)*
- *Native American Student Support and Success Program*
- *TRiO Support Services and Eligibility*
- *Student Veterans Resource Center (VRC)*
- *Eureka, Del Norte, and Trinity Emergency Procedures*



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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

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## **Basic Needs Center:**

**The Basic Needs Center** [↗\(https://www.redwoods.edu/services/bnc/index.php\)](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**
- KT Phone: **530-625-4821**
- Email: **retention@redwoods.edu**

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

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## **Weekly Schedule of Chapters, Online & On-Campus 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/21839/modules>).

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

