

South Plains College

Course Syllabus

Department: Computer Information Systems

Discipline: Technical Education Division and Arts and Sciences Division

Course Name: Implementing and Supporting Client Operating Systems

Course Number: ITNW-1308

Semester: 2025 Summer Revised: 5/14/2025

Instructor Contact Information

Name: Andrew Strawn

Office Location: LBC 120A (Lubbock), LTC 208 (Levelland)

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Office Phone: (806)716-4602

Office Hours

Monday: By Appointment Only

Tuesday: By Appointment Only

Wednesday: By Appointment Only

Thursday: By Appointment Only

Friday: By Appointment Only

Meeting Scheduling Information

To arrange a meeting during the fall and spring semesters, please utilize my calendar scheduling tool. You can access the scheduling link in the signature section of my email or directly at the following address: <http://bit.ly/3YKsvGc>. For the summer semester, kindly reach out to me directly via email to schedule a meeting. Thank you for your understanding.

Course Details

Course Name: Implementing and Supporting Client Operating Systems

Course Number: ITNW-1308

Course Section: 151

Format: 12 Week Online

Campus: Online Only

Classroom: None

Days: None

Time: None

Lecture: Online

Lab: Online

Prerequisite: None

Credit Hours: 3

Lecture Hours: 2

Lab Hours: 4

Software Required: Cengage Unlimited Access (1 Semester)

Required Textbook: Guide to Operating Systems; Included with Cengage Unlimited

Author: Tomsho

ISBN: 9780357700037

Publisher: Cengage L

Recommended Supplement: CompTIA A+ Exam Prep

Author: Pocket Prep

ISBN: 978-1-967493-00-5

Publisher: Pocket Prep

Available through the SPC Bookstore or Online

Course Description

The fundamentals of managing and configuring local, network, and distributed network clients. Topics may adapt to changes in industry practices.

Course Materials

MindTap will be a required component of your course, you can purchase MindTap on its own either through the SPC Bookstore or direct from Cengage when you access your course through Blackboard, or you can access MindTap through a Cengage Unlimited Subscription. Cengage Unlimited provides you an all-access pass to our entire catalog of eTextbooks, online learning platforms and allows the option to rent a print version of the textbook.

Supplies

- Reliable, high-speed internet connection - I recommend at least 10 Mbps down and 5 Mbps up. Check your internet speed: <https://www.speedtest.net/>
- Reliable computer with Windows OS (recommended) or Mac OS (not a Chromebook), working speakers or headphones.
- Google Chrome, Microsoft Edge, Mozilla Firefox, or another acceptable web browser
- Cengage Account (see textbook section)
- Microsoft Office 365 Account (or compatible document and presentation creation tools)
- Microsoft Teams

Potential Changes

The instructor reserves the right to modify the course syllabus and policies, as well as notify students of any changes, including material changes, at any point during the semester. These changes will be communicated to students promptly. Specific changes that might be made to the course syllabus and policies include:

- Course Content: Adjustments to the topics covered, including the addition or removal of specific units or readings.
- Assessment Methods: Changes to grading criteria, types of assignments, or examination formats.

- Schedule Adjustments: Modifications to the course schedule, including deadlines for assignments and exam dates.
- Participation Policies: Updates to class attendance requirements or participation expectations.
- Course Materials: Changes in required textbooks or supplementary materials that do not require additional purchases after the course has begun.
- Communication Methods: Adjustments to how students will receive announcements or course updates.
- Office Hours: Modifications to the instructor's availability for student consultations.

End-of-Course Outcome Statement

Install and configure network clients; setup users, groups, policies, and profiles; configure hardware components and applications; setup and maintain logon security and security for files and printers; configure and optimize clients in multiple environments.

Student Learning Outcomes Assessment

This course will include:

- Required online reading assignments
- Required lecture videos, supplemental videos and/or reading and practice materials
- Class Participation and/or Attendance
- Assignments (Pre and Post Tests, Discussions, Assignments, Concept Questions, Material Completion, Practice Materials and Quizzes)
- Virtual labs online (Cengage, Ascend and/or TryHackMe)
- Hands-on materials, skill check-offs, and online labs
- Module and Review Exams
- Final Exam

Course Evaluation and Grade Scoring

Students will be evaluated by assignments, exams, and projects.

Online Attendance and Participation- 10%

Pre/Post and Review Exams - 5%

Material Average - 20%

Quiz Average - 15%

Module Exam Average - 25%

MidTerm and Final Exam Average - 25%

Final Course Grades Policy

Final course grades will be assigned based on the percentage as specified below. The score utilized for grading will be the precise value calculated by the instructor, with no rounding up applied at any level.

A – Greater than 90%

B – 80 - 89.99%

C – 70 - 79.99%

D – 60 – 69.99%

F – Less than 60%

Attendance Policy

Class attendance, even online, is extremely important to meet the objectives of this course. A student is responsible for initiating his or her own withdrawal if that becomes necessary. If a student is administratively withdrawn from the class by the professor, the grade appearing on the transcript will be at the professor's discretion, an 'X' or 'F'.

As a matter of courtesy and professional behavior, a student who is going to be absent should email the course instructor and inform the instructor prior to the absence happening. A student who exceeds more than 4 live lab or online check-in absences in this course may be withdrawn from the program with an "F" at the instructor's discretion. Administrative withdrawal may occur if the instructor decides absences are excessive due to non-participation or incomplete coursework.

When enrolled in an online course, students must log in to Blackboard every week of the semester and complete the assigned course work. Fourteen consistent days of non-participation in a online course may also result in an administrative drop. See the General Catalog Attendance Policy for additional information.

In-Person Classroom Etiquette for Students

It is essential to implement strategies that promote a constructive atmosphere for learning. Utilizing all relevant classroom rules and procedures will enhance this process and ensure that we create a supportive educational setting for all participants.

- **Punctuality** - Punctuality is a fundamental classroom expectation that reflects your respect for the teacher and commitment to your education. Cultivating punctuality is essential for your success in school and beyond. Arriving late disrupts the class flow, distracts fellow students, and interrupts the teacher's thought process. Additionally, it may cause you to miss critical information or instructions, adversely affecting your learning experience.
- **Turn Off Your Phone** - It is important to turn off your cell phone or set it to silent mode during class to minimize disruptions. Doing so will help you maintain focus on your studies and demonstrate respect for both your instructor and classmates. If you need to use your phone for notetaking or accessing course materials, please utilize "Do Not Disturb" mode.
- **Address the Professor Properly** - Respectful and professional communication with your professor is essential, both in person and in writing. If your professor has expressed a preference for a specific title or form of address, please adhere to their guidance. Examples include "Professor [Last Name]" or "Dr. [Last Name]" if applicable.
- **Contribute** - Engaging positively in class discussions is more constructive than making negative remarks. Approach discussions with an open mind and a willingness to learn from others. Be sure to raise your hand before speaking and wait for the lecturer to acknowledge you.
- **Be Attentive** - Your primary purpose in attending class is to learn. Taking brief notes during lectures can help you remain engaged and active in the learning process.
- **Participate Fully in Hands-On Exercises** - Active participation in hands-on exercises is crucial for reinforcing the skills you learn in class. Practice these skills repeatedly to enhance your understanding and proficiency, as this experiential learning will solidify your knowledge and better prepare you for future applications.

- Do Not Request Repetition of Previous Lessons - If you missed a previous class for personal reasons, it is considered impolite to ask the lecturer to repeat the lesson. Remember that instructors have a syllabus to adhere to, and requesting a repeat can be inconsiderate. Instead, seek notes from classmates or arrange a private meeting with the lecturer if necessary.
- Respect and Cooperate with the Professor and Classmates - Regardless of differing opinions, maintain politeness when presenting your viewpoints. Actively cooperate during discussions and ensure that assignments are submitted on time.
- Send Emails Formally - When emailing your lecturer or professor, use a formal tone and adhere to proper email etiquette. Be aware that professors are often busy, so a polite follow-up may be warranted if you have not received feedback on your inquiry.

Online Meeting Etiquette for Students

Online meetings are regarded as formal classes. Therefore, it is essential for students to be present in a stationary environment, free from distractions such as working, driving, shopping, or engaging in other activities.

To maintain a conducive learning atmosphere:

- Distractions: Ensure that televisions, cell phones, and other potential distractions are turned off.
- Camera Usage: When camera participation is required the student's camera must remain on for the entire duration of the class or meeting.
- Microphone Protocol: The microphone should be muted unless the student is responding to questions, presenting information, or actively participating in the course discussion.

Failure to adhere to this etiquette may result in the student being removed from the online meeting and marked as absent. Additionally, punctuality is crucial. Students must join the meeting on time; once the course instructor has commenced the lecture or meeting, late arrivals will not be permitted entry and will be marked as absent.

Assignments Policy

Please be advised that assignments will not be accepted via email. All submissions must be made through Blackboard or the designated online platform, in accordance with the specific instructions provided for each assignment. It is your responsibility to ensure that you do not upload blank documents and that your submission is compatible with PC systems. Please note that not all Mac files are convertible. Submissions that are blank or cannot be opened will not be accepted.

To prevent issues, it is highly recommended that you create all assignments involving text or other submissions using a trackable document creation application, such as Microsoft Word. In the event of an error with your posting, you may not be able to retrieve it otherwise.

Extra Credit Assignments Policy

Please note that Extra Credit Assignments are not intended to serve as compensation for missed or late work. It is important to adhere to deadlines for all assignments to maintain academic integrity and ensure equitable opportunities for all students.

Plagiarism and Cheating

Students are expected to do their own work on all projects, quizzes, assignments, examinations, and papers. Failure to comply with this policy will result in an F for the assignment and can result in an F for the course if circumstances warrant.

Plagiarism violations include, but are not limited to, the following:

- Turning in a paper that has been purchased, borrowed, or downloaded from another student, an online term paper site, or a mail order term paper mill.
- Cutting and pasting together information from books, articles, other papers, or online sites without providing proper documentation.
- Using direct quotations (three or more words) from a source without showing them to be direct quotations and citing them.
- Missing in-text citations.

Cheating violations include, but are not limited to, the following:

- The use of Artificial Intelligence, or AI, material generation to create work.
- Obtaining an examination by stealing or collusion.
- Discovering the content of an examination before it is given.
- Using an unauthorized source of information (notes, textbooks, text messaging, internet, apps) during an examination, quiz, or homework assignment.
- Entering an office or building to obtain an unfair advantage.
- Taking an examination for another.
- Altering grade records.
- Copying another's work during an examination or on a homework assignment.
- Rewriting another student's work in Peer Editing so that the writing is no longer the original student's work.
- Taking pictures of a test, test answers, or someone else's paper.

Drop Policy

Students may be dropped with an X or F for any of the following reasons:

- Attendance
 - You do not follow the guidelines of the South Plains College attendance policy, or the course attendance policy as stated in the syllabus.
- Participation, completion of homework, exams, and team project
 - You have missed several homework assignments.
 - You have missed two or more exams.
 - You have missed multiple labs.
- Academic Integrity
 - Cheating, plagiarism, or sharing your work with others.

Student-Owned Computer Equipment

Students have the option to utilize their personal computer equipment to complete assigned coursework. SPC provides Microsoft Office for installation and use on personal devices.

Students are wholly responsible for ensuring that their computer systems meet the minimum requirements for all required or suggested software. Additionally, students must ensure that their systems are functioning properly, free of malware, and capable of completing the

assigned coursework. Many classroom tasks will require administrator access to the computer system.

Please note that computer or system malfunctions will not be accepted as valid reasons for submitting coursework late. Instructors are not responsible for maintaining student computers and are unable to troubleshoot or repair issues related to student-owned devices. For any computer assistance, students may contact the SPC student helpdesk.

SPC Help Desk

Telephone Number: Help Desk at (806) 716-2600

E-mail: helpdesk@southplainscollege.edu

Location: Library Lobby – Levelland

Normal Hours: Monday - Friday: 8:00 a.m. - 4:00 p.m.

Student Code of Conduct Policy

A successful educational experience is founded on mutual respect between students and instructors. It is essential that both parties refrain from engaging in behaviors that are rude, disruptive, intimidating, aggressive, or demeaning. Any student conduct that disrupts the learning process or is perceived as disrespectful or threatening will not be tolerated and may result in disciplinary action, including potential removal from the class.

Communication

All communication regarding this course will be conducted through SPC email. Students are required to check their SPC student email accounts regularly for important updates and announcements. Responses to emails will be directed to the student's SPC email address. Please ensure that all email correspondence includes your name, course name, and section number for clarity.

The instructor's SPC office number is provided at the top of this syllabus for your reference. Students may schedule a meeting with the instructor either in person or digitally through an online scheduling platform. Online meetings will typically take place via Microsoft Teams.

Course Rigor

This course will encompass a variety of assignments, practical labs, quizzes, and examinations. To achieve success in this course, it is essential to allocate several hours each week for reading, studying, and completing the assigned coursework. Your commitment to these activities is crucial for your overall performance.

Reading Assignments, Online Lectures, and Supplemental Material

This course will encompass a variety of assignments, practical labs, quizzes, and examinations. To achieve success in this course, it is essential to allocate several hours each week for reading, studying, and completing the assigned coursework. Your commitment to these activities is crucial for your overall performance.

Coursework Availability and Expectations

Each week's coursework will be accessible through Blackboard. The coursework is structured into weekly modules. Each module will include:

- Links to required readings
- Links to recorded lectures
- Links for assignment submissions
- Links for quizzes and/or exams

The course calendar, which outlines due dates and availability periods, can also be found on Blackboard. Please note that late submissions will not be accepted under any circumstances. Students are expected to complete all homework assignments by the specified due dates. Failure to submit homework assignments may result in an administrative drop from the course.

It is crucial to begin your coursework early in the week. Avoid starting assignments on the due date or reporting issues at the last minute. If problems are reported on the due date of an assignment, the instructor is not obligated to reopen any submissions. To ensure success, start your homework early and allow ample time for completion.

Exams

Exams will cover material from multiple weekly modules. These exams may include multiple-choice/answer, matching, essay, and other question types. Students should complete all coursework in the designated modules and study the material in those modules before taking the module exam. Exams will be open for several days and must be completed by the due date indicated. No late exams will be given.

Final Exam

The final exam will be comprehensive. More information about the length and structure will be given the week prior to the final exam.

Gradebook

Grades will be regularly posted, updated, and available on Blackboard. Grades within other course platforms are not weighted and should not be considered as overall or finalized grades.

Counseling

If at any point in the semester you find yourself having trouble with stress or feel depressed, please stop in and see a counselor. Counseling services are available at all campuses. The number for the counseling office is 806-716-2366. Below is a link to SPC's personal counseling services. <https://www.southplainscollege.edu/health/mentalhealthresources.php>

South Plains College Policies

To see information regarding Intellectual Exchange, Disabilities, Non-Discrimination, Title IX Pregnancy Accommodations, CARE (Campus Assessment, Response, and Evaluation) Team, Campus Concealed Carry Statements, Covid-19 policies, and the SPC Artificial Intelligence Statement, access the SPC website at <https://www.southplainscollege.edu/syllabusstatements/>.