



Implementing & Supporting COS

ITNW-1308

Full Term Spring 2021 Section 018.38846 3-3-1 Credits 01/19/2021 to 05/15/2021 Modified 03/07/2021

Meeting Times

****Note**** If you are new to online classes, you are **REQUIRED** to take the St. Philip's College Orientation to Online Learning course, OLRN 0001. The course will familiarize you with Canvas and provide helpful tips on being a successful online learner. Register for the free OLRN course the same way as any other course. See <http://www.alamo.edu/spc/distance-learning/> or call 210-486-2239 for more information.

Monday - Friday 7:50 to 8:40

Contact Information

Instructor: William Cannon

Email: wcannon6@alamo.edu

Office: ITM Room 202

Phone: 830-367-4111 ext. 108

Tutorial hours

Room 202	Spring 2021
Monday	3-5:00 pm
Wednesday	3-5:00 pm
Thursday	3-5:00 pm
Friday	3-4:00 pm

Materials

Microsoft 365 Modern Desktop Administrator Guide to Microsoft Exam MD-100: Windows 10

Author: Wright/Plesniarski's

Publisher: Cengage MindTap

Edition: 1st Ed

ISBN: ISBN-13: 9780357501818

Availability: Online access through Canvas

Price: IM Direct

Description

Implementing and Supportin Client Operation Systems

Prerequisite(s)

Objectives

- Introduction to Windows 10.
- Installing Windows 10.
- Using System Utilities.
- Managing Disks and File Systems.
- User Management.
- Windows 10 Security Features.
- Networking.
- User Productivity Tools.
- Application Support.
- Disaster Recovery and Troubleshooting.
- Windows Intune.
- Hyper-V.
- Enterprise Computing.
- Remote Access.

Outcomes

- 1 Install and configure network clients.
- 2 Setup users, groups, policies, and profiles.
- 3 Configure hardware components and applications.
- 4 Setup and maintain a logon security and security for files and printers.
- 5 Configure and optimize clients in multiple environments.

Evaluation

Evaluation

Weighted Groups

Group	Weight
Chapter Discussion Questions	20%
Chapter Quizzes	30%
Midterm/Final Exams	25%
Labs/Hands On Activities	25%
	100%

Breakdown

Grading Scale

A= 90-100 B= 80-89 C=70-79 D= 60-69 F= 59 and below

* Course Policies

Course Policies

COMMUNICATION: Respond to any emails using only your school assigned email. Please check your email on a regular basis for any course updates and email me with any issues or questions. Email me anytime you have a question.

MAKE-UP WORK POLICY: Late assignments may be accepted with penalty on a case by case basis. Prior **COORDINATION** is required. Either email or talk to me in person.

Example: A student misses Chapter 1 Quiz, Chapter 1 Discussion and Chapter 1 Assignment

Coordination email to the instructor **MUST** list each assignment like the following:

" I missed the following assignments and would like to complete them with a due date of _____ (you provide the date you would like)

Chapter 1 Quiz

Chapter 1: Discussion

Chapter 1: Assignment

I will review your request and provide feedback (approval or disapproval). I do not honor all requests or agree to unreasonable deadline requests. The list of assignments is required so I can manually make each of them available to you. **DO NOT** just say last week's assignments or Chapter 1 assignments.

MIDTERM/FINAL EXAM: Will be taken in Canvas.

EXTRA CREDIT: There may be extra credit given to the class during the semester and if so, you will be notified at the appropriate time.

WORKING AHEAD: No assignments will be made available until the dates for which they are assigned.

****Syllabus is subject to change at instructor's discretion.****

Schedule

SCHEDULE: Pay attention to due dates/times. For the most part all assignments are opened on a weekly basis. If you have issues accessing scheduled work **PLEASE** email right away.

Overview:

<u>Week</u>	<u>Course Material</u>
Week 1	Intro/Pre-Course Assessment
Week 2	Introduction to Windows 10
Week 3	Configuring Windows 10
Week 4	User Management

Week 5	Networking
Week 6	Managing Disks and File Systems
Week 7	Windows 10 Security Features
Week 8	User Productivity Tools
Week 9	Application Support
Week 10	Performance Tuning and System Recovery
Week 11	Enterprise Computing
Week 12	Managing Enterprise Clients
Week 13	Automating Windows 10 Deployment
Week 14	TBA
Week 15	TBA
Week 16	Final

Additional Items

	<p>St. Philip's College, founded in 1898, is a comprehensive public community college whose mission is to empower our diverse student population through personal educational growth, ethical decision-making, career readiness, and community leadership. As a Historically Black College and Hispanic Serving Institution, St. Philip's College is a vital facet of the community, responding to the needs of a population rich in ethnic, cultural, and socio-economic diversity. St. Philip's College creates an environment fostering excellence in academic and technical achievement while expanding its commitment to opportunity and access.</p>
	<p>The college fulfills its mission by offering:</p> <ol style="list-style-type: none"> 1) General courses in arts and sciences leading to an associate degree. 2) Transfer education for students desiring to attend senior institutions. 3) Developmental courses that improve the basic skills of students whose academic foundations require strengthening. 4) Applied Science and technical programs leading to an associate degree or certificate designed to prepare students for employment and/or to update crucial skills. 5) Workforce and Career development training programs for business, industry and government. 6) Continuing education programs for occupational and educational enrichment or certification. 7) Counseling and guidance designed to assist students in achieving their educational and professional goals. 8) Educational support services including library services, tutoring, open use computer labs and writing center. 9) Services and appropriate accommodations for special populations, to include adult literacy. 10) Quality social, cultural, and intellectual enrichment experiences for the community. 11) Opportunities for participation in community service and economic development projects.
	<p>St. Philip's College is committed to quality education, as such the focus of the 2016 Quality Enhancement Plan is ethical decision-making which is the ability to connect values and choices to actions and consequences.</p> <p>For more information on the Quality Enhancement Plan, click HERE (http://www.alamo.edu/spc/qep/).</p>

Institutional Policies

STUDENT RESPONSIBILITIES:

"Students must comply with all posted COVID-19 health and safety measures when on campus, as described in the [Alamo Colleges District Procedure C.2.1.9](#). Your college may provide additional guidance."

A. Attendance:

SmartStart. Student absences will be recorded from the first day the class meets, and students who do not attend the first scheduled class meeting or contact the instructor will be dropped. Students should verify the drop is completed.

For fully online courses, an attendance verification activity is assigned and must be completed by the 3rd class day.

Regular and punctual attendance in all classes and laboratories, day and evening, is required. Students who are absent for any reason should always consult with their instructors. Course syllabi must provide specific information regarding attendance, including, for courses involving the internet, online activity that constitutes "attendance." Also, both tardiness and early departure from class may be considered forms of absenteeism. In all cases, students will be held responsible for completion of course requirements covered in their absence.

Additionally, it is the student's responsibility to drop a course for nonattendance. Course instructors may drop a student for excessive absences or for online classes non-participation as defined by assigned work not being turned in during the course of a week. Absences are considered excessive when more than 12.5 percent of the total contact hours of instruction in a semester, including lecture and lab, are missed. For example, in a three-credit-hour lecture class, students may be dropped after more than six contact hours of absences. In a four-credit-hour lecture/lab class, students may be dropped after more than eight contact hours of absences. Absences are counted regardless of whether they occur consecutively.

In special programs with additional accreditation or certification standards, additional attendance requirements may be enforced but faculty must clearly explain these policies in their syllabi. Students who stop attending class for any reason should contact the instructor as soon as possible. To officially withdraw from the class, a withdrawal request must be submitted in ACES via the "student course withdrawal" link. Contact your instructor, advisor, or the Admissions and Records office if guidance is needed.

Failure to officially withdraw may result in a failing grade for the course. It is the student's responsibility to withdraw officially from a class by submitting a "student course withdrawal" request in ACES.

B. Early Alert and Intervention

Your instructor cares about your success in this course. During the semester, you may receive notice through your ACES email account regarding your progress and ultimate success in this course. Upon receipt of the email, please contact your instructor to discuss specific tasks or actions to improve success in this course. Discussions with your instructors and Certified Advisor allow you to identify and implement actions that will help to successfully complete course requirements at the Alamo Colleges District.

3-Peat Rule

Texas legislation has a financial impact on the students who repeat courses excessively. Texas residents attempting the same course for a third time, from Fall 2002 forward, will be charged an additional \$125 per credit hour for that course. This provision is described in the Texas Higher Education Coordinating Board Rules (Chapter 13, Subchapter B, §13.25).

150 Hour Rule

Texas Education Code §54.014 specifies that undergraduate students may be subject to a higher tuition rate for attempting excessive hours at any public institution of higher education while classified as a resident student for tuition purposes.

Students will be charged at the non-resident rate if, prior to the start of the current semester or session, the student has attempted 30 or more hours over the minimum number of semester credit hours required for completion of the degree program (typically 120 hours) in which the student is enrolled.

C. Student Responsibility for Success (Alamo Colleges District [Policy F.6.2](https://www.alamo.edu/link/845f7dc97d0e4b3c8ed7b453f1f0c729.aspx) (<https://www.alamo.edu/link/845f7dc97d0e4b3c8ed7b453f1f0c729.aspx>)):

As members of the Alamo Colleges District learning community, students, faculty, staff and administrators all share the responsibility

to create an atmosphere where knowledge, integrity, truth, and academic honesty are valued and expected. A clear acknowledgment of the mutual obligations of all members of the academic community emphasizes this implicit partnership in fostering the conditions necessary for student success.

In this relationship, the Alamo Colleges District provides institutional policies, procedures, and opportunities to facilitate student learning that encourage interaction, involvement and responsible participation. Inherent in the academic climate is the expectation that students will assume responsibility for contributing to their own development and learning. Academic success is directly tied to the effort students put into their studies, the degree to which they interact with faculty and peers, and the extent to which students integrate into the campus life.

1. Engagement

1. Create connections and build relationships with faculty, staff and students (visit during office hours, join clubs and organizations, participate in student activities, etc.);
2. Stay informed of policies, procedures, deadlines and events for academic and co-curricular activities;
3. Complete all requirements for admission, registration, and payment by deadlines;
4. Apply for financial assistance, if needed, complying with all federal, state and local regulations and procedures;
5. Meet all federal, state and local health care regulations.

2. Communication

1. Seek guidance from faculty, advisors or counselors for questions and concerns in regards to degree plans, major selection, academic status, grades, and issues impacting college success;
2. Develop a peer support system to identify student contacts for questions, group assignments, etc. regarding academic and co-curricular activities;
3. Communicate with College personnel promptly regarding academic or co-curricular concerns and assistance requests;
4. Carefully consider the information provided by College personnel and make decisions using that information;
5. Check the Alamo Colleges District's Web Services regularly for emails, holds, student records, financial aid status and announcements;
6. Submit disability documentation if seeking services and request academic accommodations in advance of each semester.

3. Academic Success

1. Complete courses with passing grades and maintain good academic standing (2.0 GPA) status;
2. Read and follow all syllabi;
3. Purchase textbooks and required supplies in a timely manner;
4. Attend classes regularly and on time, with as few absences, late arrivals, and early exits as possible;
5. Arrive to class with all needed materials and completed assignments for that class period;
6. Be attentive in class and actively participate as appropriate;
7. Devote sufficient time for studying;
8. Ensure integrity in all aspects of academic and career development;
9. Accurately represent one's own work and that of others used in creating academic assignments. Use information ethically and exercise appropriate caution to avoid plagiarism on all assignments;
10. Notify faculty in advance or as soon as possible about absences and provide documentation as appropriate;
11. Consult faculty members in advance when unable to complete projects, assignments, or take examinations as scheduled.

4. Self-Responsibility and Responsibility to Others

1. Maintain accurate and complete degree/certificate major selection and contact information including name, address, phone number and emergency contact;
2. Balance personal obligations and educational pursuits. Work with a counselor / advisor to design a realistic schedule that dedicates adequate effort to be successful in college studies;
3. Know and follow the regulations and guidelines outlined in the Student Code of Conduct and Student Handbook;
4. Maintain respectful and appropriate behavior within and outside the classroom;
5. Ask for help when needed. Use all available resources and facilities provided by the College to enhance the learning experience;
6. Attend scheduled advising sessions, tutorials, and other appointments. Cancel or reschedule only with good reasons as early as possible;
7. Arrive prepared for tutorial sessions, bringing all needed materials (books, syllabi, rough drafts, calculators, assignment sheets,

etc.).

D. Textbook Availability

A student of this institution is not under any obligation to purchase a textbook from a university-affiliated bookstore. The same textbook may also be available from an independent retailer, including an online retailer.

E. Licensed Concealed Campus Carry

No open carry of firearms is allowed on all property owned, controlled, or leased by the College District, including vehicles operated by the Alamo Colleges District. Concealed carry of a handgun by persons licensed to carry may not be restricted except in locations signed as prohibited areas.

- Special testing locations requiring a complete surrender of personal effects during testing will be signed as prohibited areas.
- Persons may be required to place their purse, backpack or briefcase away from their person, but within their view during tests at the direction of their instructor or test administrator.
- License holders carrying on campus intending to access prohibited areas must leave their weapons locked in their vehicles. College lockers are not authorized for storage of handguns by license holders.

Disciplinary Sanctions

Open carry, intentional display, unlicensed carry, and carry in spite of signed prohibition are subject to employee and student discipline, as well as possible prosecution. Unintentional display of a weapon by a license holder must be avoided. Police will exercise their enforcement discretion.

If you see a person openly carrying or deliberately displaying a firearm:

- Call the Alamo Colleges District Police 210-485-0911
- Do not confront the person or ask if the person has a permit

F. Title IX policy

Information and policy regarding Title IX, Civil Rights Discrimination, Harassment, and Retaliation can be found in [Board Policy H.1.2 \(https://www.alamo.edu/link/bddb6057f27474b8207b6dbcf9741e3.aspx\)](https://www.alamo.edu/link/bddb6057f27474b8207b6dbcf9741e3.aspx).

COLLEGE REQUIREMENTS:

While other exams are given at the discretion of the instructor, a final assessment is given at the end of each semester for each course. The Final Exam Schedule changes with each term and differs from normal class meeting dates and times. See the Final Exam Schedule in the Catalog/Schedule of Classes in the left hand navigation bar.

A student who must be absent from a final evaluation should petition that instructor for permission to postpone the evaluation. A student absent without permission from a final evaluation is graded "0" on the exam.

Incomplete Grades. The conditional grade of "I" may be issued to a student having a passing average on all completed coursework but for a justified reason, such as illness or death in the family or by providential hindrance, has been prevented from taking the final examination or completing other required coursework. The "I" becomes an "F" in one hundred twenty (120) calendar days from the end of the term unless the student completes the balance of the coursework with a performance grade of "D" or higher. Re-enrollment in the course will not resolve the "I." The student and faculty must fill out an Incomplete Contract, clearly defining the work remaining to be finished.

College Priorities

How can I create My Mission Statement?

A [Personal Mission Statement](#) is critical to your success as a student at St. Philip's College. The development of your mission statement will assist you in identifying your skills, abilities, and interests and how they relate to your values and principles toward the career you wish to pursue.

Once your Mission Statement is completed, access your ACES portal and schedule an appointment with your advisor.

Expectations in Remote Learning Courses

Remote Courses refer to Face-to-Face courses that are delivered via the internet. A Remote Course requires attendance meetings on the day and time of the scheduled class session. Virtual attendance and participation require reliable internet access and computer equipment. Instructors may require the use of certain programs and equipment for class sessions or testing. Commonly required are microphones and web cams, either built into the computer or added on.

Canvas course assignments and other learning technologies may not be fully functional on smart phones or tablets; therefore, access to a laptop or computer may be required by your instructor. The attendance expectation and requirement for each course are established by the instructor and published in the course syllabus. Students are expected to read, understand, and follow the course syllabus requirements.

College Policies

St. Philip's College Mission Statement

St. Philip's College, founded in 1898, is a comprehensive public community college whose mission is to empower our diverse student population through personal educational growth, ethical decision-making, career readiness, and community leadership. As a Historically Black College and Hispanic Serving Institution, St. Philip's College is a vital facet of the community, responding to the needs of a population rich in ethnic, cultural, and socio-economic diversity. St. Philip's College creates an environment fostering excellence in academic and technical achievement while expanding its commitment to opportunity and access.

The college fulfills its mission by offering:

- 1) General courses in arts and sciences leading to an associate degree.
- 2) Transfer education for students desiring to attend senior institutions.
- 3) Developmental courses that improve the basic skills of students whose academic foundations require strengthening.
- 4) Applied Science and technical programs leading to an associate degree or certificate designed to prepare students for employment and/or to update crucial skills.
- 5) Workforce and Career development training programs for business, industry and government.
- 6) Continuing education programs for occupational and educational enrichment or certification.
- 7) Counseling and guidance designed to assist students in achieving their educational and professional goals.
- 8) Educational support services including library services, tutoring, open use computer labs and writing center.
- 9) Services and appropriate accommodations for special populations, to include adult literacy and distance education.
- 10) Quality social, cultural, and intellectual enrichment experiences for the community.
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Quality Enhancement Plan: Ethical Decision Making

St. Philip's College is committed to quality education, as such the focus of the 2016 [Quality Enhancement Plan](#) is ethical decision-making which is the ability to connect values and choices to actions and consequences. *The goal of the QEP is to engage students in specific measurable academic activities to enhance their ethical decision-making skill.*

QEP Student Learning Outcomes:

- **Values:** Students gain skills to assess their own values.
- **Ethical Issues:** Students identify and are knowledgeable of ethical issues.
- **Perspectives:** Students analyze various ethical perspectives.

Ethical Decision-Making Process

- Stop and think to determine the facts.
- Identify options.
- Consider consequences for yourself and others.
- Make an ethical choice and take appropriate action.

Smoking-Free Environment (Alamo Colleges District [Policy C.2.13](#))

All of the colleges of the Alamo Colleges District are tobacco free. Smoking is prohibited in all classrooms, laboratories, offices, conference rooms, hallways, and all other rooms in all buildings of the College District, and on all property which is owned, leased, rented, or otherwise under the control of the College District. Smoke-Free Environment includes the prohibited use of tobacco products and vapor or e-cigarettes.

Contact Phone Information

Alamo Colleges District DPS Emergency Phone Numbers:

- Emergency Phone (210) 485-0911
- General Phone (210) 485-0099
- Weather Phone (210) 485-0189 (For information on college closures)

Disability Services

In accordance with the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act, it is the responsibility of the student to self-identify with the campus [Disability Support Services](#) office. Only those students with appropriate documentation will receive a letter of accommodation from the Disability Support Services office.

Instructors are required to follow only those accommodation and/or services outlined in the letter of accommodation. Faculty can only provide accommodations to students after receiving the letter of accommodation from the SPC Disability Support Services office. Letters of accommodation from other colleges and universities cannot be accepted by SPC faculty.

For further information, please contact the Disability Services office at (210) 486-2199 or SWC (210) 486-7175 or visit the office located:

- **MLK Campus** – Safe SPaCe, Sutton Learning Center (SLC), Ste. 102
- **SWC** –LIFESpace Office, Industrial Technology Center (ITSC) A-135

Mandatory Student Training for Online Classes:

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Prompt Response to Student Communication

Instructors endeavor to respond to student contact promptly. This will usually be within two business days. Extenuating circumstances, such as the instructor falling ill, may delay this ideal response time. Students are advised to provide appropriate

subject lines in emails and leave clear voice messages with return number and call-back instructions. A college-assigned student email account is considered the official electronic channel for communication between the District, colleges, and students (Alamo Colleges District [Policy F.7.1](#)).

Commitment to Timely Grading

Instructors are committed to providing prompt feedback to submitted work. It is expected that instructors will provide this feedback within one week of the student's submission. This timeframe may be delayed where extenuating circumstances prevent an instructor from meeting this commitment, or class submissions or assignment design are such that a delayed response is favorable.

Religious Holy Days

Students who will be observing religious holy days during the timeframe for this course, should be aware of their rights and obligations. It is the student's responsibility to notify their instructor of their religious holy day commitments, and the instructor's responsibility to provide opportunities for work to be completed. Students need to contact the instructor as soon as possible to make arrangements. Students should consult the [student handbook](#) for specific rights and obligations.

Academic Calendar and Important Dates

It is the student's responsibility to make themselves aware of pertinent dates. Please review [academic calendar](#). Select the relevant semester timeframe for a list of all pertinent dates. When reviewing the semester's [academic calendar](#), please note the "Census Date" (drop date without academic penalty) and "Last Date to Withdraw" (incurs a "W" on transcript).

Course Withdrawal

It is the student's responsibility to initiate the drop and to discuss this with their instructor and advisor. The dates provided in the [academic calendar](#) are the absolute cut-off timeframes, regardless if a student attempts to process a withdrawal outside of the [academic calendar](#) dates. To initiate a course withdrawal, go to the Registration area in ACES and click the [Student Withdrawal Request](#). Discuss the drop with your advisor to ensure its completion.

Attendance

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