INFORMATION TECHNOLOGY EDUCATION
NETWORKING SERVICES TECHNOLOGY
SYLLABUS

Course Title and Number: CIS1254-**0M1, OM2, OM3** Professional Development for IT Majors	**Instructor:** Anedria Williams

Year and Term: Summer 2018	**Course Credits:** 3	**Office Location:** TBA
Office Phone: 352-575-9881	**Office Hours:** TBD	**Class Location:** Online
Meeting Time/Days: Online		**Email Address:** Anedria.gunn@sfcollege.edu
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Course Description	This course is designed for IT majors and prepares students for transition into employment by providing practical applications in today's business environment. Through lectures, group collaboration, case studies, service projects and presentations, the student is equipped to effectively manage projects while exposed to best practices used in the industry. Included in the course will be resume writing for the Internet, work ethics, team building, business communications, time management, and developing skills in training non-technical people.
Pre-requisites or **Co-Rerequisites**	CTS1131 Computer Home/Small Office Essentials or CGS1060 Computer Concepts
Course Objectives Reflecting <u>Expected Student Learning Outcomes</u>	The purpose of this course is to help students acquire the skills they need to succeed for ongoing personal and professional development. The student will sharpen their soft skills, knowledge of current happenings in their area, knowledge skills as well as workflow. **<u>Florida Department of Education Objectives (P=Programming, N=Networking)</u>**

Demonstrate professional development skills.−The student will be able to:

- Use on-line resources related to employee job requirements. (FL 10.1P)
- Understand the importance of continuing development activities such as reading industry journals and magazines; attending trade shows, seminars and other continuing professional development activities; participating in professional organizations and developing professional contacts for future projects. (FL 10.2P)
- Develop insights and skills through structured experimentation. (FL 10.3P)
- Anticipate future industry trends. (FL 10.4P)
- Understand the evolving nature of information technology systems and necessity of flexibility and willingness to implement needed changes. (FL 10.5P)
- Set career goals/directions. (FL 10.6P)
- Build mentor relationships. (FL 10.7P)

Demonstrate employability skills.−The student will be able to:

- Demonstrate business communication skills such as producing applications, business letters and memos, and resumes. (FL 11.1P)
- Understand appropriate workplace dress and demeanor for specific corporate cultures. (FL 11.2P)
- List representative jobs and career paths for people trained in the computer programming field. (FL 11.3P)
- List several functions of each representative computer programming job and career path. (FL 11.4P)

Demonstrate general organizational computing workplace competencies.−The student will be able to:

- Follow oral and written instructions. (FL 12.1P)
- Prepare, outline, and deliver a short oral presentation. (FL 12.2P)
- Utilize research skills to obtain appropriate information, graphics and other data needed. (FL 12.4P)
- Prepare visual material to support an oral presentation. (FL 12.5P)
- Demonstrate self-motivation and responsibility to complete an activity. (FL 12.6P)
- List the steps in problem solving. (FL 12.7P)
- Choose appropriate action in situations requiring effective time management. (FL 12.8P)
- Identify and discuss issues contained within professional codes of conduct. (FL 12.9P)
- Identify and discuss software licensing issues. (FL 12.10P)
- Identify and discuss property rights and licensing issues.(FL 12.11P)
- Identify and discuss privacy issues. (FL 12.12P)
- Identify and discuss encryption issues. (FL 12.13P)
- Identify legal liability issues.(FL 12.14P)

Demonstrate a fundamental understanding of computer networking. – The student will be able to:

- Identify and discuss issues related to naming conventions for user IDs, email, passwords, and network hosts and devices. (FL 2.9N)

Demonstrate proficiency in technical communications and workplace protocols. – The student will be able to:

	• Identify issues in the communication of technical information to lay persons.(FL 5.1N) • Create, utilize, and maintain system documentation. (FL 5.2N) • Utilize online resources to locate and evaluate technical information and documentation. (FL 5.3N) • Identify and discuss issues contained within professional codes of conduct. (FL 5.4N) • Prepare, outline, and deliver a short oral presentation. (FL 5.5N) • Create and interpret technical and business communications, including formal reports, letters of application, resumes, articles, technical essays and oral presentations. (FL 5.6N) • Identify and use acceptable strategies for resolving conflicts in the workplace. (FL 5.8N) • Deliver and follow oral and written instructions. (FL 5.9N) • Describe the roles of the network specialist in a business enterprise. (FL 5.10N)
Learning Outcomes	Demonstrate proficiency in technical communications and workplace protocols. Demonstrate workplace readiness & employability skills. The student will be able to: 1. Identify issues in the communication of technical information to lay persons. 2. Use online resources to locate and evaluate technical information and documentation. 3. Use online resources related to employee job requirements. 4. List representative jobs and career paths for people trained in the IT field. 5. Perform research on technical issues using Internet and database resources. 6. Identify and discuss issues contained within professional codes of conduct. 7. Use appropriate communication skills, courtesy, manners, and dress in the workplace. 8. Understand appropriate workplace dress and demeanor for specific corporate cultures. 9. Deliver and follow oral and written instructions. 10. Demonstrate business communication skills such as producing applications, business letters and memos, and resumes. 11. Demonstrate the basic principles of teamwork and the techniques for being a productive and effective contributing member of a team. 12. Identify and use acceptable strategies for resolving conflicts in the workplace. 13. Participate in group discussions as a member and as a leader. 14. Demonstrate self-motivation and responsibility to complete an assigned task. 15. Choose appropriate actions in situations requiring effective time management. 16. Set career goals/directions. 17. Build mentor relationships. 18. Understand the importance of continuing development activities such as reading industry journals and magazines; attending trade shows, seminars and other continuing professional development activities; participating in professional organizations and developing professional contacts for future projects.

	Group	Weight
	Outlook 2016 Trainings	15%
	Professionalism	20%
	Individual Assignments	15%
	Course Participation	5%
	Interviewing	5%
	Building a Strong ePortfolio	20%
	Final ePortfolio	20%
	Total:	100%

Grading Formula appears at the left of the table above.

Basic information about assignments:

Unless otherwise specified, all assignments requiring a file submission must be in PDF format (so the instructor can provide detailed comments on the submitted paper itself). All papers should have default settings conforming to APA format except instead of including a cover page, all pages should have your first and last name centered in the header and the page number centered in the footer. When a length in the number of pages is specified (such as 2-3 pages), they should be whole (full) pages (whole pages start on the first line on the page and end on the last line of the page). If no page length is provided, the default page length is at least 1 full page starting at the first line on the page.

When more than one file is to be uploaded for the same assignment, zip files should <u>not</u> be used. Instead, in the same submission, upload each of the files.

In general, the guiding principle is to consider if you were an intern at a company who is considering whether to hire you, what kind of impression you make on them if not following their guidelines and trying to provide minimal information?

The types of assignments are provided below. Please feel free to click on Assignments in the left navigation menu and then click on *Show By Type* to see how the assignments are categorized and the weights of the categories mentioned above.

Outlook 2016 Trainings: These trainings in uCertify will assist you in learning how to use Outlook 2016 effectively. Our advisory committee, made up of members of businesses in the local area wanting to hire our students, wants to make sure you know how to use Outlook.

Professionalism: It is not uncommon for individuals in an organization to be called upon to present what they have done for feedback or to give a presentation. These assignments are focused on being able to have ready to display in class to provide feedback. These assignments are intended to help you initially create a polished assignment and then receive feedback in class

from possibly your assignment or other students' assignments so you can then improve upon your work before it is graded.

Individual Assignments: These assignments will assist you in better planning and organizing your time as well as assisting in preparing for applying for jobs.

Course Participation: It is important to be engaged in class, with other students and the course material while having a positive attitude. See Course Participation.

Interviewing: One of the important aspects of getting a job is through interviewing. During the semester you'll be interviewed and will write a reflection based upon the interview (see Interviewing Reflection). If you do not complete the interview when it is scheduled this semester, you will earn a 0. If you have extenuating circumstances, contact your instructor. Online students schedule the video selfie interview (see Recorded Interview) on their own and must have extenuating circumstances spanning multiple weeks to be acceptable for rescheduling.

Building a Strong ePortfolio: It is important to be able to showcase your skills as well as the process of how you have developed and improved over time. While different businesses/organizations use their own process to determine the technical skills of applicants, one way to be prepared to back up your words is through having an online Portfolio (ePortfolio) and allowing an employer to see how your thoughts and skills have changed over time. These assignments will assist you in initially creating your Portfolio and assisting you in realizing what activities you need to do in the future to enhance your skills and knowledge.

Most of these are based upon group projects as to prepare you for industry, you will want to sharpen your organization and communication skills with others in a group. Also, it is expected all group members will state explicitly what each member did or did not do as per the student academic code. Not participating in the group projects as determined by the instructor will result in a 0 for the assignment because it is unprofessional to take credit for work not done.

Final ePortfolio: The final version of your ePortfolio with the structure and information filled in should be included See ePortfolio. A video reflection of your ePortfolio will also be done. See Final Project: ePortfolio Video.

Policies on Missed Assignments and Late Work

In a job you must meet the deadlines set by your employer, so in being a professional you must complete assignments by the deadline. If you start early and run into a problem, please notify your instructor of what has happened. Missed assignments and assignments submitted after the due date without the prior approval of the instructor will be assigned a grade of "0" in the gradebook (unless there is a documentable, appropriate emergency). Quizzes may be completed over and over again til earning the desired score prior to the deadline.

Grading Policies/Course Expectations:

- **GRADING:** Please allow for at least a week from the assignment's due date to grade your assignment. Sometimes I may need additional time and will post an announcement letting you know it is taking me longer to grade and my new expected date for finishing the grading. Please know I try to have the assignment graded before you submit a following assignment of similar nature (i.e. discussion post graded before the next discussion post is due) so you know what to improve upon. As mentioned above, if you need additional time to review my feedback on an assignment to improve the subsequent assignment, please let me know. Communication is key!
- **DETAILED FEEDBACK:** Please review detailed feedback (annotated comments on paper, grading rubric and any comments, etc) as I want you to know how to improve and see you improve! I typically will mark spelling/grammar as it is one of my biggest struggles so want to assist you in improving sooner than I did! Spelling/grammar/formatting is really important for the reader and particularly if it ever has to be translated into another language (so best to improve in safe environment of a class instead of on the job!).
- **GRADE CALCULATIONS:** Please view your grades in Canvas and let me know ASAP if you have questions. Please know any assignments without a grade are ignored by Canvas and will not calculate into the grade until it has a score. Also if there are 2 grades and the assignment group says the lowest grade is dropped, Canvas will drop one of the grades along the way (except if it is the only grade in the assignment group). Canvas shows dropped grades by graying them out and if you hover over (or perhaps look closely at the top right corner of the score--I can't remember which, it will show an X). If you want to see what your final grade would look like, please enter in scores using What-If analysis.
- **EMAILS:** Please send emails through Canvas as I want to provide you with the fastest response time (SF email has so many other emails, your email is easier be one among many)! I try to respond to Canvas emails within 24 hours (typically shorter time period). Please do NOT submit submission comments unless you want me to see them when grading. Canvas does not notify me of submission comments so I only see them once I'm grading the assignment. So please send emails through Canvas.

Grading Scale

- 90 – 100   A
- 85 – 89   B+
- 80 – 84   B
- 75 – 79   C+
- 70 – 74   C
- 65 – 69   D+
- 60 – 64   D
- Below 60   F

Required Text(s)

1. Ucertify.com Microsoft Outlook 2016 (77-731 Lessons and Labs) ISBN: 978-1-61691-746-3

Required Course Materials & Technology Requirement

- A computer with high speed internet access, microphone, and web camera - if you do not have high speed internet access you can use computers in any on campus lab to complete your online coursework.
- Digital camera – the digital camera on your cell phone will work just fine.
- Headphones for listening to course videos in labs.
- External storage may be needed to store class projects when working in k-bldg labs. For this purpose, we recommend all students have a 16+ GB external USB drive or USB flash drive.
- May need to create accounts on sites such as LinkedIn, Google, etc to fulfill assignment requirements.
- Microsoft Powerpoint 2013 or later (available in the lab)
- Cell Phone (on-campus students) - may be needed in doing the phone conference interview (can borrow another student's if they allow)
- Web camera and microphone (online students) - will be needed for one-way video interview (i.e. selfie interview).

Optional Course Materials

1. Mindset: The New Psychology of Success by Carol Dweck. Peng Rand   9780345472328
2. Best Practices: Time Management by John Hoover in 2009. HarperCollins. 978-0-06-114563-6 Available on Safari for free. Have or get an Alachua County Library card and access Safari for free.

Final Exam

There is no **final exam** in this course. However, some assignments may be allowed to be completed through final exam week; note calendar due dates.

Time Commitment

This course is intensive on oral and written communication skills and as such may take more time than some of the classes covering more technical knowledge. There is the ability to rewrite on some assignments especially after hearing feedback for on-campus classes in instructor-led discussions on reviewing submitted assignments. Some assignments are group assignments (as mentioned above in the assignments categories) in order to work on learning how to collaborate effectively.

When taking a college level course you should expect to spend two to three hours per credit hour outside of class on homework, reading and studying. This includes attending open lab to work on class assignments. Use the following chart as a guide for expected time allocation. Note: this formula is based on a 15 week semester, for 6 week summer semesters you must multiply the weekly commitment by 2.5.

Class Load	Time Commitment
3 credit class	6-9 hours per week
3 credit on-line class	9-12 hours total per week (includes class time + study time)
12 credit full load schedule	24 - 36 hours per week (total commitment 36-48 hours per week)

Student Lab Responsibility

The student labs are provided so that our students can have hands-on access to the technologies they are learning in their classes. It is very expensive to maintain these labs. It is your responsibility to ensure that these labs stay in top condition so that they provide the best learning environment possible. When working in lab, please respect other students, and the equipment, software and tools that have been provided to you. Removable drives are delicate and should be handled with care to ensure they last as long as possible. Treat them as if they were your own (they are!). Clean up after yourself. Return all supplies and equipment to their proper locations when you are finished with them. Leave your workspace and your equipment so that the next student will have a positive learning experience. If you do experience any problems that need to be repaired, please notify our technical support staff and/or your instructor. You can notify the technical support staff by completing the on-line problem report.

This account will give you access to network services that will be utilized in your networking courses. This account and password are for authorized student use only. It is your responsibility to protect this account from unauthorized access, and to use this account only for completing class assignments and learning the material presented in your courses. If you share this account with anyone you can expect to have your account closed and lose your privilege to access the student practice servers. When using this account follow courteous and ethical practices, and do not knowingly do anything that would alter another student's work or jeopardize the integrity of the server's operation.

By agreeing to this course syllabus, you are acknowledging you have received, reviewed and agree to the Networking Services Technology student network policy and student network account agreement.

Availability of Tutoring, Learning Lab, Academic Support

All networking classes include lab assignments, which, may need to be completed during networking open lab hours.

You should plan on 2-3 hours per week of lab time for each three credit hour class. When registering for networking classes you are making a commitment you will arrange your schedule so that you can attend lab to complete

assignments. Regular Open Lab attendance is just as important as regular classroom attendance, and is part of your scheduled course. The current lab schedule is posted at http://home.ite.sfcollege.edu/hours.php.

Friday lab hours were designed to accommodate our traditional daytime students. Daytime classes are scheduled for M/W or T/H with no scheduled Friday class meetings. This ensures there are no conflicting classes and you can work uninterrupted in lab. Friday is considered a class day and a regular part of your class schedule; it is NOT a free day off. Afternoon and Sunday hours are scheduled to accommodate both our daytime, and our nighttime students. Please arrange your schedule so that you can attend open lab hours as needed to be successful in your course.

NST student network policy

This account will give you access to network services that will be utilized in your networking courses. This account and password are for authorized student use only. It is your responsibility to protect this account from unauthorized access, and to use this account only for completing class assignments and learning the material presented in your courses. If you share this account with anyone you can expect to have your account closed and lose your privilege to access the student practice servers. When using this account follow courteous and ethical practices, and do not knowingly do anything that would alter another student's work or jeopardize the integrity of the server's operation.

INFORMATION TECHNOLOGY EDUCATION
Policies and Guidelines

Please note that components marked with asterisk (*) require specific language.

Cell Phone Use Policy

Given the disruptive potential posed by cell phones, students are required to keep cell phones off during class lectures. Use of cell phones during lab exercises are permissible, but please consider those around you.

*Children in the Classroom

Children represent a disruptive element for the classroom. They also increase the risk of accidents occurring in the lab. For those reasons, children should not be brought to either the classroom or the laboratory.

*Academic Honesty: Plagiarism And Cheating

Academic honesty is expected, and the instructor reserves the right to respond to cheating, plagiarizing, or other forms of unethical behavior with penalties up to and including removal from the class and/or failure in the course. The instructor also reserves the right to make necessary adjustments to the syllabus. For more about the Student Conduct Code, click on the link in the Canvas Course Navigation on the left side of the screen **"SF Policies and Resources"** and follow the link.

*Academic Ethics and Confidentiality

It is the responsibility of everyone engaged in the learning experience to respect the rights and feelings of their fellow learners. Information gathered in the classroom and from on-line discussions and exercises is to be considered confidential. At the same time, students must recognize that the instructor and the College cannot guarantee the confidentiality of what the student may choose to disclose. Students must use their own discretion when engaging in classroom discussion.

*Classroom Behavior

Instructors have the responsibility to set and maintain standards of classroom behavior appropriate to the discipline and method of teaching. Students may not engage in any activity which the instructor deems disruptive or counterproductive to the goals of the class. Students are required to keep cell phones off during class lectures, unless there is permission in advance from the instructor. Instructors have the right to remove offending students from class. Repetition of the offense may result in expulsion from the course. Students are expected to be courteous to others and that includes coming to class on time.

*Student Conduct

Students must read and be familiar with the Code of Conduct as published in the Student Handbook, policies and procedures as outlined in campus publications, Santa Fe policies.

Students in this (or any) program of study should be especially aware of the severe consequences of plagiarism. Students that submit work that is not their own will be dealt with quickly and severely.

Students that have a concern regarding any inappropriate conduct should bring it to the attention of their instructor or Department Chair immediately. Inappropriate conduct situations will be reviewed immediately.

For more information, click on the link in the Canvas Course Navigation on the left side of the screen **"SF Policies and Resources"** and follow the link.

* Americans with Disabilities Act (ADA)

If you are a student with a disability: In compliance with Santa Fe College policy and equal access laws, I am available to discuss appropriate academic accommodations that you may require as a student with a disability. Requests for academic accommodations need to be made during the first week of the semester (except for unusual circumstances) so arrangements can be made. You must be registered with Disabilities Resource Center (DRC) in S-229 for disability verification and determination of reasonable academic accommodations. For more information, click on the link in the Canvas Course Navigation on the left side of the screen **"SF Policies and Resources"** and follow the link.

*Discrimination/Harassment Policy

SF prohibits any form of discrimination or sexual harassment among students, faculty and staff. For more information, click on the link in the Canvas Course Navigation on the left side of the screen **"SF Policies and Resources"** and follow the link.

*Student Rights & Responsibilities

The purpose of this document is to provide students with a general overview of both their rights and responsibilities as members of the Santa Fe College community. For a complete list of students' rights and responsibilities, click on the link in the Canvas Course Navigation on the left side of the screen **"SF Policies and Resources"** and follow the link.