

SCANS COMPETENCIES: C1, C2, C3, C4, C5, C6, C7, C8, C15, C16, C17, C18  
F1, F2, F3, F4, F5, F6, F7, F8, F9, F10, F11, F12, F15, F16

**South Plains College**  
**ITNW 1308**  
**Implementing and Supporting Client Operating Systems**  
**Course Syllabus**  
**Spring 2023**

**Department:** Computer Information Systems

**Discipline:** Technical Education Division

**Course Prefix and Number:** ITNW 1308

**Section:** 271

**Course Title:** Implementing and Supporting Client Operating Systems

**Course Credit:** 3 Hours

**Course Timeline:** January 17 – May 11, 2023

**Professor:** Dr. Patrick Logue

**Office Location:**

South Plains College

Lubbock Center

Office # LBC 120B

3907 Avenue Q

Lubbock, TX 79412

**Email:** [plogue@southplainscollege.edu](mailto:plogue@southplainscollege.edu)

**Office Phone:** 806 – 716 – 4669

**Office Hours:**

Monday and Wednesday: 9:00 AM to 11:00 AM and 12:30 PM to 1:00 PM

Tuesday and Thursday: 9:00 AM to 9:30 AM

Friday: 10:00 AM to 12:00 PM

Or by appointment

**Course Meeting:**

**Section 271:**

Format: Hybrid

Campus: Lubbock Center

Classroom: LC 106

Day: Tuesday

Lecture: Online

Lab: 1:00 PM – 4:50 PM

**Blackboard's URL:** <https://southplainscollege.blackboard.com/>

### **Course Description:**

**(3:2:4):** The fundamentals of managing and configuring local, network, and distributed network clients. Topics may adapt to changes in industry practices.

Semester Hours: 3, Lecture Hours: 2, Lab Hours: 4. Pre-requisite: None.

**Student Learning Outcomes:** 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.

### **Course Goals:**

Students completing this course will be able to:

- Explain basic operating system concepts.
- Describe the function and identify the features of CPUs.
- Install, configure, manage, and use Windows operating systems and its tools.
- Set up, configure, and maintain a local network, wireless network, and IoT devices.
- Know the different types of operating systems.
- Secure and share Windows resources on a network.
- List the basic functions common to modern file systems.
- Describe cloud computing and virtualization.

### **General Course Information**

The course will consist of required reading assignments, demonstrations, web delivered content, multimedia presentations, hands-on labs, homework, quizzes, and exams.

### **Textbook:**

*This course requires MindTap for Tomsho's **Guide to Operating Systems 6e** and MindTap for **CompTIA A+ Core 2 Exam: Guide to Operating Systems and Security** from Cengage, both of which are available through a Cengage Unlimited Subscription. It is **recommended** that you **purchase Cengage Unlimited** instead of purchasing each MindTap individually (each MindTap individually is \$111.00). **Cengage Unlimited** is the most affordable option and gives you access to all your Cengage access codes and online textbooks for \$124.99 (for a 4-month subscription). No matter how many Cengage products you use, they are included in Cengage Unlimited at no additional cost.*

*Prefer Print? You can also get a textbook rental with your activation through Cengage Unlimited for \$8.99, this will cover shipping to you and back to Cengage. Cengage Unlimited is available at the South Plains College Bookstore or using the Direct Purchasing option from Cengage when you access your MindTap course materials through Blackboard.*

Tomsho, G. (2021). Guide to Operating Systems, 6<sup>th</sup> Edition, Cengage Publishing, ISBN # 13: 978-0-35-7433836 (Hardcopy).



Andrews, J., Dark, J. & West, J. (2020). CompTIA A+ Core 2 Exam: Guide to Operating Systems and Security, 10<sup>th</sup> Edition, Cengage Publishing, ISBN # 13: 978-0-35-7108505 (Hardcopy).



**Course Materials:** computer (Windows), Internet access, headphones (for lab), flash drive, paper, pen or pencil, and an email account.

### **Course Software:**

1. [Office 365 account](#) (use your college email account and password to access your Office 365 account) Or [Microsoft Office](#) (Word)
2. [Google's Chrome](#)

### **Class Attendance Policy**

Class attendance, even online, is extremely important in order to meet the objectives of this course. **A STUDENT IS RESPONSIBLE FOR INITIATING HIS OR HER OWN WITHDRAWAL, if that becomes necessary.**

### **Students will be dropped from a course if they:**

1. Do not sign in the first week of the semester.
2. Miss one week of class work.
3. Miss a schedule exam.

Also, a student will be administrative withdrawn from the course if the professor believes that the student will **not** pass the course or the student is **not** completing the course work.

\*If you have any difficulties during the semester please inform the professor. The professor will work with you in order to complete the course.

Students are expected to attend all classes in order to be successful in a course. When an unavoidable reason for class absence arises, such as illness, an official trip authorized by the college or an official activity, the professor may permit the student to make up work missed. It is the student's responsibility to complete work missed within a

reasonable period of time as determined by the professor. Students are officially enrolled in all courses for which they pay tuition and fees at the time of registration. Should a student, for any reason, delay in reporting to a class after official enrollment, absences will be attributed to the student from the first-class meeting.

Students, who enroll in a course but have “Never Attended” by the official census date, as reported by the faculty member, will be administratively dropped by the Office of Admissions and Records. A student who does not meet the attendance requirements of a class as stated in the course syllabus and does not officially withdraw from that course by the official census date of the semester, may be administratively withdrawn from that course and receive a grade of “X”.

It is the student’s responsibility to verify administrative drops for excessive absences through MySPC using his or her student online account. If it is determined that a student is awarded financial aid for a class or classes in which the student never attended or participated, the financial aid award will be adjusted in accordance with the classes in which the student did attend/participate and the student will owe any balance resulting from the adjustment.

**THE PROFESSOR RESERVES THE RIGHT TO CHANGE ANY PORTION OF THIS SYLLABUS AT ANY TIME.**

**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:

1. 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.
2. Cutting and pasting together information from books, articles, other papers, or online sites without providing proper documentation.
3. Using direct quotations (three or more words) from a source without showing them to be direct quotations and citing them.
4. Missing in-text citations.

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

1. Obtaining an examination by stealing or collusion.
2. Discovering the content of an examination before it is given.
3. Using an unauthorized source of information (notes, textbook, text messaging, internet, apps) during an examination, quiz, or homework assignment.
4. Entering an office or building to obtain unfair advantage.
5. Taking an examination for another.
6. Altering grade records.
7. Copying another’s work during an examination or on a homework assignment.
8. Rewriting another student’s work in Peer Editing so that the writing is no longer the original student’s work.
9. Taking pictures of a test, test answers, or someone else’s paper.

**Drop Policy:** You may be dropped with an X or F for any of the following reasons:

1. Attendance
  - a. You do not follow the guidelines of the attendance policy listed above.
2. Participation, completion of homework, exams, and team project
  - a. You have missed several homework assignments.
  - b. You have missed two or more exams.
  - c. You have not participated with your assigned team.
3. Academic Integrity
  - a. Cheating, plagiarism, or sharing your work with others as listed above.

**Student-Owned Computer Equipment:** Students may choose to use their own computer equipment to complete the assigned coursework. SPC provides Microsoft Office to students for installation and use on their personal computers. It is the sole responsibility of the student to ensure their computer system meets the minimum requirements for all required or suggested software. It is also the sole responsibility of the student to ensure their computer system is in working order, free of malware, and sufficient to complete the assigned coursework. Computer or system malfunction or failure is not an excuse for late coursework. The instructor is not liable for the student's computer maintenance and cannot troubleshoot or repair issues on student-owned computers. If the student needs computer assistance, they can contact the SPC student helpdesk.

**SPC Help Desk:**

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

E-mail: [helpdesk@southplainscollege.edu](mailto:helpdesk@southplainscollege.edu)

Location: Library Lobby - Levelland

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

**SPC Tutors:**

Tutoring is FREE for all currently enrolled students. Make an appointment or drop-in for help at any SPC location or online! Visit the link below to learn more about how to book an appointment, view the tutoring schedule, get to know the tutors, and view tutoring locations.

<http://www.southplainscollege.edu/exploreprograms/artsandsciences/teacheredtutoring.php>

**Tutor.com:**

You also have 180 FREE minutes of tutoring with tutor.com each week, and your hours reset every Monday morning. Log into Blackboard, click on the tools option from the left-hand menu bar. Click on the Tutor.com link and you will automatically be logged in for free tutoring. You may access tutor.com tutors during the following times:

- Monday-Thursday 8:00 p.m. – 8:00 a.m.
- Weekends starting Fridays at 6:00 p.m. through Monday mornings at 8:00 a.m.

For questions regarding tutoring, please email [tutoring@southplainscollege.edu](mailto:tutoring@southplainscollege.edu) or call 806-716-2538.

**Student Code of Conduct Policy:** Any successful learning experience requires mutual respect on the part of the student and the instructor. Neither instructor nor student should be subject to others' behavior that is rude, disruptive, intimidating, aggressive, or demeaning. Student conduct that disrupts the learning process or is deemed disrespectful or threatening shall not be tolerated and may lead to disciplinary action and/or removal from class.

**Diversity Statement:** In this class, the teacher will establish and support an environment that values and nurtures individual and group difference and encourages engagement and interaction. Understanding and respecting multiple experiences and perspectives will serve to challenge and stimulate all of us to learn about others, about the larger world and about ourselves. By promoting diversity and intellectual exchange, we will not only mirror society as it is, but also model society as it should and can be.

**Disability Statement:** Students with disabilities, including but not limited to physical, psychiatric, or learning disabilities, who wish to request accommodations in this class should notify the Disability Services Office early in the semester so that the appropriate arrangements may be made. In accordance with federal law, a student requesting accommodations must provide acceptable documentation of his/her disability to the Disability Services Office. For more information, call or visit the Disability Services Office at Levelland (Student Health & Wellness Office) 806-716-2577, Lubbock Centers (located at the Lubbock Downtown Center) 806-716-4675, or Plainview Center (Main Office) 806-716-4302 or 806-296-9611.

**Nondiscrimination Policy:** South Plains College does not discriminate on the basis of race, color, national origin, sex, disability or age in its programs and activities. The following person has been designated to handle inquiries regarding the non-discrimination policies: Vice President for Student Affairs, South Plains College, 1401 College Avenue, Box 5, Levelland, TX 79336. Phone number 806-716-2360.

**Title IX Pregnancy Accommodations Statement:** If you are pregnant, or have given birth within six months, Under Title IX you have a right to reasonable accommodations to help continue your education. To [activate](#) accommodations you must submit a Title IX pregnancy accommodations request, along with specific medical documentation, to the Health and Wellness Center. Once approved, notification will be sent to the student and instructors. It is the student's responsibility to work with the instructor to arrange accommodations. Contact the Health and Wellness Center at 806-716-2529 or [email dburleson@southplainscollege.edu](mailto:dburleson@southplainscollege.edu) for assistance.

**Campus Concealed Carry:** Texas Senate Bill - 11 (Government Code 411.2031, et al.) authorizes the carrying of a concealed handgun in South Plains College buildings only by persons who have been issued and are in possession of a Texas License to Carry a Handgun. Qualified law enforcement officers or those who are otherwise authorized to carry a concealed handgun in the State of Texas are also permitted to do so. Pursuant to Penal Code (PC) 46.035 and South Plains College policy, license holders may not carry a concealed handgun in restricted locations. For a list of locations and Frequently Asked Questions, please refer to the Campus Carry page at: <http://www.southplainscollege.edu/campuscarry.php>

Pursuant to PC 46.035, the open carrying of handguns is prohibited on all South Plains College campuses. Report violations to the College Police Department at 806-716-2396 or 9-1-1.

**COVID-19:** If you are experiencing any of the following symptoms, please do not attend class and either seek medical attention or get tested for COVID-19.

- Cough, shortness of breath, difficulty breathing
- Fever or chills
- Muscles or body aches
- Vomiting or diarrhea
- New loss of taste and smell

Please also notify DeEtte Edens, BSN, RN, Associate Director of Health & Wellness, at [dedens@southplainscollege.edu](mailto:dedens@southplainscollege.edu) or 806-716-2376. Proof of a positive test is required. A home test is sufficient but students must submit a photo of the positive result. The date of test must be written on the test result and an ID included in the photo. If tested elsewhere (clinic, pharmacy, etc.), please submit a copy of the doctor's note or email notification. Results may be emailed to DeEtte Edens, BSN, RN at [dedens@southplainscollege.edu](mailto:dedens@southplainscollege.edu).

A student is clear to return to class without further assessment from DeEtte Edens, BSN, RN if they have completed the 5-day isolation period, symptoms have improved, and they are without fever for 24 hours without the use of fever-reducing medication.

Students must communicate with DeEtte Edens, BSN, RN prior to their return date if still symptomatic at the end of the 5-day isolation.

### **Assignment Policy**

Assigned chapters are to be read prior to coming to class. Please refer to this syllabus to see what you missed. I will not repeat lectures or assignments outside of the allotted class period. This course is an online course, which means you, the student, will do the majority of your work on your own time.

Assignments must be submitted on time. Reduced or no credit will be given for late assignments. Assignments will be turned into the professor through South Plains College's Distance Education web site (Blackboard) at schedule times. All assignments must be labeled. Do not make me guess what you are turning in to me. Once the assignment is closed, submission of your homework will not be accepted. Assignments must be submitted on time or before that time.

### **Examination Policy**

There will be four exams for this course. The fourth exam will be your final exam for this class. There will also be four quizzes for this course. The quizzes will prepare you for the exams. The quizzes and exams will be offered through South Plains College's Distance Education web site (Blackboard) at schedule times. There will be no makeup exams during this semester.

\*All students will take the final exam. Otherwise, the professor has the right and the discretion of giving the student an "F" in the course if he or she does not take the final exam.

## **Grading Policy**

### **Your final grade in the class will be calculated as follows:**

40% - The average of the homework assignments

20% - The average of the 4 quizzes

40% - The average of the 4 exams

Equals = 100%

**Homework:** Add your grades on the homework assignments and divide the result by the number of homework assignments that were assign to you in this class, which equals 52 assignments. Then, multiply this value by 0.40 = (40% of your final grade in the class).

**Quizzes:** Quiz 1, Quiz 2, Quiz 3, and Quiz 4

Add up your grades on the quizzes and divide the result by 4.

Then, multiply this value by 0.20 = (20% of your final grade in the class).

**Exams:** Exam 1, Exam 2, Exam 3, and Exam 4

Add up your grades on the exams and divide the result by 4.

Then, multiply this value by 0.40 = (40% of your final grade in the class).

**To calculate your final grade for the class:** Add together your 40% of the average homework grade (40% of the final grade), 20% of the average quiz grade (20% of the final grade), and 40% of the average exam grade (40% of the final grade).

Numeric grades will be given on all homework assignments, all quizzes, and exams. In addition, you will receive a letter and numeric grade for your final grade in the course.

Grade distribution is as follows:

90 - 100 = A

80 - 89 = B

70 - 79 = C

60 - 69 = D

0 - 59 = F

It is the responsibility of each student to monitor his or her progress in the course and to request conference time with the professor if there are any questions, concerns, or problems.

### **Additional Information**

Copying or removing copyright materials or exams from the computer labs is in violation of the law and is strictly prohibited.

\*No children will be allowed in the classroom.

\*No food or drinks are allowed in the classrooms or computer labs.

### **Internet (online) and hybrid classes**

A student who enrolls in an online class that may need classroom accommodations is strongly encouraged to schedule an intake interview with the Special Services Department before enrolling in an online course or prior to the add/drop date for this semester.

**Student Conduct:** Expected student conduct is as outlined in the SPC catalog.

**Academic Integrity:** It is the aim of the faculty of South Plains College to foster a spirit of complete honesty and a high standard of integrity. The attempt of any student to present their own work, which he or she has not honestly performed, is regarded as a most serious offense and renders the offender liable to serious consequences, possibly suspension. Students should refer to the SPC General Catalog policy regarding consequences for cheating and plagiarism (see “Academic Integrity” as well as “Student Conduct” sections in college catalog).

**You shall not:** use cell phones in class, use headphones during lectures and discussions, have drinks or food in the classrooms or computer labs, or come to class unprepared.

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## **SOUTH PLAINS COLLEGE, TECHNICAL DIVISION**

### **SCANS Competencies**

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**RESOURCES:** Identifies, organizes, plans, and allocates resources.

- C1 **Time:** Selects goal-relevant activities, ranks them, allocates time, and prepares and follows schedules.
- C2 **Money:** Uses or prepares budgets, makes forecasts, keeps records, and makes adjustments to meet objectives.
- C3 **Materials and Facilities:** Acquires, stores, allocates, and uses materials or space efficiently.
- C4 **Human Resources:** Assesses skills and distributes work accordingly, evaluates performance and provides feedback.

**INFORMATION:** Acquires and uses information.

- C5 Acquires and evaluates information.
- C6 Organizes and maintains information.
- C7 Interprets and communicates information.
- C8 Uses computers to process information.

**INTERPERSONAL:** Works with others.

C9 Participates as members of a team; contributes to group effort.

C10 Teaches others new skills.

C11 **Serves clients/customers:** Works to satisfy customer's expectations.

C12 **Exercises Leadership:** Communicates ideas to justify position, persuades and convinces others, responsibly challenges existing procedures and policies.

C13 **Negotiates:** Works toward agreements involving exchanges of resources, resolves divergent interests.

C14 **Works with Diversity:** Works well with men and women from diverse backgrounds.

**SYSTEMS:** Understands complex interrelationships.

C15 **Understands Systems:** Knows how social, organizational, and technological systems work and operates effectively with them.

C16 **Monitors and Corrects Performance:** Distinguishes trends, predicts impacts on system performance and corrects malfunctions.= operations, diagnoses systems

C17 **Improves or Designs Systems:** Suggests modifications to existing systems and develops new or alternative systems to improve performance.

**TECHNOLOGY:** Works with a variety of technologies.

C18 **Selects technology:** Chooses procedures, tools or equipment including computers and related technologies.

C19 **Applies technology to task:** Understands overall intent and procedure for set-up and operation of equipment.

C20 **Maintains and troubleshoots equipment:** Prevents, identifies, or solves problems with equipment, including computers and other technologies.

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**SOUTH PLAINS COLLEGE, TECHNICAL DIVISION**  
**SCANS Foundation Skills**

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**BASIC SKILLS:** Reads, writes, performs arithmetic/mathematical operations, listens, and speaks.

F1 **Reading:** locates, understands, and interprets written information in prose such as documents, manuals, graphs, and schedules.

F2 **Writing:** communicates thoughts, ideas, information, and messages in written form; creates documents such as letters, directions, manuals, reports, graphs, and flow charts.

F3 **Arithmetic:** Performs basic computations; uses basic numerical concepts such as whole numbers, etc.

F4 **Mathematics:** Approaches practical problems by choosing appropriately from a variety of mathematical techniques.

F5 **Listening:** Receives, attends to, interprets, and responds to verbal messages and other cues.

F6 **Speaking:** organizes ideas and communicates orally.

**THINKING SKILLS:** Thinks creatively, makes decisions, solves problems, visualizes, knows how to learn, and reasons.

F7 **Creative Thinking:** Generates new ideas.

F8 **Decision Making:** Specifies goals and constraints, generates alternatives, considers risks, and evaluates and chooses best alternative.

F9 **Problem Solving:** Recognizes problems and devises and implements plan of action.

F10 **Seeing Things s Eye=in Mind:** Organizes and processes symbols, pictures, graphs, objects, and other information.

F11 **Knowing How to Learn:** Uses efficient learning techniques to acquire and apply new knowledge and skills.

F12 **Reasoning:** Discovers a rule or principle underlying the relationship between two or more objects and applies it when solving a problem.

**PERSONAL QUALITIES:** Displays responsibility, self-esteem, sociability, self-management, and integrity and honesty.

F13 **Responsibility:** Exerts a high level of effort and perseveres toward goal attainment.

F14 **Self-Esteem:** Believes in own self-worth and maintains a positive view of self.

F15 **Sociability:** demonstrates understanding, friendliness, adaptability, empathy, and politeness in group settings.

F16 **Self-Management:** Assesses self accurately, sets personal goals, monitors progress, and exhibits self-control.

F17 **Integrity / Honesty:** Chooses ethical courses of action.

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## **CAMPUS GUIDELINES**

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### **CHILDREN ON CAMPUS**

Many of the students attending classes at South Plains College are also parents who value the opportunity to participate in higher education. Sometimes students are faced with the decision of whether to remain at home with their children, bring children with them to class, or be absent from class. The following guidelines address concerns for the safety of children on campus and provide for an environment conducive to learning:

- 1) Students are not allowed to bring children to class and will be asked to leave in the interest of providing an environment conducive for **all** students enrolled in the class. Students are responsible for adherence to the attendance requirements set forth by the professor in the course syllabus.
- 2) Children may not be left unattended. In order to provide for the safety of children on campus, parents or other guardians are responsible for supervising children while utilizing services or conducting business on campus.
- 3) Disruptive children will not be allowed to interfere with college business. Parents or other guardians are responsible for supervising and controlling the behavior of children they have brought on campus.

## **GENERAL SAFETY ON CAMPUS**

South Plains College recognizes the importance of safety on campus. The protection of persons and property is a responsibility which we all share. Personal safety begins with the individual. The following guidelines are intended to assist you in protecting yourself and to encourage practices that contribute to a safe environment for our campus community.

- Never leave your personal property unsecured or unattended.
- Look around and be aware of your surroundings when you enter and exit a building.
- Whenever possible, avoid walking alone, particularly after dark. Walk to your vehicle with other class members or request that the Security Guard walk you to your car.
- When approaching your vehicle, keep your keys in your hand; look under your car and in the back seat and floorboard. Lock the doors as soon as you are inside your car.

**In case of emergency, contact the following numbers but DO NOT leave a voice mail message:**

**Levelland Campus: 894-9611, ext. 2338**

**Lubbock Center: 747-0576, ext. 4677**

## **FOOD AND DRINK IN CLASSROOMS**

It is the policy of South Plains College not to permit food or drink in the classrooms or laboratories.