



ITNW-1308-018I1-FA2024
Implementing and Supporting Client Operating Systems
Fall 2024
Internet Course – Online Only

Instructor Information: Clara Evans, cevens14@com.edu, 2817029336

Student hours and location:

Online only:

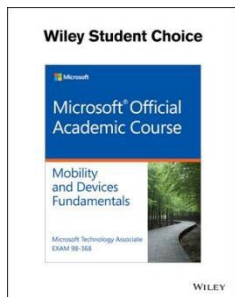
However, you may email me or call me.

Email – 24 hours per day seven days a week (I will reply within 12 hours – If you do not receive a reply, please send me a text message or call me. Please include your name and reason in the text.) (If you call please do not call before 9:00 a.m. or after 8:00 p.m.)

Online via Teams (TBA)

* Please check Brightspace announcements for updates

Optional Textbook:



Exam 98-368 MTA Mobility and Device Fundamentals
Microsoft Official Academic Course

ISBN: 978-1-119-15319-1

Course Description: The fundamentals of managing and configuring network clients. Topics include device configuration, data access and management, device security, cloud services, and enterprise mobility.

Course requirements: Student will need to utilize the most currently supported version of the Microsoft Office suite to include Office 2010 or later. Student will need to have access to the Internet with a minimum bandwidth speed of 1MB/768KB (standard DSL or faster).

Determination of Course Grade/Detailed Grading Formula:

40% of your grade is based on the following required items:

- Discussion Boards - Total 6 at 100 points each
- Lab Assignments – Total of 5 at 100 points each
- Research Project at 100 points
- Course Evaluation at 100 points

60% of your grade is based on the following required items:

- Lesson Quizzes – Total of 5 at 100 points each
- Final Exam – 100 points

Grading Scale:

- **To successfully pass the course, students are required to attain passing averages in *both the lab assignments and the discussion board activities*, as well as in the quizzes/exams and the custom exams. It is mandatory to pass the test component with a minimum average of 60% and similarly, to pass the assignment component with at least a 60% average to be eligible for course completion.**

A = 90%-100%

B = 80%-89%

C = 70%-79%

D = 60%-69%

F = Below 60%

FX = F which is earned by excessive

absences

Late Work / Make-Up Policy: Late work will be accepted for one week after the due date with a points deduction of -20%. Assignments are then removed from Brightspace and a grade of 0 is assigned.

Attendance Policy: Students are expected to attend all lectures (online or on-ground) and labs (online or on-ground). Students not able to attend a session are required to notify the instructor no later than 2 hours prior to the start of the session. Students that miss more than 35% of the total session times will be considered for student referral and possibly being dropped from the course. Students will need to log into the Brightspace system at least 1 time per week.

Communicating with your instructor: ALL electronic communication with the instructor must be through your COM email. Due to FERPA restrictions, faculty cannot share any information about performance in the class through other electronic means.

Student Learner Outcome	Maps to Core Objective	Assessed via this Assignment
Install and configure network clients	Critical Thinking Skills	Lesson 2 Lecture / Quiz
Setup users, groups, policies, and profiles	Critical Thinking Skills	Lesson 3 Lecture / Quiz
Configure hardware components and applications	Critical Thinking Skills	Lesson 2 Lecture / Quiz
Setup and maintain logon security and security	Communication Skills	Lesson 5 Lecture / Quiz
Configure and optimize clients	Critical Thinking Skills	Lesson 1 Lecture / Quiz

Academic Dishonesty: Any incident of academic policy will be dealt with in accordance with college policy and the Student Handbook. Academic dishonesty – such as cheating on exams is an extremely serious offense and will result in a **grade of zero** on that exam and the student will be referred to the Office of Student Conduct for the appropriate discipline action.

Student Concerns: If you have any questions or concerns about any aspect of this course, please contact me using the contact information previously provided. If, after discussing your concern with me, you continue to have questions, please contact the Math Department Chair, Leslie Richardson, at lrichardson@com.edu or 409-933-8244.

Course Outline:

Week	Lesson – Topic	Exam
1	1 – Understanding Device Configuration (Part 1)	
2	1 – Understanding Device Configuration (Part 2)	
3	2 – Understanding Data Access and Management	
4	3 – Understanding Device Security	
5	4 – Understanding Cloud Services	
6	5 – Understanding Enterprise Mobility	
7	Research Project and Final Exam Review	
8	Final Exam	Final Exam

Institutional Policies and Guidelines

Grade Appeal Process: Concerns about the accuracy of grades should first be discussed with the instructor. A request for a change of grade is a formal request and must be made within six months of the grade assignment. Directions for filing an appeal can be found in the student handbook. <https://build.com.edu/uploads/sitecontent/files/student-services/Student_Handbook_2019-2020v5.pdf.

An appeal will not be considered because of general dissatisfaction with a grade, penalty, or outcome of a course. Disagreement with the instructor's professional judgment of the quality of the student's work and performance is also not an admissible basis for a grade appeal. https://build.com.edu/uploads/sitecontent/files/student-services/Student_Handbook_2019-2020v5.pdf

Academic Success & Support Services: College of the Mainland is committed to providing students the necessary support and tools for success in their college careers. Support is offered through our Tutoring Services, Library, Counseling, and through Student Services. Please discuss any concerns with your faculty or an advisor.

ADA Statement: Any student with a documented disability needing academic accommodations is requested to contact Michelle Brezina at 409-933-8124 or mvaldes1@com.edu. The Office of Services for Students with Disabilities is located in the Student Success Center.

Textbook Purchasing Statement: A student attending College of the Mainland is not under any obligation to purchase a textbook from the college-affiliated bookstore. The same textbook may also be available from an independent retailer, including an online retailer.

Withdrawal Policy: Students may withdraw from this course for any reason prior to the last eligible day for a “W” grade. Before withdrawing students should speak with the instructor and consult an advisor. Students are permitted to withdraw only six times during their college career by state law. The last date to withdraw from the 1st 8-week session is October 5. The last date to withdraw from the 16-week session is November 18. The last date to withdraw for the 2nd 8-week session is December 1.

FN Grading: The FN grade is issued in cases of *failure due to a lack of attendance*, as determined by the instructor. The FN grade may be issued for cases in which the student ceases or fails to attend class, submit assignments, or participate in required capacities, and for which the student has failed

to withdraw. The issuing of the FN grade is at the discretion of the instructor. The last date of attendance should be documented for submission of an FN grade.

Early Alert Program: The Student Success Center at College of the Mainland has implemented an Early Alert Program because student success and retention are very important to us. I have been asked to refer students to the program throughout the semester if they are having difficulty completing assignments or have poor attendance. If you are referred to the Early Alert Program you will be contacted by someone in the Student Success Center who will schedule a meeting with you to see what assistance they can offer in order for you to meet your academic goals.

Resources to Help with Stress:

If you are experiencing stress or anxiety about your daily living needs including food, housing or just feel you could benefit from free resources to help you through a difficult time, please click here <https://www.com.edu/community-resource-center/>. College of the Mainland has partnered with free community resources to help you stay on track with your schoolwork, by addressing life issues that get in the way of doing your best in school. All services are private and confidential. You may also contact the Dean of Students office at deanofstudents@com.edu or communityresources@com.edu.