Course Number and Section (ITNW-1308-018I1-FA2025)
Name of Course (Implemt/Support Client Ops)
Course Semester (Fall 2025)
Time and days of course (Online Only – Distance Learning)

Instructor Information: Clara Evans
Cevans14@com.edu
(281)702-9336

Office hours and location: Online only – I do not come to the campus
You may email me or send me a text message.
I accept telephone calls between the hours of 9:00 a.m. & 8:00 p.m.

Required Textbook/Materials:
Client Pro
Author: TestOut
ISBN: 978-1-935080-45-9

Course Description: (ITNW 1308. IMPLEMENTING AND SUPPORTING CLIENT OPERATING SYSTEMS (LECTURE 2, LAB 4). CREDIT 3. WECM. This course covers the fundamentals of managing and configuring local, network, and distributed network clients. Topics may adapt to changes in industry practices)

Course requirements:

Course Overview & Expectations

Due Dates & Calendar
- All assignment deadlines are listed in the Calendar of Due Dates, located in the "Start Here" folder.
- Late submissions will be accepted, but with a grade penalty.
- It is your responsibility to stay informed about due dates.
- Avoid procrastination to ensure you stay on track and don't miss any assignments.

Technology Requirements & Online Learning Expectations
- You will need reliable access to a computer or laptop with internet connectivity.
- You must be able to navigate the course platform and follow online instructions independently.

- Your grades and private communication with the instructor remain confidential, following school privacy policies.
- If you have special accommodation needs, contact the Special Populations Department as outlined in the syllabus.
- This course is conducted entirely online—there are no on-campus classes or in-person office hours.
- Approach this course seriously from the start and keep up with assignments—catching up later can be difficult.
- Effective time management is critical. Try to complete assignments early to allow time for unexpected issues.
- The syllabus contains vital information—read it thoroughly. (Tip: Suggestion, keep all course syllabi for future reference. You may need it at a later date in your college career.)

Attendance
- Weekly attendance is required. You must log in at least once per week and complete some part of the coursework to be marked as present.
- Attendance is checked on Mondays for the previous week.
- Simply logging in is not enough—some course activity (like reading or submitting work) must be completed.

Announcements
- Regular announcements will be posted on D2L Brightspace and sent via email.
- Check the Announcements section regularly to stay updated on class news and reminders.

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. (Faculty may add additional statement requiring monitoring and communication expectations via D2L or other LMS)

Grading Scale
Grade Percentage

A   90% – 100%
B   80% – 89%
C   70% – 79%
D   60% – 69%
F   Below 60%
FX   F earned due to **excessive absences**

Grade Breakdown

CUSTOM EXAMS – 60% of Final Grade
- These exams are your required test grades and are accessible through D2L Brightspace under "Links to Custom Exams".

- Custom Exams 1 through 5, and Custom Exam 5 is the Final Exam. (Each Custom Exam includes multiple chapters as listed in the Assignment page.
- Further instructions on how to access and complete Custom Exams will be provided.

ASSIGNMENTS – 40% of Final Grade – Assignments 1-5 (Each Contains Multiple Chapters)
- This includes:
  - **Chapters 1–12**: reading, instructional videos, and labs.
  - **Discussion Board activities** including the **Introduction** and chapter-based responses.
- These assignments are accessed via **CompTIA/TestOut/LabSim** through **D2L Brightspace**.
- Detailed instructions on accessing these components will follow in the course materials.

To successfully complete the course, students must earn **a minimum of 60%** in both:
- Custom Exams – 1-5
- Assignments (including labs and discussion board activities listed in the assignment sheets.)

<mark>IMPORTANT: You did not pay for the necessary Access Code when you registered for the class. The Activation Code must be obtained within the first two days of class. If you cannot do this, please contact your instructor immediately.</mark>

Student Learner Outcome	Maps to Core Objective	Assessed via this Assignment
1. Fundamentals of Servers		Assignments 1-12
2. Configuring local, network Servers		Assignments 1-12
3. Distributed network clients in Servers		Assignments 1-12
4. Topics may adapt to changes in industry practices		Assignments 1-12
5. Other topics		Assignments 1-12

Academic Dishonesty: (Describe your academic dishonesty policy and state consequences if it is violated)

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 [insert name and title of direct supervisor] at [phone number/email address].

Course outline:

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Assignments & Due Dates

🖼 **First Day of Class – August 18**

👦💻 **Assignment 1 – Due by Thursday, Aug. 28th by 11:59 p.m.**

Welcome to ITNW 1308! To kick off the semester, please follow the steps below carefully:

1. **Read the "What to Do" Document**
    - **This contains essential information for starting your assignments**
    - **Instructions on how to obtain your TestOut Access Code**

2. **Complete the Following Setup Tasks**
    - **Introduction**
    - **Obtain your TestOut Access Code**
    - **Join the course via D2L Brightspace**
    - **Send your instructor an email (directions for email are in the "What to Do" document.**

3. **Begin Assignment 1**
    - **Work through Labs**
    - **Complete Practice Questions**
    - **Take Custom Exam 1**

👦💻 **Assignment 2 – Due by Monday, September 8th by 11:59 p.m.**

Work Assignment 2 – ITNW 1308

What To Do

1. **Read both chapters thoroughly**

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2. **Watch all assigned instructional videos**

3. **Complete the practice questions for each chapter**

4. **Finish all listed labs**

▨ **Chapters Covered**
Chapter 4
4.1.11 - Practice Questions
4.2.4 - Practice Questions
4.3.3 - Practice Questions
4.4.9 - Practice Questions

Chapter 5
5.1.4 - Join a Workstation to a Domain
5.1.10 - Practice Questions
5.2.4 - Manage Users and Groups
5.2.10 - Practice Questions
5.3.4 - Practice Questions
5.4.8 - Manage Users in Azure AD
5.4.9 - Manage Groups in Azure AD
5.4.10 - Practice Questions
5.5.7 - Practice Questions

Chapter 6
6.1.8 - Create and Link a GPO
6.1.9 - Create a Starter GPO
6.1.11 - Practice Questions
6.2.4 - Configure and Manage AD DS Passwords
6.2.7 - Practice Questions
6.3.3 - Configure Security Options

◉ **Assessment**

- **Take Custom Exam 2 once all materials for Assignment 2 are completed**

▣ **What's Next**

After completing Custom Exam 2, proceed to Assignment 3 by navigating to the next designated chapter link in D2L Brightspace.

👶💻 <mark>**Assignment 3 - Due Friday, September 19th by 11:59 p.m.**</mark>

Work Assignment 3 – ITNW 1308

What To Do

1. **Read both chapters thoroughly**

2. **Watch all assigned instructional videos**

3. **Complete the practice questions for each chapter**

4. **Finish all listed labs**

🖼 **Chapters Covered**

Chapter 6 – Cont.
6.4.4 - Configure User Rights
6.4.5 - Practice Questions
6.5.4 - Configure Audit Policies
6.5.5 - Practice Questions
6.6.6 - Enforce User Account Control
6.6.7 - Configure UAC Settings to Prompt for Changes
6.6.8 - Configure UAC Settings to Elevate Automatically
6.6.9 - Practice Questions

Chapter 7
7.1.11 - Configure IP Addresses
7.1.12 - Practice Questions
7.2.4 - Explore IP Configuration
7.2.5 - Troubleshoot IP Configuration
7.2.6 - Troubleshoot IP Configuration
7.2.7 - Troubleshoot IP Configuration
7.2.8 - Practice Questions
7.3.4 - Explore Network Connectivity
7.3.5 - Practice Questions
7.4.8 - Configure an IPv6 Address
7.4.9 - Practice Questions
7.5.7 - Wireless Encryption and Authentication Facts
7.5.9 - Connect to a Wireless Network
7.5.10 - Create a Home Wireless Network
7.5.11 - Secure Home Wireless Network
7.5.12 - Configure a Wireless Profile
7.5.15 - Practice Questions
7.6.4 - Configure a VPN Connection
7.6.5 - Practice Questions

🎯 **Assessment**

- **Take Custom Exam 3**

🔄 **What's Next**

After completing Custom Exam 3, proceed to Assignment 4 by navigating to the next designated chapter link in D2L Brightspace.

👨‍💻💻 Assignment 4 - Due Friday, September 30th by 11:59 p.m.

Work Assignment 3 – ITNW 1308

What To Do

1. **Read both chapters thoroughly**
2. **Watch all assigned instructional videos**
3. **Complete the practice questions for each chapter**
4. **Finish all listed labs**

▨ **Chapters Covered**

Chapter 8
8.1.5 - Practice Questions Points Grade
8.2.5 - Configure OneDrive Storage
 8.2.6 - Practice Questions
8.3.5 - Practice Questions
8.4.5 - Manage Files
8.4.9 - Manage Files and Folders
8.4.10 - Practice Questions
8.5.7 - Share and Secure Folders
8.5.8 - Configure NTFS Permissions
8.5.9 - Practice Questions

Chapter 9
9.1.4 - Configure the Boot Order
9.1.9 - Troubleshoot System Startup 1
9.1.10 - Troubleshoot System Startup 2
9.1.11 - Troubleshoot System Startup 3
9.1.12 - Troubleshoot System Startup 4
9.1.13 - Practice Questions
9.2.4 - Create a Restore
9.2.6 - Boot into the Windows Recovery Environment
9.2.7 - Practice Questions
9.3.6 - Back Up the Computer
9.3.7 - Configure File History
9.3.8 - Practice Questions
9.4.3 - Restore Data from File History
9.4.4 - Recover a File from Previous Versions
 9.4.6 - Practice Questions
9.5.8 - Configure Windows Update
9.5.9 - Practice Questions

◉ **Assessment**

- **Take Custom Exam 4**

▣ **What's Next**

After completing Custom Exam 4, proceed to Assignment 5 by navigating to the next designated chapter link in D2L Brightspace.

👦💻 <mark>**Assignment 5 - Due Tuesday, October 7th by 11:59 p.m.**</mark>

Work Assignment 3 – ITNW 1308

What To Do

5. **Read both chapters thoroughly**

6. **Watch all assigned instructional videos**

7. **Complete the practice questions for each chapter**

8. **Finish all listed labs**

▨ **Chapters Covered**

Chapter 9
9.6.5 - Configure BitLocker
9.6.7 - Practice Questions
9.7.6 - Configure Windows Security
9.7.7 - Practice Questions
9.8.4 - Configure Windows Client Firewall
9.8.5 - Practice Questions

Chapter 10
10.1.13 - Practice Questions
10.2.7 - Practice Questions
10.3.4 - PowerShell Remoting
10.3.7 - Practice Questions
10.4.4 - Configure Remote Desktop
10.4.9 - Configure Remote Assist
10.4.11 - Practice Questions
10.5.5 - Practice Questions

Chapter 11
11.1.7 - Practice Questions
11.2.8 - Practice Questions

Chapter 12
12.1.7 - Practice Questions
12.2.6 - Practice Questions
12.3.9 - Practice Questions
12.4.7 - Practice Questions

🎯 **Assessment**

• **Take Custom Exam 5 – (This is your Final Exam)**

🔄 **What's Next**

> **No work will be accepted after Tuesday, October 7th.**
>
> **Your final course grade will be posted in the class. You will also be able to see your official grade once I complete the final grade analysis.**
>
> **NOTE: You must contact me immediately if you see any discrepancies.**

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://www.com.edu/student-services/student-handbook.html**.** *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.*

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:
Kimberly Lachney, Student Accessibility Services Coordinator
Phone: 409-933-8919
Email: AccessibilityServices@com.edu
Location: COM Doyle Family Administration Building, 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 1. The last date to withdraw from the 16-week session is November 14. The last date to withdraw for the 2nd 8-week session is November 25.

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.

Nondiscrimination Statement:
The College District prohibits discrimination, including harassment, against any individual on the basis of race, color, religion, national origin, age, veteran status, disability, sex, sexual orientation, gender (including gender identity and gender expression), or any other basis prohibited by law. Retaliation against anyone involved in the complaint process is a violation of College District policy.