Cosumnes River College

CISC 360

Information & Communication Technology Essentials (A+)

A Partially Online/In Person Course

Spring 2025 16w: January 18 - May 22

Instructor: Buddy Spisak **Online/In Person Office Hours**: Mondays/Wednesdays 1:30 to 3:00 p.m.
Tuesdays/Thursdays 1:30 to 2:30 p.m.
Office: SOC 115 Using this link: https://lrccd.zoom.us/j/87466016886
Phone: (916) 691-7062
Email: spisakj@crc.losrios.edu The turnaround time for responding to most emails is about one to two days. Be sure to include your name and the course number in each email so I can identify who you are and what the email is about.
Course Web page: https://lrccd.instructure.com
Instructor Web page: http://crc.losrios.edu/spisakj/

Prerequisites: None
Advisory: CISC 302 and CISC 310
Lecture: Partially Online (14218) Saturdays 9 to 9:50 a.m. in BSS-145B

Lab: In Person (19206) Saturdays 10:00 a.m. to 1:15 p.m. in BSS-145B
Accepted for Credit: CSU
Class Credits: 4 units

Textbook: No textbook is required for this course. All materials are available via the Cisco Networking Academy website at https://www.netacad.com.

Resource Materials: CISCO Network Academy Curriculum

Labs: Some labs are done through NDG Netlab+ via Canvas.

Supplies: Further information on the tools used in the class are posted on my website: https://web.crc.losrios.edu/spisakj/CISC_360_FAQ_Sp25.htm

Earbuds or a headset for listening to videos and a camera for Zoom conferencing would be beneficial.

A flash drive (32GB) is also recommended and should contain no other data**.**

Course Description:

This course introduces the computer hardware and software skills needed to help meet the growing demand for entry-level ICT professionals. The fundamentals of computer hardware and software, as well as advanced concepts such as security, networking, and the responsibilities of an ICT professional, will be introduced. This course helps to prepare students for the CompTIA A+ certification exam. C-ID ITIS 110

Student Learning Outcomes and Course Objectives:

Upon completion of this course, the student will be able to:

ASSEMBLE HARDWARE AND SOFTWARE COMPONENTS BASED ON CUSTOMER REQUIREMENTS (SLO #01).

- distinguish the various hardware and software components of a computer system.

- identify different hardware required for input, output, processing, and data storage on a personal computer.
- discuss and relate the phases of the System Development Life Cycle.

OPERATE PERSONAL COMPUTERS, DEVICES, AND SOFTWARE FOR END USERS (SLO #02).

- define and correctly select an appropriate program for a given task.
- use the commands and features of office application software.
- use email commands and features to send and receive messages, including attachments.
- demonstrate effective file management techniques.
- differentiate between various digital media file types.
- locate and launch programs successfully.
- differentiate between the most used computer operating systems.
- differentiate between system software and application software.

DEMONSTRATE BASIC DATA NETWORKING AND SECURITY/FORENSICS TECHNIQUES (SLO #03).

- differentiate between various computer network types and scopes.
- install and configure network adapters for effective operation on various networks.

DEMONSTRATE BASIC VIRTUALIZATION, DESKTOP IMAGING, AND DEPLOYMENT OPERATIONS (SLO #04).

- prepare various operating system installation and deployment activities.
- install and configure operating systems in a virtual environment.

PROPERLY AND SAFELY DIAGNOSE, RESOLVE AND RECORD COMMON HARDWARE AND SOFTWARE ISSUES WHILE APPLYING TROUBLESHOOTING SKILLS (SLO #05).

- demonstrate effective troubleshooting techniques.
- operate search engines, browsers, and related web tools to effectively find information on the World Wide Web.
- demonstrate the secure utilization of Internet resources.

PRACTICE APPROPRIATE CUSTOMER SUPPORT TECHNIQUES (SLO #06).

- demonstrate knowledge of the changing workplace, the work-site team and environment, and ethical behavior.
- analyze customer concerns effectively.
- address customer concerns in an appropriate and timely manner.

Methods of Measuring Student Learning Outcomes:

- You will demonstrate knowledge of course concepts through class discussions and achievement on quizzes, mid-term exam, and a final examination.
- You will demonstrate competence in the coursework by completing lab work and participating in discussions during the semester.

Student Obligations:

- **Attendance**: Since this course is online, it is important to participate frequently in the class.
- **Late Work**: Unless noted, all assignments are due on Sunday by midnight each week. Late work will be accepted ONLY if you have contacted me prior to the due date either by email or voice mail. In general, late work is due the next week, and no late assignments may be turned in after one week from the original due date regardless of the reason. For every day an assignment is late, you will lose 10% of its grade.
- **Due Dates**: Unless noted, all assignments will be submitted in Canvas. If, for any reason, you cannot access Canvas or are unable to submit the assignment on time, please email it to me instead so that you are not penalized for being late. Quizzes and discussion items cannot be taken past their due dates. If you miss a quiz and you want to make up points, you can take advantage of the extra credit assignments posted in Canvas. Everyone is welcome to work on the extra credit assignments. Typically, they are five to ten points each, depending on the difficulty of the assignment.
- **Labs**: There will be seven labs credited for homework for the class. The due dates are in the **SCHEDULE** portion of this handout. We will spend a lot of time working on lab activities. Each

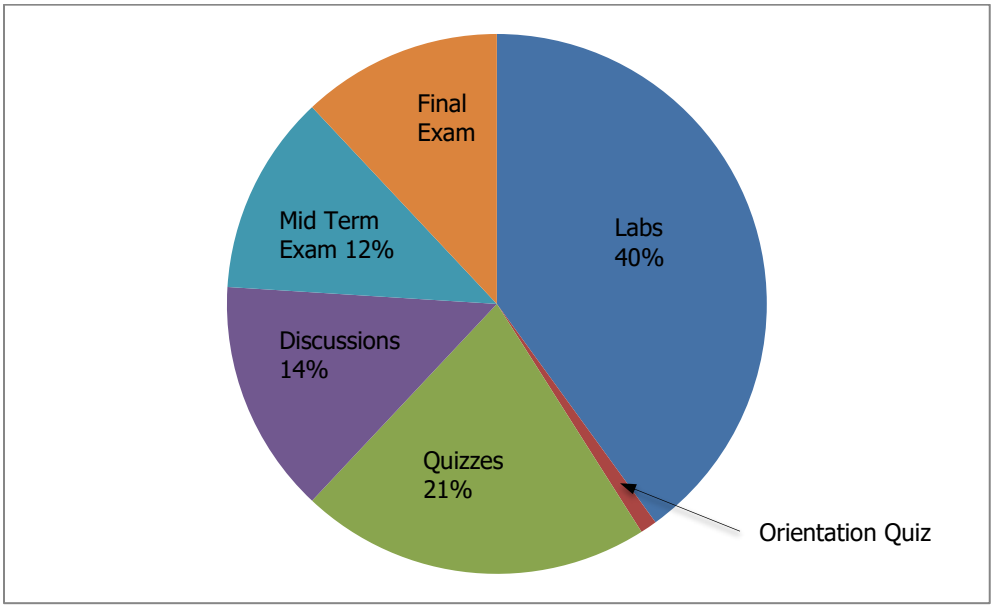
lab has a set of review questions you must answer in Canvas to receive points for that assignment.

- **Discussions**: I want everyone to take a proactive approach to learning this material. This includes using the discussion feature in Canvas to ask questions and answer other students' questions. I will also post questions each week that you can answer to further your understanding of the material. I expect two postings each week unless otherwise noted.
- **Language Matters:** Part of communicating effectively with one another involves communicating correctly with one another. This is not an English class; however, I will be looking at and commenting on the basic accuracy of your written English, such as sentence boundaries, spelling, and other basic grammar issues. While you will not fail the class because of your English, you may lose some points for frequent and repeated errors. Keep in mind that your use of English can influence your readers positively—or negatively.
- **Mid-term and Final Exam**: These exams will be administered through Canvas.
- **Plagiarism Policy**: It is inappropriate, and a violation of academic policy, to copy information from any source (including, but not limited to, textbooks, magazine articles, newspaper articles, and Internet articles) without giving proper credit to the author by using standard quotation procedures such as in-line quotes, footnotes, endnotes, etc. Quotes may not exceed 25% of the assignment's total length. You will receive no credit (0 points) for any assignment that copies any material from any other source without giving proper credit to the author(s). Repeat offenders of this policy are subject to academic discipline as outlined in the policies published by the college.
- **Cheating**: Students who cheat will receive a failing grade for the course. [See the Plagiarism and Cheating page of the college website (https://crc.losrios.edu/about-us/our-values/student-rights-and-responsibilities/plagiarism-and-cheating).]
- **CRC Honor Code:** Academic integrity requires honesty, fairness, respect, and responsibility. [See the Cosumnes River College Honor Code posted on the college website (https://crc.losrios.edu/about-us/our-values/student-rights-and-responsibilities/student-honor-code).]
- **Email**: Every student will be required to have an email account. If you do not have an email account, the college provides free email accounts for all current students.
- **Email etiquette**: I will not tolerate rude and demeaning comments or emails to anyone in this class. Please keep your comments and emails topic-related. If I determine that a comment or email to anyone else in the class is rude or demeaning, I will warn you once. If your behavior continues to be unacceptable, I will refer you to the administration of the college for disciplinary action.
- **Personal belongings**: All mobile phones, beepers, pagers, etc. should be turned off or set to vibrate during any of the online lectures/labs.
- **Disabilities:** If you have a documented disability and wish to discuss academic accommodations, please contact me after class or contact the Office of Disabled Student Programs and Services (DSPS) at 916-691-7275 as soon as possible.
- **Canvas:** This class utilizes a product called "Canvas." It is highly recommended that you check the website frequently for scheduling updates and homework assignments. Most of the homework assignments and quizzes will be done on Canvas.
- **Online Course Responsibilities:** This course requires significant self-motivation. You must not get behind. Labs and weekly assignments can take up to 15 hours to finish. Please don't try to finish them in one day. Not all activities are created equal. Some may take a bit longer than others. You would normally spend 7 hours per week in class for this course: total of 216 hours. Allow yourself at least 10 hours per week to complete the activities online, including the time spent writing the class discussion postings. You should plan additional time to read the textbook and study for the quizzes. Some people believe that an online format provides a much easier way to study this subject than an on-campus framework because they love to read and avoid parking problems. Others feel very intimidated at first. Be patient as you work your way through the activities.
- **AI Policy:** We now live in a world where it has become very easy and, therefore, very tempting to use ChatGPT or other AI tools for course assignments. In this course, the use of AI is considered akin to receiving assistance from another person and raises the same concern that work is not your own. Therefore, the use of AI software for your own study purposes is allowed

but using generative AI tools to substantially complete an assignment, particularly written assignments that require your own interpretation and analysis, is not permitted. Your voice, your words, are more important and interesting than anything AI can create. Should your work be flagged by AI detection software, I intend to give you the benefit of the doubt, have a conversation with you first, and offer the opportunity to revise any work that is AI-generated. In return, I expect you to be honest and upfront about your AI usage and ask for extensions or support if you need it.

- **Online Access via Zoom:** This class utilizes a product called "Zoom." It is highly recommended that you work in a quiet room without distractions, have stable Internet access, and use a video camera with a quality microphone so that you are seen and heard by everyone.

Grading:



Course Topic		Points	Total	Approximate % the of Grade
Labs (7)		50	350	40
Orientation Quiz (1)		10	10	1
Quizzes (6)		30	180	21
Discussions (6)		20	120	14
Mid Term Exam (1)		100	100	12
Final Exam (1)		100	100	12

Point System: There are 860 total assigned points.

Grade Ranges: A=774-860, B=688-773, C=602-687, D=516-601, F=0-515

Schedule: It is tentative and can change during the term. All changes will be located under the "Announcements" section in Canvas for the course.

	Day:		Lecture/Lab Schedule:	Assignment Due:	Due Date (By Midnight):
Week 1	Sat.	1/18	Orientation and Introductions	View the Online Orientation	Sun., Jan. 26
			Chapter 1: Introduction to the Personal Computer Hardware	Orientation Disc.	
Week 2	Sat.	1/25	Chapter 2: PC Assembly	Orientation Quiz	Sun., Feb.2
			Lab #1		
Week 3	Sat.	2/1	Chapters 3: Advanced Computer Hardware	Disc. #1 (Ch. 1-2)	Sun., Feb. 9
Week 4	Sat.	2/8	Chapters 4: Preventive Maintenance and Troubleshooting	Lab Review #1	Sun., Feb. 16
			Lab #2	Quiz #1 (Ch. 1-2)	
Week 5	Sat.	2/15	Chapters 5: Networking Concepts	Disc. #2 (Ch. 3-4)	Sun., Feb. 23
Week 6	Sat.	2/22	Chapters 6: Applied Networking	Lab Review #2	Sun., Mar.2
			Lab #3	Quiz #2 (Ch. 3-4)	
Week 7	Sat.	3/1	Chapters 7: Laptops and Other Mobile Devices	Disc. #3 (Ch. 5-6)	Sun., Mar. 9
Week 8	Sat.	3/8	Chapters 8: Printers	Lab Review #3	Sun., Mar. 16
			Lab #4	Quiz #3 (Ch. 5-6)	
Week 9	Sat.	3/15	Finishing up the first half of the course		
			Mid-term Exam (Chapters 1-8)	Mid-term Exam	Sat., Mar. 15
			Chapters 9: Virtualization and Cloud Computing	Disc. #4 (Ch. 7-8)	Sun., Mar.23
	Sat.	3/22	Spring Break – No classes or office hours held from March 17 through 23		
Week 10	Sat.	3/29	Chapters 10: Windows Installation	Lab Review #4	Sun., Mar. 30
			Lab #5	Quiz #4 (Ch. 7-8)	
Week 11	Sat.	4/5	Chapters 11: Windows Configuration	Disc. #5 (Ch. 9-10)	Sun., Apr. 6
Week 12	Sat.	4/12	Chapters 12: Mobile, Linux, and MacOS Operating Systems	Lab Review #5	Sun., Apr.13
			Lab #6	Quiz #5 (Ch. 9-10)	
Week 13	Sat.	4/19	Chapters 13: Security	Disc. #6 (Ch. 11-12)	Sun., Apr.20
Week 14	Sat.	4/26	Chapters 14: The IT Professional	Lab Review #6	Sun., Apr. 27
Week 15	Sat.	5/3	Finishing up the course Final Review	Quiz #6 (Ch. 11-12)	Sun., May 4
			Lab #7		
Week 16	Sat.	5/10	What's-next-after-this-class? meeting	Lab Review #7	All other work needs to be turned in Sun., May 18
Week 17	Sat	5/17	Skills Exam Final Exam (Chapters 9-14)	Skills Exam Final Exam	Sat., May 17