Syllabus: CIS 103 (Section 92786) – Spring 2016
Instructor: Gerlinde Brady
Phone: 831-477-5672
Class Meetings: Monday 5:30 pm – 7:35 pm (room 829) & 2 Hours Online
Office Hours Room 827D: See Website
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Web: http://www.cabrillo.edu/~gbrady

Course Description
CIS 103 covers technical support skills for those seeking employment in the information technology (IT) field. Topics include training in the various means of delivering technical support and tools for gathering, organizing, and disseminating technical information. This course is for students considering career opportunities in the help desk and technical support fields. This course provides experience with various concepts and skills needed on the job including soft skills and basic troubleshooting skills.

Course Format
Class sessions will include instructor-led presentations and discussions, collaborative exercises, interactive group work, Internet research, and hands-on lab exercises, and online lecture.

Course Book

Requirements/Prerequisites
CIS70 and CIS 72 or equivalent knowledge and skills are prerequisites for CIS 103. Students will need the knowledge and skills from both requisite courses to be successful in the class. Please contact the instructor for more information

Be Prepared
To be successful in the class, you need to be prepared. Complete each week’s online work and reading assignments ahead of time. You are expected to attend all class sessions and participate actively in collaborative tasks. If you feel overwhelmed or fall behind in the class, get help immediately. Many students benefit from studying/working in groups. Help each other. Please talk to me if you need help. If you have to miss class due to illness or other responsibilities, please contact me (if possible prior to your absence) to make arrangements. The amount of time you need to spend outside of class to be successful depends on your previous experience, your work habits, and

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your learning style. Completing all assignments is extremely important.

**Grading Policy**

By default, students will receive a letter grade (A – F) in this class. The class may be taken on a Pass/No Pass basis. The equivalent to the letter grades A, B or C will result in a credit, the equivalent to a D or F will result in a no credit, so students will need to turn in assignments and take exams. The Pass/No Pass option will not affect the grade point average. It will **NOT** be possible to change from a letter grade to a Pass/No Pass after the deadline. Please refer to the Cabrillo schedule of classes for the deadline date. Final course grades will be calculated according to the following weighting system:

<table>
<thead>
<tr>
<th>Assignments</th>
<th>200 points (40%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quizzes</td>
<td>100 points (20%)</td>
</tr>
<tr>
<td>Final Project/Portfolio</td>
<td>100 points (20%)</td>
</tr>
<tr>
<td>Final</td>
<td>100 points (20%)</td>
</tr>
</tbody>
</table>

**Incomplete Grading Policy**

A grade of “I” can only be assigned if serious extenuating circumstances prevent you from completing the coursework by the deadlines. To request an “I”, you must have completed 75% of the required course work and you must make this request well in advance of the final day of classes. A grade of “I” is not automatic; it must be arranged by mutual agreement. In general, it should be removed before the start of the following semester. I very strongly discourage students from requesting and “Incomplete” grade.

**Student Learning Outcomes**

- Manage customer database and knowledgebase.
- Create technical documentation.

**Hours by Arrangement**

The Cabrillo schedule of classes lists “2 hr 5 min online lecture by remote technology and 50 min online lab per week”. The online lecture is required class time and the online lab time is for you to complete your assignments and practice new skills ”. You will spend this time using the online class resources (Canvas, Forum, etc.) or the resources in the CIS Lab (room 830). It is the student’s responsibility to make use of these available hours every week, and to record attendance by signing in each time they attend the CIS lab. During these hours, you will be working mainly on the assignments for the class, which make up 20% of your grade. Arranged hours are class time and all students are expected to meet this number of hours per week to fulfill the requirements of this course. All TBA assignments will be listed in Canvas. Students are required to attend and document TBA hours before census. Students not attending TBA hours...
and turning in the related assignments will be dropped from the course. If you need help with any of these assignments, you can contact me any time.

**Attendance**

Students are expected to attend all classes. Students who are absent because of illness should personally contact their instructors. Illness-related absences do not relieve students from the responsibility of making up any work missed. It is the responsibility of the student to obtain information concerning missed work and to see that it is completed and turned in.

**Excessive Absence**

Class hours of absence are considered excessive when they total more than the number of hours a full-term class meets during each week of a 16-week semester. This applies proportionately to short-term day, evening, summer, winter session, and weekend classes. For example, if a student is absent for more than three hours in a summer class that, when scheduled as a full-term class during a fall or spring semester meets for three hours per week, the student’s absence can be considered excessive, irrespective of the number of class meetings missed.

Excessive absence from class as defined in the above paragraph will constitute reason for an instructor to drop a student from that class. However, it is the student’s responsibility to officially withdraw from classes by published deadlines to avoid failing grades.

(From: Cabrillo College Catalog)

If you need to be absent from class please notify me prior to your absence. **If you miss more than two classes, you might be dropped from the course.**

**Late Assignments**

There will be a number of hands-on assignments and quizzes to help you practice new skills and deepen your understanding of the material. You are responsible for getting all assignments from Blackboard (https://cabrillo.blackboard.com). Please print assignments out before coming to class if you prefer paper copies. Paper copies will not be handed out.

Late assignments can only be accepted due to illness, family emergency, or other legitimate reasons beyond your control. Assignments that are turned in late will receive a 10% point deduction for each day the assignment is overdue, unless you negotiated an extension in advance. Assignments submitted more than 7 days late cannot be accepted and receive a score of zero points.

**Classroom Etiquette/Housekeeping**

To ensure a welcoming, effective and distraction-free classroom environment for
learning for all students, please:

- Silence or turn off cell-phones.
- Refrain from side conversations during lecture and class discussions as this distracts those sitting near by and your instructor.
- Only use computers in the classroom (including your own) when instructed to do so.
- Raise your hand before speaking to give all students an opportunity to participate in classroom discussions.
- For students in the virtual classroom, use the "Raise hand" icon in CCC Confer to let the instructor know you have a question. The chat window can be used to ask questions and communicate with the instructor or other classmates. For students dialing in, please use *6 on your phone to mute/unmute your line so background noises in your location don't distract the class.
- Please note that being disruptive is grounds for being dropped from the class by the instructor.

**Consequences for Disruptive Behavior**

**First incident** (when not severe): discussion and verbal warning.

**Second incident:**
- Dismissal from the class and possibly the next class period
- Filing of a Disruptive Behavior Report with the Dean of Student Services
- Reporting of the incident to the Division Dean
- Meeting with the instructor during office hours to write an agreement on future behavior in the class

**Third incident:**
Dropped from the class or given a failing grade after the last drop time has passed.
Filing of a Disruptive Behavior Report with the Dean of Student Services.
Reporting of the incident to the Division Dean

**Severe incidents:** Severe acts of disruption, lack of respect (such as the use of a racial slur), sexual harassment or physical violence will be cause for an immediate drop from the class and a Disruptive Behavior Report filed with the Dean of Student Services for further disciplinary action.

**Drop**
If you need to drop the class, it is your responsibility to take the required steps.
Please do not assume that I will automatically drop you, if you stop coming to class.
If a class is not dropped properly, you might receive an "F" on your transcript. You
can drop courses from Webadvisor.

**Special Needs**

I encourage students with disabilities, including "invisible" disabilities such as chronic diseases, learning, and psychological disabilities, to explain their needs and appropriate accommodations to me during my office hour. Please bring a verification of your disability from the Accessibility Support Center (ASC) and a counselor or specialist's recommendations for accommodating your needs.

Students needing *accommodations* should contact the instructor ASAP. As required by the Americans with Disabilities Act (ADA), reasonable accommodations are provided to insure equal opportunity for students with verified disabilities. If you need assistance with an accommodation, please contact ASC, Room 1073, 479-6379.

Veterans and active duty military personnel with special circumstances (e.g., upcoming deployments, drill requirements, disabilities. etc.) are welcome and encouraged to communicate these, in advance if possible, to the instructor.

**Dates and Deadlines**

The Cabrillo College web sites lists important dates and deadlines. Be sure to check the [academic calendar](#) for important dates and deadlines.