

Course Syllabus/Outline Development Form

1. NAME OF COURSE: Small Business & ISP Work

2. NUMBER OF CLOCK HOURS: 80 hrs

3. COURSE DESCRIPTION:

This course prepares students for jobs as network technicians. It also helps students develop additional skills required for computer technicians and help desk technicians. It provides a basic overview of routing and remote access, addressing, and security. It also familiarizes students with servers that provide email services, Web space, and authenticated access. Students also learn about soft skills required for help desk and customer service positions. Network monitoring and basic troubleshooting skills are taught in context. Prerequisites: ITCC 1010. Second of two courses leading to certification as a Cisco Certified Entry Networking Technician (CCENT).

4. COURSE OBJECTIVES:

1. Describe the structure of the internet & how communication occurs between hosts.
2. Install, configure & troubleshoot Cisco IOS devices.
3. Plan a basic wired infrastructure to support network traffic.
4. Implement basic WAN connectivity using Telco services.
5. Demonstrate disaster recovery & perform server backups.
6. Monitor network performance & isolate failures.
7. Describe the OSI model & the process of encapsulation.

5. RATIONALE:

Over 80% of worldwide internet traffic is controlled by CISCO routers and hubs, and those certified by CISCO in the computer networking field are in high demand.

6. REQUIRED MATERIALS:

Students will be provided with official CICSO study materials.

7. EVALUATION:

Those who participate in class discussions, score 70% or higher on the final exam, and miss no more than three class meetings will be awarded 8 continuing education units.

General Classroom Policies and Exit Criteria

1) General

- o ***Collaboration on Lab activities, studying, and the Case Study is strongly encouraged!***
- o Please treat other students, the instructor, and guests with professionalism, courtesy, and respect.
- o Please listen when others are speaking.
- o Cell phones should be put on 'silent'. If you need to take a call, step outside the classroom.

2) Attendance

- o Please do your best to be on-time for class. If you are late, enter quietly.
- o Please notify the Instructor in advance if you know you will be absent, or if this is not possible, check with the Instructor afterward to understand what make-up work, if any, is needed.

- o This course is a 100% in-person class, 72 hours. **Per Cisco Network Academy standards, a student who misses more than 3 class meetings may be dropped from the course.**
- o Any exceptions or extenuating circumstances are addressed by the Instructor on an individual basis.

3) Curriculum Materials, Assessments, and Exams

- o The primary curriculum is delivered online via the Cisco Network Academy Connection site. Accounts will be established for students on the first day of class. Access to an Internet connected PC outside of class is required for completion of reading assignments and Chapter Assessments. A supplementary Cisco Press textbook will be available in early October.
- o All Assessments and the Final Exam are online, open-book, and multiple attempts are available for each. The recommended strategy is to take these with no notes and move through the questions as quickly as possible without going back, repeating the entire assessment until a minimum score of 80% is achieved. Cisco Certification Tests are no-notes-allowed and the time is **very** limited.

4) Class Format

- o Out of class work: a reasonable expectation is 8 to 12 hours per week outside of class.
- o Good classroom attendance habits are the key to success. Breaks are taken during Open Lab time. The building must be cleared by 10pm sharp. In-class time is divided as follows (this schedule will be adjusted daily as needed):
5:30pm to 6:00pm Lab time
6:00pm to 7:15pm Lecture period
7:15pm to 9:30pm Lab time

5) Grading Policy

- o All assessments and Exams are completed online and are not proctored. **A cumulative Weighted Percentage of 70%, plus a Final Exam score of 70, plus completion of the Skills Assessment, plus completion of the Course Survey are required to achieve a PASS.** Detailed grade information is maintained and a final grade of either PASS or INCOMPLETE is assigned (letter grades are included here for comparison only).
100-92% = A, 91-84% = B, 83-76% = C, above 70% = PASS, below 70% = INCOMPLETE.

Chapter 1	Chapter 2	Chapter 3	Chapter 4	Chapter 5	Chapter 6	Chapter 7	Chapter 8	Chapter 9	Final Exam	Course Feedback	Skills Assessment	Custom Scores (Capstone Project)	Weighted Percentage
6	6	6	6	6	6	6	6	6	16		15	15	%
									70	√	XX		70

8. COURSE OUTLINE:

Need to add course modules...