

GREENVILLE TECHNICAL COLLEGE

School of Business and Computer Technology Computer Technology Course Syllabus Fundamentals of Voice over IP IST 295 Fall 2019

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Credit/Contact Hours:

3.0

Prerequisite:

IST 203 Cisco III

Prerequisite Knowledge:

- Understanding of the fundamental terms and concepts of computer networking including IP routing - switching, LANs and WANs.
- Familiar with the command Line Interface (CLI) on Cisco routers and switches
- Understand the operation of VLANs and DHCP

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Computer Technology students must obtain a minimum grade of “C” in all CPT and IST courses.

Co-requisite:

None

Course Description:

This course is a study of Voice over IP (VoIP) telephony technology. Topics covered include safety, Basic telecommunication terminology, protocols, fundamentals of the Public Switched Telephone network (PSTN), VoIP standards and protocols, configuration of a VoIP system and associated features.

Purpose of Course:

This course provides the knowledge and concepts required to understand and implement Voice over IP (VoIP) telephony and what components are necessary in these environments.

Required Texts:

1. CCNA Collaboration CICA 210-060 W/CD; Cisco Press; ISBN: 978-1587144431
CCNA Voice Lab Manual 978-1587132995; Cisco Press, ISBN: 978-1587132995
CCNA Voice Portable Command Guide; Cisco Press; ISBN: 978-1587204425
2. NOTE: Students in traditional classes must access Blackboard for course-related information. Students in hybrid and online classes will access their online content through Blackboard.

Additional Materials, Supplies, Equipment, and Technology (i.e. Webcams):

Special Note to Online Students: Please refer the Syllabus Attachment 1 to review the Tentative Course Schedule. The schedule outlines the chapters that will be reviewed, when tests will be given and when assignment and labs will be due.

Instructional Agreement:

This syllabus is an agreement between the student and instructor concerning course objectives, course content, grading, and other policies and procedures particular to the course as well as any posted program, departmental, and divisional policies. It is also the student’s responsibility to become familiar with the Student Handbook/College Catalog found in the Student Resources area of Blackboard.

Grading Scale:

A numeric grade will be given for each of the following items:

(4) Tests	45 percent
Class Assignments - Labs	10 percent
Class Assignment – Journals	10 Percent
Final Examination	20 percent
Skills-based Assessment	15 percent

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Departmental Grading Scale

Final letter grades will be issued as follows:

A	=	90 - 100
B	=	80 - 89
C	=	70 - 79
D	=	60 - 69
F	=	0 - 59

Pass/Non-Pass Course Grade Option:

This course may be eligible for the Pass/Non-Pass Course Grade Option. A student must request this option prior to the withdrawal date of this course. If approved for this option, a grade of P will be assigned if the student earns a grade of C or higher. A grade of NP will be assigned for earning a D or F. Students are encouraged to talk with their instructor and meet with an advisor prior to requesting this option. Additional information may be found in the college catalog.

Instructional Continuity:

In the event of a disruption to the normal class schedule or planned activities for this course, alternate learning activities that may include other methods of instruction or locations may be implemented. If disruption occurs, your instructor will communicate through your GTC email (Gmail) account. Additionally, please make sure your contact information is accurate in GTC's emergency alert system (accessible in GTC4Me/Quick Access/GTC2me – Emergency Messaging).

Verification of Student in Online Classes:

Greenville Technical College is committed to student learning and the academic integrity of all courses. All GTC online courses are required to have at least one proctored learning activity that constitutes a significant percentage of the course grade, which may include a test, midterm, final exam, presentation or other assignment. Proctored is defined as an experience where an approved person ensures the identity of the student and monitors the learning activity. The proctored learning activity will be determined by the course instructor. The method of proctoring and any additional requirements, such as costs for students and/or trips to campus or approved testing center, will be explained in the course schedule/plan of instruction.

Course Outcomes:

Upon completion of the course, the student will be able to successfully **complete 70 %** of the following tasks:

1. The student will be able to explain the functions and features of the Public Switched Telecommunications Network (PSTN).

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2. The student will be able to identify the various requirements, benefits and components of a VoIP telephony system
3. The student will be able to explain the importance of IP Quality of service (QoS) for VoIP.
4. The student will be able to perform routine end point and end user device configuration.
5. The student will be able to identify and troubleshoot common VoIP system issues.
6. The course will aid the student in the preparation of the Cisco CCNA voice 640-641 exam.

The outcomes of the IST 295 course are intended to meet the Computer Technology program level student learning outcomes.

Assessment of Student Learning:

Greenville Technical College is committed to continuous improvement of teaching and learning. Tests, assignments, and/or projects required in this course may be shared with college faculty and used for assessment purposes. Also, student input is necessary for improving instruction and is requested through course evaluations. Students will be notified when evaluations are available.

Administrative Withdrawals:

Students may be administratively withdrawn from this course for the following reasons:

- Not attending a course during the drop/add period including failure to meet the attendance criteria in an online course. In this case, a grade of WA will be assigned. This WA will not count as an attempt and will not affect GPA.
- For recorded absences exceeding 15% of the course contact hours prior to the withdrawal date. A grade of W will be assigned. For students who receive financial aid, this W will count as a course attempt but will not affect GPA.
- For non-attendance for 14 consecutive calendar days during any time in a semester (including non-class days, holidays, and weekends). A grade of FA (Failure due to Absences) will be assigned. For students who receive financial aid, this FA will count as a course attempt and will affect GPA. The college will use a grade point of zero for each credit hour to calculate the student's GPA.

Course Policies:

[Click here to enter text.](#)

Students with Disabilities:

Students with disabilities, including those who were served in Special Education (resource or tutorial), should contact Student Disability Services (SDS) to discuss their

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need for services and accommodations. ***This must be done each term.*** The main SDS office is located on the Barton Campus in the Student Center Building 105, office 113.

Students may reach staff by phone at (864) 250-8202 or via email to DisabilityServices@gvltec.edu. Appointments are available at all satellite campus locations. Please check the GTC website for more information concerning Student Disability Services. Visit <http://gvltec.edu/disability-services> for more information.

The college is committed to providing materials that are accessible to all students. However, if you experience any difficulty accessing materials, please notify your instructor immediately so that we can provide a solution. You may also contact Student Disability Services directly at (864) 250-8202 or by email at DisabilityServices@gvltec.edu.

Students who need a PDF reader to access course documents presented in PDF formats may download Adobe Reader from <https://get.adobe.com/reader>.

Blackboard Ally

Blackboard Ally is a tool to improve students' experiences within online courses. It enables students to convert files in a course to more accessible formats such as HTML, electronic braille, audio and more. For more information, refer to [Blackboard Ally for Students](#) located in Student Resources in the course menu.

Technology Statement:

Greenville Technical College is not responsible for personal technology or internet access. Problems with computers, devices, or internet access are not acceptable for late work. When completing gradable coursework online, be sure to access a secure, reliable internet connection (preferably hardwired).

All technical questions should be directed to technical support. For details, visit https://www.gvltec.edu/about_greenvilletech/tech_support.

Students can access due dates for all assignments and quizzes/tests on the Course Schedule/Plan of Instruction. All graded work is time-stamped when submitted, so your instructor can check the time of submission. In addition, you will receive a confirmation email message when you submit assignments via Blackboard. You must provide this confirmation information in case of any dispute regarding the submission.

Computer labs are available at multiple campus locations and offer various hours as well as staff who are available for assistance. For more information, please visit https://www.gvltec.edu/student_resources/computer_labs.

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Student should use Microsoft Office programs or PDF format for submitting assignments in Blackboard. Students can access <http://portal.office.com>, log in with their <username>@my.gvltec.edu email address and Blackboard/GTC4me password, then follow the prompts to install Microsoft Office free of charge.

Starfish:

We care about your success! Greenville Technical College is proud to offer Starfish, a software tool designed to promote student success through coordination and communication between students, instructors, and support staff. The link to Starfish is located in Blackboard.

Inside Starfish, you will find your Student Success Team with your instructor, advisor, academic coach, and others you may be directly connected with at the college. Setting up your Starfish profile and completing the Starfish Intake form will provide your Success Team with valuable information to guide your success.

Throughout the semester, you may receive emails regarding your attendance, academic performance, or course grades. Additionally, faculty and staff may send kudos celebrating successes. It is important that you check your Greenville Technical College Gmail regularly for Starfish alerts and kudos.

FERPA Policy:

Because Greenville Technical College abides by FERPA privacy guidelines, personal email accounts may not be used for any College-related communication. Faculty and students must use the college Gmail system only.

Start, Stay, Succeed!