

Network Systems Administration Department
Business/Public Service Division
GREENVILLE TECHNICAL COLLEGE

COURSE SYLLABUS

Course Number: IST 204

Course Title: Cisco Troubleshooting

Lecture hours per week: 3.0 **Semester credit hours:** 3.0

Prerequisite: IST 203

Catalog Course Description: This course is a study of troubleshooting network problems.

Purpose of the Course: This course provides the student with knowledge and skills in switching basics and intermediate routing.

Required text(s) or other materials:

1. Accessing the WAN CCNA Exploration Companion Guide; Cisco Press, 2008; Accessing the WAN CCNA Exploration Labs and Study Guide; Cisco Press, 2008; (Bundled) ISBN: 013157743
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.

COLLEGE-WIDE STUDENT LEARNING OUTCOMES

1. Communication – Students will demonstrate the ability to use active reading and listening skills and to produce effective written and oral communication for varying audiences.
2. Information Technology and Technological Literacy – Students will demonstrate competency in using computer technology within a field of study.
3. Critical Thinking/Reasoning – Students will demonstrate the ability to apply the scientific method, mathematical processes, and research skills to analyze and solve problems/issues by using reflection and reasoning to justify conclusions.
4. Professional and Personal Responsibility – Students will demonstrate the ability to exhibit conduct, attitudes, and etiquette appropriate to the student's community and chosen career. Students will demonstrate the ability to manage time, to use effective interpersonal skills, and to display responsible behavior.
5. Diversity – Students will demonstrate the ability to recognize diversity and to demonstrate respectful conduct and attitudes toward all. Students will demonstrate the ability to explain how global issues impact life, work, and opportunities.

Approved March 26, 2009

NETWORKING SYSTEMS ADMINISTRATION PROGRAM STUDENT LEARNING OUTCOMES

Upon successful completion of the Network Administration program, the graduate will be able to:

1. Set up, maintain, and troubleshoot computer and network hardware.
2. Install, maintain, and troubleshoot operating system and application software.
3. Construct and configure local area networks.
4. Administer and troubleshoot network operating systems.
5. Analyze and implement security measures for information technology.

IST 204 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 identify the components and protocols used in Wide Area Networks (WANs).
2. The student will be able to implement and configure WAN encapsulation protocols used to connect network devices.
3. The student will be able to implement and configure Access Control Lists on a router.
4. The student will be able to implement and configure DHCP and NAT services on a router.

The outcomes of the IST 204 course are intended to meet the CPT/Networking Administration program outcomes numbered 2, 4, 7, and 9 above.

Revised 1/2009

IST 204 – INTERNETWORKING CONCEPTS Tentative Schedule of Topic and Class/Lab Meetings

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.

IST 204 – INTERNETWORKING CONCEPTS

The Cisco curriculum is available at the website cisco.netacad.net. The text is used as an enhancement to the online curriculum. The online curriculum and review quizzes can be accessed with your user name and password. To receive full benefit from the online curriculum, be sure to visit links recommended and review audio portions.

The final exam consists of an online assessment and a skill-based assessment.

Grading Policy

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

Unit Tests (Cisco Online Tests)	50 percent
Class Assignments	10 percent
Final Written Examination	20 percent
Final Skills Based Examination	20 percent

Departmental Policy for the Submission and Grading of Assignments

- All assignments (i.e., labs, projects, research papers, etc.) for this course must be completed and submitted to the instructor by the due date established in order to receive full credit for the assignment.
- Assignments not submitted by the due date can receive up to a maximum of 80 percent credit if it is submitted within one week of the due date.
- Assignments submitted after one week of the due date will have a zero (0) grade recorded for the assignment.
- In the event that an assignment is made less than one week prior to the end of the course, the assignment must be submitted by the last day of class prior to the beginning of the final exam period and will not be accepted late.

Departmental Test Policy for Computer Technology Courses

- A minimum of three (3) tests and a Comprehensive Final Exam will be given.
- Test dates will be announced in class and posted on CampusCruiser or WebCT.
- Periodic announced and unannounced quizzes may be given to encourage attendance; make-ups are not allowed.
- The student assumes responsibility for materials and announcements missed when absent.
- **Tests must be taken on the announced day. Early tests may be arranged at the instructor's discretion.**
- **Only one make-up test without bonus options is allowed for the course; scheduling of the make-up test is at the instructor's discretion. If the first missed test is prior to the last date to withdraw for the course, the test must be completed prior to the withdrawal date. Bonus options will not be allowed on the make-up test. If a second test is missed, the student will automatically receive a failing grade for the course.**
- A failing grade will be given if two or more tests are missed.
- A comprehensive final exam must be taken as scheduled with no exemptions or exceptions.

Exceptions to the Departmental Test Policy will be made on an individual basis as a result of a decision involving the department head, instructor, student, and/or the Assistant Dean.

Departmental Academic Honesty Policy for Cheating and Plagiarism

Cheating and Plagiarism will not be tolerated in any Computer Technology course. If cheating and/or plagiarism are found, the following grading penalty will be assessed:

1st Offense – A grade of zero (0) will be assessed for the assignment/test on which the incident occurred.

2nd Offense – A grade of zero (0) will be assessed for the entire assignment/test portion for the course in which the incident occurred. For this course the penalty would be 15 percent of the final grade for class assignments and 60 percent of the final grade for tests.

Departmental Grading Scale

Final letter grades will be issued as follows:	A	=	90 – 100 points
	B	=	80 - 89 points
	C	=	70 - 79 points
	D	=	60 - 69 points
	F	=	0 - 59 points

INCOMPLETES: An INCOMPLETE ("I") will only be approved if ALL of the following conditions exist:

- The student must have no more than 3 weeks (15-week term) or 1.5 weeks (8-week/10-week term) remaining to complete the course.
- The student must have a validated, documented reason why he/she cannot complete the course by the prescribed end date (illness, work situation, death, etc.).
- The student must be up to date with all work up to the point of the request for an Incomplete (no untaken tests or unsubmitted labs, homework, etc.), and the student must have a passing grade average (C or higher) for all work submitted.

READ THIS SYLLABUS CAREFULLY

You should read this syllabus carefully and ask your instructor about *any* aspects that you do not understand. The syllabus is an agreement between you and your instructor concerning course objectives, course content, grading, and other policies and procedures particular to this course. The above information is specific to the course. Three additional documents are provided as attachments and *are considered a part of this syllabus*:

Attachment 1:

Each instructor will provide a supplement to this syllabus. The supplement will include: a week-by-week plan of instruction based on the section in which you are enrolled; your instructor's name, office hours and/or office location; and your instructor's contact information and recommended best methods to contact your instructor.

Attachment 2:

The Department responsible for developing and teaching has policies and procedures in place to assure quality instruction for all students. These are attached as "Departmental Policies and Procedures."

Attachment 3:

Please note that it is your responsibility to read the current Student Handbook included in Greenville Technical College's Catalog. (See website.) The Student Handbook addresses specific academic and student conduct policies and procedures. Excerpts from the Student Handbook representing the policies and procedures most often referred to in working with students are provided for your convenience as "Attachment 3."

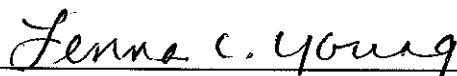
Approved by:



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Date

This syllabus will remain in effect until revised or reviewed no later than August 2011.