Walters State Community College Course Syllabus

Course Information

Course Number and Name: CITC 1324 CCNA II
Section ID: 80652.202380
Semester and Year: Fall 2023
Credit Hours: 3
Start Date: August 21, 2023
End Date: December 08, 2023
Course Format: CON - Conventional Methodology
Catalog Course Description: Routing and Switching Essentials is the second of two courses leading to the Cisco Certified Entry Networking Technician (CCENT) designation and is the second of four courses leading to the Cisco Certified Network Associate (CCNA R&S) designation. This course focuses on the following: basic routing and switching concepts, Virtual LANs (VLANs), Inter-VLAN routing, static routing and dynamic routing protocols, Single-Area OSPF, Access Control Lists (ACLs), Dynamic Host Configuration Protocol (DHCP) and Network Address Translation (NAT). Prerequisite: CITC 1323. **As required** 2 hours lecture/2 hours laboratory

Meeting Details: R; 01:00PM - 04:00PM; TECH 270
Course Drop Deadline: October 27, 2023

Instructor Information

Name: Krystal Piper
Role: Assistant Professor of Computer Information Technology
Office Location: TECH 248D
Office Hours: See Office Hours posted in eLearn.
Office Phone: 423-318-2755
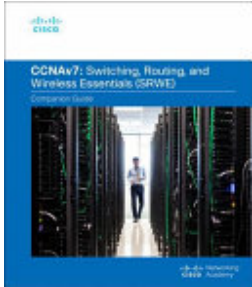**Email:** Krystal.Piper@ws.edu
Supervisor Name: Lois Blais, Department Chair of Computer Information Technology (CIT)
Supervisor Phone: 423-585-2658
Secretary Name: Tammy Jones/Kathy McFarling
Secretary Phone: 423-585-2644/423-585-6972

Required Textbook(s) and Materials

Switching, Routing, and Wireless Essentials V7. 0 (SRWE) Companion Guide
ISBN: 9780136729358
Authors: Cisco Networking Academy
Publisher: Cisco Press
Publication Date: 2020-06-12

Supplemental or Optional Materials

Required Resources:

- Packet Tracer 8 is provided as a free download to students enrolled in this course.
- Microsoft Office - Word and PowerPoint are used in this course. Office 365 is available to Walters State students. See instructions in eLearn.
- Notebook
- Pencil or Pen

Student Learning Outcomes/Objectives

- Upon completion of this course, the student will:

  1. Configure basic switch and router settings.
  2. Configure VLANs, Trunking, and inter-VLAN routing.
  3. Configure static routes and dynamic routing protocols.
  4. Configure Access Controls Lists (ACLs), DHCP, and Network Address Translation (NAT).

Instructional Approach and Methods

Course meets in person and has an online component. Instructional methods include lectures, assigned reading of course text, classroom discussion, hands-on labs, Packet Tracer simulations,

videos, and written instruction. Additional lab time outside of scheduled class time may be needed to complete assignments.

Assessment, Evaluation and Testing Procedures

Assessment and Evaluation Methods:
Evaluation methods may include assignments, labs, quizzes, chapter exams, pre/post exam for course, hands-on lab exams. A grade of "F" will be assigned for any student conducting plagiarism, cheating, or other forms of academic dishonesty. See the Academic and Classroom Misconduct section in the college catalog.

Testing Procedures:
Exams will be taken in person and in Net Academy Website and may not normally be made up except for the most extreme of circumstances (accidents, serious illness, etc.). Exams are not to be missed without a documented excuse. A score of zero will be assigned for the exam missed. In the event of an emergency, it is the student's responsibility to contact the instructor before exam time. Minor illnesses of student or family members are not satisfactory excuses for missing an exam. An exam that is to be made up will require official documentation from the explaining the dire circumstances causing the absence. No make-up exam will be given to any student who misses the exam without documentation to the instructor. Make-up exams may be different from the regular test.

Grading Scale

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

Assignments

Students will complete the required assignments as shown in Netacad for each corresponding module. Assignments will be evaluated based on their assigned number of points. Assignments are to be turned in on or before the due date. Late assignments will NOT be accepted.

IMPORTANT:
It is each student's responsibility to make sure that the files they submit are their own. Also, it is each

student's responsibility to make sure that no other student has access to their files. If a student turns in a file prepared by another student, both students receive a grade of 0. A second occurrence is grounds for both students to receive an "F" in the course. Cheating on any assignment will result in a grade of 0 for that assignment. Repeated occurrence is grounds for the student to receive an "F" in the course. Cheating on an exam will result in an "F" for the entire course. Cheating includes, but is not limited to: using, copying, or paraphrasing answers or solutions obtained from another student, the internet, or any other source beyond materials provided in this course. Answer assignment questions in your own words.

Class Participation

Class Participation:
Class topics, assignments, and some tests are scheduled and taken using Netacad. It is the student's responsibility to review the Modules, Calendar, and Grades areas in Netacad and determine the assignments and tests that must be completed each week.
It is also the student's responsibility to verify that all assignments and quizzes did get submitted properly and that accurate scores were posted in the Grades area of Netacad.

Attendance:
Students must attend the first day of class or contact the instructor prior to the first class. Missing the first class may result in being dropped from the course. Any student that expects to miss the first day of class should contact Student Support Services and the Financial Aid office to discuss possible problems.
Regular class attendance is a student's obligation. (See the Walters State Catalog/Student Handbook) If for some reason a student misses class, it is his or her responsibility to see the instructor regarding activities to be prepared for the next class. Excessive absences may substantially lower the semester grade. The college requires the instructor to keep accurate records and to report when students are not attending class.

Class cuts in excess of 10% may result in a grade reduction of 1 letter grade. Class cuts in excess of 20% may result in automatic failure. Some planned absences may be excused with appropriate documentation and instructor's pre-approval. Excused absences DO NOT excuse the student of any responsibilities for material covered during the absence. In the event of absence, it is the student's responsibility to catch up with missing material as well as homework. There will be no make-up tests for unexcused absences. If any make-up test is given, it may be different from the regular test in content as well as format.
Students with excused absences must complete all make-up work within (7) days. Exceptions to this rule must be discussed with and cleared by the instructor BEFORE the deadline. Examples of excused absences include, but are not limited to, personal illness, illness of a spouse, child, or close family member, bereavement, military reserves duties, and pre-approved school functions.

Documentation is required in all cases. Faculty are not obligated to allow students to make up work missed due to unexcused absences.

Inclement weather
If classes are cancelled due to inclement weather or other reason, the course will continue as scheduled in an online format. Hands-on labs will be completed using Packet Tracer and all assignments and tests will be due as scheduled in NetAcad.

Course and Class Policies/Procedures

Once class has started please be courteous and give your attention to the instructor. Reading e-mail, browsing the Web, playing games, or working on other assignments are not appropriate activities during lecture or lab. Failure to abide by this rule or any other course ground rules can result in students being asked to leave the classroom.

Campus policies prohibit the use of ALL tobacco and vaping products inside or outside of all buildings. (See the [Walters State Catalog/Handbook](#).)

Campus policies prohibit minors from accompanying parents into the classroom and from being left unsupervised outside in hallways. (See the [Walters State Catalog/Handbook](#).)

Open containers of food or drink at the computer stations are prohibited.

The syllabus is subject to change as the need arises throughout the semester. This syllabus sets forth the expectations for the course content, work, and grading as well as expectations for student performance and conduct. The syllabus does not constitute a contract between the student and the instructor or the College. The information contained here is subject to change at any time. Instructor reserves the right to modify this syllabus at any time with written notification to the students. Though changes are possible, it is expected that the course will be conducted as described in this syllabus.

Syllabus

Passwords for individual student computer accounts are NOT to be shared with other students or provided to unauthorized persons outside of the school environment.

Additional Course Requirements/Details/Information

Plagiarism, cheating, and other forms of academic dishonesty are prohibited. The minimum penalty for cheating is a "0" (zero) on the examination or assignment. Academic dishonesty may result in an "F" for the course. Additional information can be found in the [WSCC Catalog/Student Handbook](#).

Academic Honesty

Faculty expect all students to refrain from acts of academic misconduct including but not limited to:

1. Plagiarism - refers to using another person's ideas or writing without giving proper credit to the original source. Indulging in this type of conduct will subject the student to disciplinary sanctions, which may be imposed through the regular institutional procedures of Walters State Community College as outlined in the Student Handbook. Plagiarism will result in a grade of "0" for the paper/exam/presentation. Student Conduct and Disciplinary Sanctions contained in the college Catalog/Student Handbook apply (see policy 04:18:02 Disciplinary Sanctions). Plagiarism includes, but is not limited to the following:
   a. Using cut/paste tool from original document with no references given.
   b. Copying another student's work and submitting it as one's own.
   c. Forging or otherwise altering signatures.
   d. Giving or falsifying academic documents or materials.

2. Cheating - construed as attempting to deceive or mislead which includes, but is not limited to the following:
   a. Utilizing old tests, projects, notes or written papers.
   b. Providing unauthorized information to a fellow student about exam content.
   c. Receiving unauthorized aid from any source with quizzes, examinations, or other assignments.
   d. Seeking information in an unacceptable manner during/preceding an exam or other assigned work (cheat sheet, verbal exchange, looking at another person's paper or electronic device, utilizing headphones, using textbook when the test/quiz is not an open book test/quiz, using textbook test bank etc.).
   e. Consulting with a classmate or others when taking a computerized test.
   f. Disregarding other specific policies and procedures outlined for a particular class.
   g. Utilizing unapproved technology/electronic equipment during testing (i.e.: mobile devices such as cell phones, smart devices, or tablets, etc.).
   h. Using the same Internet Protocol network address (IP address) as another student for testing without approval from the course faculty.

3. The use of any generative artificial intelligence (AI) tool, such as OpenAI's ChatGPT, Google's Bard, or any other pre-trained language model (commonly referred to as "chatbot"), must be cited for any assignment where it has been used and may not be used unless specifically allowed by your instructor. Please see your instructor or the course policies within the syllabus if you have questions.

Student Resources

TUTORING SERVICES

Students in need of tutoring assistance are encouraged to contact the Office of Student Tutoring located as follows:

- Morristown Campus - Student Services Building Room L107 - (423) 585-6920
- Niswonger Campus - GRNV 226 - (423) 798-7982
- Sevierville Campus - MMH Room 210 - (865) 286-2787
- Claiborne Campus - Room 123A - (423) 851-4761

Specific tutoring assistance in mathematics and writing is available in-person and online as follows:

- Morristown Campus - English Learning Lab - HUM 120 - (423) 585-6970

  [Walters State English Learning Lab (opens in new window)](ws.edu/academics/humanities/writing-lab)
  ws.edu/academics/humanities/writing-lab

- Morristown Campus - Mathematics Lab - MBSS 222 - (423) 585-6872

  [Walters State Mathematics Learning Lab (opens in new window)](ws.edu/academics/mathematics/learning-lab)
  ws.edu/academics/mathematics/learning-lab

TECHNOLOGY SUPPORT

Students who need assistance with computing and technology issues should contact the IET Helpdesk by phone at Morristown: (423) 318-2742; Niswonger: (423) 798-8186; or Sevierville: (865) 286-2789 or on-line access.

[Walters State Helpdesk (opens in new window)](helpdesk.ws.edu)
helpdesk.ws.edu

STUDENTS WITH DISABILITIES SUPPORT SERVICES

Students with disabilities must register with Student Support Services each semester in the Student Services Building, Room U134 (phone (423) 585-6892) if they need any special facilities, services, or consideration.

[Walters State Student Support Services (opens in new window)](ws.edu/student-services/disability/)
ws.edu/student-services/disability/

SUICIDE PREVENTION STATEMENT

Walters State is committed to and cares about all students. Support services are available for any person at Walters State who is experiencing feelings of being overwhelmed, hopelessness, depression, thinking about dying by suicide, or is otherwise in need of assistance. For immediate help, contact the National Suicide Prevention Lifeline by calling or texting 9-8-8 or the Trevor Lifeline at 1-866-488-7386. Veterans may also contact the Veterans Crisis Line at 1-800-273-8255 (press 1) or Text 838255.

Walters State has a relationship in place with the following community agencies to provide services (may include crisis referral services, prevention screenings, etc.):

- Cherokee Health Systems 423-586-5032
- Frontier Health 423-467-3600

College Policies

STUDENTS HANDBOOK AS OFFICIAL GOVERNING DOCUMENT

This class is governed by the policies and procedures stated in the current Walters State Community College Student Handbook. All students attending Walters State Community College, regardless of the time, location, or format of the class, must abide by the rules and regulations outlined in the current Walters State Catalog/Student Handbook and the current Walters State Timetable of Classes.

[Walters State Catalog (opens in new window)](catalog.ws.edu/)
catalog.ws.edu/

[Walters State Timetable of Classes (opens in new window)](ws.edu/admissions/registration/)
ws.edu/admissions/registration/

PURPOSE, LIMITATIONS AND MODIFICATION OF SYLLABUS

This syllabus sets forth the expectations for the course content, work, and grading as well as expectations for student performance and conduct. The syllabus does not constitute a contract between the student and the instructor or the College. The information contained here is subject to change at any time. The instructor reserves the right to modify this syllabus at any time with written notification to the students. Though changes are possible, it is expected that the course will be conducted as described in this syllabus for the semester/year specified in the Course Information section of the syllabus. This syllabus is only valid for the semester/year specified and course requirements are not guaranteed for future semesters.

COURSE GROUND RULES

- Students must attend the first day of on-ground class or contact the instructor prior to the first class. Failure to do this may result in being dropped from the class. Excessive absences may substantially lower the course grade.

- Regular class attendance is a student's obligation for any course regardless of format. (See the Walters State Catalog/Student Handbook). If a student misses class, it is his or her responsibility to contact the instructor regarding missed assignments and/or activities and to be prepared for the next class assignment.

- Students enrolled in web courses must follow the course attendance policy defined for online attendance during the first week of class and throughout the term. Failure to do this may result in being dropped from the class during week one OR may result in the accrual of absences which may negatively impact the student's grade in the course.

- Students who have not paid fees on time and/or are not correctly registered for this class and whose names do not appear on official class rolls generated by the Walters State student information system (MyWS) will not be allowed to remain in class or receive credit for this course.

- Electronic devices must not disrupt the instructional process or college-sponsored academic activity. Use of electronic devices is prohibited unless use of the device is relevant to the activity and use is sanctioned by the faculty member in charge. Electronic devices that are not relevant to the activity or sanctioned by the faculty member in charge should be set so that they will not produce an audible sound during classroom instruction or other college-sponsored academic activity.

FINANCIAL AID

Students receiving any type of financial aid or scholarship should contact the Financial Aid Office before making any changes to their schedule. Schedule changes without prior approval may result in loss of award for the current term and future terms.

All forms of student Financial Aid may be jeopardized or lost due to the lack of Satisfactory Academic Progress in one or multiple courses. Lack of Satisfactory Academic Progress may negatively impact a student's degree/certificate completion pace and further jeopardize Financial Aid eligibility.

CANCELLATION OF CLASSES AND ACADEMIC CONTINUITY

For information related to the cancellation of classes due to inclement weather or other events, please check the Senators Emergency Text system or the college's Web site at:

Walters State Homepage (opens in new window)
ws.edu/home/

[Walters State Facebook page (opens in new window)](https://www.facebook.com/WaltersState/)
https://www.facebook.com/WaltersState/

[Walters State Twitter page (opens in new window)](https://twitter.com/waltersstate)
https://twitter.com/waltersstate

or call the college's student information line, 1-800-225-4770, option 1; the Sevier County Campus, (865) 774-5800, option 7; the Niswonger Campus (423) 798-7940, option 7; or the Claiborne County Campus, 423-636-6200, option 7. Also, please monitor local TV and radio stations for further announcements.

When an event or disaster interrupts the scheduled operations of the college and the ability to proceed with the academic course activities as planned, the college and your instructor may alter the course plan outlined in the syllabus. Should an event occur, students should refer to their course e-Learn pages and/or class materials previously delivered to receive guidance from their instructor. Students should continue to monitor the official college channels of communication listed in the above paragraph. If you would like to sign up for the Senators Emergency Text system, please go to the following Web site:

[Senator Emergency Text System (opens in new window)](ws.edu/set/)
ws.edu/set/

Dual Enrollment students attending on a high school campus should refer to the high school inclement weather cancellations.

LEARNING MANAGEMENT SYSTEM

Brightspace (commonly known as eLearn or D2L) is the college's Learning Management System (LMS).

Brightspace is committed to accessibility by "deliver[ing] a learning experience that meets the needs of all people, regardless of age or ability." [Brightspace Accessibility Standard (opens in new window)](#)

Brightspace is also committed to guarding student data and privacy. [Brightspace Privacy Policy (opens in new window)](#)