MARTIN COMMUNITY COLLEGE
COURSE SYLLABUS
Semester/Year: Spring 2011

COURSE NUMBER: CTS 289-50

COURSE TITLE: System Support Project

CREDIT HOURS: 3

CONTACT HRS/WK: N/A

PREREQUISITES: CTS 285

COREQUISITES: None

INSTRUCTOR: Kris Augustus

OFFICE NO: N/A

OFFICE/VIRTUAL HOURS: Skype - ID is watchnoface

PHONE NO: (252)-789-0246

FAX: (252)-792-0826

E-MAIL: kaugustus@mcc.martincc.edu

COURSE DESCRIPTION:

This course provides an opportunity to complete a significant support project with minimal instructor assistance. Emphasis is placed on written and oral communication skills, project definition, documentation, installation, testing, presentation and user training. Upon completion, students should be able to complete a project from the definition phase through implementation.

PROGRAM LEARNING OUTCOMES:

1. Use application software to produce and edit word processing, spreadsheet, and database files.
2. Install and configure switches and routers in multiprotocol networks that use LAN and WAN interfaces.
3. Explain the fundamentals of basic PC security.

COURSE LEARNING OUTCOMES:

1. Apply information and computer technology program technical content by solving a complex problem in a manner equivalent to expectations in the workplace.
2. Perform project management, planning, and economic analysis to develop a reasonable scope and related project plan.
3. Demonstrate written communication skills by developing and submitting an IT project proposal that meets industry standards.

Other Outcomes:
4. Demonstrate oral communication skills be developing a project proposal presentation.
5. Demonstrate team dynamic skills by working in groups of at least two persons.
6. Understanding of fundamental concepts in problem formulation and design planning

REQUIRED TEXTBOOKS:

None

SUPPLEMENTAL RESOURCES:

Provided via BlackBoard

LEARNING/TEACHING METHODS:

This course will consist of online lectures/discussions, oral presentations, final projects, and outside reading assignments. This course will also utilize Skype video calling and messaging service. Details on setting up a Skype account will be outlined in Blackboard

ASSESMENTS/METHODS OF EVALUATION:

- Attendance/Discussion Board Postings 10%
- First Draft 10%
- Second Draft 20%
- Oral Presentation 30%
- Final Paper 30%

GRADING POLICY:
Ten Point Scale

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

COURSE OUTLINE:

- Week 1 – 2   Project/Topic Selection
- Week 3 – 6   First Draft/Outline (Technical Presentation)
- Week 7 – 10   Second Draft/Written (Technical Presentation)
- Week 11   Oral Project Presentations (Skype)
- Week 12 - 16 Final Project Paper

STUDENT ATTENDANCE POLICY:

Martin Community College recognizes that academic success is tied to regular attendance and completion of assigned work and tasks in a timely manner. Students are expected to attend a minimum of 80 percent of the total hours for this course. <u>Attendance will be taken at each class meeting.</u>

Students must be present in at least one class during the first ten percent (10%) of a course in order to be considered enrolled in the class. If a student has not attended at least one class by the ten percent census date, the instructor will administratively withdraw the student. Online students must contribute to the discussion board in Blackboard each week as this will count towards attendance.

Students who miss more than six contiguous contact hours or fail to attend the required percentage of total hours without a justifiable absence and verifiable contact with the instructor may be administratively withdrawn from the class by the instructor and given a grade of "WF." The "WF" will be equivalent to an "F" when

calculated into the student's GPA. The course syllabus will indicate what the instructor considers a justifiable absence and will define "verifiable contact." Students may remove a "WF" by submitting appropriate paperwork for an official withdrawal by the last day to officially withdraw without receiving an "F." The last day to officially withdraw without receiving an "F" is published in the academic calendar for each academic year. The official withdrawal date for mini sessions, block courses, or other non-traditional schedules are available from the registrar and will be included on the course syllabus.

Make-up work may be allowed at the discretion of the instructor, and the instructor's policy on make-up work will be included in the course syllabus. Students in clinical and cooperative educational work experiences must complete 100 percent of the required hours to receive a passing grade. Clinical or cooperative work experience make-up hours require clinical or cooperative educational work site approval and approval of the instructor.

Habitual tardiness and/or early departure in a course may, at the discretion of the instructor, be considered in computing class attendance. A student is considered tardy if not present when the class begins.

Students will be counted absent from the date they register for each course.
Note: Under DVA regulations, the enrollment of veterans or dependents will be terminated or adjusted if they are administratively withdrawn or if they officially withdraw.

If an instructor fails to report for a class within 15 minutes of the scheduled beginning time and has not left instructions, those students present should sign a sheet before leaving and designate a student to submit it to the Dean of Academic Affairs and Student Services.

Justifiable Absences:
1. Sickness
2. Family emergency
3. Transportation problems

Verifiable Contact:
1. Phone call
2. E-mail
3. Snail mail
4. Person-to-person contact

Request for Excused Absences for Religious Observances

In compliance with G.S. 115D-5, MCC policy permits a student to be excused, with the opportunity to make-up any test or other missed work, a minimum of two excused absences per academic year for religious observances required by the student's faith. The policy limits the excused absences to a maximum of two days per academic year.
Students who wish to be excused for a Religious Observance required by their faith must complete and submit a request form to the instructor(s) prior to the census date of each class. The *Request for Excused Absences for Religious Observances* form can be picked up from Student Services. This does not supersede the college-wide attendance policy as outlined in the college catalog or syllabus, with the exception of a reasonable accommodation for the make-up of missed course work.

COURSE POLICIES:

1. BE RESPONSIBLE: The most important message in a technology career is to take responsibility for your part and produce results.
2. BE PREPARED: Complete reading, homework, and project assignments on, or ahead of schedule.

3. BUILD TEAMWORK AND COLLABORATION: Work with your colleagues to learn, collaborate, and build teamwork skills essential for success in a technology career.
4. PARTICIPATE AND BE AN ACTIVE LEARNER: Ask questions and participate in all aspects of the course.
5. DEVELOP PROFESSIONAL WORK HABITS: Respect other people's equipment and take proper caution when using your assigned equipment.
6. BE HONEST: Cheating of any kind is not allowed and may be grounds for earning a failing grade in the course.
7. BE PROFESSIONAL: Standards of professional conduct are high, and you are expected to conduct yourself in a professional manner.

If you cannot reach your instructor, you may contact Dr. Phyllis Broughton, Dean of Academic Affairs and Student Services at (252)789-0246 or (252)789-0247 by phone, pbroughton@martincc.edu by e-mail, or in person at her office in Building 2, Room 33.

To access the Martin Community College Career Catalog for policies and curriculum requirements, please go online to www.martincc.edu.

If you have a need for a disability-related accommodation, please notify the Student Services counselor at (252) 789-0293.

COURSE NOTE:
This course is designed to continue the student through the process of completing an IT project from proposal acceptance to final project closure. As a senior-level course, students are expected to pool their educational foundation and demonstrate their ability to take a project from vision to implementation. As this course builds from each student's previous educational experiences, knowledge gleaned over the past years will be brought to play in this course in a practical demonstration of cumulative growth and understanding within the IT field. There is no text for this course as it pulls from many of the previous course activities within the ICT program, and there are no assigned readings other than the specific study and research required to complete each assigned project tasking. In this course the students will team together, build their project plans, complete their approved IT projects, and present their project closeouts both orally and in written form.

Students will find that this type of course requires a great deal of self-focus and discipline. Pace yourselves each week and work closely with your team members so that you and your team stay on or ahead of your project timelines. If you run into a challenging problem along the way, do not despair; just communicate—chances are that someone on your team or in the course has "been-there-done-that." ALWAYS REMEMBER: I am only an e-mail or Skype away.
You should expect to spend an average of 6-8 hours per week of class work most of which will be with your team members executing your project plans. I hope you enjoy your time in this course and wish you much success. Welcome aboard!