IS 101 INTRODUCTION TO INFORMATION SYSTEMS

PROFESSOR:  Professor J Fightmaster, College of Southern Nevada
OFFICE:  North Las Vegas campus, building C, 2nd floor, room 2659-F (by computer lab)
PHONE:  (702) 651-4951 (please use email, not voice mail)
E-MAIL:  I answer Canvas emails Monday through Friday, 8 am to 4 pm during the semester.  Use faculty email (Judy . Fightmaster @ csn . edu) only between semesters.

OFFICE HOURS:  Online (Virtual Office Hours) Tues & Wed, 1:00-4:00, actual days and hours might shift occasionally to accommodate student work schedules (watch for announcements in Canvas). Other times and in person by appointment.

CLASS LOCATION/TIME:  The Fall 2018 sections of 1006 (83974), 1016 (83984), 1026 (84047), 1031 (83996) and 1034 (83999) are Distance Education (DE) classes that are offered entirely online.  However, campus visits are required for IS 101 Orientation, three proctored exams and some tutoring or special help if needed.  Students living outside of Clark County can opt to use other Certiport certified testing sites (see page 6 below).

COURSE DESCRIPTION:  Concepts and applications of Information Systems.  Introduction to hardware, software, data and file concepts. Microcomputer application software including word processing, spreadsheet, database, Internet, and presentation software.

COURSE PRE or CO-REQUISITE:  Technically, there are no prerequisites for this course. However, if you are a first-time computer user and have enrolled in this course "just to learn about computers," your interests might be better served with non-credit classes at a public library or at our department of Workforce Development

LEARNING OUTCOMES:  Successful students will earn an internationally accepted digital literacy certification by demonstrating competency in the following areas:

1. Computing Fundamentals
   a. Understand computer hardware, peripherals and basic troubleshooting techniques
   b. Understand computer software
   c. Understand the purpose of and be able to use an Operating System
   d. Understand basic file management techniques

2. Internet
   a. Understand network fundamentals and the benefits and risks of network computing
   b. Understand and be able to perform common electronic communication and collaboration functions
   c. Identify information about the Internet, the World Wide Web and Web sites
   d. Understand and be able to perform common web browser functions
   e. Identify how computers are used in different areas of society
   f. Identify the risks of computer usage
   g. Understand Internet safety, ethics, and legal issues

3. Key Applications
   a. Understand and be able to perform common program functions
   b. Understand and be able to perform common word processing software functions
   c. Understand and be able to perform common spreadsheet software functions
   d. Understand and be able to perform common presentation software functions
**SOFT SKILLS:** IS 101 course content concentrates on (hard) technical skills and knowledge but it is (soft) personal attributes and interpersonal skills that will put a person into a position where their hard skills can be utilized. Teaching methods used during the semester concentrate on improving student responsibility, time-management, communication, collaboration, critical thinking, problem analysis and ability to find solutions through self-effort.

**NOTE:** The online format is not recommended to a novice computer user; it is expected that online students already have a fair amount of computer skills to sign up for an online section. This class is conducted entirely in a virtual classroom.

**COURSE MATERIALS (Required)**
All course materials are accessed online. The online access code for SIMnet learning materials is available in CSN bookstores (csn.edu/bookstore). The student price is $56.25. Click the image at right for better viewing. NOTE: you are NOT purchasing Office 2016 software, you are licensing learning software that helps you to master computer concepts and application skills. Check bookstore open hours before you go.

Your student fees have already covered the cost of online access to approximately 100 pages of print companion materials, 65 pages of worksheets and access to the Connect Adaptive Learning drills. These materials, in addition to the SIMnet supporting materials you must purchase, are used to earn grade points as well as prepare and review for three required exams. Worksheets filled out diligently will earn points towards a final grade. In order to save you money these worksheets are NOT purchased at the bookstore. Instead they are downloaded and printed by the student, filled out manually, then scanned and returned to the instructor.

The assessment of basic computer proficiency is validated by an independent agency (Certiport). Admission to each proctored exam is pre-paid by the student with a $17 discounted voucher purchased at the CSN bookstore. The first exam must be completed by September 22nd. All students must pass 3 exams in order to pass IS 101. It is possible to retake a failed exam. Students who pass all three IC3 exams automatically pass IS 101. SAVE ALL BOOKSTORE RECEIPTS. NOTE: vouchers purchased online from Certiport for $35.50 each are not discounted.

**WARNING:** it is NOT possible to buy used access codes for SIMnet or exam vouchers. By their very nature vouchers can be used only one time. Once the seal on the voucher envelope has been broken you cannot return it to get your money back. Once a Voucher number has been used for one exam, any student trying to use the same voucher will be blocked by the Certiport system. Vouchers should be used within one year of purchase.

**SOFTWARE:** This course and the IC3 exams are based on your knowledge about basic concepts and skills using the Microsoft Windows 10 operating system and Office 2016 applications on a PC, and a few other common apps. Students do not need to have this software on their computer, they can use the CSN computer lab or library computers to complete those labs that require use of this software. Students can download Office 2016 for free to a PC or Mac from their student email account csn.edu/email if they have a computer that fits the Office 2016 hardware requirements. If students do not already have the Windows 10 operating system on their computer, it makes more sense to use an alternate computer for the few labs where Windows 10 is required (i.e. less than 50 points out of 1400 are involved in these labs). Mac users should be advised that a Mac cannot simulate Office 2016 perfectly. Internet access is needed to complete assignments.

**STUDENT EMAIL and CSN COMPUTER LAB LOGIN INFO:** CSN email accounts are available for current students and required for free download of Office 2016. You also will need a student login if you wish to use any of the CSN computer labs AND when you take an IC3 exam at CSN. Go to: csnstudent.csn.edu/stuverify to validate your student account. Please take a minute to make sure your account has been validated for the current semester.

**CANVAS LMS:** The CANVAS Learning Management System is the main point of contact between student and instructor. Students use Canvas to read announcements, FAQs about this course, access course email, attend
Office Hours, check their grades and read an overview of the assignments that can be completed in a variety of locations other than Canvas. Students earn grade points by completing the topic quizzes as well as by completing online training and returning completed worksheets to Canvas submit boxes. Canvas has the essential Roadmap that the student uses each week to complete IS 101 successfully. From the college home page (go.csn.edu) select Login, enter you NSHE# and password, then select the Canvas tile. Students should review basic Canvas Guides if they need help using Canvas.

Students log into CANVAS on the first day of class to get instructions on how to find and submit assignments and to use the various learning tools provided during the semester. Each assignment description provides direct links to the SIMnet and Connect learning software, quizzes and drop boxes for submitting worksheets. If you have any problems logging in or using CANVAS, setting up your student email account, or downloading Office 2016, call

<table>
<thead>
<tr>
<th>CSN Technical Support, available 24 hours/Day, 7 days/week</th>
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<tbody>
<tr>
<td>702-651-HELP</td>
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<tr>
<td>1-800-630-7563</td>
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DIGITAL MOBILE DEVICES: This class does NOT support the use of iPhones or Androids. This is a computer class. Your instructor does NOT receive a notice on her smart phone every time you post a text or email. There are known problems trying to use a smart phone with some of the Canvas features. All homework assignments and quizzes must be completed on a computer.

EVALUATION METHODS: Students actively complete assignments using online materials. This means:

- follow instructional steps found in the Canvas introduction for each topic. The instructions contain links to assignments in SIMnet and Connect that are completed to earn grade points.
- take good notes using a variety of worksheets
- complete computer simulated training and tutorials when available
- complete labs and projects to demonstrate mastery of Office application skills
- score well on quizzes related to each reading assignment

How well a student participates in these activities will determine the number of points earned. Timed quizzes in Canvas can be repeated a maximum of two times and the average of both attempts will determine the final points earned for that quiz. Worksheets are completed manually, submitted and manually scored to earn points. The normal turn-around time for manually scored work is one week. Computer generated feedback for quizzes, tutorials, training and projects is immediate.

IC3 EXAMS are a method to impartially validate that you have met the minimum objectives of IS 101. These exams are controlled by an outside agency called Certiport. There are three exams and each one must be passed to receive credit for IS 101. It is possible to retake a failed exam. Everyone must make their first attempt for each exam on or prior to the date shown on the class schedule below. Although students complete all course assignments and quizzes online during the semester from a computer location of their choice, all IC3 exams must be taken at a proctored testing center. The three exams are offered at a wide variety of times and locations. Students need to use a purchased voucher (ticket) for each exam attempt. The last IC3 exam attempt for the fall semester will be on Friday, 12/14/18. To take the exam on a CSN campus, students can attend drop-in testing sites at locations in Henderson, Charleston and North Las Vegas according to this schedule (first come, first served until all seats are taken). You must show proper photo identification. Students who live outside the Las Vegas valley should contact the professor for different testing instructions. Each of the three exams needs to be passed only one time (a pass in a prior semester counts for this semester). Contact the professor to have passes from an earlier semester validated. Exams can be taken in any sequence but the assignments prepare you to take the exams in the order shown on the next page. Always use our group number 1487949 when you log on to take the exam.

LATE ASSIGNMENT POLICY: Readings, quizzes, training and projects have suggested due dates that all students are expected to meet unless there is a serious problem. Topics are of various lengths therefore, to spread the workload more evenly over the semester, due dates fall on various days of the week. If you normally prefer to turn in assignments on the weekend be sure to turn in all assignments for the following week at that time. Points
are not deducted for late work but the natural consequences of getting behind is not passing this lightning fast course. Under no condition will assignments be accepted after Sunday, December 9th, 11:59pm.

### SEMESTER SCHEDULE, Fall 2018

<table>
<thead>
<tr>
<th>Major Topics and Assignments</th>
<th>DUE DATE</th>
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<tbody>
<tr>
<td><strong>Orientation</strong> (pre-assessment and orientation quizzes, meet prof, 70 points)</td>
<td>various</td>
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<tr>
<td>Networking Concepts (assignment group 1 has 4 parts worth 45 points)</td>
<td>9/1/18</td>
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<tr>
<td>Browsers (assignment group 2 has 4 parts worth 45 points)</td>
<td>9/4/18</td>
</tr>
<tr>
<td>Digital Communication (assignment group3 has 6 parts worth 55 points)</td>
<td>9/8/18</td>
</tr>
<tr>
<td>Digital Citizenship (assignment group 4 has 4 parts worth 45 points)</td>
<td>9/12/18</td>
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<tr>
<td>Safe Computing (assignment group 5 has 4 parts worth 45 points)</td>
<td>9/16/18</td>
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<tr>
<td>Research Fluency (assignment group 6 has 4 parts worth 45 points)</td>
<td>9/19/18</td>
</tr>
<tr>
<td>Pre-exam Readiness Quiz (assignment 7, worth 50 points)</td>
<td>9/20/18</td>
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<tr>
<td><strong>IC3 GS5 MODULE THREE EXAM: LIVING ONLINE</strong></td>
<td>9/22/18</td>
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<tr>
<td>Word 2016 Part 1 (assignment group 8 has 6 parts worth 60 points)</td>
<td>9/26/18</td>
</tr>
<tr>
<td>Word 2016 Part 2 (assignment group 9 has 3 parts worth 30 points)</td>
<td>9/30/18</td>
</tr>
<tr>
<td>Word 2016 Part 3 (assignment group 10 has 4 parts worth 40 points)</td>
<td>10/4/18</td>
</tr>
<tr>
<td>Word 2016 Part 4 (assignment group 11 has 3 parts worth 45 points)</td>
<td>10/8/18</td>
</tr>
<tr>
<td>PowerPoint 2016 Part 1 (assignment group 12, 3 parts worth 30 points)</td>
<td>10/12/18</td>
</tr>
<tr>
<td>PowerPoint 2016 Part 2 (assignment group 13, 4 parts worth 55 points)</td>
<td>10/16/18</td>
</tr>
<tr>
<td>Excel 2016 Part 1 (assignment group 14 has 3 parts worth 30 points)</td>
<td>10/20/18</td>
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<tr>
<td>Excel 2016 Part 2 (assignment group 15 has 4 parts worth 40 points)</td>
<td>10/25/18</td>
</tr>
<tr>
<td>Excel 2016 Part 3 (assignment group 16 has 4 parts worth 55 points)</td>
<td>10/29/18</td>
</tr>
<tr>
<td>Database etc (assignment groups 17-18 has 5 parts worth 70 points)</td>
<td>11/1/18</td>
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<tr>
<td>Pre-exam Readiness Quizzes (assignments 19 &amp; 20, worth 95 points)</td>
<td>11/2/18</td>
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<tr>
<td><strong>IC3 GS5 MODULE TWO EXAM: KEY APPLICATIONS</strong></td>
<td>11/3/14</td>
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<tr>
<td>Software Architecture (assignment group 21 has 7 parts, 75 points)</td>
<td>11/8/18</td>
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<tr>
<td>Mobile Devices (assignment group 22 has 4 parts worth 45 points)</td>
<td>11/13/18</td>
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<tr>
<td>Hardware Devices (assignment group 23 has 5 parts worth 50 points)</td>
<td>11/18/18</td>
</tr>
<tr>
<td>Backup and Restore (assignment group 24 has 4 parts worth 45 points)</td>
<td>11/23/18</td>
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<tr>
<td>File Sharing (assignment group 25 has 4 parts worth 45 points)</td>
<td>11/27/18</td>
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<tr>
<td>Cloud Computing (assignment group 26 has 4 parts worth 45 points)</td>
<td>12/1/18</td>
</tr>
<tr>
<td>Security (assignment group 27 has 4 parts worth 45 points)</td>
<td>12/5/18</td>
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<tr>
<td>Pre-exam Readiness Quizzes (assignment 28 &amp; 29, worth 100 points)</td>
<td>12/6/18</td>
</tr>
<tr>
<td><strong>IC3 GS5 MODULE ONE EXAM: COMPUTING FUNDAMENTALS</strong></td>
<td>12/8/18</td>
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**ATTENDANCE POLICY:** College assumes maturity, seriousness of purpose, and self-discipline for meeting the responsibilities associated with each course. In this course students are required to log in to the Canvas “classroom” twice a week to check for and read all announcements and assignment updates. Note that online applications track all of your logins and the pages within the course that you visit. Your date of last attendance is reported if you do not earn a passing grade. Attendance is used to determine eligibility for scholarships and loans. Your date of last attendance for this online class is determined by your participation which means by the number of assignments you submit. So, for example, if you submit 50% of the assignments then your date of last attendance would be the mid-point of the semester. IC3 exam dates are not used to calculate attendance.

**MAKE-UP POLICY:** You must pass all three IC3 exams by 12/14/2018. If you fail an exam you will need to purchase an additional IC3 Exam Voucher in the bookstore. IC3 Exams are available as described above (see IC3 EXAMS). All assignments are always available and therefore always available to be made up if you miss the recommended due date.
GRADE POINTS, SPRING 2018

<table>
<thead>
<tr>
<th>Requirements</th>
<th>Points</th>
<th>Letter Grade (Whole grades only, no + or -)</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pass all three IC3 Exams</td>
<td>Required</td>
<td>A</td>
<td>Pass all three IC3 Exams AND earn</td>
</tr>
<tr>
<td>Online training</td>
<td>295</td>
<td>B</td>
<td>910-1119 points (65%)</td>
</tr>
<tr>
<td>Worksheets</td>
<td>210</td>
<td>C</td>
<td>0 – 909 points</td>
</tr>
<tr>
<td>Application Projects</td>
<td>245</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Quizzes</td>
<td>650</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Available Points:</td>
<td>1400</td>
<td>F</td>
<td>Did not pass all three IC3 Exams</td>
</tr>
</tbody>
</table>

**BONUS:** Students may earn up to 224 bonus points for attempting and/or passing each IC3 exam by the recommended due dates, for setting up their MyCoyotePLAN and forwarding CSN and Canvas emails to their private address, for completing an indicated online Lingo workshop during the first week of the semester, and as a boost to their pre-assessment digital literacy score. Instructions for earning bonus points are found in the course FAQs.

Last day to Drop WITHOUT a grade of W (and receive 50% tuition refund) is Sept 9 in your MyCSN account.
If you want to change from Credit to Audit YOU must officially change by Nov 2nd.
After Sept 9th, to drop YOU must officially Withdraw the course by Nov 4th in your MyCSN account.
If you do not pass all three IC3 exams – I am required to post an “F” grade.
Faculty cannot post a “W”

**NO EXCEPTIONS!**

**GRADE DETERMINATION:** The chart above shows the requirements of the course, their weight and the minimum accumulated points for letter grades. Grades of D are not available in this class.

**WITHDRAWAL POLICY:** All withdrawals are STUDENT initiated and the last day to withdraw is Sunday 11/4/18, midnight. Use your MyCSN account if you need to withdraw. Any student enrolled after that date who does not pass all three IC3 certification exams will receive a grade of F no matter how many assignments were finished.

**INCOMPLETE GRADE POLICY:** Students who find out before the last withdrawal date that they really did not have time for this class for whatever reason should withdraw and retake the class when they have more time.
Incompletes are reserved for a student with a late semester serious family or medical problem, who was keeping up with their assignments (completed at least 80% of the assignments) before the emergency occurred AND who has passed at least two exams this semester. A student who fits this description may request an incomplete and, if they qualify, will be given until January 19, 2019 to pass the last exam. Here are the rules to follow exactly:

1) Student must pass 2 of the 3 IC3 exams before requesting an Incomplete.
2) Student must send a Canvas e-mail to me to request an Incomplete grade no later than 12/9/18.
   * the message must document (attach doctor’s statement or obit) the date and nature of the emergency
3) Student must indicate which one IC3 exam still needs to be passed.
4) Then, before January 20, 2019, student must pass the third IC3 exam, using group number 1487949.
5) Student must advise instructor of their success via Canvas e-mail AND at Judy . Fightmaster@csn.edu as a double check.

Once the pass is verified I will submit a grade change form to update your transcript with a grade based on the number of points you earned. Otherwise, the grade of “I” will automatically be changed to an “F” on Jan 21, 2019.

**IMPORTANT DATES:** (also see bottom of Grade Points chart above))

Monday, August 27, 2018, First day of instruction
Wednesday, December 19, 2018, Grades are posted
FAQs (Frequently Asked Questions):

- **How much time should I expect to spend per week on IS 101?** Depending on your reading skills and prior knowledge, 7 to 9 hours per week.

- **How will I communicate with Professor Fightmaster during the course?** Send and receive Canvas emails, read Canvas Announcements, or attend weekly Virtual Office Hours. Telephone conferences or in-person meetings can usually be arranged with two- or three-days’ notice.

- **How quickly will the instructor return my inquiries?** Professor Fightmaster adheres to a Monday to Friday work schedule and makes every effort to reply within 24 hours (excluding weekends and holidays) after receiving your questions using Canvas email.

- **Can I take IS 101 at my own pace?** As long as you are working ahead of the assignment due dates and working in the same order as the normal assignments you may set your own pace. Students who work faster than the class schedule are usually more successful. Students passing an IC3 exam ahead of schedule earn bonus points. Historically, students who work slower than the class schedule have a higher rate of failure. Students who fall behind still need to complete all assignments in sequence. Do not skip over assignments.

- **Do I need to come to campus for anything?** Yes, if you live in Las Vegas you must come to campus for an in-person orientation meeting and to take the three required exams. (If you live outside of Las Vegas you must take the three required exams at an approved Certiport testing center.) You should come to campus for in-person tutoring to complete your assignments if you need help. You should use the software and equipment in a CSN Computer Lab if your own resources malfunction. A broken computer at home is no excuse for falling behind in assignments.

- **Do I need books or special software for this class?** Yes, special software (not books) must be purchased to complete assignments. See page 2 of the syllabus.

- **How will I turn in assignments?** Assignment instructions are found in Canvas. Online software monitors student progress for some training, tutorials and projects. Students who are submitting worksheets will use appropriate Canvas Submit Boxes.

- **How will you know if and when I took an IC3 exam and how I scored?** Certiport will notify me with your results as long as you use our group number 1487949 when you log on to take the exam.

- **Where can I find my grades?** All earned grade points can be found in the Canvas Grade Book. Be sure to uncheck the box that says “Calculate based only on graded assignments.” Always compare the total points you have earned at the bottom of the Grades page to the points needed for each grade level (page 5 above).

- **I passed one of the IC3 exams last semester before I had to drop. Do I have to pass it again?** As long as you validate prior passes they count. Send an email in Canvas (subject: Prior IC3 exam pass) and I’ll help you.

- **I already know all this stuff. Can I TEST OUT?** Sure, immediately register to take IS 100B which meets on 8/31/18. There is no cost to register but you do need to purchase the three IC3 vouchers before taking the tests. Email me in Canvas if you need more information.

- **Can I use my smart phone to complete assignments?** No, this is a computer class. Although some features of Canvas work with some mobile device OS versions, coverage is not bug-free.

**DISABILITY RESOURCE CENTERS:** If you have a documented disability that may require assistance, you will need to contact the Disability Resource Center (DRC) for coordination of your academic accommodations. Notify your instructor as soon as possible if you need special accommodations. The DRC is located in Student Services on each major campus. Find additional information on the DRC’s web page (csn.edu/drc). You could also visit the CSN web site for the Americans with Disabilities Act (ADA) (csn.edu/ada) to learn more.

VERY IMPORTANT: DRC Students schedule their IC3 exams with the DRC office, they do not utilize the drop-in testing schedule shown on page 3 above.
ENGLISH: Many native English speakers and ESL students have poor reading skills which impact their ability to successfully read technical material. Poor writing skills will detract from the work you do in any class. If you have difficulty finding and retaining advanced material or expressing yourself, visit a CSN Writing and Reading Center (csn.edu/writing-centers) for one-on-one help. The labs are open for all students, regardless of whether they are currently enrolled in an English class. Each lab has its own schedule of operation so you should check information about the locations and open hours on each campus. All email correspondence with the professor, and any Discussion Forum posts, must display high level business English (no rude or angry comments, emoji or texting abbreviations).

LIBRARY: CSN Library Services (csn.edu/library) offers extensive in-person and online resources to help you complete assignments, including research and citation workshops, online articles and books, and drop-in research assistance at the Reference Desk inside each campus library and online. “Safari Tech Books” is of special interest to students in IS and CIT courses. To find Safari Books Online, click the Databases button. In the A-Z Databases page that appears, click S to filter. The link to Safari Books Online should be at or near the top of the list. NOTE: There are several good IS 101 textbooks available for free use inside the library if you want to read a book to supplement your online class materials. Ask for them at the Reserve Desk. The library also has computers that you can use while completing assignments.

College Library Services offers ongoing research workshops throughout the semester. Take your topic or assignment to one of the workshops on the basics of locating and citing quality information and receive in-depth assistance with a librarian. Call 651-5729 for more information.

CENTERS FOR ACADEMIC SUCCESS (CAS) provides quality academic assistance to all students enrolled at CSN in for credit courses. Tutors are available for most challenging general education courses and some other historically challenging courses. Academic learning support includes assistance with learning strategies, reading and comprehension, writing, oral presentations, math, and science. CAS tutors also provide assistance for placement test preparation in reading, English, and math. Please visit their online information (csn.edu/cas) for location and hours. You may also contact them at one of their offices: Charleston Campus – (651-5732) – Cheyenne Campus (651-4232) – Henderson Campus (651-3125).

STUDENT RIGHTS & RESPONSIBILITIES: You are expected to have read and understood the current policies and procedures (csn.edu/policies-procedures) for CSN students (published as Appendix A of the College Catalog) regarding student responsibilities and rights, the intellectual property policy, procedures and what constitutes acceptable on-campus behavior.

ACADEMIC INTEGRITY: You are expected to complete your own work in this class. Cheating on exams or lab exercises is not fair to students who are honestly studying. Cheating is also subject to penalties listed in the CSN Student Academic Integrity Policy. Please make yourself familiar with the College’s Student Academic Integrity Policy as found in the Policies and Procedures section of the CSN College Catalog.

Acts of academic dishonesty including plagiarism and cheating are regarded as very serious offenses. Any student commits an academic irregularity when one or more of the following or similar situations are involved.

- Copying another student’s work or program.
- Doing another student’s work for them.
- Copying answers from another student.
- Theft or unauthorized possession of an examination.
- Use of another person’s file or removable storage device.
- Allowing another person to have access to your file or removable storage device.

There is a big difference between working together on an assignment and turning in the same homework file with minor edits. Students in the same family or living in the same house must be careful to do their own work. It is not enough to watch a spouse or friend do the work and then create a copy of that work to submit as one’s own. Students who submit work that does not appear to be 100% original will receive a grade of ZERO for that
quiz/assignment and will be referred to the Vice President for Student Services. Occasionally there will be an option to complete a replacement assignment from a CSN Testing Center. Please note that Internet software automatically date/time stamps creation and modification of your files as well as recording the IP name of your computer and connection. Most software also automatically records the name of the person who creates the file and notifies the instructor if this file is submitted by a different student. In cases like this, both students will receive a zero.

ACADEMIC WARNING/PROBATION/SUSPENSION POLICY: If a students’ cumulative GPA falls to 2.0 or lower after attempting at least 12 credits, they will receive an academic warning so that they have time to seek help. Continued performance at 2.0 or lower in future semester course work can lead to academic probation or academic suspension. Students on academic suspension will not be able to enroll in classes for a semester. More information is available about Satisfactory Academic Progress (csn.edu/satisfactory-academic-progress). If you are on probation or have been warned that probation is likely unless your grades improve, let me know ASAP so that I can work with you to help ensure you are successful in IS 101.

COUNSELING/ADVISING CHANGES: If you are a new student or have no declared major, you will meet with a CSN success coach for all your advising needs, including course planning and career exploration services. Success coaches are located in student services areas. If you are a student who has declared a major, CSN has assigned to you a counselor who is an expert on your declared major and who can help you effectively navigate your program. To find out the name of your advisor or counselor, and to make an appointment, follow the links on the counseling website (csn.edu/academic-counseling) or contact the CSN Call Center at 702-651-5555.

PRINTING AT CSN: Although most DE students print at home, you should be aware that Print Wise provides each CSN student with a $10 credit toward printing at the start of each semester, which will provide for up to 200 black and white copies when using a campus computer. After that, you may put money into your account online or at the CSN Cashier’s Office to purchase additional prints at the same rate. It is your responsibility to maintain your printing accounts to cover printing expenses during each semester. Click here for more information about the Print Wise system (at.csn.edu/printwise). NOTE: You will need approximately 65 pages of IS 101 worksheets which you can freely print as part of your $10 credit at CSN Computer Labs.

SAFETY. When appearing on campus, students should be aware of safety instructions posted in each classroom. Download the new CSN Safety App for your mobile device. Learn more about the app and watch a one-minute tutorial on CSN’s YouTube Channel (youtube.com/watch?v=IWPJaxLhJs).

OTHER. Students pay for each IC3 exam they take. Students who are successful the first time will purchase three vouchers (see COURSE MATERIALS above). Each time a student retakes an IC3 exam they need to purchase a new voucher. Some students want to purchase practice exams from Certiport or gMetrix. They are free to do this but it is not necessary. When using CSN computer labs students must abide by use policies posted there.

CHANGES TO THE SYLLABUS and/or calendar: Many things could happen in the course of a semester that would require changes to the initial plan and the instructor reserves the right to make those changes on an as-needed basis. Any changes will be broadcast to the students through a Canvas Announcement or Email. If in doubt, the student should check the date in the footer of this document with any they have printed earlier. It is the student’s responsibility to stay informed.

AN IMPORTANT NOTE: If you have any concerns about this course and/or me, please contact me first. Do not ever, ever feel that you are bothering me; I am here to answer your questions and respond to your concerns. If I cannot resolve your issue, please contact the CIT Department Office at 702-651-5976. You will be directed to the appropriate Program Director or the Department Chair. You will remain anonymous, if possible, and all communications will be strictly confidential. Please DO NOT wait until the last minute to make your concerns known to me and/or to the CIT Department.
AN EXPANDED VIEW OF LEARNING OUTCOMES: Successful students will earn an internationally accepted digital literacy certification by demonstrating competency in the following areas:

1. Model activities to operate and maintain a personal computer as in being able to demonstrate the following Computing Fundamentals Skill Sets
   a) Mobile Devices
   b) Hardware Devices
   c) Computer Software Architecture
   d) Backup and Restore
   e) File Sharing
   f) Cloud Computing
   g) Security

2. Create Documents using a word processor, create spreadsheets using a spreadsheet program, create presentations using presentation software, navigate and use database applications. Key Applications Skill Sets include:
   a) Common Features
   b) Word Processing Activities
   c) Spreadsheets Activities
   d) Basic Database Interactions
   e) Presentation Activities
   f) App Culture
   g) Graphic Modifications

3. Model skills necessary to interface effectively with the global digital community
   a) Living Online Skill Sets
   b) Internet (Navigation)
   c) Common Functionality
   d) Email clients
   e) Calendaring
   f) Social Media
   g) Communications
   h) Online Conferencing
   i) Streaming
   j) Digital Principles/Ethics/Skills/Citizenship

For a detailed look at the objectives which will be assessed by the Certiport IC3 exams, through the use of multiple choice questions and simulations, follow these links:

- **Living Online** (tinyurl.com/y7c8bgkd)
- **Key Applications** (tinyurl.com/ydbo87g8)
- **Computing Fundamentals** (tinyurl.com/y852mbsr)

Students who pass all three exams will, in addition to passing IS 101, be awarded an internationally accepted certificate in Digital Literacy from Certiport. View a short three-minute video to hear what recent CSN students have said about IC3 certification (tinyurl.com/y9ygw4pk).