



Disclosure

Information Technologies Program

Instructor	E-mail	Phone	Classroom Hours	Campus
Jay Olson	jolson@tatc.edu	(435) 248-1823	9:00 am to 5:00 pm, M, W 9:00 am – 7:00 pm, T, Th	Tooele Campus
Director of Instruction Joe Mena	jmena@tatc.edu	(435) 248-1820	8:00 am to 12:00 noon, M-Th 8:00 to 4:00, F	Administration Bldg. Campus

Mission Statement: The mission of the Tooele Applied Technology College is to provide rewarding, competency-based, affordable, and accessible career preparation for youth and adults to meet the needs of Utah employers.

Introduction:

The Information Technologies Program has been developed to provide students with the knowledge and technical skills required by Utah employers. This program is taught in an open-entry, open-exit format. This means that students can start most programs on any day of the week and progress through their coursework as quickly as they are able to demonstrate mastery of the required skills. The instructor will not be lecturing the class at any time, since students will be studying different course materials. However, the instructor is available to help students when they need assistance. Students are expected to work at solving any problems they encounter prior to asking for assistance. This develops critical thinking and problem solving skills. Self-motivation is a key skill in this program since students are in charge of setting their own deadlines and to maintain adequate progress through the program. These skills are highly desired by employers in this industry.

Each program or program division has a syllabus. Students must read through the entire syllabus for each program that they are enrolled in. All Students are required to review the information and comply with rules and procedures. Each syllabus lists the materials that are required for the class. It is very important that students purchase all the textbooks, workbooks and student packets required in the syllabus prior to starting any classes. Any delay in purchasing these materials may affect student's progress.

Typing is an essential part of any Information Technology job and a valuable skill. If a student types less than 30 wpm, then it is recommended that they take the Keyboarding Basics course as part of their training.

Description:

Information Technology is an essential function every business today. This program will train students how to implement, secure, support and maintain all of the components used in computer networking. These components start with the PC and branch out to printers, IP phones, network storage, switches, servers, and routers. To maintain a network one must have a vast array of skills and knowledge. Each of the courses in the program will build upon each other to help the student gain these important competencies. A combination of books, computer based training, hand on labs, and testing will be used in each course. Employment in the Information Technologies

Program area offers a life-long career in a growing field. [Industry Overview is condensed from U.S. Dept. of Labor Bureau of Labor Statistics 2009-2010 Career Guide to Industries: www.bls.gov/oco/home.htm.]

Students are trained to:

- Identify the major components of a computer and understand their function
- Know diagnostic and troubleshooting techniques, as well as preventative maintenance on a PC
- Install and configure hardware
- Install, configure and upgrade common operating systems
- Identify and understand how to implement, secure, support and maintain the components used in networking
- Manage, monitor, and optimize system performance, reliability, and availability
- Installing and Configuring Windows Server and Active Directory
- Gain computer and network troubleshooting skills
- Apply sound workplace relations techniques and effective job seeking skills

Program Goals:

- Prepare students for employment opportunities in the local industry
- Provide quality instruction, equipment, curriculum, and facilities
- Encourage the development of critical thinking and problem solving skills
- Develop responsible graduates by structuring programs to model a “real world” professional environment
- Provide community employer partners with graduates that meet or exceed their requirements and expectations

Classroom Supplies:

Required textbooks, workbooks and student course packets are available for purchase through the bookstore in Student Services. Students are responsible to bring their own note book, pencil or pen and a binder or folder to class. We also recommend students to have a USB memory stick to archive information.

When books aren't required, many of the classes have classroom sets of books intended for student use. These classroom books must never leave the classroom unless you have made arrangements with the Instructor. Some of the books may be available in the bookstore for those students who would like to purchase their own copy for work at home, or as reference material.

Certification:

The following certificates are offered in this program; Certificates of Skills Competency (which may be obtained for completing a specific course), Certificates of Proficiency, (which are earned after successfully completing a series of courses). Additionally, students may take the tests for industry standard certificates (Microsoft, CompTia) when completing specific courses which are intended to prepare students for those certificates.

The Certificate of Skill Competence may be requested by the student after successfully completing a course. This type of certificate provides evidence to employers that a level of mastery has been achieved in a course.

The Certificate of Proficiency requires that a student successfully complete all of the core courses in addition to a set number of hours of elective courses. Students may choose their own electives but it should be done with the guidance of the instructor.

Classroom Conduct:

Students must:

- Come to class prepared to work and be productive
- Stay focused and on task
- Follow TATC's policies (available on the Website at www.tatc.edu or in the Student Handbook)
- Follow the safety procedures for each classroom
- Follow the classroom rules
- Respect the rights and property of others
- Practice proper care while using classroom equipment
- Use appropriate language
- Ask your Instructor to let you know the classroom policy on drinks in the classroom/lab desk area
- Refrain from bringing food into the classroom area

Student Responsibilities:

Students must:

- Bring required materials (textbooks, workbooks, course packets, paper and pencil) to class
- Log into the attendance system at the beginning and end of your scheduled time.
- Stay engaged and on task (take notes, ask questions)
- Log onto Blackboard (the College's course management Web page) for instructions and examinations
- Follow the instructor's directions
- Ask the instructor for assistance, after first having attempted to resolve the problem yourself

Evaluation:

Students will receive a passing score when they achieve mastery of 80% of theory, assessments, and laboratory skill sets. If students do not pass the first time, they may review the course material and re-take the test as outlined in the testing procedure section below. As each module is completed, the instructor reviews and provides a Pass/Fail score. These scores are recorded in the Student Information System (SIS) to assist the student and instructor in managing and maintaining a satisfactory academic progress.

Written and computer-based examinations on the course materials may consist of multiple-choice, matching, yes/no, true/false, fill in the blank, diagram labeling, and simulations. **It is the student's responsibility to notify the instructor each time a module has been completed.** The student must submit an email or the module completion sheet which contains the following information: **student name, course name, module number/name and score.** The instructor will record the module completion in the SIS within 48 hrs, once the required score is obtained and the correct documentation has been submitted.

Instructors will meet with each student at the end of every month to review the student's goals and progress and to assist the student in maintaining a satisfactory academic progress.

Challenging a course:

Students may arrange a time with the instructor to challenge a course. Students challenging a course must obtain a minimum score of 80% mastery the first time he/she attempts the examination. Students will be allowed to test out of a maximum of 2/3 of the total hours of a program.

Satisfactory Progress:

Students are required to maintain satisfactory progress as they progress through their training programs. The rate of progress is calculated by comparing the actual time required complete a course with the standard completion time. The rate of progress is based on the individual scores obtained for theory, assessments, and laboratory skill sets in relation to the number of hours they are enrolled each month. Satisfactory progress means that students must master competencies in no more than one and one-half times the standard completion time. Students who fail

to maintain satisfactory progress for two consecutive months will be required to meet with advisement personnel and their instructor to further develop a plan to correct the situation. Ongoing failure to maintain satisfactory progress may result in disciplinary action. Students who are unable to maintain satisfactory progress due to learning disabilities or other factors not associated with a lack of effort or commitment to their training will be encouraged to continue to progress through their program at a pace that is appropriate for them.

Attendance:

The best way to ensure satisfactory progress is for students to attend on time as scheduled. Unexcused absences may result in a lower rate of progress. Students who are going to ***be absent for more than 10 consecutive days, should contact Student Services to avoid paying additional tuition and fees.***

Schedules may be changed by contacting Student Services, provided that space in the course is available at the desired time. Schedules may be changed with no charge. However, abuse of schedule changes carry a \$5.00 fee.

Students whose training is paid for by any sponsor that requires progress and/or attendance reports must make arrangements with Student Services for proper delivery of reports.

High School Grades and Citizenship:

The TATC may recommend letter grades and citizenship scores for high school students based on their attendance, level of competency and rate of progress as required by their high school. The grading scale is on the Website at www.tatc.edu and may be provided to the student by their Instructor upon request.

High School activities:

High school students who would like their absence to be acknowledged for officially sanctioned high school activities must email their instructor in advance. Phone calls will not be accepted, students must send the email, so it is properly documented.

Professionalism:

The Information Technologies Program is conducted as if it were the student's employment. Therefore, students are expected to attend regularly and on time, follow rules and procedures, remain respectful of co-workers and supervisors (students and instructor), and dress appropriately for the occupation. **Sandals, flip flops, shorts, tank tops, and low cut shirts are examples of inappropriate attire for this profession.** Students exhibiting behaviors that inhibit learning in the program will be subject to disciplinary actions. It is expected that students will **be on time, work while in class, and stay for their entire scheduled class time.**

Computer Use:

Students must adhere to the Computer Resources Acceptable Use policy that is signed during the orientation. Students must adhere to the following:

The student will:

- Use the Internet appropriately and for class related material only
- Not use streaming audio or video over the Internet
- Not attempt to "hack" the computers or defeat administrative log in
- Not violate copyright laws
- Use the equipment appropriately to prevent damage
- Not use the printers for personal use unless permission is obtained from the instructor
- Always leave the computers on, but will make sure to log off when finishing for the day
- Not bring food or drinks near computers

Cheating/Stealing:

Cheating and/or stealing will not be tolerated. Any student who is caught will be subject to disciplinary action, consistent with the standards of due process, which may include termination from the program and law enforcement action.

Cellular Phone Use:

Cellular phones will be turned to the vibrate mode. Any phone conversation must be made outside the classroom so as not to disrupt others. Please limit your conversation to less than 10 minutes if you need more time please let your instructor know. If you are out of the class for more than 15 minutes you will receive a non-productive mark for that hour. Phones must be off during examinations or exam will be voided.

Due Process:

The College shall strive to provide clear and precise standards and regulations concerning student conduct and to administer these standards in an equitable manner. Due process provides that students shall receive notification of statements or charges made against them in a timely manner and shall have the opportunity to respond to such charges prior to any action taken by the college. The procedures for due process are contained on the College Website at www.tatc.edu.

Grievances:

Eligible grievances are those which occurred while a student was officially enrolled at the TATC. The complete grievance policy may be found on the College Website at: www.tatc.edu. Students who wish to discuss a concern should, if feasible, address the concern with the instructor. If this is not possible, students are encouraged to address a concern with the Director of Instruction (see contact information on the first page). This process allows students to practice real world chain of command communication.

Termination:

Termination from the program will be for a period of 12 weeks. After that period, a student is eligible to re-enroll in the class, provided there is availability. Students with more than one termination will not be allowed to enroll in the Information Technologies Program.

Testing Procedures for the Information Technologies Program:

1. The student advises the instructor that he/she is ready for a test. Note: Tests will not be given less than one hour before the student's schedule ends in order to allow the instructor enough time to review and record the test results and answer questions.
2. The instructor will assign a password to start the test. Note: No materials are allowed at the computer during the time of the test and cell phones must be completely off.
3. The student completes the test on the same day it is started, prints out the results if appropriate, and immediately submits the results electronically to the instructor.
4. A record of the score remains in the student's electronic file. The student may keep the copy of the test results for his/her own documentation purposes.
5. Once the student has completed the test, the instructor will grade the answers, if necessary. The student will be able to view the test for questions missed. The instructor will be responsible for updating the test results in the SIS within 48 hours.

If a student wishes to contest a question he/she feels was not graded correctly, the student must provide documentation from the training material supporting his/her position that an answer is correct. This documentation must be emailed or given directly to the instructor. Once the instructor has made a decision, the student will be advised of the decision, via email. If it is determined that the contested answer was correct, the test score will be updated.

1. If a student fails a test he/she must wait until the next business day to retake that test.
2. If a student fails three consecutive tests, he/she must repeat the course material and wait a minimum of three business days to retake that test.

Student Advisement and ADA Accommodations:

The following information is excerpted from the Student Services Handbook, should you need more detailed information, please refer to the Student Handbook, the College Website, or contact the Student Service Office.

Advisement services:

The goal of advisement services is to create a successful college experience for all students – prospective, new or continuing as they work toward their educational goals. Advisement services are conducted through student services and instruction. The personnel responsible for advisement services consist of the Enrollment Specialist, the Directors of Instruction and the Vice President of Student Services and Instruction. Advisement personnel will provide accurate information on College programs, policies, and resources available. Advisement personnel will answer students' educational and career questions and assist students in choosing and developing a relevant educational plan that fits with their goals. Advisement personnel will evaluate previous education, training, and work experience. Students' math and reading skills may be assessed to determine whether additional instruction in these areas would help them be successful in their selected training program.

As students progress through their training, advisement personnel will continue to be available to help them make the best educational and career choices for their goals. In addition, advisement personnel will work with students to improve learning strategies, attitudes, or behaviors that will increase their success in their training program or course.

Advisement services are available Monday through Thursday from 8:00 a.m. to 6:00 p.m., and Friday's from 8:00 a.m. to 4:00 pm. or after hours by appointment. Your Instructor will help you in arranging the appointment with advisement personnel if necessary.

Services to Students with Disabilities::

In compliance with the Americans with Disabilities Act (ADA) the College provides accommodations to qualified students with disabilities to support their educational goals. The College is fully committed to policies of equal opportunity, equal access, and non-discrimination, and pursues equality and diversity goals in all programs and activities. ADA services are coordinated through the Vice President of Student Services and Instruction.

Services provided by the College to qualified students with disabilities provide equal access for students to admissions, registration, activities, and technical programs to enhance student potential and individual student development. Services are provided to qualified persons with disabling conditions including, but not limited to: cognitive, emotional, mobility-related, visual, or hearing impairments (as verified by required documentation). Because the College currently leases all facilities, architectural access, also required under the ADA, is the responsibility of the lessor. The Vice President of Student Services and Instruction will provide advice and information regarding architectural access.



Signature Page for Information Technologies Disclosure

(Two signature pages are signed by student. One copy must be provided to Student Services by instructor)

Introductions

- I met the instructor(s) for this program and they explained that they are here to help me through the program and meet my academic goals.
- The instructor(s) explained to me what the classroom environment is like and encouraged me to ask questions whenever assistance is required throughout the program.

Disclosure review

- I have read the disclosure and the instructor(s) further explained to me the rules and requirements for the program.

Syllabus review

- The instructor(s) provided me with an orientation for the use of Blackboard.
- I have read the syllabus and understand the expectations and requirements of the program including the monitoring of my progress.
- I understand that it is very important to meet academic and attendance requirements or recommendations in an open-entry/exit, competency based environment.

SIS System (Northstar)

- The instructor(s) explained to me the importance of logging in at the beginning and end of my scheduled time, how to use the system properly, and how it is used to track my progress.

Safety review

- The instructor(s) explained to me where the emergency guidelines, first aid kit, flashlight, nearest exit and meeting place are located; and what to do in case of an emergency such as a fire.

Student Concerns

- I understand that the classroom environment has been designed to replicate the workplace and that the instructor is similar to an 'employer'.
- I understand the operation of a typical 'chain of command' at workplaces and that concerns need to be resolved at the lowest level of the chain whenever feasible.
- I am encouraged to work through any concern with my 'employer' / instructor but I have the option to either bypass the instructor and meet with the Director of Instruction, or file an informal or formal grievance with Student Services, as indicated on the syllabus and disclosure.

Training Plan

- The instructor(s) explained to me which course I am starting with and the sequence of courses that will follow, as well as having the opportunity to work with the Enrollment/Placement Specialist once I finished the course or program.
- I understand the importance of Satisfactory Progress and how the setting of goals and completion of modules relate to rate of progress.

Course Evaluation

- The instructor(s) explained to me the availability and importance of the course evaluation, to be completed at the end of every class/program.

My signature below indicates that I have received and reviewed *both* a syllabus and disclosure for the course/program and that the instructor has emphasized the areas checked above.

(Printed Name of Student)

(Student Signature/Date)

If Student is under 18 years old a parent signature and date is required: _____



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