Southeastern Community College

Information Technology Program Student Handbook

Non-Discrimination Statement

It is the policy of the Southeastern Community College not to discriminate on the basis of race, color, national origin, sex, disability, age, employment, sexual orientation, gender identity, creed, religion, and actual or potential family, parental, or marital status in its program, activities, or employment practices.

If you have questions or complaints related to compliance with this policy, please contact the Director of Human Resources (employment concerns) at 319-208-5063 or the Vice President of Student Affairs (student concerns) at 319-208-5049, 1500 West Agency Road, West Burlington, Iowa 52655, equity@scciowa.edu or the Director of the Office for Civil Rights U.S. Department of Education, John C. Kluczynski Federal Building, 230 S. Dearborn Street, 37th Floor, Chicago, IL 60604-7204, Telephone: (312) 730-1560 Facsimile: (312) 730-1576, TDD 800-877-8339 Email: OCR.Chicago@ed.gov.

Nondiscrimination statement is pursuant to requirement by Iowa Code §§ 216.6 and 216.9, Titles VI and VII of the Civil Rights Act of 1964 (42 U.S.C. §§ 2000d and 2000e), the Equal Pay Act of 1973 (29 U.S.C. § 206, et seq.), Title IX (Educational Amendments, 20 U.S.C. §§ 1681 – 1688), Section 504 (Rehabilitation Actof 1973, 29 U.S.C. § 794), and Title II of the Americans with Disabilities Act (42 U.S.C. § 12101, et seq.).

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Introduction

Welcome to Southeastern Community College's Information Technology Programs. We hope that you will find your studies rewarding and challenging.

The college experience, for some of you, is a totally new experience that includes many adjustments. You are now responsible for many things that others have previously assumed of you. How YOU manage these responsibilities—personal and academic—is very important to your future success and will influence and determine the remainder of your life!

The program staff has prepared this handbook to serve as a GUIDE for you during your preparation for your Information Technology career.

The goals of the guidelines are to simulate policies of the IT industry, to develop desirable work habits, reliability, responsibility, and the maturity necessary for IT personnel.

The underlying goal for the instructors and students – during the entire year – is to develop competent, mature, employable, IT professionals.

NOTE: Please keep the HANDBOOK easily accessible – review it from time to time. It will be helpful to you in determining the expectations of your instructors. It is the responsibility of the student to be thoroughly familiar with the policies and to adhere to them.

Information Technology Program Tracks

Information Technology Network Administration & Cyber Security Description
The Networking Administration and Cybersecurity program offers hands-on experience with installation, maintenance and administration of PC networks. Students will spend time working on security principles and router, switch and firewall configuration. The program offers the latest equipment and software, plus experience with Microsoft and Linux operating systems. Students will leave with the skills and knowledge industry requires.

During the second semester, students will take NET-101 IT Fundamentals, where they have the opportunity to earn CompTIA IT Fundamentals certification.

The IT Technician Diploma* is awarded after successful completion of the second semester.

Students will also take NET-153 Advanced Networking during the second year, which includes the CIW Network Technology Associates exam. The CIW NTA certificate is awarded after successful completion of this exam.

Information Technology IT Manager Description
This program offers hands-on experience and practical application of installation maintenance and administration of computer networks in a business atmosphere. Students will spend time working on how to manage a department, including create a budget, handling conflicts and managing projects.

Students graduating from this program should be capable of managing a department and have excellent IT skills. Students will also take the CompTIA IT Fundamentals Certification at the end of the Spring I semester and CompTIA Project+ at the end of the Spring II semester.

Students graduating from this program should be capable of managing a department and have excellent IT skills. Students will also take the CompTIA IT Fundamentals Certification at the end of the Spring I semester.

The IT Technician Diploma* is awarded after successful completion of the second semester.

*Diploma can be earned one time.

Philosophy of the SCC Information Technology Program

In complying with the philosophy and objectives of Southeastern Community College, the Information Technology Program offers the student the opportunity to develop the knowledge and skills necessary to perform successfully as an employee in the information technology industry.

Each student is viewed by the faculty as an individual with special needs and skills. It is the objective of the faculty that these needs and skills be directed toward obtaining competency to become employed in the IT industry. To accomplish this, a wide variety of courses are included to prepare the student for the requirements of the position he/she will ultimately assume.

Educational development of each student is directed toward the application of accurate knowledge in practical situations, making judgments, applying reason, thinking independently, and engaging in problem-solving.

The Information Technology Program faculty believes that the curriculum must include basic knowledge of all facets of the IT industry, followed by classroom practice and drills of basic skills utilized in the IT industry. The curriculum includes an internship experience in a business or education institution using the IT skills gained from classes. The curriculum is evaluated and revised as often as IT needs change in the industry.

Services for Students with Disabilities

It is the policy of SCC to comply with the access provisions of the state and federal civil rights legislation for persons with disabilities. Southeastern offers reasonable accommodations to encourage and ensure that persons with disabilities have equal access to education. Through disability services, accommodations are made available to qualified students with a documented disability. It is the recommendation of the Disability Services Coordinator that students contact the office as soon as possible to self-identify early so that they can work together to determine eligibility, identify issues and get reasonable accommodations in place. Each individual's needs and abilities are evaluated in accordance with ADA. To be eligible the student can forward the Disability Student Intake application and documentation of his/her disability to the Disability Services Coordinator. This information can be

obtained from the Disability Services Coordinator and/or from the Disability Services Manual that is located here: http://www.scciowa.edu/academics/disserv.aspx.

General Education Outcomes (Core Competencies)

SCC has designated five general education learning outcomes in which each student should be proficient upon completion of an associate's degree. These are referred to as Core Competencies: (1) Communication (2) Civic Awareness (3) Critical Thinking (4) Cultural Awareness (5) Quantitative & Scientific Reasoning. Faculty utilize course assignments and rubrics to assess student attainment of the Core Competencies. Two Core Competencies are assessed in every course each semester.

Credit Hour Requirements

At SCC, a standard one credit hour lecture course requires one contact hour of classroom-based instruction and two clock hours of out-of-class student work every week for 16 weeks. One contact hour equals 50 minutes; one clock hour equals 60 minutes. Students are expected to spend two clock hours out-of-class time for every credit hour. As an example, for the typical three-credit hour lecture course, a student should expect to spend 150 minutes in classroom-based instruction and 360 minutes out-of-class, on homework or course-related study, each week for 16 weeks. Please refer to Administrative Guideline 115 – Credit Hour Policy for more information.

Laptop Specifications

It is absolutely necessary to have a computer with these specifications for the following online classes: NET-442, NET-637, NET-627, CFR-100.

Component	Minimum	Preferred
RAM	8GB DDR3*	16GB DDR4*
CPU	Intel VT or AMD V Dual Core/ four threads	Intel VT or AMD V Quad Core/ eight threads
Storage	250GB SSD or NVMe	1TB SSD or NVMe
GPU	Any type	Any type

Examples of Laptops:

Acer Predator Helios 300 - Intel Core i7-10750H CPU, 16GB 2933MHz DDR4 memory, NVIDIA RTX 3060 graphics card, 1920x1080 15.6-inch IPS display, 512GB NVME SSD, 144Hz refresh rate, Up to 6-hours Battery Life	$1200**
MSI Stealth 15M Gaming Laptop - 15.6" 144Hz FHD 1080p Display, Intel Core i7-11375H, NVIDIA GeForce RTX 3060, 16GB, 512GB SSD	$1100
Lenovo IdeaPad 3 Laptop - 14.0" FHD Display, AMD Ryzen 5 5500U, 8GB RAM, 256GB Storage, AMD Radeon 7 Graphics	$500
HP 15.6in FHD Business Laptop - AMD Ryzen 5 5500U 6 core CPU (Beat i7-1160G7, up to 4GHz), 16GB RAM, 512GB PCIe NVMe SSD, AMD Radeon Graphics	$500

Alienware M15 R6 VR Ready Gaming Laptop - 15.6-inch QHD Display, 240Hz Refresh Rate, Intel Core i7-11800H, 16GB DDR4 RAM, 512GB SSD, NVIDIA GeForce RTX 3070 8GB GDDR6	$1275

* If you can afford more, increasing the RAM is the best investment for the longevity of your device.

**All prices are approximate.

<u>Chromebook, Apple laptops, iPads, or Tablets will not work for this program</u>

Cheating Policy

Any student who is discovered to be involved in cheating will receive a zero on that assignment or test. If there is a second occurrence, the student will be required to meet with Southeastern Community College's Dean of Professional and Technical Education and the faculty member. The Dean and faculty member will make the final decision regarding disciplinary action.

This policy applies to theory classes, lab practices, and internship settings. Employees of information technology have a great amount of responsibility and accountability. Dishonesty is not tolerated within the profession.

Ethical and Professional Conduct Policy

Southeastern Community College IT faculty expects students to comply with standards of ethical and professional conduct. Enrollment of a student in the IT program constitutes student agreement to comply with program standards. All members of this academic community, including students, are responsible for the academic and professional integrity of the program. Students must demonstrate such integrity at all times in completing classroom assignments, in taking examinations, in performing internship obligations, and in dealing with others. It is also the responsibility of students to report acts of academic dishonesty and professional misconduct to faculty or school administration

Ethical and professional conduct means that the student will demonstrate the following:

1. Be honest.
2. Keep commitments with clients, peers, instructors, and colleagues.
3. Demonstrate respect for the dignity and rights of others regardless of race, religion, gender, age, familial status, disability, or nationality.
4. Assume responsibility for actively participating in the learning process for self and others.
5. Request supervision/guidance appropriately.
6. Adhere to policies and procedures of cooperating agencies.
7. Adhere to SCC policies and procedures.
8. Demonstrate preparedness for assignments.
9. Demonstrate attempts to alter behavior based on constructive criticism.
10. Be the sole owner of any assignment you submit.

Disciplinary Policy

General Policy.

Certain behaviors, both academic and non-academic, are considered unacceptable by the IT programs and are grounds for disciplinary action.

Forms of Disciplinary Action.

There are five general forms of disciplinary actions: verbal warning, written warning, disciplinary probation, suspension, and termination. However, these forms of disciplinary action may be imposed in combination and special conditions may be imposed in action to them. For a relatively minor offense, a student shall receive a verbal warning for the first offense, a written warning for the second offense, disciplinary probation, suspension, or termination on the third offense dependent upon the decision made by the Dean of Professional and Technical Education and the faculty member. Students should be aware, however, that some behaviors are so unacceptable as to warrant immediate disciplinary probation suspensions or termination.

Grounds for Disciplinary Action.

The following inappropriate behaviors are grounds for disciplinary action. This is not an inclusive list of inappropriate behavior and is intended only as a guideline.

- Insubordination.
- Excessive absences or tardiness.
- Unsafe lab, classroom, or internship practice.
- Any violation of the Ethical and Professional Conduct Policy.
- Unauthorized possession or use of property belonging to Southeastern Community College, internship settings, clients, employees, or peers.
- Continued poor grooming or poor hygiene.
- Cheating.
- Plagiarism.
- Falsifying reports, records, or assignments.
- Unjust or unprofessional gossip, criticism, or discourtesy, which contributes toward reducing the morale of peers or which affects clients, visitors, or educators (including guest speakers).
- Chemical impairment.
- Fighting or attempting bodily injury to anyone on school or internship premises.
- Use of abusive or threatening language.

- Willfully damaging, destroying, defacing, or wasting property or supplies of SCC, internship sites, clients, employees, or peers.

- Sexual harassment of clients, visitors, employees, or peers.

- Unlawful possession, use, or distribution of alcohol, narcotics, or other controlled substances on SCC premises or before school activities.

- Possession of firearms, explosives, or other weapons.

- Violation of SCC rules or policies.

- Willfully submitting false information or willfully withholding information for the purpose of obtaining or maintaining enrollment.

- Conviction of a felony while enrolled.

Documentation and Reporting.

- Written Warning.

  A written warning shall include a description of the unacceptable behavior, a delineation of acceptable behaviors for similar situations, and an explanation of the consequences should the unacceptable behavior occur again. Any member of the Information Technology Program faculty may issue a written warning. The students shall receive a copy of the written warning and faculty will forward the written warning to the Dean of Professional and Technical Education. This form will be placed in the student's file. Upon graduation, the written warning shall be removed from the student's file.

- Disciplinary Probation.

  Disciplinary probation is a written agreement between the faculty member, SCC Administration, and the student. It specifies the unacceptable behavior(s) or type(s) of behavior and explicitly delineates the behavior necessary to continue in the program and the consequences should the student fail to comply. The student, faculty member, and Administration shall sign this written agreement. A copy of the agreement shall be delivered to each party and the original Disciplinary Probation agreement shall be placed in the student's file. The agreement shall be removed from the student's file upon graduation.

- Suspension.

  Suspension is the temporary dismissal of a student from IT (or other) coursework and/or internship activities. No credit will be given for missed coursework, even if this results in the failure of the course. It is also possible that suspension could result in an inability to complete the course unless it is repeated at a later time. A statement from Administration regarding the grounds for suspension shall be written on the suspension form and shall be placed in the student's file. The suspension statement will be removed

from the student's file upon graduation. Following suspension and upon satisfactory completion of any requirements or conditions imposed, the student may continue in the program. However, readmission will be contingent on the completion of prerequisites requirements and space availability in the course desired.

- Termination.

  Termination is the immediate and permanent dismissal of a student from the program. A terminated student shall not be permitted to complete current course objectives, to continue to the next specified course, or to finish the program. A statement by Administration regarding the grounds for the termination shall be documented and placed in the student's permanent record.

- Faculty Documentation.

  In the event that a special evaluation of a student is required, the instructor must provide verbal and written feedback. The student will be asked to sign the evaluation to confirm that the evaluation has been read. The student may make comments on the written evaluation.

Imposition of Disciplinary Action.

Any faculty member of the IT Program may issue a written warning to any student. Disciplinary probation, suspension, or termination shall be imposed at the discretion of the SCC Administration and is subject to any rights of appeal.

Disciplinary Investigation and Determination.

Preceding imposition of any disciplinary action other than a written warning, the student shall be notified of the problem by IT programs Faculty or by Administration. The student shall then meet with SCC Administration and shall have an opportunity to respond to any accusations. The administration shall investigate the accusations and request input from appropriate parties.

The administration shall determine the form of disciplinary action. The student shall be informed in person by the Administration of the determination, the reasons warranting the action, and the conditions, if any, under which the student will be allowed to proceed with the program.

Referral for Treatment.

In conjunction with disciplinary action, the administration may require that the student be examined for chemical dependency or some other physical or mental impairment. Related requirements, which may be imposed upon the student, may include:

- Health evaluation
- Completion of any treatment/rehabilitation recommendation

- Signed release of information by the student to SCC's Dean of Professional and Technical Education or designee

As appropriate, the student shall be removed from classroom/lab/internship activities during evaluation and/or treatment periods. The student's participation in or completion of a treatment or rehabilitation program alone shall not qualify the student for reinstatement to program activities or the program. The student's continuation in the program depends entirely upon the severity of the infraction for which disciplinary action is imposed and the student's compliance with that disciplinary action.

IT Program students maintain the right to appeal decisions that are guided by this policy through the Judicial Codes and Appeals process of Southeastern Community College.

Medical Insurance

Students are strongly encouraged to carry their own medical insurance. Any medical expenses incurred due to an accident or injuries during the time you are carrying out the duties of an Information Technology program student are the responsibility of the student. Southeastern Community College does not provide any medical insurance coverage for students.

IT Internships

Internships are designed to provide the students with practical experience in information technology under the supervision of an approved industry employer before completion of the AAS degree. The internship is supervised by program faculty and should be taken during the last fall or spring semester. Individual student eligibility will be determined by the instructor. Placement will depend on the availability of appropriate internship sites.

Eligibility:
You are eligible to participate in an internship if you have:

- Completed the following courses: CIS-504, CFR-100, NET-101, NET-310 or NET-261, NET-627, NET-637

The student will work a minimum of 213 hours in an IT business. The fulfillment of this experience is necessary for the completion of the program requirements.

Purpose:
1. To provide an opportunity for experience in information technology under the direct supervision of an information technology professional.
2. To expand the student's capabilities through actual experience in an IT business.
3. To integrate concepts learned in the classroom with practical on the job experience in an actual IT business setting

Internship Placement:

1. Internship placement of the student is discussed by the student and faculty. Students are then required to make the contacts necessary to secure their site. Final plans should be made and reported by the student to the IT program faculty at least two weeks before the start date of the internship experience.

Assignments in the Internship Setting:

1. The student, when in training at an internship site, is at all times under the supervision of the information technology professional.
2. The student is subject to the rules and regulations of the IT industry in which they will be training.
3. The student will work within the regular hours of the IT business.
4. The personnel of the affiliating business will recognize the student as a participant in an educational program and the business will be willing to cooperate in every way in making arrangements for teaching situations for the student that will contribute to his/her growth and development.
5. Students may earn a salary from the cooperative agency. The rate of pay will be determined by the cooperative agency.

Evaluation of Student Progress:

1. Coordinating visits to the affiliating IT business will be made by the IT Program faculty to discuss the student's progress.
2. A monthly evaluation form for use by the supervising business personnel and the student will be provided by the IT Program faculty person.
3. A monthly written evaluation is made for each student in terms of their characteristics, knowledge, and performance of IT skills. The evaluation will be completed by the internship supervisor, who will then review the evaluation with the student. The results of the evaluations will be factored into the final grade for the internship experience.

IT Program Internship Dress Code:

1. Interning students must wear business attire appropriate for the particular internship location. Clothing must be clean, pressed, and in good condition, with no holes or fraying.
2. Tops must have sleeves and must cover the midriff. Tight-fitting clothing is not acceptable.
3. Hair and fingernails must be neat and clean.
4. Tattoos must be covered. Facial and tongue piercing jewelry should be removed during working internship hours.
5. SCC identification badges must be worn at all times when a student is performing an internship.

Student Email Login

What is my email address?

In most cases, your SCC email address will be your first initial followed by middle initial followed by your last name and @scciowa.edu

Example: If your name is James David Smith, your USER NAME and email address will be jdsmith@scciowa.edu

How do I access my SCC email account?

- Open up your Internet Browser and enter outlook.office.com as the Web address (do not use www before the address)
- You will be directed to the Microsoft login page. You will enter your email address which is your first initial followed by middle initial followed by your full last name and @scciowa.edu.
  - **Example:** If your name is James David Smith, your SCC username and email address will be jdsmith@scciowa.edu. Click 'Next' and you will be prompted to enter your password.
- Your first-time password should be the capital letter of your first name, capital letter of your last name, the 4-digit year you were born, the last 4 digits of your SSN, followed by *scc.
  - **Example:** For James Smith, born in 2003, with a social security ending in 6789: JS20036789*scc
- You will be prompted to setup your MFA when logging into Hawknet or your Email for the first time.

Two-Factor Authentication

MFA, is a login requirement that requires a minimum of two methods to validate a user's identity. MFA is sometimes called two-factor authentication or 2FA.

- The MFA solutions will require the following:
- Username and Password (One requirement)
- Smartphone Application or Authenticator (Second requirement)
- No worries if you don't have a smartphone, we can provide a hardware token that is inserted into a USB drive for second form of identification

Option 1: Microsoft Authenticator on your Smartphone (Most Secure - preferred)

- If you are using a Smartphone, please make sure you download the "Microsoft Authenticator" application. This application is free and can be downloaded from your "app store" or "play store" on your phone.
- On a computer, browse to the link: https://aka.ms/MFASetup.
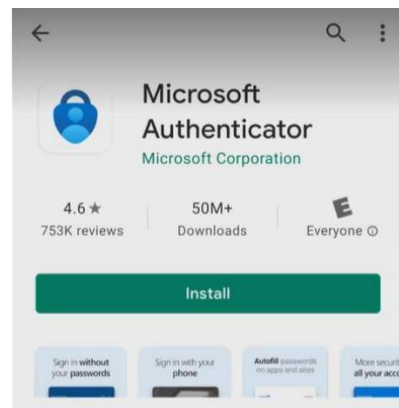
- You will be redirected to SCC login site, where you will enter your email address and password.
- Click **Next** on the **More information required** page.
- On the **Additional security verification page, Step 1: How should we contact you?** Select **Mobile app** and **Receive notifications for verification**.
- Click **Set up** to continue.
- You will then arrive at the page with a QR code. Ensure you have downloaded the mobile app and open it on your mobile device. Click **Add account** or the **+ (plus sign)** in the top right corner.
- Click **Work or school account**.
- Click **Scan QR code.**
- If asked, give the app permission to use the camera (Android: Choose "While using the app" OR "Only this time", NOT "Deny") and scan the QR code on your computer screen.
- Once you've scanned the code, on the computer click **Next**.
- Select how you would like to be contacted ("Receive notifications for verification" or "use verification code") and click **Next.**
  - o Your Microsoft Authenticator app will now list your account.
  - o The MFA setup webpage on the computer will verify successful enrollment.
- You will be redirected to SCC authentication server, which will issue and MFA challenge. Click **Approve** on your device.
- On Additional Security Verification you will enter a phone number in case you lose access to your mobile app. Then click **Done**.
- When logging in to your SCC account, you will receive a notification to approve or deny the sign-in.
- **Important!** Unless you want to change your preferred options that you just configured, click **Cancel** when the "Additional security verification" screen appears.

Hawknet Student Login
Southeastern Community College's Portal - a way to access Email, Web Advisor, Network Storage, ICCOC, Calendar and College Announcements

On-Campus – log onto the computer
1. Type in your username:
   User Name - 1st initial middle initial followed by last name

   (**MUST** include the @scciowa.edu at end of your login name)

2. Type in your password: last six digits of your SSN
3. Click **OK** (right arrow or press enter)

Open SCC's Main web page – SCC home page

4. On the top of the SCC Banner, click on the Hawknet/Email link.

You are now automatically logged into **your Hawknet** page giving you access to your SCC resources on **HawkNet**.

How to Log onto HawkNet off campus
1. Open SCC's Main web page – SCC home page
2. On the top of the SCC Banner, click on the **Hawknet/Emil** link.
4. Type in your username and password
5. Click **OK**
6. Follow the MFA authentication instructions

- **Technical Support – Help Desk**
  - ➢ **SCC Help Desk 1-866-722-4692** extension 5087 or email at **helpdesk@scciowa.edu**
    - ❖ Office Computer – Email – Network – Internet

SCC Email
A link to your SCC email can be found in the left middle section of your Hawknet page.
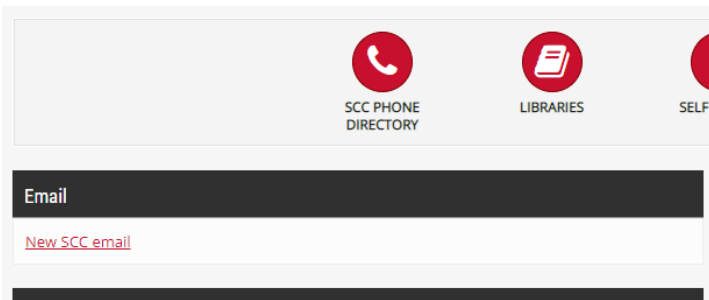
Canvas/ICCOC - Online Course Management System
The link for your Canvas class can be found on the right side of your HawkNet page.
  - ➢ For problems or question with the Canvas interface
  - ➢ contact the **Canvas/ICCOC – 24 hr Help Desk**
  - ➢ **1-800-970-8228** or email at **helpdesk@iowacconline.com**