

Information Technology Program Student Handbook

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Introduction

Welcome to the Information Technology programs at Southeastern Community College. Our goal is to prepare students for successful careers in the IT industry through hands-on learning, professional development, and real-world experience.

The IT industry values technical ability, problem solving, ethical behavior, and professionalism. Throughout this program you will develop the skills, habits, and experience expected of entry-level IT professionals.

Students are responsible for understanding the policies outlined in this handbook and following the expectations of the program.

Information Technology Program Tracks

SCC offers two primary Information Technology pathways:

Network Administration & Cyber Security

This program focuses on the installation, configuration, maintenance, and security of computer networks. Students gain hands-on experience working with operating systems, network hardware, virtualization, and security principles.

Students have the opportunity to earn the following certifications:

- CompTIA A+ Core 1 • CompTIA A+ Core 2 • CompTIA Network+

Students completing the first year earn the IT Technician Diploma*.

IT Manager

The IT Manager program combines technical IT knowledge with business and leadership skills. Students learn how to manage IT departments, develop budgets, manage projects, and support business technology systems.

Students have the opportunity to earn:

- CompTIA A+ Core 1 • CompTIA A+ Core 2 • CompTIA Project+.

Students completing the first year earn the IT Technician Diploma*.

*Diploma can be earned one time.

Career Opportunities

Graduates of the SCC Information Technology programs are prepared for entry-level positions in the IT industry. Career opportunities may include:

- IT Support Specialist

- Help Desk Technician
- Network Technician
- Systems Support Specialist
- Junior Systems Administrator
- Cybersecurity Technician

Demand for skilled IT professionals continues to grow across industries including healthcare, education, manufacturing, government, and business services.

Students are encouraged to pursue industry certifications and internship experiences to strengthen employment opportunities after graduation.

Program Philosophy

The SCC Information Technology Program prepares students for employment in the rapidly evolving IT industry. Faculty emphasize practical experience, critical thinking, ethical responsibility, and professional communication.

Students will learn to:

- Diagnose and solve technical problems • Work effectively with users and teams • Apply security and ethical standards • Communicate technical information clearly • Adapt to new technologies

The program includes classroom instruction, hands-on labs, and internship experiences to support real-world learning.

Laptop Specifications

It is recommended that students have a Windows laptop with:

- 8 GB RAM minimum — 16 GB preferred
- Intel or AMD CPU with virtualization (Intel VT-x / AMD-V)
- 250 GB SSD minimum — 1 TB recommended
- Windows 11 64-bit
- Ability to run local virtual machines (Hyper-V, VirtualBox, VMware, etc.)

Not allowed: Chromebooks, MacBooks, iPads, tablets.

Academic Integrity

Honesty is essential in both academic and professional IT environments.

Students must submit their own original work and may not misrepresent the work of others as their own.

Examples of academic misconduct include:

- Cheating on exams
- Copying assignments
- Plagiarism
- Sharing answers or lab solutions

First violation: assignment receives a zero.

Repeated violations may result in disciplinary action.

Ethical and Professional Conduct Policy

The Information Technology Programs at Southeastern Community College expect all students to uphold the highest standards of ethical behavior and professional conduct. Enrollment in the program signifies agreement to follow these expectations in all academic, laboratory, and internship settings. As future IT professionals, students must demonstrate integrity, responsibility, respect, and sound judgment at all times.

Ethical and professional conduct means that students are required to:

- Be honest and truthful in all academic work, communication, and interactions.
- Respect the dignity, rights, and contributions of others, regardless of race, religion, gender, age, family status, disability, or nationality.
- Take responsibility for their own learning, including preparation, participation, and timely completion of assignments.
- Request guidance appropriately and accept constructive feedback professionally.
- Maintain confidentiality and privacy, especially when working with systems, accounts, or data that may belong to SCC, internship sites, faculty, or peers.
- Follow all SCC, program, laboratory, and internship policies and procedures.
- Submit only original work and never misrepresent the work of others as your own.
- Adhere to professional communication standards, including clear, respectful and timely email.

IT Lab Acceptable Use Policy

Students enrolled in the Information Technology program must follow the Southeastern Community College Acceptable Use Policy (AUP) when using college technology resources, networks, and computer systems.

The SCC AUP outlines the college's policies regarding appropriate and responsible use of institutional technology resources. Students are responsible for reviewing and complying with the SCC AUP, see <https://www.sccowa.edu/resources/docs/about/acceptable-use-policy.pdf>.

Because IT program courses involve hands-on work with networking, cybersecurity, and system administration tools, additional expectations apply within IT classrooms and lab environments.

Students may only perform technical activities that are explicitly authorized as part of course assignments or instructor-approved lab exercises.

Unless specifically authorized by the instructor for instructional purposes, students may not:

- Attempt to access systems, accounts, or data without authorization
- Scan, probe, or test networks outside of assigned lab environments
- Attempt to bypass security controls on SCC systems
- Install unauthorized software on lab computers
- Connect personal devices to lab networks without instructor approval
- Disrupt network services or interfere with other students' work

Violations of these expectations may result in disciplinary action under both program policies and the SCC Acceptable Use Policy.

Because IT professionals are trusted with sensitive systems and information, students are expected to demonstrate ethical behavior when working with technology resources.

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.

- Minor first offense – Verbal Warning
- Repeated or moderate offense – Written warning. May be required to meet with the Dean
- Serious or major offense – may skip directly to probation, suspension, or termination
 - Examples include: cheating harassment, unsafe behavior, security violations
- Probation – written contract outlining what must change. Failure can lead to suspension or termination
- Suspension – temporary removal from the class/lab/internship. Missed work earns no credit
- Termination – permanent removal from the program

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.

- Academic dishonesty
- Unauthorized access to systems
- Security violations

- Harassment or threatening behavior
- Installing unauthorized software
- Unsafe behavior in classroom/labs

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.

Student Support Services

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, creed, religion, and actual or potential family, parental, or marital status in its programs, 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 Dean of Students (student concerns) at 319-208-5101 (student concerns) at 319-208-5049, 1500 West Agency Road, West Burlington, Iowa 52655, equity@sccowa.edu or the Director of the Office for Civil Rights U.S. Department of Education, Cesar E. Chavez Memorial Building, 1244 Speer Boulevard, Suite 310, Denver, CO 80204-3582, Telephone: (303) 844-5695 Facsimile: (303) 844-4303, TDD 800-877-8339 Email: OCR.Denver@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 Act of 1973, 29 U.S.C. § 794), and Title II of the Americans with Disabilities Act (42 U.S.C. § 12101, et seq.).

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: <https://www.sccowa.edu/meet/about/leadership/non-discrimination.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.

Two-Factor Authentication

You will be prompted to setup your MFA when logging into Hawknet or your Email for the first time.

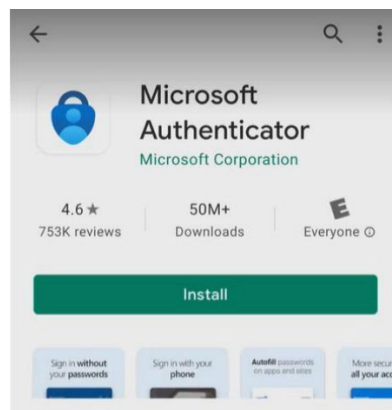
MFA, is a login requirement that requires a minimum of two methods to validate a user's identity. MFA is sometimes called two-factor authentication or 2FA.

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**.
 - Your Microsoft Authenticator app will now list your account.
 - 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

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

- 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)
- Type in your password.
- Click **OK** (right arrow or press enter)
- **Open SCC’s Main web page – [SCC home page](#)**
- 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

- Open SCC’s Main web page – [SCC home page](#)
 - On the top of the SCC Banner, click on the **Hawknet/Email** link.
 - Type in your username and password
 - Click **OK**
 - Follow the MFA authentication instructions
-

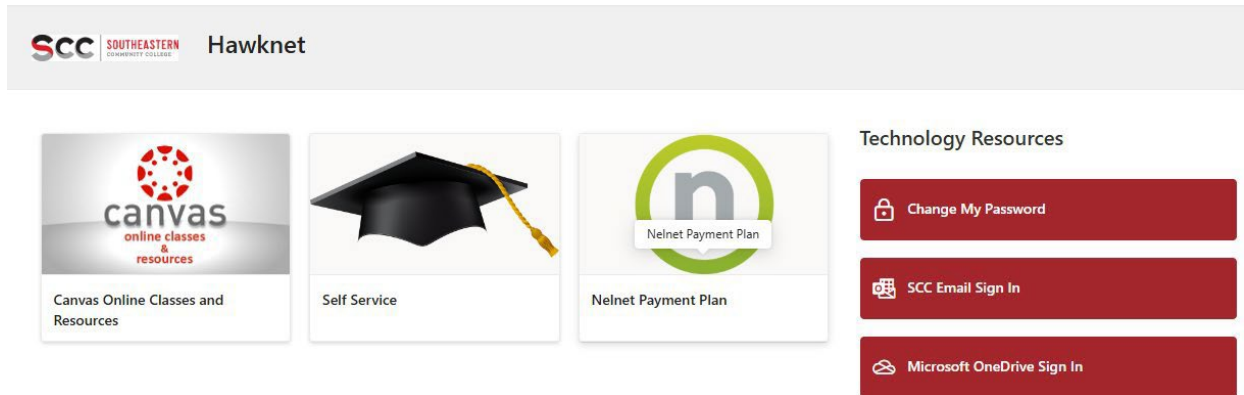
Technical Support – Help Desk

SCC Help Desk 1-866-722-4692 extension 5087 or email at helpdesk@sccowa.edu

Office Computer – Email – Network – Internet

SCC Email

A link to your SCC email can be found in the middle section of your Hawknet page.



Canvas/ICCOC - Online Course Management System

The link for your Canvas class can be found on the left side of your Hawknet page (See Image above).

- For problems or question with the Canvas interface
- contact the **Canvas/ICCOC – 24 hr Help Desk**
- **1-800-970-8228** or email at helpdesk@iowaconline.com