Instructor Information

Instructor: Danny Martin  
Office: IT 306 H  
Mailbox: BTC 312  
Hours: Mondays: 9 – 10 am  
Tuesday 8 - 9 am and 5 – 6 pm  
Wednesdays 9 – 10 am  
Thursday 8 – 9 am and 5 – 6 pm  
Friday by appointment  
Phone: 501-812-2247  
Cell: 501-358-2164  
Email: dmartin@uaptc.edu

*All emails and telephone calls will receive a response within two business days.*

Chair: April Hearne  
Dean: Dr. Wallace

*If your emails and telephone calls do not receive a response within two business days, the appropriate chain of command is above.*

Course Information

TR 10:50 am – 1:30 pm IT 302

Catalog Description

This is the fourth of four courses designed to cover objectives for the Cisco Certified Network Associate (CCNA) certification exam. Topics include WAN design; Site-to-site connectivity; Monitoring networks; troubleshooting; scaling IP addressing using NAT; Point-to-Point Protocol; and Troubleshooting. (4 Credit Hours - 2 lecture hours/2 lab hours)

PREREQUISITE: CIS 1844 CCNA 3

Course Materials

Textbooks:  

(The course is taught following the Cisco On-line Curriculum. The written text is suggested as a study reference.)

Supplies:  Pencil and Paper, Flash drive

Mission Statement

University of Arkansas – Pulaski Technical College provides access to high-quality education that promotes student learning and enables individuals to develop to their fullest potential.

Institutional Learning Outcomes and General Education

UA-PTC supports a college-wide institutional learning assessment program which concerns effective instructional methods and promotes student learning achievement by assessing:

1. Communication
2. Critical Thinking
3. Cultural Awareness
4. Information Literacy
5. Professionalism
6. Quantitative Literacy
7. Technology Literacy

For more information, please consult the following website: https://uaptc.edu/sla

Department / Program Learning Outcomes

Pulaski Technical College Computer Information Systems Program Level Outcomes

1. Assess technology problems and implement the best solutions both independently and as a dependable team member
2. Communicate both in writing and verbally about computing concepts and processes using technical terms effectively to both professional and lay audiences in order to secure and maintain employment.
3. Demonstrate knowledge of mathematics and logical approaches to problem solving in order to analyze a situation and anticipate and prepare for a variety of unknown events that might impact the operation of a computer system or network.
4. Demonstrate technical computing skills to prepare for industry certification or to be technically competent in a particular computing position or job field.
5. Demonstrate safe work habits that reflect concern and care for self and an understanding of the local and global impact of computing on individuals, organizations, and society in the context of sustainability.
Student Learning / Course Outcomes

The student will:
1. Understand and describe different WAN technologies and their benefits.
2. Understand and describe the operations and benefits of virtual private networks (VPNs) and tunneling.
3. Understand, configure, and troubleshoot serial connections.
4. Understand, configure, and troubleshoot broadband connections.
5. Understand, configure, and troubleshoot tunneling operations.
6. Understand, configure, and troubleshoot Network Address Translations (NAT) operations.
8. Configure and troubleshoot Point-to-Point connections on Routers.

Policies

Report a Complaint or Concern

UA-P TC takes very seriously complaints and concerns regarding the institution. Most complaints or concerns of a specific nature should be initiated and resolved at the campus level through normal college processes whenever possible. UA - Pulaski Technical College receives and resolves complaints using a variety of methods. To report a complaint or concern, please follow the link below.

https://www.uaptc.edu/report-a-concern-complaint

UA-P TC Attendance Policy

Education at UA-P TC requires students’ active involvement in the learning process. Thus, students are expected to attend all classes and actively engage in all learning assignments and/or opportunities provided in their classes. Class attendance should be treated as mandatory by all students as attendance will be taken by all instructors during the first two weeks of class. Additionally, a written policy on student attendance that is tied to course objectives and included in a course syllabus will be provided for each course by instructors.

Departmental Attendance Policy

Students are expected to attend all class sessions. After an unavoidable absence due to illness, emergency, or other extenuating circumstance, the student must take the responsibility for contacting instructors in order to initiate arrangements for completing all activities missed.
Excessive absences and work not made up may adversely affect final grades. Failure to attend class for any period of time does not constitute a withdrawal. Students should attend the first day of classes. Instructors establish attendance policies for their classes, and students have the responsibility to know those policies and to comply with them. When absences exceed the number allowed by the instructor of the class, the instructor has the authority to assign the student a grade of “F” at the end of the semester.

Attendance for students receiving Veterans Administration benefits will be reported to the VA representative in Veterans Services. Unavoidable absences such as jury duty, military duties, injuries, or illness must have written documentation supplied by the student. Makeup work for classes or tests missed will be arranged with the instructor’s consent. When a student drops a course the Department of Veterans Affairs will be notified of the last date of attendance and directed to end benefits for the course for the remainder of the term.

Course Policies

The UA-PTC Catalog rules and regulations will be enforced in this course at all times.

Please consult the following website for more information:

Professional behavior is required. Punctual attendance and intelligent participation are expected. Particulars as determined by the instructor are detailed in the paragraph below.

Appropriate behavior is expected for all communications, including any notes, email messages, or telephone conversations. Some guidelines for communication are included in this syllabus to help you.

**Personal Communications Devices:**

Please turn all cell telephones, pagers and/or other personal communications devices to a silent mode before entering this class. If it is necessary for you to answer a call, please refrain from doing so until you have exited the classroom.

**Reading Assignments:**

Due to the nature of this material, each student must have read the chapters to be covered prior to the class period. We will be covering only the major points of discussion in each class period.

**Basics:**

- Please treat other students, the instructor, and guests with courtesy and respect.

- If you are late, enter quietly. If the class is taking an assessment, you may be asked to take the test after class.

- Do not use the computers during lecture unless you are following the lecture with the online curriculum.
• Labs will be graded primarily on participation. To be considered as participating in the lab you must be in attendance, actively working on the problem (not playing games on the computer), and treating equipment with care, and following all policies concerning equipment.

• Do not bring food or drinks near the computers and lab equipment.

**Equipment:**

• Do not install ANY software on the computers in the classroom.

• Do not change the desktop or any default settings of the computers unless it is part of lab. The machines are not YOURS…they are used by many students.

• Any misuse of the equipment or unprofessional conduct will not be tolerated.

• Erase all start-up configurations on the routers when finished.

• Make sure the configuration register is set to 0x2102.

• Put cables in closet on appropriate hooks. Please be professional.

• Use class for all privileged passwords (enable secret) and cisco for all other passwords.

**Grading Policy**

Letter grades will be based on the following scale:

- 90 to 100% A
- 80 to 89% B
- 70 to 79% C
- 60 to 69% D
- 0 to 59% F

*No passing grade can be awarded until the student has demonstrated mastery of all skills required by Cisco. (This will be assessed in the skills final exam.)*

**Academic Integrity**

* Instructors have one week to provide feedback and post grades for all assignments unless otherwise noted by a departmental policy that has been approved by the Dean of the School.

In an online class, eligibility for Financial Aid is based on student participation. Logging into the course does not constitute participation. For purposes of roster certification, students must complete a gradable attendance artifact.
It is expected that all students who attend UA-PTC conduct themselves in a manner appropriate for the college experience. Academic integrity is a vital component of collegiate behavior. The UA-PTC catalogue states, “The gaining of knowledge and the practice of honesty go hand-in-hand.”

The catalogue also states, “The responsibility and authority of initiating discipline arising from violations of the rules against dishonesty during the process of the course are vested in the instructor of that course.”

The complete Academic Integrity Policy is in the UA-PTC code of conduct.

**Accommodation Policy**

Services for Students with Disabilities: UA-PTC is committed to fulfilling all federal requirements as stated in the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990, and the American with Disabilities Amendments Act (ADAAA) of 2008. Accommodations are available to students who have documented disabilities. Students who request accommodations must register with the Disability Services Office (Main Campus: 501-812-2738 or South Campus: 501-812-2862) and must provide current and relevant documentation.

Students requesting accommodations should inform the instructor at the beginning of the course or as soon as accommodations are approved. It is the student's responsibility to provide their Accommodation Letter to the instructor. Accommodations are not retroactive and will only be provided once your instructor receives the Accommodation Letter.

**Student Code of Conduct**

All students are expected to abide by the UA-PTC Student Code of Conduct. For the full Student Code of Conduct, access the most current version of the UA-PTC Academic Catalog. [http://uaptc.azurewebsites.net/docs/default-source/course-catalog/2017-18-academic-catalog.pdf?sfvrsn=a08a3038_2](http://uaptc.azurewebsites.net/docs/default-source/course-catalog/2017-18-academic-catalog.pdf?sfvrsn=a08a3038_2)

**Sexual Misconduct**

No person at Pulaski Technical College will, on the basis of gender, be excluded from participation in, be denied benefits of, or be subjected to sex discrimination, sexual harassment or sexual misconduct under any education program or activity. All college administrative policies and procedures regarding sex discrimination, sexual harassment, and sexual misconduct are in compliance with Title IX. Students who feel they are victims of sexual misconduct should contact the UA-PTC Title IX Deputy Coordinator for Students:

Michelle Anderson, Director of Student Life and Leadership
Campus Center Building Room 216
501-812-2756
manderson@uaptc.edu
Course Evaluations

Students may be asked to evaluate their instructor and course near the end of the semester. These student evaluations are very important to the improvement in the quality of instruction and course materials. All results are anonymous and shared with the faculty only after the semester is over and grades have been posted.

Information Literacy

UA-PTC is committed to the Information Literacy Competency Standards for Higher Education as established by the Association of College and Research Libraries and endorsed by the National Forum on Information Literacy. Therefore, all courses will incorporate an information literacy component so that, by graduation, all students will be able to recognize the need for information, then locate, evaluate, synthesize, and communicate information in an ethical manner. Information literacy encompasses critical thinking, research, media, technology, health, business, and visual literacy skills to produce lifelong learners who can make informed decisions in the workplace and in their personal lives.
## Tentative Course Schedule:

### Assignment

<table>
<thead>
<tr>
<th>Assignment</th>
<th>Points</th>
<th>Due Date</th>
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<tbody>
<tr>
<td><strong>WAN Concepts</strong></td>
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<tr>
<td>Chapter 1 Exam</td>
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<tr>
<td><strong>Point-to-Point Connections</strong></td>
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<td>Lab 2.3.2.7</td>
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<td>Feb 5</td>
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<td>PK 2.3.2.6</td>
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<td>PK 2.4.1.4</td>
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<td>Chapter 2 Exam</td>
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<tr>
<td><strong>Branch Connections</strong></td>
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<td>Lab 3.2.2.7</td>
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<td>Feb 19</td>
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<td>Chapter 3 Exam</td>
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<td><strong>Access Control List</strong></td>
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<td>Chapter 4 Exam</td>
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<td><strong>Network Security and Monitoring</strong></td>
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<td><strong>Network Evolution</strong></td>
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<td>Chapter 7 Exam</td>
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<td><strong>Network Troubleshooting</strong></td>
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<td>PK 8.1.1.8</td>
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<td><strong>Written Exam</strong></td>
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### Final Exam Schedule:

- **Final Exam:** May 9th 10:30 am – 12:30 pm
- **Skills Exam:** May 7th 10:30 am – 12:30 pm

**Disclaimer:** This schedule is a guide for the semester. The instructor reserves the right to amend the schedule as necessary.
Course Agreement Form

Read, complete, and return to instructor:

I have read the course syllabus for Danny Martin’s CCNA 4 class at Pulaski Technical College, and I understand its content. I also understand the rules for the class, and I will follow and abide by these rules, including those relating to attendance, assignments, grading criteria, plagiarism, and behavior.

Semester

Date

Print name

Signature

UA-UA-PTC Email address

Telephone