



ITSC1321.088TR – Intermediate PC Operating Systems (Windows 10) ONLINE

Course Syllabus: Spring 2026

“Northeast Texas Community College exists to provide personal, dynamic learning experiences empowering students to succeed.”

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This syllabus serves as the documentation for all course policies and requirements, assignments, and instructor/student responsibilities.

Information relative to the delivery of the content contained in this syllabus is subject to change. Should that happen, the student will be notified.

Course Description:

3 credit hours

Custom operating system installation, configuration and troubleshooting; management of file systems, memory, storage, and peripheral devices.

Student Learning Outcomes:

Upon completion of this course, the student should be able to

- Students will demonstrate the ability to install, configure, and maintain a customized operating system.
- Students will demonstrate the ability to manage file operations.
- Students will demonstrate the ability to use system utilities to allocate and organize primary and secondary storage.
- Students will demonstrate the ability to manage peripheral devices.
- Monitor and manage system performance

Evaluation/Grading Policy:

- Assignments Average (36 Assignments) 40%
- Discussion Board Posts (12 Module Discussion Board Posts) 10%
- Module Quiz Average (12 Module Quizzes) 10%
- Mid-Term Exam 15%
- Final Exam..... 25%

Assignments:

There are two types of assignments found in this course.

- Case Projects: A Case Project assignment for each module present different scenarios based on the module’s content. A single attempt is allowed for each case project assignment.

- Virtual Labs: Each module, except for Module 01, have 1 to 4 Virtual Labs. These labs provide hands-on Windows 10 experience in a VM environment. Two attempts are allowed for each lab assignment with the highest grade recorded in the gradebook.

Discussion Board Posts:

The final activity in each chapter is a short discussion board post that covers a specific aspect of the module content.

Module Quizzes:

There is a multiple-choice quiz at the end of each module. A single attempt is allowed for this quiz. There is also a practice quiz available in each module. Students have an unlimited number of attempts for the practice quiz.

Mid-Term Exam:

There is a mid-term exam of multiple-choice questions that covers the first six modules of the textbook. A single attempt is allowed for this exam.

Final Exam:

There is a final exam of multiple-choice questions that will cover all course content. Students have two attempts for this exam with the highest grade being recorded in the gradebook.

Required Textbook(s):

The course textbook is Microsoft 365 Modern Desktop Administrator Guide to Exam MD-100: Windows 10, 1e. This is a Cengage MindTap course and the textbook is embedded in the course.

Minimum Technology Requirements:

This is a web-based Blackboard course utilizing Cengage's MindTap environment. A computer, either PC or Mac, with Internet access is required. A high-speed broadband connection (+5 Mbps) is recommended for the VM lab assignments.

Supported browsers for the Cengage MindTap environment are:

- Windows
 - Chrome
 - Firefox
 - Edge
- macOS
 - Chrome
 - Firefox
 - Safari

Required Computer Literacy Skills:

- Word processing skills
- Knowledge of capturing, pasting, and manipulating screenshots

- Knowledge of basic computer literacy and terminology

Course Structure and Overview:

This is an online course delivered through Blackboard using Cengage's MindTap environment.

As with all Blackboard courses, students should begin in the Start Course Here folder. This folder contains the course syllabus, course schedule, and other important information regarding course navigation, etc. This folder also contains a Syllabus Acknowledgement assignment which should be completed **FIRST**. This assignment acknowledges students have read the course syllabus. This assignment is ungraded, but it **MUST BE COMPLETED** as it is also used for attendance verification.

After reading the materials found in the Start Course Here folder, students should go to the Preliminary Activities folder. This folder contains an ungraded pre-assessment quiz, a course orientation, an introduction for the VM lab environment, and a graded quiz on the VM lab environment.

The textbook has 12 modules. Within each module, there are 3 content folders:

- Learn It: Contains the module's reading material from the textbook, a PowerPoint slide deck for review of the main concepts from the module and interactive flashcards to reinforce key concepts of the module.
- Study It: Contains the case project assignment for the module, 1-4 virtual lab assignments (except for Module 01 which has no virtual labs), and a practice quiz.
- Apply It: Contains the module quiz and a discussion board post assignment.

Communications:

NTCC email is the official form of communication used by the college and is my preferred method of communication. I will attempt to reply to all emails within 48 hours.

Alternate Operations During Campus Closure and/or Alternate Course Delivery Requirements

In the event of an emergency or announced campus closure due to a natural disaster or pandemic, it may be necessary for Northeast Texas Community College to move to altered operations. During this time, Northeast Texas Community College may opt to continue delivery of instruction through methods that include, but are not limited to, online through the Blackboard Learning Management System, online conferencing, email messaging, and/or an alternate schedule. It is the responsibility of the student to monitor NTCC's website (<http://www.ntcc.edu/>) for instructions about continuing courses remotely, Blackboard for each class for course-specific communication, and NTCC email for important general information.

Additionally, there may be instances where a course may not be able to be continued in the same delivery format as it originates (face-to-face, fully online, live remote, or hybrid). Should this be the case, every effort will be made to continue instruction in an alternative delivery format. Students will be informed of any changes of this nature through email messaging and/or the Blackboard course site.

NTCC Academic Honesty/Ethics Statement:

NTCC upholds the highest standards of academic integrity. The college expects all students to engage in their academic pursuits in an honest manner that is beyond reproach using their intellect and resources designated as allowable by the course instructor. Students are responsible for addressing questions about allowable resources with the course instructor. Academic dishonesty such as cheating, plagiarism, and collusion is unacceptable and may result in disciplinary action. This course will follow the NTCC Academic Honesty and Academic Ethics policies stated in the Student Handbook. Refer to the student handbook for more information on these subjects.

ADA Statement:

It is the policy of NTCC to provide reasonable accommodations for qualified individuals who are students with disabilities. This College will adhere to all applicable federal, state, and local laws, regulations, and guidelines with respect to providing reasonable accommodations as required to afford equal educational opportunity. It is the student's responsibility to request accommodations. An appointment can be made with the Academic Advisor/Coordinator of Special Populations located in Student Services and can be reached at 903-434-8264. For more information and to obtain a copy of the Request for Accommodations, please refer to the special populations page on the NTCC website.

Family Educational Rights and Privacy Act (FERPA):

The Family Educational Rights and Privacy Act (FERPA) is a federal law that protects the privacy of student education records. The law applies to all schools that receive funds under an applicable program of the U.S. Department of Education. FERPA gives parents certain rights with respect to their children's educational records. These rights transfer to the student when he or she attends a school beyond the high school level. Students to whom the rights have transferred are considered "eligible students." In essence, a parent has no legal right to obtain information concerning the child's college records without the written consent of the student. In compliance with FERPA, information classified as "directory information" may be released to the general public without the written consent of the student unless the student makes a request in writing. Directory information is defined as: the student's name, permanent address and/or local address, telephone listing, dates of attendance, most recent previous education institution attended, other information including major, field of study, degrees, awards received, and participation in officially recognized activities/sports.

Tentative Course Timeline (*note* instructor reserves the right to make adjustments to this timeline at any point in the term):

NOTE: All assignments, discussion posts, quizzes, and tests are open to begin the semester. The due date for each week's assignments, discussion post, and quiz is Sunday night at 11:59 PM. Students are strongly encouraged to work ahead.

Preliminary Activities 01/25/2026

- Syllabus Acknowledgement Quiz (ungraded, required for attendance verification)
- Windows 10 Pre-Assessment Quiz (ungraded)
- Live Virtual Machine Lab Pre-Requisite Quiz (graded)

Module 01 Introduction to Windows 10 02/01/2026

- Module 01 Case Projects Assignment (graded)
- Module 01 Practice Quiz (ungraded)
- Module 01 Quiz (graded)
- Module 01 Discussion Post (graded)

Module 02 Using the System Utilities 02/08/2026

- Module 02 Case Projects Assignment (graded)
- Live VM Lab 2.1 Install Windows 10 Language Packs (graded)
- Live VM Lab 2.2 Manage Windows Desktop (graded)
- Module 02 Practice Quiz (ungraded)
- Module 02 Quiz (graded)
- Module 02 Discussion Post (graded)

Module 03 User Management..... 02/15/2026

- Module 03 Case Projects Assignment (graded)
- Live VM Lab 3.1 Administer Users and Groups (graded)
- Module 03 Practice Quiz (ungraded)
- Module 03 Quiz (graded)
- Module 03 Discussion Post (graded)

Module 04 Networking..... 02/22/2026

- Module 04 Case Projects Assignment (graded)
- Live VM Lab 4.1 Secure Windows 10 with Windows Defender Firewall (graded)
- Live VM Lab 4.2 Troubleshoot Common Network Problems (graded)
- Module 04 Practice Quiz (ungraded)
- Module 04 Quiz (graded)
- Module 04 Discussion Post (graded)

Module 05 Managing Disks and File Systems..... 03/01/2026

- Module 05 Case Projects Assignment (graded)
- Live VM Lab 5.1 Manage File System Security (graded)
- Module 05 Practice Quiz (ungraded)

- Module 05 Quiz (graded)
- Module 02 Discussion Post (graded)

Module 06 Windows 10 Security Features..... 03/08/2026

- Module 06 Case Projects Assignment (graded)
- Live VM Lab 6.1 Implement Encrypted File system (graded)
- Live VM Lab 6.2 Manage Windows Updates (graded)
- Module 06 Practice Quiz (ungraded)
- Module 06 Quiz (graded)
- Module 06 Discussion Post (graded)

Mid-Term Exam..... 03/15/2026

Module 07 User Productivity Tools 03/29/2026

- Module 07 Case Projects Assignment (graded)
- Live VM Lab 7.1 Configure Microsoft Edge and Internet Explorer (graded)
- Live VM Lab 7.2 Manage Device Drivers and Printers (graded)
- Module 07 Practice Quiz (ungraded)
- Module 07 Quiz (graded)
- Module 07 Discussion Post (graded)

Module 08 Windows 10 Application Support 04/05/2026

- Module 08 Case Projects Assignment (graded)
- Live VM Lab 8.1 Manage Windows Registry (graded)
- Module 08 Practice Quiz (ungraded)
- Module 08 Quiz (graded)
- Module 08 Discussion Post (graded)

Module 09 Performance Tuning and System Recovery 04/12/2026

- Module 09 Case Projects Assignment (graded)
- Live VM Lab 9.1 Manage Windows 10 Recovery and Startup Issues (graded)
- Live VM Lab 9.2 Configure and Analyze Windows Event Logs (graded)
- Live VM Lab 9.3 Collect Windows 10 System Performance Metrics (graded)
- Module 09 Practice Quiz (ungraded)
- Module 09 Quiz (graded)
- Module 09 Discussion Post (graded)

Module 10 Enterprise Computing 04/19/2026

- Module 10 Case Projects Assignment (graded)
- Live VM Lab 10.1 Implement Local Policy and Domain Group Policy (graded)
- Live VM Lab 10.2 Configure Windows 10 Remote Administration (graded)
- Live VM Lab 10.3 Implement Windows PowerShell Remoting and Remote Assistance (graded)
- Module 10 Practice Quiz (ungraded)

- Module 10 Quiz (graded)
- Module 10 Discussion Post (graded)

Module 11 Managing Enterprise Clients..... 04/26/2026

- Module 11 Case Projects Assignment (graded)
- Live VM Lab 11.1 Configure Windows 10 VPN Client Part 1 (graded)
- Live VM Lab 11.2 Configure Windows 10 VPN Client Part 2 (graded)
- Live VM Lab 11.3 Configure Windows 10 VPN Client Part 3 (graded)
- Live VM Lab 11.4 Configure Windows 10 VPN Client Part 4 (graded)
- Module 11 Practice Quiz (ungraded)
- Module 11 Quiz (graded)
- Module 11 Discussion Post (graded)

Module 12 Automating Windows 10 Deployment..... 05/03/2026

- Module 12 Case Projects Assignment (graded)
- Live VM Lab 12.1 Migrate User Data (USMT) (graded)
- Live VM Lab 12.2 Manage Windows Images with Windows Assessment and Deployment (graded)
- Module 12 Practice Quiz (ungraded)
- Module 12 Quiz (graded)
- Module 12 Discussion Post (graded)

Final Exam..... 05/13/2026

Spring 2026 General Dates of Interest

First Class Day	01/20/2026
Late Registration Ends	01/23/2026
Spring Census (1 st 5-week session)	01/23/2026
Spring Census (1 st 8-week session)	01/27/2026
Spring Census (16-week session)	02/04/2026
Last Day to Withdraw From 1st 5-weeks Course	02/12/2026
First Class Day 2nd 5-weeks Course	02/23/2026
Spring Census (2 nd 5-week session)	02/26/2026
Last Day to Withdraw From 1st 8-weeks Course	03/03/2026
Deadline for Spring Graduation Application	03/13/2026
Spring Break	03/16/2026 - 03/20/2026
First Class Day 2nd 8-weeks Course	03/23/2026
Last Day to Withdraw From 2nd 5-weeks Course	03/26/2026
Spring Census (2 nd 8-week session)	03/30/2026
Last Day to Withdraw From 16-weeks Course	04/09/2026
Last Day to Withdraw From 2nd 8-weeks Course	04/30/2026
Last Class Day (16-weeks)	05/07/2026
Final Exams	05/08/2026 - 05/14/2026
Spring Graduation	