

10-150-117 Unified Communications 1 SYLLABUS

Spring Semester 2014

Instructor and Class Information

INSTRUCTOR INFORMATION

Name of Instructor: Gregg Husband

Office Location: A113

Telephone (office): 715 803 1165

Fax Number: 715 301 2717

E-mail Address: husband@ntc.edu

Skype: gregghusband

Instructor Contact: Please feel free to email or phone me using the contact information provided. When leaving a phone message, please speak slowly, include your name, course, and return number and reason for calling. All emails should include your full name, course name and a detailed, professional message. I will respond to your message within 24 hours when received Mondays-Fridays.

Office Hours Schedule:

Time	M	T	W	R	F
8:00-8:50am		<u>CLS</u>	Office A104	<u>UCS</u>	
9:00-9:50am		A104	Office A104	A104	
10:00-10:50am	Online Office	A104	Team Time	A104	
11:00-11:50am	Online Office	A104	Team Time	A104	
12:00-12:50pm	Online Office			<u>UC2</u>	
1:00-1:50pm		Office A113		A104	
2:00-2:50pm		Office A113		A104	
3:00-3:50pm		Office A113		A104	
4:00-4:50pm		<u>UC1</u>		Office A104	
5:00-5:50pm		A104			
6:00-6:50pm		A104			

7:00-7:50pm		A104			
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COURSE INFORMATION

Course Number: 10-150-117

Course Title: 10-150-117 Unified Communications

No. of Credits: 3

Total Hours: 72

Starts January 28th, 2014 Ends May 20th, 2014

Meets Tuesday 4:00 pm - 7:50 pm Wausau Campus Room A104

Type of Instruction: Lecture/Lab

Mode of Delivery: In-person and via adobe connect to regional campus locations

Course Description:

This course is intended to help students implement and manage IP Telephony network solutions, which includes planning, design, implementation, and operations network phases. This course will discuss and implement the core components of the IP Telephony network: current data network design for IP Telephony, IP call management software, gateways supported under the current IP Telephony architecture, and voice mail systems.

ADDITIONAL COURSE INFORMATION

Course Prerequisites:

10-150-110 Network Communications 2 – Cisco 2

Course Prerequisites/Co requisite :

10-150-112 Network Communications 3 - Cisco 3 & 4

Textbooks:

CCNA Voice Lab Manual

By Brent Sieling

Published Jan 30, 2013 by Cisco Press.

Copyright 2013

Pages: 408

Edition: 1st

Book

ISBN-10: 1-58713-299-0

ISBN-13: 978-1-58713-299-5

Optional Textbook:

CCNA Voice 640-461 Official Cert Guide

Jeremy Cioara, CCIE No. 11727; Mike Valentine, CCNA, CCNP, CCVP

Copyright© 2012 Pearson Education, Inc.

Published by:

Cisco Press
Book
Edition: 2nd
ISBN-10: 1-58720-417-7
ISBN-13: 978-1-58720-417-3

Online Resources References:

<http://wtcs.skillport.com/skillportfe/login.action>

Supplies: USB Hard Dive. **Quantity:** 1. **Price:** 125.00. **Source:** Office Supply Store.

Core Ability Statement

Core Abilities are broad outcomes or skills that every graduate of an NTC program is expected to achieve. These skills go beyond the content of a specific course or program and are the skills employers tell us they expect employees to have. NTC has identified seven Core Abilities that are important in every area of learning. Five of these core abilities have been identified as important in this course:

- Communicate effectively.
- Act responsibly.
- Work productively
- Work cooperatively.
- Think critically and creatively.

Program Outcomes

This course is a required course for the IT-Networking/Unified Communications program. The program outcomes that have been defined for the IT-Networking/Unified Communications program are as follows:

- Implement computer networks
- Implement client systems
- Implement server operating systems
- Implement network security components
- Develop technical documentation
- Troubleshoot network systems

Course Competencies

Competencies are what learners will be able to do as a result of the learning experience. Competencies are about doing, not about knowing. Course competencies specify what learners will be able to do after successfully completing the course. In this course, the competencies that you must master at a C level are:

1. **Differentiate traditional voice versus unified voice.**
2. **Categorize the pieces of Cisco Unified Communications.**
3. **Explore the concepts of Cisco IP Phones and how they become registered on the network.**
4. **Explore the management of Cisco IP Phones using Cisco management software.**
5. **Manage Endpoints and End Users.**

6. Manage Dial-Plans and Quality of Service (QoS).
7. Configure Voice Productivity Features.

Assessment Plan

Your employer will place a great deal of value on your contributions to the workplace. Therefore, this class will be an interactive learning experience. In order for this to happen, I am relying on you to participate in class and to complete all assigned activities. We will use the following criteria to evaluate your class outcomes and to compute your grade:

- Participating in discussions and practice activities
- Asking clarifying questions during class
- Making comments that facilitate discussion
- Respecting others' opinions and points of view
- Attending class regularly
- Arriving for class on time

In addition, objective opportunities for you to demonstrate your competencies will include:

Completing real-world application exercises

Completing lab/PAT (Performance Assessment Tasks) exercises

Grades

Final course grades can be viewed by going to www.ntc.edu, clicking on “my>NTC” and following the instructions listed. For more information on grading and academic procedures, please review the NTC Policies and Guidelines below.

Technical Skills Attainment

In addition to assessing each course competency, your instructors will assess your ability to demonstrate each program outcome. This assessment, called Technical Skill Attainment (TSA), is important because it objectively measures your ability to meet industry-recognized skills. When you complete the TSA for your program, you will demonstrate what you know and can do. You can then share this information with prospective employers. Your instructors will tell you how and when your program TSA will be done.

Grading Policy/Scale

This course is a performance-based course, designed for your success. Each learning plan will have assessment activities or tasks that will evaluate your performance of all course competencies.

Each PAT is important and must be completed to fully understand the entire unified communications component. All PAT's must be completed according to the scoring guideline for each PAT to earn a specific grade for the course. If you do not complete all PAT's for a course you will get an incomplete for the class until the PAT is completed. **20% assignment deduction** if the instructor/tutor needs to walk you through an entire assignment. **Tutors are for guidance, reference and help only. Tutors are not a replacement for your class attendance, proper studying, and/or proper time management.**

Letter grade	% or points needed to achieve grade	Point Credits
A	(100 - 92%) and you have met all course competencies and PAT's	4.00
A-	(91 - 90 %) and you have met all course competencies and PAT's	3.67
B+	(89 - 87%) and you have met all course competencies and PAT's	3.33
B	(86 - 83%) and you have met all course competencies and PAT's	3.00
B-	(82 - 80%) and you have met all course competencies and PAT's	2.67
C+	(79 - 77%) and you have met all course competencies and PAT's	2.33
C	(76 - 70%) and you have met all course competencies and PAT's	2.00
D	(69 - 60%) and you have met all course competencies and PAT's	1.00
F	(59 & Below) and/or you have NOT MET all course competencies	0.00

Tentative Schedule/Timeline for Major Assignments/

Schedule		
Session	Target Competencies	Notes
Week 1	<ul style="list-style-type: none"> Differentiate traditional voice versus unified voice. 	Textbook - Chapter 1: Traditional Voice Versus Unified Voice Lab Manual - Chapter 1: Traditional and Unified Voice
Week 2	<ul style="list-style-type: none"> Categorize the pieces of Cisco Unified Communications. 	Textbook - Chapter 2: Understanding the Pieces of Cisco Unified Communications Lab Manual - Chapter 2: Understanding Cisco Unified Communications Solutions
Week 3 - 4	<ul style="list-style-type: none"> Explore the concepts of Cisco IP Phones and how they become registered on the network. 	Textbook - Chapter 3: Understanding the Cisco IP Phone Concepts and Registration Lab Manual - Chapter 3: Establishing Network Connectivity and Understanding IP Phone Registration
Week 5 - 6	<ul style="list-style-type: none"> Explore the management of Cisco IP Phones using Cisco management software. 	Lab Manual - Appendix D
Week 7	<ul style="list-style-type: none"> Explore the management of Cisco IP Phones using Cisco management software. 	Textbook - Chapter 4: Getting Familiar with CME Administration Lab Manual - Chapter 4: Introduction to CUCME Administration
Week 8 - 9	<ul style="list-style-type: none"> Manage Endpoints and End Users. 	Textbook - Chapter 5: Managing Endpoints and End Users with CME. Lab Manual - Chapter 5: Configuring Phones and Users in Cisco Unified Communications Manager Express (CUCME)

Week 10 - 12	<ul style="list-style-type: none"> • Manage Dial-Plans and Quality of Service (QoS). 	Textbook – Chapter 6: Understanding the CME Dial-Plan. Lab Manual - Chapter 6: Cisco Unified Communications Manager Express (CUCME) Dial Plans and QoS
Week 13 - 14	<ul style="list-style-type: none"> • Configure Voice Productivity Features. 	Textbook – Chapter 7: Configuring Cisco Unified CME Voice Productivity Features Lab Manual - Chapter 7: Cisco Unified Communications Manager Express (CUCME) Productivity Features
Week 15 - 16	All	Configuration Hands On Exam

NTC IT Goals and Expectations

The IT programs at NTC are designed to meet the demand for IT professionals throughout Northcentral Wisconsin. Developed with a unique core of courses, you will receive a foundational understanding of the IT industry. Additionally, general education courses provide knowledge, skills and abilities that will enhance and support your education at NTC. As with any endeavor, students interested in IT should consider the requirements and expectations required to be successful in the industry. You will be challenged to meet the academic rigors of IT courses and expected to dedicate the time, effort and resources required to be successful in your learning.

Students with the following traits enhance their employability:

- *High interest in computers, current technology and continuous learning*
- *Possess good communication skills and enjoy working in a team environment*
- *Able to follow instructions and procedures*
- *Enjoy troubleshooting and solving technical problems*
- *Want to use technical skills creatively*

Exit Assessment Information: All programs at NTC have an exit assessment which is a product used to show all of the knowledge and skills you have attained while at NTC. In this program, we have a capstone course that brings together the knowledge that you obtained from the program.

IT Course Attendance Policy: This is a face-to-face course. It will meet according to the schedule found under Course Information. Consistent attendance and participation in this course is essential for your success! Demonstrating these behaviors will help you meet NTC's core abilities and will help prepare you for future employment. As your instructor, I will make reasonable allowances for personal illness, legitimate absences which accommodate the Americans with Disabilities Act (ADA) and absences for sincerely held religious beliefs. Learning plans, course work and due dates are all accessible through Blackboard. If you miss a class, it is your responsibility to get the notes from someone in the class. Also be sure to check Blackboard for any handouts you may have missed or course work that may be due.

You must notify your instructor in advance/ASAP about any absences or tardiness. Extenuating circumstances aside. If you have an unexcused absence for 25% of total classes throughout the semester, you will receive an 'F' unless you exercise your right to withdraw from the course before the course is 80% complete. Please refer to the NTC Student Policies, Procedures, and Guidelines below for further information on how to drop the course.

Absences defined: not present in F2F class | No login AND submission in BB for online classes

Excused absence: You have notified the instructor in advance/ASAP about missing class.

Unexcused absence: You have missed class without notifying the instructor.

Drop/No Show policy. No Show/Drop/Cease to Attend: Students who do not attend the first session of class or who do not complete the first assignment in Blackboard by the deadline will be considered a 'No Show' and will be removed from the course. If you wish to drop this course once it is underway, you may do so within the first 80% of the course. Please follow the information under the Student Procedures Guidelines to officially drop the course. If you cease to attend and do not "officially" drop a course before the course is 80% complete, you may receive an "F" for this course.

Late Assignments: Assignments that are submitted late will incur the following penalties: 20% of the points will be deducted when the assignment is submitted up to two weeks late; assignments submitted more than two weeks past the due date will not receive any credit.

Any assignments due during the last two weeks of the semester must be submitted not later than the assignment due date. In other words, late work will not be accepted the last two weeks of the semester. In accordance, the date after which late work will not be accepted this semester is May 9th, 2014.

Missed Tests: If you are going to miss a test deadline, you need to notify me of such prior to the deadline or else 20% will be deducted from your test grade. You may reschedule a test, without penalty, only once during the semester. If you miss the deadline for a second test, you may still take the test, but will receive a 20% penalty. You may only reschedule two tests for this class. If you miss the deadline for more than two tests, you will not be allowed to take the test. A rescheduled test needs to be taken before/during/no later than our next class meeting.

Communication: When sending an E-mail to your instructor, use the following guide: The subject line MUST include **student last name, course & section #, LP/assignment or subject reference**. Emails without a subject in the subject line will be deleted unread.

Since email is a staple of business communications, you need to start honing your skills at writing appropriate business-style emails, beginning with communications to me/your instructor.

The body of the message MUST include:

- Greeting
- Clear and concise description of problem, including any information such as page number in book, problem, learning plan reference, etc.
- The steps you have already taken to try to resolve the issue
- What you expect the instructor to do about problem

Any e-mail not formatted appropriately or containing texting language/spelling will be disregarded.

Voicemail messages:

- Your name
- Short description of the problem
- Your phone number and/or contact info
- Repeat your phone number

Quality of Work: It is expected that you will use complete sentences as well as full and correct spelling. This means no text language! Use the spell-check function of your word processor or email program.

Fully developed answers are required in order to earn credit for work you are submitting for a grade. I expect your answers to show that you understand the course concepts and that you have added your own ideas about the topic as well. You should strive to make your work acceptable to any employer in the IT field.

A commitment on Your Part:

Your education is your job so I expect you to have a willingness to work. There may be a time when you find yourself struggling to comprehend or complete your work. Please ensure you have done your due diligence to resolve the issue at hand, however, keep in mind the 15 minute rule. Don't spend more than 15 minutes "being stuck." After that, send an e-mail.

You should expect to spend about 3 hours outside of class for each IT class credit. For a 3 credit IT class, this means about 9 hours of outside work, including reading a minimum of one chapter of the book per week as well as weekly homework. This work is to be **completed** PRIOR to class.

It is your responsibility to attend class, complete your work and get it submitted on time. You must develop a Plan B to complete work if "something comes up". Therefore, we recommend you identify an alternative to your regular method of completing your schoolwork in case you have an unforeseen problem, including technical issues, transportation difficulties, childcare and other family responsibilities and so on.

Your Commitment to Professionalism: All jobs require professionalism. Students are expected to act professional and respectful in the classroom, as if they were at a job. Obscene language, loudness, talking during the instructor's presentation, computer use - other than what the instructor is covering, etc. - is not professional and is not respectful. This type of behavior would not be tolerated in the workplace and will not be tolerated in the classroom. If you choose not be professional/respectful, you will receive a written warning from the instructor which will also be sent to the Dean and Student Services. If a second situation occurs you will receive another written warning from the instructor which will also be sent to the Dean and Student Services, and you will be asked to leave class. Students, who have had two warnings, will have their end of the semester grade adjusted by one complete grade (A -> B, B -> C, etc.). If there is a third situation occurs, you will be removed from the class and a meeting with the student, Dean, and instructor will need to be held before you will be allowed back into the class.

Our commitment to you:

Emails with Urgent in the subject line will be responded to within 24 hours when received Mondays-Fridays.

Assignments submitted on time will be graded in as timely a manner as possible, given the nature of the assignment. As we near the semester end, it may take longer to grade your work. If there will be a significant delay in reviewing your assignments, I will post an announcement to that effect online.

Student Integrity

Because you are preparing for a position of responsibility dealing with confidential material, it is extremely important for you to exhibit high personal integrity. Therefore, a student who is found to have been dishonest in this course will be dismissed from the course with a grade of "F". A memo describing the incident will be placed in the student's file in student services, and the student will be placed on "DISCIPLINARY PROBATION". Another incident in any other course may result in dismissal from the IT (Information Technology) program and NTC.

NTC Policies

Students with questions regarding affirmative action, equal opportunity, harassment, computer use policy or information about any other NTC policies should refer to the current NTC catalog or student handbook available in Student Services or at this website: <http://www.ntc.edu/current-students/student-opp-admin-guidelines>

GUIDELINES FOR YOUR SUCCESS

NTC Student Guidelines and Procedures

Please review all of the NTC student guidelines and procedures found at this website: <http://www.ntc.edu/current-students/guidelines-procedures>

Student Behavior Guidelines (Including)

Academic Honesty	Safety and Security
Children on Campus	Student Code of Conduct
Computer Use Policy	Student Due Process
Discrimination and Harassment	Tobacco-Free Campus
Drugs and Alcohol	

Student Academic Procedures (Including)

Academic Appeal	Grades and Grading System
Academic Retake	Refunds
Add/Drop a Class	Transcripts

General Information (Including)

Academic Calendar	Religious Accommodations for Students
Emergency School Closing	Student Catalog and Handbook
Equal Opportunity	Student Bill of Rights
Privacy Policies	Student Printing Procedure

Special Needs/ADA Accommodations

NTC is committed to providing reasonable accommodations that allow students with disabilities to fully participate in the technical college environment. If you are a student with a documented disability and believe you could benefit from academic accommodations, please contact the Student Success Center at 715.803.1469 or visit our website <http://www.ntc.edu/current-students/disability-services>

NTC Student E-Mail

Email is NTC's official communication tool with students. Please check your NTC email often. All college and course communication will be through NTC student email and Blackboard. Please use professional communication at all times.

Student Help Desk Information

NTC has a 24-hour Student Help Desk to provide technical support for our online students. Requests for help may include login and password problems, course software use, software technical problems, and browser questions. If you have questions or need assistance when you are working on your course, you can contact the NTC Student Help Desk via e-mail at studenthelp@ntc.edu or call 715-803-1160, press option #1, or 1-888-682-7144, Ext. 1160, press option #1. Please provide the following information: name of course, your student ID number, what you were trying to do, any error messages you may have received, and how to contact you.

Conduct

Disruptive or rude behavior that interferes with the learning environment will not be tolerated. Students who are disrespectful of others will not be welcomed in class and repeat offenders will be dropped from the class. Respectful behavior includes, but is not limited, to: (1) issues of diversity; (2) respecting another student's right to be heard (no side conversations); (3) respecting another person's view, even if you disagree; (4) paying attention in class; and (5) keeping personal information shared in class confidential. In addition, ground rules will be developed during the first day of class with the expectation that these are developed by the class and will be followed by the class. Please also review NTC's Student Code of Conduct at <http://www.ntc.edu/current-students/student-opp-admin-guidelines#discipline>

Academic Support at NTC

NTC is committed to supporting your academic success. NTC's Learning Center provides affordable, instructor-led academic support to students who require additional help with reading, writing and math skills in general education and degree specific courses. To learn more about NTC's Learning Center, visit <http://www.ntc.edu/current-students/learning-center.html> or stop by your campus Learning Center!

Peer-led Tutoring is another great resource available to you at NTC. Tutoring Services offers Drop-In, small group and on-line tutoring to NTC students. Tutoring Services are available to students on all NTC campuses. To locate Drop-In Tutoring schedules and to learn more about tutoring options, please visit: <http://www.ntc.edu/current-students/tutoring>

Syllabus revisions

I have provided learning plans and a syllabus with a schedule listing class sessions and due dates for assignments and assessments. I will work to keep the course on the published schedule. However, if alterations to the schedule are necessary, I reserve the right to make changes to the syllabus when I

believe it is to your benefit to do so. I will communicate those changes to you in a timely manner to avoid any surprises and help you continue to do well in the course.