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Information Systems Support 3

Teacher: Mr. Bushard

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Room 112

Daily 9:33am – 11:05am

Office Hours: 7:15am – 7:45am & 2:10pm – 3:00pm

Course Overview

The goal of this course is for students to achieve a TestOut Client Pro Certification. The Client Pro Certification verifies the ability to perform tasks necessary to support a Windows 11 environment. This Class will also be reviewing various computer support topics to prepare for the State of Idaho Computer Support Technical Skills Assessment.

Outline – Topics by Quarter

Quarter 1

- Course Introduction
- Windows Installation
- Post Installation Tasks
- Deploying Windows
- Managing Identity
- Group Policy
- Network Connectivity

Quarter 2

- File & Storage Management
- System Recovery & Protection
- Monitoring & Managing Windows
- Compliance Policies & Configuration Profiles
- Managing, Maintaining, & Protecting Devices
- Application Management
- Client Pro Certification

Grading

Assignments are presented through Moodle links to the TestOut LabSim interface. Assignments are in the form of Videos, Demos, Labs, Practice Questions, and Tests. The highest score for each Lab and Quiz at the due date will be recorded in powerschool. Module Tests are derived from a compilation of labs and practice question assignments from the chapter. The final exam and competency for this course is the Client Pro Certification test.

CTE Requirements

Career Technical Requirements

This course is a capstone course for Computer Support, therefore students are required by the State of Idaho to complete a Technical Skills Assessment (TSA) in their area of study. For this reason, all students in this course MUST take and complete the TSA towards the end of the semester.

Class Expectations

- All MTCHS Handbook policies will be followed
- Do your own work—cheating and plagiarism are not tolerated
- Students are responsible for checking due dates in PowerSchool
- In order to prepare for the internship, students will be instructed and assessed on the MTCHS Framework skills. This is done throughout the course and woven into various activities.

Late Work, Make-Up, and Redo Policy

Late Work

Work for the current module is considered due by midnight the day before a scheduled Module (unit) Test. Students may receive no more than 70% for any late assignment. Any missing or late assignment may be submitted up to two (2) school business days after the due date. Exceptions to this policy may be requested by the student in writing or email. The instructor will make the final determination on extension requests and will inform the student of the decision.

Make-Up Work

Students may be allowed up to two days per unexpected absence to complete make-up work. Unexpected absences are those due to sudden illness, injuries or death in a family. In general, tests will not be rescheduled, the instructor will make this final determination on a case by case basis.

Redos

If a student receives below a 70% on a test, a student may redo that test for a grade up to 70%. The instructor will determine the date by which the redo needs to be completed.