



Computers, Servers, and Networking

Two Year Course

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DESCRIPTION:

Network and Computer Technology is a unique hands-on course that is focused on helping students attain certification in a number of areas, including: Comptia A+, Microsoft Certified Technical Associate, Cisco Certified Network Associate, Network+, and other professional technical certifications.

GOALS:

1. Further student knowledge in Information Technology in a rigorous and challenging, hands-on course.
2. Prepare students for the world of work by presenting them with real-world situations and simulations.
3. Provide a variety of learning opportunities.
4. Help prepare students to take a variety of professional technical certifications.

REQUIREMENTS:

The successful student will complete all coursework in a timely manner. Coursework supports student assessments which include: labs, projects, quizzes, and tests.

EVALUATION:

- Unit Work 30%
- Student leadership 10%
- Final 60%**

Evaluations will be a combination of multiple choice, performance (i.e. map a drive), short answer, and essay questions. Essay questions are generally worth 10 times the amount of a single objective question and will be graded not only for content but for grammar, spelling, and punctuation. **Every unit has an interactive review online. Study it.**

The final is a cumulative project and test related to every unit in the semester. Please plan to be present EVERY day the two weeks of the final. No extensions are given on finals.

ABSENCE POLICY

This class adheres to the school policy. After ten absences, the student loses credit in the course and may be asked to discontinue.

MAKEUP WORK/LATE WORK POLICY.

Work is turned in as a team. As in the world of work, late work exacts a penalty. Late units will cost 100 points per day. Because all work is available online, students are expected to complete work or make alternative arrangements, even if they are absent.

NO INCOMPLETE WORK IS ACCEPTED FOR A GRADE.

Remember: Missing one day of this course is like missing three days of a regular high school course. Take this into consideration when the alarm doesn't go off, you just don't feel like coming to school, or you have the sniffles. Special situations will be handled on an individual basis.

Course Syllabus (cont.)

SOME OF WHAT YOU WILL LEARN IN THIS COURSE

<ul style="list-style-type: none"> • How a computer works • How software works • Installing operating systems • How to maintain a computer • How to troubleshoot and repair a computer • How individual components in a computer system work • How to build a computer • Customer service and business leadership. • Involvement in Student Career and Technical Programs. • Time and resource management <ul style="list-style-type: none"> • Preparing for the A+ exams • Models of Network Computing • Physical and logical topologies, access methods, and the requirements for network communication 	<ul style="list-style-type: none"> • Network hardware. • Planning for a network. • Troubleshooting network communication problems. • Installing Windows Server. • Maintaining network security. • Setting up Remote Installation Services, Domain Name Services, DHCP, and other Server Enhancements. • Windows Server • A+, Network+, Server+ MTA,, and other Professional Certification. • How a router works • Planning and designing a routable network • How a switch works. • Configuring switches with VLANS and inter-switch communication 	<ul style="list-style-type: none"> • Configuring protocols given user requirements • Customize switches to meet customer needs • Perform initial configuration on a router and on a switch • Implement simple WAN protocols • Troubleshoot all areas of a working network • Describe and implement network-related technologies • Preparing for new technology • Windows Workstations and other network operating systems • Introduction to LINUX • Introduction to Mac OS
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REQUIREMENTS FOR CLASS

- Pencil, pen
- Email address (Internet access at home helpful)
- **Lab fee \$30**
- Notebook for course materials. Tests are comprehensive.
- Optional Books:
 - A+ for Dummies
 - Mike Meyers A+ Certification All-in-One Guide
 - Networking All-in-One for Dummies
 - Mike Meyers Network+ Certification Guide

COLLEGE CREDITS

- This is a tech prep course. There are college credits available to students meeting specific criteria. This will be discussed in class.
- Because this is a college level course, students are expected to take responsibility for their learning. This includes all reading assignments before class, completing assignments on time, and studying for tests.
- All assignments are imperative to understanding the course content.
- Students who receive above a B- in the course will be eligible for up to 25 college credits.

Because of the complexity of this course, there are a number of things to sign on the following pages. Please sign all pages and return this packet. All documents are available online for your review at www.teechur.com.

Signed sheets will be retained in the event that there is confusion or disciplinary action that must be taken.

First year Course Outline



The Computers, Servers, and Networking program is a unique hands-on course that is focused on helping students attain practical application leading to certification in a number of areas, including: Comptia A+, Microsoft Technical Associate, Microsoft Certified Professional, Cisco Certified Network Associate, Network+, and other professional technical certifications. The course is a rigorous two-year program that allows the student to gain experience in the following areas:

- ☞ Troubleshooting and Repairing a Computer (A+)
- ☞ Building a Computer (A+)
- ☞ Installing, Troubleshooting, and Maintaining Operating Systems (MCP, A+, Network+, MCSA)
- ☞ Understanding How a Network Works (MCP, CCNA, Network+, MCSA)
- ☞ Installing Network Operating Systems (MCP, CCNA, Network+, Server+, MCSA)
- ☞ Setting up a Network (MCP, Network+, MCSA, CCNA)
- ☞ Optimizing a Network (MCP, Network+, MCSA, CCNA)

The successful student will possess or have a desire to improve the following skills:

- ☞ Familiarity with how a computer works.
- ☞ Critical thinking skills.
- ☞ Teamwork
- ☞ Reading at a high school level
- ☞ Time management
- ☞ Resource management
- ☞ Customer service
- ☞ Troubleshooting
- ☞ Research using the Internet and print materials
- ☞ Problem solving



Units will include the following technologies:

- ☞ A+ Computer Technician
- ☞ Essentials of Networking
- ☞ Windows Server 2003 and 2012
- ☞ Windows XP Professional
- ☞ Windows 7
- ☞ Windows 8
- ☞ Linux (Fedora)
- ☞ Hyper-V
- ☞ Virtual

Students may access most class materials online at www.teechur.com.

Course Design

This course is designed to replicate as much as possible, a working on-the-job training program. Students will work in companies or departments together on each module at a rigorous pace, working together to:

- ☞ Complete hands-on labs and activities
- ☞ Research problems
- ☞ Prepare and present project portfolios
- ☞ Prepare for hands-on and written tests

Each unit will be scored in the following manner:

- ☞ Students will work together to complete labs. Each lab will require one lab report for the entire team. **Each student is expected to do every single lab as a lab test will be a part of every unit. If you can't do a lab because someone else did it in your group, but you didn't, you will fail the lab test.**
- ☞ Lecture will be available online as well as given in class for most units.
- ☞ Tests will be given on materials gathered during the seminar, labs, and projects. Everyone takes the test individually. After individual tests are completed, a single group test is taken with all members participating.
- ☞ Tests for each unit include **hands-on lab tests** and **written tests**. Lab tests are individual only.
- ☞ A problem or project will be presented in each unit. Teams work together to identify a solution to the problem and create a project portfolio with the solution for the customer. One portfolio is required per team.
- ☞ Units are worth 1000 points. A sample unit would consist of:
 - Labs and lab reports: 100
 - Hands on test: 200
 - Written test: 200
 - Project portfolio: 500

In addition, teams are given a project budget of 500 (points, dollars, simoleans, sheckles, etc.) that may/will be spent in the following manner:

- ☞ Consultation fees (i.e. help from teacher on lab or project): 50 per consultation
- ☞ Time off task: 50
- ☞ Absences: 10
- ☞ Seminar: 100
- ☞ Missed deadline: 100 per day

For example, if Team Titan uses their time and resources well, they can spend 100 on the seminar, which would help with understanding and test scores. They will split the work evenly being sure that everyone has a task and the team leader will ensure that paperwork is completed and organized and handed in on time. Joe Schmoie might be absent two days, costing the team time and simoleans (20), but others pitch in to help pick up his slack, assured he'll do the same for one of them at some point. The leader ensures that no one gets off task and when they get stuck, they troubleshoot together to solve the problem. If they can't, they weigh the consequences of wasting a period troubleshooting and possibly going a day past deadline, or spending 50 points for a consultation.

With the test coming up, the team leader makes sure everyone knows how to do each lab, since any of the labs could be on the test. They make sure to complete the project a day early so everyone can quiz each other using the review, ensuring good test scores. Before turning in the portfolio, one team member is assigned to look it over carefully to make sure all parts are present. The team leader gathers together the lab reports and makes sure they are all there and stores them in the team folder in the room. On the day of the test the average written test score is 85, the average lab test score is 95. The team's score worked out like this:

- ☞ 95 lab test (total score: 190)
- ☞ 85 written test (total score: 170)
- ☞ 90 labs and lab reports (missed a few questions) (total score: 90)
- ☞ 80 project portfolio (incomplete solution and incomplete resource citations) (total score: 400)
- ☞ Total earned points: 850 or 85% B

However, they started with a budget of 500 and any left over can go back into the point bank:

- ☞ -100 for seminar (but it helped in their test score, so they felt it was worth it)
- ☞ -20 for absences
- ☞ -50 for consultation
- ☞ -50 one time off task
- ☞ Total left over: 280
- ☞ No penalty for time

280+850=1130 or 113% on unit! Each member of the team finishes the unit with an A+

Unit Tasks

1. Set up a team of 4-6 people.
2. Appoint a group leader.
3. Choose a team name.
4. Determine team operating procedures
5. Assign specific tasks to co-workers
6. Open shop!



The day before the test:

1. Ensure every single team member's workstation is in working order for the lab test.
2. Ensure everyone has completed the labs.
3. Study for the written test.
4. Make sure the project portfolio is complete.
5. Make sure all labs have a corresponding lab report.

The day of the test:

1. Gather together all lab reports, bind them, ensure that all reports are present.
2. Gather together the required materials for the project portfolio.
3. Fill out the cover page.
4. Take written test. Have test score checked off with Mrs. K.
5. Take lab test. Have Tory check off lab test for each student. **You may not help each other on either the written or the lab test!**

Incomplete Units

Incomplete work is not graded. A unit that is turned in incomplete will be returned ungraded and a grade of incomplete will be entered into the gradebook. **NO INCOMPLETE WORK IS ACCEPTED. EVER.**

Late work is assessed a 100 point penalty per day.

Practical Finals

Both semesters will include a practical final. This final will be presented in the form of a project question. Students will take what they have learned and create a solution for the "customer" in the project and then emulate that solution on their workstations. For example, in Networking the students will install servers, design a domain structure, set up services (WINS, DNS, DHCP, VPN, etc.) and set it up as they would if they were completing the project in the real world. The project will include a written component, a set of benchmarks that must be met, and a written test. **Practical finals are 60% of the semester grade, therefore it is IMPERATIVE that students not be absent the last month of the semester.**

Finals are individual.

Tech Prep Credit

The first year program has available a total of 25 college credits through Everett Community College (20 credits) and Edmonds Community College (15 credits). Students who meet a at least an 84% in the course, and are able to perform 90% of the benchmarks qualify for college credit.

Because of our articulation agreements with the local colleges, the course does college-level work. That is not to say it is out of reach for any student who is willing to put forth the effort. However it is important that students and parents understand:

- This course is going to require studying and work at home.
- Most labs cannot be completed at home, therefore:
 - o It is imperative that students not miss class if at all possible. Missing one day at Skill Center is like missing three days at a your home high school. I am unable to re-teach missed work because even if you are not here, we move on.
 - o Family vacations must be planned outside of the school year.
 - o Dental and doctor appointments should not be made during the school day. If it is unavoidable, arrange to pick up the student and return him/her to campus.
- The tests are challenging. Students who do not study for the tests simply will not pass the tests. **Retakes and curving of tests are not generally available.**

National Vocational Technical Honor Society

Students who achieve a high grade in the course and who have missed less than 5 days are eligible to be nominated to National Vocational Technical Honor Society.

Course Syllabus (cont.)

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No, really. I did it on purpose.

Remove the remainder of the pages and SIGN ALL OF THEM.

See, that's why I left it blank.

Criteria for Returning Students

Class space in the Computers, Servers, and Networks program is limited and each year more students apply than can be accepted. Because of this, there is a set of criteria that must be met if you are a junior and would like to return to the program as a senior. Please read through these criteria and ask any questions. This form is to inform you what you'll need to do as a first year student in order to obtain status as a second year student.

During your first year in the Computers, Servers, and Networks program you must meet the following criteria:

- ✓ Grade of B- or better
 - Or
- ✓ Completion of the A+ or Network+ Certification
- ✓ No behavior referrals
- ✓ Demonstration of leadership in the classroom
 - Membership/competition in Future Business Leaders of America
 - Successful completion of leadership points every quarter
 - Act as team lead on one or more occasion and complete module successfully.
- ✓ No attendance appeals
- ✓ Completion of Competencies for A+ Hardware and A+ Software or Network+ and Windows Server 2003
- ✓ Desire to pursue professional certifications (required during second year)
- ✓ Desire and ability to take class leader role during second year

Returning Students

Students who are returning to the Sno Isle Skills Center Computers, Servers, and Networks programs must be willing to work collegially with the instructor and other students.

Returning students have the following expectations:

- ✓ Ability to design advanced study programs.
- ✓ Study for and complete IT certifications. One certification test should be completed per quarter.
- ✓ Ability to work in a self directed manner
- ✓ Aid new students as consultants
- ✓ Follow all class rules and procedures.

I have read and understand the criteria as stated above.

Student Name (please print)

Signature

Parent Name (please print)

Signature

Parent Questionnaire and Information Sheet

Your child is enrolled in the Computers, Servers, and Networks program at the Sno Isle Skills Center. This course is for students who are interested in careers in computer repair and/or computer network administration. The classes help prepare students to take the following professional certifications:

- ☞ CompTia A+ Essentials and one “option” test. Most students choose IT Technician.
 - These two tests together will render a student “A+ Certified.”
- ☞ CompTia Network+
- ☞ Microsoft Technical Associate
- ☞ Microsoft Certified Professional
- ☞ Testout PC Pro Certification

Participation in the classes prepares students to deal with material addressed on the tests, however it does not guarantee that students will become certified. Certification takes a great deal of dedication to studying and preparing prior to sitting the test. These tests vary in difficulty, but even the easiest certifications require dedicated study time outside of class. Assistance in test preparation is happily given even throughout the summer.

These classes are challenging courses, however students from all levels of computer experience have been successful. This isn't going to be a “wander into class and surf the net or play games all period” class. In fact, there will rarely be time to do either. We work hard, we learn TONS of information, and when we finish every student who has put his/her full effort in the class will leave with highly marketable skills. Many students who have completed my programs in the past are working in the computer industry. Some went straight into the job market, others are working their way through college as network administrators and technicians, still others went on to pursue more certifications.

Course materials are available online. Due to the nature of the courses, online access is necessary. Students must also have an email address. If you do not have Internet access at home, the classroom is open every day after school for an hour. I am also available after school to help students. **Please arrange for late stay or early drop off ahead of time.**

I will be emailing or printing progress reports after every unit. If you would like to be put on the email list, please give me your email address below. The only stuff I will email you is related to your students' achievement, behavior, or important class announcements. Generally you will receive no more than one email a week, usually less. You are also welcome to email me at any time. I can usually answer by the end of the day and welcome this form of communication.

If you ever have any questions, please feel free to contact me:

Tory Klements
425.348.2246
mrsk@teechur.com

Please answer the questions on the back of this page and have your son/daughter return it to school.

Course Syllabus (cont.)

Student Name		Student email	
School		Birth date	
Student cell phone			
Parent/Guardian Name (please print)		Email	
Parent/Guardian Name		Email	
Phone 1		Phone 2	
May I contact you at work?		If yes, work phone	
May we contact you to help chaperone student activities?		I have expertise in this area and would like to speak to the class.	

Please initial the following and sign on the bottom.

Comment	Parent Initials	Student Initials
I understand that students will receive a progress report once a unit. The progress report must be either emailed back to the teacher or signed and returned by Friday.		
I understand that late work will not be accepted after the test unless there are extenuating circumstances. In that case, I must talk to the teacher before the work is due to receive a reasonable extension.		
I understand that the grading is as follows: <input type="checkbox"/> 10% Leadership/Tech Support <input type="checkbox"/> 40% Unit Work <input type="checkbox"/> 50% Certification/ Project Implementation (i.e. have Exchange server working perfectly)		
I understand that absences in this course translate into missing 2-3 days. Because all course work is online, students are still expected to complete all work on time. Since all work is completed as a team, arrangements with the team must be made individually. Students with specific concerns/needs will be handled on an individual basis.		
I understand that while the classes prepare students to take the tests, they do not guarantee that the student will pass. All of the material on the tests will be reviewed, but it is up to the student to study and pay for the tests.		

Is there anything you would like me to know or take into consideration concerning your child? (If you would prefer, you can call or email me the answer to this question.)

I have read and understand the syllabus and the requirements for the class. I understand that no individual late work is accepted. Furthermore I understand that this course is a college level course and that if I choose not to do readings and assignments, it will greatly impact my understanding of the course content and my grade. I will not be able to make up missed assignments or missed points the last few weeks of the quarter.

Of particular importance is the work policy. I understand that no incomplete work is accepted in this class, just as no incomplete work is accepted on the job. If a student or group turns in a packet with even one missing assignment, the entire packet will be marked 0. **It is imperative that students complete all work in order to receive a grade.**

Student Signature

I have read the syllabus above and understand the components of the course. I understand the late work policy as well as the necessity for my son/daughter to keep up with course content.

Parent Signature

Acceptable Use Policy for Computers, Servers, and Networking Lab

You have been given a wonderful opportunity at the Sno Isle Skill Center; to work with a variety of computer hardware and software in a real world setting. The Operating System and Software Packages are industry standards. The network is a T-1 running at approximately 100 Mbps. The equipment is expensive to maintain, and even more expensive to replace.

With opportunity comes responsibility. You and you alone, are entirely responsible for your computer station during the period you are in this classroom. If any damage, vandalism, or misuse occurs during the period you are responsible for your system, you will be held fully accountable. Rare is the situation where a student intentionally damages a piece of equipment. More often violations happen because of carelessness, lack of understanding, not following directions, or failure to ask permission before doing something. **Misuse or abuse of the computer equipment may result in the following:**

- Restriction of use for a period of time from 1-30 days.
- Removal from class with loss of credit.
- Disciplinary action including referral or police involvement for illegal activities.
- Legal action.
- **Three AUP violations or violations marked with * will result in removal from class without credit.**

This policy is absolute and final. It is not open to interpretation or discussion. It may be added to at the teacher's discretion. Even so, I want you to have the opportunity to use the equipment to enhance and expand your educational opportunities. It is not my goal to deny reasonable access to any student. Your safest bet is to always ask permission if you are unsure. If you have asked, and are given permission do something, you most likely will not be held accountable for accidental violations.

Violations in addition to the AUP include, but are not limited to:

- Opening or deleting another student's work.
- Working in an area of the computer that has nothing to do with your assigned work such as Control Panels, command prompt, or basic configuration tools.
- Sending/receiving e-mail on the Internet that is not related to class.
- Downloading **any** files from the Internet without written teacher permission.
- Running games or other non-school software, loading ANY programs on the computer. Loading a program onto the computer may be grounds for immediate dismissal from class.
- Copying files that are not your own work.
- Portraying another student or person online inappropriately*
- **Using the Internet inappropriately.** This is the most common violation. It's there for you to use, but you need to use it for class work and not email, gaming, or surfing.
- Logging on by using another student's account or email, even if they gave you permission.*
- Printing non-class related materials without permission.
- Accessing the server, being in the server room without express permission.
- Vandalizing or damaging hardware or software, even as a joke.*
- Sabotage of teacher equipment, network, or data*
- Accessing prohibited areas of the Internet through a proxy (don't even try it)*

When the teacher is absent, you will have a substitute teacher that may or may not have an awareness of these lab policies. Please be aware that these policies do not change just because your teacher changes for a day or two. For example, if you ask the sub if you can load up a game and play it and he/she says fine, you will still be in violation. After all, the policy is in place to protect your equipment and resources and is in effect at all times.

One other topic that needs to be addressed is privacy. You will have an account in class to use for your class related work.. Please understand that there are **no privacy rights associated with this account.** Your teacher has the right to read and share with Parents, Administrators and other school staff anything that you have done if he/she feels that it is being used inappropriately. If you or your parents have any questions prior to signing this (or even after), please do not hesitate to ask.

We agree to the terms and conditions above.

Student (Please print and sign)

Parent (Please print and sign)

CSN Team Policies and Procedures

Becoming a Member of the Team

To become a member of the CSN Team you must have demonstrated the competencies found in the Safety Unit, have a signed Acceptable Use Policy, and have signed and demonstrated understanding and acceptance of the Policies and Procedures used in the classroom both behavioral and technology related.

Working On a Team

At the beginning of the semester you will be placed on a team according to skills and schools. You will have a Team Lead who will help to assign jobs.

Each team will be responsible for specific buildings so that you can get to know those buildings and teachers.

At times teams may be reconfigured for a variety of reasons. You may also be asked to work in a building other than ones assigned to you if there are a lot of jobs in that building, or few in your building.

Please go out on jobs in pairs and work together.

Going on a Job

1. Your team leader or Tory will give you a job to do.
2. Read the job before you leave and gather anything you might need to take with you to complete the job.
3. Take with you
 - a. A copy of the job
 - b. A CSN vest
 - c. A partner, if appropriate, who either understands the issue or needs to learn about the issue
 - d. A toolkit
 - e. An extra tech request form (to leave a blank with teacher)
 - f. An evaluation form (leave with teacher)
4. **Do not dawdle!**
5. Enter the classroom and introduce yourself as a member of the tech team.
6. Explain why you are there.
7. If there is a class in session, enter quietly and wait for the teacher to come to you. Please do not interrupt them.
8. If no one is there, please leave a "while you were out" card so they know you made an attempt. This will take care of complaints that we didn't come to help when asked.
9. If you log into the teacher's computer using an account other than their account, please be sure to log out.
10. Be patient! Remember what it is like to feel "stupid" about something. Many non-computer illiterate people will be intimidated by your experience and knowledge.
11. If you cannot finish the job that day, please explain to the teacher and return the next day. If the teacher is busy, leave a note.
12. If you need help on a job contact me by dialing 2246 on any phone.
13. Leave a feedback form with the teacher.
14. If your job does not get completed, put it back into your team's box and get back to it the next day. **Do not forget about it!**
15. When your job is completed, go online that day and mark it as completed with all requested information. **Because we are working with the technology department downtown, it is imperative that we give them all the information as soon as we complete a job.**

Feedback Forms

We need feedback on how we are doing, so please leave a feedback form with every job. I will follow up jobs to ensure that we are meeting our customers' needs. Students who do not leave feedback forms may find their grades reduced.

Wandering About Campus

As a member of the tech team you're going to be all over campus some days. I can't be there to watch you. It is very tempting to stop and chat with friends, make a Slurpee run, or mess around.

If you are caught playing when you should be working, you will be written up for skipping and will lose all points for that day. Students who abuse their freedom to work on jobs on campus will no longer be sent out on jobs.

Repeated problems will result in an F in the course and removal from tech team.

Leaving campus WILL result in removal from the CSN program.

CSN Team Appreciation

Every now and again teachers will send you goodies. Be sure to thank them PROFUSELY! Remember that teachers aren't really paid well, so when they take the time to bake you cookies or buy you some chocolate, please be appreciative.

Customer Service

The teachers and the district are our customers. Please use the following guidelines:

1. Get to the jobs right away. Do not keep the customer waiting.
2. Always be patient and polite. Think about a time when you felt "stupid" about something. Often they will feel the same way.
3. Wait until the teacher is finished with what he or she is doing before interrupting.
4. Introduce yourself by name, as a member of the CSN Team.
5. Explain what you are doing. Do not just walk in and take over the computer.
6. Ask for permission to touch the computer.
7. Ask if they have any other needs.
8. If you can't fix it, explain why and let me know right away. We can send jobs that we can't complete back to the tech department and they can complete them.
9. If you're unsure, call me on the walkie talkie or phone 2246 and ask for permission before doing something.
10. If a job you receive is unclear, go to the teacher and ask for clarification in person. Sometimes people who are not highly computer literate have a hard time explaining what is wrong.
11. If you don't finish, let the person know and go back the next day.

I cannot emphasize enough how important it is to complete the jobs you are assigned quickly and completely, and then update the status immediately.

Course Syllabus (cont.)

Contract for Students to Work as a Member of the CSN Team at Sno Isle Skills Center

Condition of being a member of the CSN Team	Sign if you agree to this condition
I understand that this is a class. I will attend every day the same as I would any other class. I will not schedule work, babysitting, or a hot date during CSN Team time.	
I understand that I must turn in a Tech Team Report weekly and that this is a part of my leadership grade.	
I understand that I will have access to areas on campus that are usually off-limits to students and that I will not take friends with me into those areas, nor will I abuse this privilege.	
I understand that I will have access to teachers' computers and may be given passwords. I will be responsible and not share this information with others.	
I understand that my clients are the teachers and students of Sno Isle Skills Center. Some of my clients are very computer illiterate and I will need to be patient and understand. I will explain what I am doing clearly, will leave a note if I am not finished, and will return the next day to complete the job without fail.	
I understand that as an Intern I have the opportunity to learn things in a hands-on manner. This opportunity gives me experience I can use in obtaining another position. Valued tech team members will receive a glowing letter of reference from Mrs. Klementsens and/or other staff members.	
I understand that the tech team will be run like a job. I will clock in at the beginning of a job and clock out at the end. If someone else clocks me in or out and I am caught I will lose all points for that day and it may be grounds for removal from the tech team.	
I will follow all safety procedures when working on computers, including wearing a grounding strap, working with the proper tools, security while on the Internet, and installing unauthorized software.	
I will not proceed when I am unsure about something without asking permission first. I cannot get in trouble as long as I obtain permission first.	
Only A+ Certified members may open up computers. If there is a computer that is in need of physical repair I will check with Mrs. Klementsens. The computer may be brought back into the classroom and, under Mrs. K's supervision, I may perform the repairs.	
I will learn a lot of new things on this job, but sometimes I understand that I may be given responsibilities that are tedious. I understand that even though they may be boring, these jobs are just as important as the more exciting jobs and will complete them with the same enthusiasm and follow-through.	
I promise to have fun and learn new things and be cool and talk to Mrs. Klementsens if I have ANY issues at all on Tech Team or with the customers. (Hey, we all get upset with the customers; let's just keep it behind closed doors when we do.)	

I have read all of the above and understand the responsibilities of being a member of this class. I understand that I am providing a service to the district and community, so dedication and completion is of the utmost importance. I know that I will learn a lot on this job, but that not every job will be the pinnacle of my life. Work comes first, then fun.

I also understand I am expected, as in every other class, to be on time and attend every single day. I will not schedule other activities during tech team, and if I do I will make the time up.

Student Signature

I understand the responsibilities and issues related to being a member of the CSN Team through the CSN course. I also understand the importance of my son/daughter being in class every single day. I recognize that this opportunity will give him/her a lot of job skills and training, but will require maturity and dedication. I also understand that, My son/daughter and I have discussed his/her membership in the CSN Team and I support him/her in the course.

Parent Signature