Dear students and your parents/guardians:

Welcome to Technical Support 110. This course deals with the topics of hardware and software configuration, and systems issues. Although there is no specific prerequisite, students registering in this course should already have some background in computers. Course content includes: operating systems, hardware configuration and installation.

Students who sign up for this course need to be independent and responsible. Students who do not attend school regularly are not good candidates for the course; the work can only be done on computers with specific software and equipment.

*EVALUATION POLICY*: Here is a tentative assignment breakdown.

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| Chapters Test #1 – 10  Value 35% | Chapter #1 – 10; Through online Cisco Academy training; we will study, review and write Chapter tests. |
| Lab for Chapters #1 – 10 Value 35% | Labs associated with each chapter will be completed before starting new chapter – topic. |
| Employability Skills  Value 10% | Students will be given points for attendance, attitude and work ethic. |
| Final Exam  Value 20% | Final Exam on all material covered during full semester. |

I mark most assignments using a rubric where “A” is for exceptional assignments which demonstrate that students are working beyond expectation; “B” is for those assignments that meet expectations; “C” is for those that complete the work but struggle with some aspect of it and “F” is for assignments that do not meet classroom expectations. Students who earn 95 – 100% are in the “breakthrough” category where they push themselves beyond the limit of what is expected.

I would like to encourage communication with students and their parents. My intention is to have all assignments, lessons, links, and other relevant information available to you via the website: <http://bonarlaw.nbed.nb.ca/teacher/mr-mundle> . If you would like to contact me, you can call the school at 523-7160 or e-mail me at [dale.mundle@nbed.nb.ca](mailto:dale.mundle@nbed.nb.ca) . Please sign this letter and return it to me.

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I have seen the course outline and evaluation policy.

Parent(s)/Guardian(s) name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Parent(s)/ Guardian (s) e-mail: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Student’s name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_