SAN JUAN COLLEGE

IPOP **2660 Process Module Troubleshooting section name section credit hours Credits Syllabus**

Course Information

Meeting times and location: section meeting_times section location

Catalog description: Instruction in a systematic method of troubleshooting used to solve process problems. Topics include abnormal situations, the use of instrumentation in troubleshooting, application of data collection and analysis, cause-effect relationships, and reasoning. The student will explain steps in troubleshooting models; demonstrate the use of troubleshooting tools; and apply troubleshooting techniques to process problems.

Prerequisites: IPOP-260, IPOP-264, and IPOP-265.

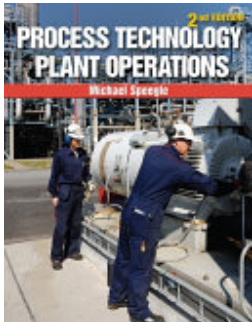**Terms offered:** Fall and Spring

Section-specific Course Description:

Course Level Objectives

1. Define abnormal situations and list conditions which can cause them

2. Identify back-up systems for dealing with various abnormal situations

3. Identify troubleshooting tools and steps presented in this class and be able to apply them to troubleshooting scenarios

4. Understand process variables and instrumentation as it pertains to the student interface with various processes

5. Explain Module A process, equipment and key process variables used in controlling the process

6. Explain Module B process, equipment and key process variables used in controlling the process

7. Explain Module C process, equipment and key process variables used in controlling the process

8. Explain Module F process, equipment and key process variables used in controlling the process

Required Texts and/or Materials

Process Technology Plant Operations
9781305445178
Michael Speegle
Cengage Learning
2015-02-11

Process Troubleshooting Booklet

Required Technology and Software

- Canvas
- Chrome, Safari, or Firefox

Technical Support

Technical support is available through the San Juan College Help Desk 24/7/365. The help desk can be reached at 505-566-3266 or by creating a ticket at [San Juan College Help Desk](#).

For tickets and password reset: [San Juan College Help Desk](#)

For Canvas support information: [Canvas Support](#)

Accessibility/Privacy Policies for all Technology Tools Used

Scroll to the middle of the linked page to view

[Accessibility/Privacy Policies for all Technology Tools Used](#)

Course Requirements

Students will do the following activities:

1. Class Attendance - 25%

Much of the learning occurs in the classroom setting and cannot be made up by reading the textbook. Therefore, class attendance and participation are essential to your learning so attendance will be taken. IF YOU HAVE MORE THAN 4 OR MORE ABSENCES, YOU CAN AUTOMATICALLY FAIL THE CLASS. Class attendance is 25% of the grade, included in this is punctuality and class participation. Points will be taken off for tardiness, leaving early and not participating in class activities.

2. Chapter Review Quizzes and Homework – 10%

After each chapter in the textbook, students will be required to complete some review questions. These questions should be completed before the chapter is discussed in class. In addition, troubleshooting exercises for each of the modules will be assigned as homework to be turned in for a grade.

3. Sectional Exams –15%

After a certain amount of material is covered, a written exam will be administered through

CANVAS. These tests cover material in your textbook, Troubleshooting Booklet, Chapter Review assignments or Troubleshooting exercises.

4. Process Plant/Water Lab – 25%

Your grade will come from your participation in the Plant/Lab portion of the class. This portion of your grade is determined by:

- Completion of the Group work in the Process Plant on Modules B, C, D, F, E and BTG

Active participation by each member of the group

Skill check and data sheet completion

Data Quality

Legibility

Group effort

5. Computer Based Training (CBTs) – 15%

Follow the Course Calendar in the Course Guide to complete the computer based training portion of this class. After completing the given CBT, you will be required to complete the POST TEST. CBT videos, booklets and Post Test will all be administered through CANVAS. All CBT's must be complete by May 4, 2018 or a grade of zero may be given. CBT post tests are used to determine your grade for this portion of the class.

6. Final Exam – 10%

The Final Exam is a practical application test done in groups. It will test the group's ability to apply the troubleshooting steps learned in this class on a "real world" problem. It will also test the group's communications skills and their ability to work as a team.

7. Make-Up Test Policy

A penalty can be accessed for taking tests late if the instructor wasn't given prior notification.

There will be no make-up for the final exam.

8. Students must wear safety glasses, hard-toed shoes and long pants when working in the Process and Water Labs.

9. Portfolio

Students will be required to maintain a portfolio throughout the IPOP program. The portfolio will consist of a notebook containing key lessons or skills completed while going through the program. These lessons or skills include: PFD drawings for each of the modules, hands-on competencies requiring you to start-up, shutdown and take a set of readings for each module, hands-on performance of certain analytical test done in the water lab and other key assignments. In order to progress to the next semester, you must successfully pass the items required for the present semester based on a Pass/Fail evaluation of each item. Students are required to maintain the portfolio, turning them in at the end of each semester for review and given back to you at the start of the next semester.

COVID Safe Practices for Being on Campus

COVID Safe Practices for Being on Campus

What to do if you have COVID-19 symptoms, are exposed or test positive:

- Do NOT come to campus, but continue to monitor your symptoms and stay home if you test positive for COVID-19 or when you are not feeling well.
- Contact your instructor.

There is no longer a requirement to complete the intake form if you test positive for COVID-19, experience symptoms, or come in contact with a confirmed positive COVID-19 case.

San Juan College continues to follow the NM Department of Health guidelines with regard to COVID-19. These guidelines can be reviewed by visiting their website at: https://cv.nmhealth.org/.

Additional SJC COVID-19 information and resources can be found on the Coronavirus webpage.

Student Support

Student Services and Support

At San Juan College, we support your academic success and overall health. We know that students often experience a range of stressors that can impact learning and well-being. If you, or someone you know is experiencing mental health concerns, or could benefit from effective academic strategies, there are free and confidential resources available to enrolled students through the Counseling Center. To learn more, visit the Counseling Center website or call 505-566-3404.

The Student Support webpage provides information on counseling, tutoring, technical support, and many other support services available to San Juan College students.

[Student Support](#)

Academic Support

Academic Support webpage provides information on academic advising, the library, Testing Center, and the honors program.

[Academic Support](#)

Participation and Attendance Policy

Class Attendance - 25%

Much of the learning occurs in the classroom setting and cannot be made up by reading the textbook. Therefore, class attendance and participation are essential to your learning so attendance will be taken. IF YOU HAVE MORE THAN 4 OR MORE ABSENCES, YOU CAN AUTOMATICALLY FAIL THE CLASS. Class attendance is 25% of the grade, included in this is punctuality and class participation. Points will be taken off for tardiness, leaving early and not participating in class activities.

Inclement Weather Information

Students will receive notification of class delays and cancellations due to inclement weather via the SJC SunsAlert and SJC student email. Face-to-face classes will not meet in person; however, students are advised to check with instructors about alternative meeting options, as some may choose to meet via zoom. Hybrid classes will meet as scheduled via zoom. For questions regarding your class delay or cancelation, please contact your instructor. If you have not already done so, [Sign up for SJC SunsAlert](#) to stay up to date on weather alerts.

Other Classroom Policies and Expectations

To progress in or successfully complete this program, a student must complete this course with an average of 76% or better. He or she must also complete all portfolio competencies for the semester with a passing score.

Canvas Participation and Expectations

Log in to CANVAS should be done by the schedule outline, couple of times per week, to prevent getting behind and not being able to complete the class requirements by Closure of the class.

Instructor Response Times & Regular Interaction Expectations

Phone calls and eMails will be responded to within 24 hours Monday through Friday from 8:00 AM to 5:00 PM

Course Time Commitment

Depending on your reading and comprehension abilities you should be able to read the material, review it and complete appropriate quizzes, tests and exams in 9-12 hours per week.

Grading

Grading Scale:

A = 93 % or higher
B = 85–92
C = 76–84
D = 69–75
F = 68 or below.

Key Dates to Remember

[Full Academic Calendar](#)

Course Schedule

Instructor to issue schedule.

College Policies

The following information also applies to your work in this class. If you have special needs for campus emergency situations, please inform me immediately.

1. **Academic Accommodations - American with Disabilities Act (ADA)**

   If you believe you need academic accommodations due to physical or other disabilities, you are encouraged to contact Accessibility Services as soon as possible. The coordinator can work with you to determine eligibility and appropriate accommodations strategies. Please go to your MY SJC portal page, click on Accessibility Services, and complete all the steps.

   You can also contact the college's Accessibility Services Coordinator at (505) 566-3271 or accessibilityservices@sanjuancollege.edu. More information is available on the website listed above.

2. **The Family Educational Rights and Privacy Act (FERPA)**

   Refer to the catalog for information regarding [FERPA](#).

3. **Academic Honesty Rules**

   San Juan College expects all students to adhere to the [Academic Honesty Rules](#) as posted online. These are the official guidelines for all classes at San Juan College.

4. **Student Conduct Statement**

   College is preparation for professional opportunities, and professional conduct is expected in courses, including online classes, as well as any written communications, and interactions with members of the college community. As part of our learning community, students are expected to interact and communicate in a mature, respectful, thoughtful, and supportive manner. Students who demonstrate disrespectful, hostile, belittling, bullying or other disruptive behavior will be subject to potential consequences and possible dismissal from the college. The college will take appropriate action when students demonstrate threatening behavior (to others or self). Students should refer to the Code of Conduct in the Student Handbook for additional information.

5. **Student Safety**

   Keeping students safe is a priority, and part of that is ensuring that we have the ability to

communicate emergency messages to you. SJC SunsAlert is San Juan College's Emergency Notification System that will provide you with real-time information about campus closures, extreme weather, and other emergencies through your San Juan College email, text alerts, and phone calls. Should an emergency occur prior to activating your SJC SunsAlert, you will only receive messages through your San Juan College email. To receive a phone call and text alert, you must activate your SJC SunsAlert account and register your phone number. To activate your SJC SunsAlert account, you will need to download the Everbridge App in the App Store or Google Play. Once the app is downloaded follow these steps:

• Open the app
• Click on "Find an organization or subscription" button
• In the search box, either type in San Juan College or 87402
• Click on "SJC SunsAlert"
• Sign on using your SJC email and password
• Once you sign in, you will want to click on "Manage My Profile"
• Click on "edit"
• Include your preferred communication methods.
• Enter your cell phone number in the personal text msg field to ensure you receive text messages.
• Confirm all information (phone number & email) is correct and up to date.
• If you need help with the app, please call John Myers at 505-566-4224 or Kenny Hibner at 505-566-3050.

In the event of an emergency, an SJC SunsAlert message will be sent, and depending on the situation, you will be instructed to do one of the following:
• Evacuate the building
• Shelter in place (Campus doors are locked, and operations continue as normal. During this situation, no one other than law enforcement is allowed in or out of the campus.)
• Lockdown (Campus doors are locked. All operations cease, and you should take cover in your immediate area. No one other than law enforcement is allowed in or out of the campus.)
The Department of Public Safety (DPS) is available 24 hours per day. In an emergency, you can reach DPS staff by calling (505) 566-4444.

6. Non-Discrimination, Sexual Harassment, and Retaliation.
San Juan College does not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity, national origin, disability, age, genetic, veteran's status, or on the basis of any other category protected under federal, state and local laws. If you have experienced sexual harassment, sexual assault, or any other form of protected class discrimination, we encourage you to make a report. If you report to a faculty member, she/he/they are obligated by policy to share knowledge, notice, and/or reports of harassment, discrimination, and/or retaliation with the Title IX Coordinator. These disclosures include but are not limited to reports of sexual assault, dating/domestic violence, and stalking. You may also

make a confidential report to a SJC Counselor. Please refer to San Juan College's [Title IX](#) site for further details.

San Juan College's Title IX Coordinator is Stacey Allen, Assistant Director of Human Resources/Equity, Diversity, and Inclusion Officer. The office is located at the Educational Services Center Building, 2nd Floor, Human Resources, Room 4243 at (505) 566-3515 or allens@sanjuancollege.edu.

7. Drop for Non-Attendance and/or Non-Participation

Class Attendance and Participation Expectation:

Face-to-Face -- Students are expected to attend and participate in class regularly. Any student missing more than 10% of consecutive class time, (For example, in a regular 15-week class that meets twice a week, this equates to the student missing 3 consecutive classes) without consultation with the instructor may be considered as having abandoned the course.

On-line -- Students are expected to participate regularly and submit all course assignments, based on the course guide definition. A student who does not submit any assignments during a consecutive 10% of the course (1.5 weeks of a 15-week semester) without consulting the instructor, may be considered as having abandoned the course. Logging in does not meet the attendance standard.

Competency-Based Education Classes -- Students are expected to have regular and substantive interactions with their instructor and to actively work on course content. A student who has not submitted coursework, nor had substantive interactions with the instructor over a consecutive 10% of the term, without the instructor's prior approval, will be considered to have abandoned the competency progression. Last date of attendance will be recorded as the last date that coursework was submitted or that the student met with the instructor. For on-line learners, logging in does not meet the attendance standard.

Failure to Meet Class Participation Expectation:

Students who fail to meet participation expectations will have their last date of attendance recorded. This date will be used to recalculate any financial aid received/veteran's benefits received, and the student may be required to repay the institution/government. If the student does not drop the course, an 'X' grade will be recorded. An 'X' grade impacts the grade point average the same as an 'F'.

8. Grading Policies

Incomplete: Incomplete Grade Assignment ([Incomplete Grades Information](#))

The grade of I (Incomplete) is given for passing work that could not be completed during the semester because of circumstances beyond the student's control. Ordinarily, the assignment of an I is given by the course instructor at the time final grades are due.

In no case is an I grade to be used to avoid assignment of D or F grades for marginal or failing work or to require a student to enroll in the class the next semester because work was not completed on time. Circumstances warranting the issuance of an I grade must be beyond the student's control and must be documented on the appropriate form prior to approval.

I grades can be removed only during the subsequent 16 weeks from the end of term, or within the time limit set by the instructor. Removal of an I is accomplished by completing the work in a manner acceptable to the instructor. Re-enrollment in the course under the repeat option does not remove the prior grade of I. Students should not re-enroll for the course. An I not made up within 16 weeks or within the time limit set by the instructor will change to an F grade thereafter and cannot be changed by work completion.

9. Grade Appeals

The policy for grade appeals is in the Academic Catalog ([Grade Appeal Policy](#)).

Student Handbook

The Student Handbook provides information on Student support, student organizations, and San Juan College policies.

[Student Handbook](#)

Program Handbook

Not applicable.

Online Course Fee

Online Courses - San Juan College requires all online courses to include some form of assessment to demonstrate the mastery of course objectives. This could include exams, capstone projects, e-portfolios, presentations, final papers or other appropriate assessments. The use of a proctoring

platform, plagiarism detection software or other method to ensure that assessments are completed by the enrolled student is required.

 A course fee of $5.00 is assessed for all online courses at San Juan College to cover the cost of the above services. Students who are required to take a proctored exam and choose to use a physical testing center outside the SJC Testing Center or SJC Disability Services will be responsible for the cost of using that center.