



Eastern Connecticut State University
SCHOOL OF EDUCATION AND PROFESSIONAL STUDIES
DEPARTMENT OF BUSINESS ADMINISTRATION

INFORMATION MANAGEMEN (BUS205) 3.0 CREDITS
Semester Summer 2009, June 1st – July 9th 2009
CRN UG 50138; Section E25, online

Lecturer: Dr Don Petkov, web site: <http://nutmeg.easternct.edu/~petkovd/>

Please note that the communication in this online course will take place through Blackboard email only please. By exception you can send an email to petkovd@easternct.edu if there is a technical problem with Blackboard (see in the Blackboard web site for the course in Subject resources instructions on tuning your computer and downloading plugins for Blackboard webct) . All submissions of assignments/test have to be via the Blackboard system please.

This is an online course where the student studies the material on their own using the available resources in the WebCT site for the course at their own pace however submitting the prescribed assignments, lab work and projects within the prescribed deadlines.

The only synchronized activity that must be undertaken at the same time by ALL students without exception are the tests and the exam. All tests and the exam will take place on Mondays according to the schedule below in this syllabus starting exactly at 5 pm till 6.00 pm. Eastern US time. The time was chosen in a way not to interfere with standard office hours. If a student cannot be available for those tests for any reason then the student must make arrangements to change work or other obligations and be available as no changes are possible to the time and dates of the tests please. If a student is unable to write a test then she/he gets 0% for the corresponding test unless the instructor receives a scanned copy of a doctor's note declaring that the student was unfit to write the test. In such a situation the student will get for that test a grade based on the average grades of the other prior tests.

A student may miss for medical reasons at most one test in order to get a grade based on the average test grade based on prior tests but if the student has a valid doctor's note and misses more than one test, then the student will have to write a separate extra test on September 9th 2009 at 3 pm in Webb Hall, 446. If a student misses the final exam or does not submit the project on time, the student gets an F grade unless he or she submits a doctor's note by July 9th 2009 scanned and emailed to the instructor via webct email as attachment please. In such a case the student will get an Incomplete and then the final exam can be written alternatively in a face to face session at ECSU, Webb Hall, 446 at 3 pm on Sept 9th Wednesday.

Student consultations: only via the webct email (students can expect an answer within 24 hours or earlier from the time of sending an email during one of the following days June 1st-June 4th, June 7th-June 11th; June 14- June 18th, June 21st-June 25th, June 28th-July 2nd, July 5th-July 9th . During those days that are not listed I may not be able to respond to your messages till the next period announced here. The students are expected to check the course web site at least three times a week for instructions related to the course – after lunch on Tuesday, Thursday and Sunday. An email sent by noon on a given day from those listed above may be replied within the same day while an email sent in the afternoon or in the evening may be replied to on the next day.

Instant messaging chat sessions will be held in the Blackboard course Common chatroom for consultations which each student may wish to join (even just for watching what others are asking sometimes) from 5.30 pm till 6.00 pm Eastern US time on every Sunday starting May 31st. and every Tuesday from 5.30 pm till 6 pm. These can be used for synchronous communication with your instructor. Please note I cannot respond to chat at other times but you can communicate via webct email. I am available also via Skype as a Skype user name Doncho.I.Petkov also on Mondays from 4.00 pm till 5.00 pm Eastern US time if you want to call me for free on Skype from your Skype account (download

Skype from www.skype.com) please in case you want to discuss a question that cannot be resolved via the regular chat sessions or email.

All tests and exams will be on Mondays only starting for everyone at 5 pm. All tests have to be taken at the same time by everyone in the class hence make work and other arrangements to be available at that time please.

Deadlines are declared in the schedule below and in the links for the corresponding elements in webct, by 11.30 pm on the particular day. It is very important that you stick to them. You can submit without penalty within 3 days from the deadline which usually captures all cases of short trips or short illness. **If a submission is made between 4 and 7 days after the deadline for whatever reason, the penalty will be 20% of the corresponding grade. If a submission is made after 7 days past a deadline but no later than July 9th 2009, then the penalty will be 30%.** Labs are practical sessions for demonstrating hands on skills and you can treat them as assignments with similar rules as above.

Please note that **July 10th 2009 is the last possible submission date hence the above extensions do not apply beyond July 10th** as all the grades need to be finalized, immediately after that having in mind the above rules and the weights for each grade defined in the syllabus.

How to use the provided files with the Manzo book:

If necessary for an assignment task, use the files that are provided to you on the CD for the Manzo book according to the instructions for the respective assignment task. Be careful to download those files to your Z drive in separate folders for excel and for Access so that you can use them from anywhere if you are logged into the university network. You are very strongly advised to have a 512 Megabyte flash drive (also known as memory stick) which will allow you to work more easily at ECSU or at home. Thus you will avoid a potential problem with the limited space on your Z drive (it is 50 megabytes only) . Save your final work very carefully on your Z drive or if at home- on your C drive. Note that you cannot save to a C drive on any computer at the university. The reason is that students do not have access rights to the C drives. You can also download the zipped student data files by using the links to them respectively in unit 1 and in unit 8.

Use the videos that are provided on DVDs that you got with the Manzo book – they explain in a step by step mode how to perform tasks in Excel and Access as if you are watching a class lecture. The videos for the first two chapters in Excel and Access are also available at the student web site for the Manzo book

What to do if I have gaps in my knowledge of Windows, Word, Outlook, the Internet or PowerPoint

Please use also if applicable the respective online tutorials which can be accessed via the link for Entry level skills in the subject resource area of the Blackboard site for this course.

Can I submit via Blackboard/webct the results for each task of a lab or assignment individually or together in one session.

You will have to complete all the theoretical or practical problems (in Excel or Access) for the particular assignment. You must finish all theoretical and practical tasks and only then upload **together in one session all the resulting files in the link for submitting your Assignment in Blackboard Vista.**

ECSU Course Catalogue Description:

The course introduces the use of information technology for ethical problem solving and decision-making across all the functions of organizations. Focuses are given to the critical analysis, organization, communication and presentation of information for organizational planning and control and on a critical reflection on project work .

Prerequisites: none of the other ECSU courses but understanding of MS Vista, Word and Excel is assumed within the TechSet requirements of LAC.

The **main aim** of this course is to provide the students with understanding of information technology to explore applications of information systems in organizations, the impact of computers on organizations and society, the development of critical thinking skills in analyzing organizational problems, practicing

information literacy skills in dealing with work tasks, the ethical use of digital information for personal and career productivity enhancement.

Course learning objectives: After the completion of the course, a student will be able to:

- Apply information technology in problem-solving and management of existing information, in the pursuit of knowledge, and the communication of ideas;
- Explain why digital information technology is valuable to an organization;
- Develop critical thinking and information literacy skills for analyzing real business problems;
- Understand important information systems applied to business and non-profit organizations and other spheres of society;
- Explain the technical and ethical limits of information systems.
- Demonstrate hands-on IT skills improving her personal productivity for career settings.

Personal development student goals: The above goals and objectives will be pursued through the parallel development of analytic and information search skills, communication skills, development of self-discipline and ability to cope with change and work under pressure individually and in small teams.

Methods and instructional materials employed: The course objectives will be pursued through threaded discussions if applicable or guided on-line self study, small group work on two problem solving projects, work with the textbook (you are expected to have your textbooks at the start of the June session since you will use it for the practical work), laboratory hands-on work (which is similar in nature to the assignments) and home assignments, library and Internet search.

Required textbooks: Please use the books to prepare in advance for every week, following the schedule below.

D Kroenke, Using MIS, 1st edition (custom publication for ECSU) ch 1-4 and 7, Prentice Hall, available only through the ECSU bookstore in a bundle with the other two books by

J Manzo: Excel 2007 in Business Core, Prentice Hall, 2008 and Access 2007 in Business Core, Prentice Hall 2008 and videos.

Additional materials that are relevant for particular topics will be posted in the web site for the course in Blackboard . Other materials may be provided via webct Vista additionally. These should be used in conjunction with the books.

Supporting on-line Resources:

The lectures, PPT and additional materials will be found on the WEBCT course site for your section.

Self quizzes, ppts and other resources are available at the student resource websites for both textbooks: www.prenhall.com/kroenke and www.prenhall.com/manzo after choosing the corresponding book titles that we use in class from those that are displayed there. Our edition of Using MIS has different colors from the whole book Using MIS 1st ed. but the title is the same and those chapters we use are the same hence the course materials for them are the same.

Other Requirements:

- WEBCT/VISTA account and an ECSU user name and password
- Technical Requirements:** A computer and Internet access, Office XP, or Vista with installed plug-ins for running WebCT/VISTA and Java components – see your WebCT/VISTA site for this course section, **Microsoft Office 2007 that you may obtain for free by being a student at ECSU – just visit in person the computer lab Webb 410 on campus to get the instructions from the staff working there. Note that you will not be able to use MS Office 2003 though I can accept only by exception the first assignment for Excel in Excel 2003. Note please that after that I will not accept any other work in Excel 2003 and Access 2003 at all.** Note that for Access 2007 there is NO converter to Access 2003 files. **Hence you need to get Office 2007 before June 5th at latest please to be operational.** If you cannot get to ECSU you may download Excel 2007 and Access 2007 as trial versions that will work for a limited number of days only from the web site www.microsoft.com. Your computer needs at least 2 GB memory. **If you do not have Office 2007 and if your computer is old and has memory of less 2 GB (then do not install Office 2007 on it as it will be sluggish) then**

your only choices are to upgrade your computer or use the computer labs at ECSU as I cannot accept work in Office 2003 due to the fact that the new version Office 2007 is NOT compatible with Office 2003 and the tasks in the books are for Office 2007 please.

- Passwords should be changed every 90 days

Requirements for completion of the course: To successfully complete this course the student must pass the final examination, the tests and complete the individual term project and individual assignments.

Grading is as follows:

- Term project (individual) 25 %. The project has to be submitted twice – at first as a completed first version (10%) and then after a revision based on the instructor feedback that demonstrates critical thinking and information literacy skills – as a second revised version that shows how the report was improved after the instructor feedback (15%). .
- Three quizzes 4%, 8% and 8% respectively each.
- 4 individual lab assignments – 16%
- 4 Individual home assignments- 16%
- Student participation in threaded discussions, chat sessions etc 8%
- Final exam 15%

The **grading scale** will be 93-100 =A; 90-92=A-; 87-89=B+; 83-86=B; 80-82=B-; 77-79=C+; 72-76=C; 70-72=C-; 67-69=D+; 63-66=D; 60-62=D-, 0-59=F.

Accommodation of students with disabilities:

If you are a student with a disability and believe you will need accommodations for this class, it is your responsibility to contact the Office of AccessAbility Services at 465-5573. To avoid any delay in the receipt of accommodations, you should contact the Office of AccessAbility Services as soon as possible. Please note that I cannot provide accommodations based upon disability until I have received an accommodation letter from the Office of AccessAbility Services. Your cooperation is appreciated.

Class Schedule:

Assignments, labs, quizzes, tests, projects are to be submitted ONLY via Blackboard /VISTA unless otherwise instructed in a specific case. Do not send them as attachments to ECSU emails. The details of the course work and the term project are found below.

Unit	Lecture Topic	Reading Assign	Projects/Assignments Announcements
One, starting 06.01	<p>Introduction to the course. MIS and you (ch 1, Kroenke)</p> <p>The article by S Alter on the Work system method which provides foundations for the first project together with the material in Kroenke ch 1,2,7</p> <p>Review of MS Windows Vista and Office 2007 interface and format issues. Note that general computing skills are expected to be known by the student from previous courses. You may use the online tutorials by Microsoft to refresh your knowledge.</p>	<p>Kroenke ch 1, 2</p> <p>Article on the Work Systems Method by S Alter (provided in WebCT)</p> <p>Read also the first two readings (by S Alter Moving towards E Business and Ch 6 by Jessup/Valacich in the Subject resources for the webct course BUS 205)</p> <p>Self revision on Windows and other introductory material and</p> <p>Review on your own of MS Word –that material is to be expected to be known by the student from previous courses.</p> <p>Read Manzo Excel ch 1</p>	<p>Each unit the student is responsible to read the material covered during the unit. This includes the chapter Cases.</p> <p>Discuss any difficulties for working on the first project with the instructor by email or in using the chat session before week 2.</p>

Two 06.3	Introduction to MS Excel 2007 Chapter One from the Manzo Excel book and also Kroenke ch 2 Purposes of Info systems- and Revision Kroenke ch 1 and the Work system method by S Alter.	Kroenke ch 2, 7 Manzo Excel ch 1, 2	Finalize your work plan on the first project and prepare for test 1 and homework assignment 1.
Three 06.07	Review of Units 1and 2; plus new: Manzo Excel Ch 2	Kroenke ch 2, Ch.7 and ch 3 Manzo Excel ch 2, ch 3.	Homework 1 due on June 7th- on Kroenke ch 1, 2 and the work system method Project Review Test 1 on June 8th pm 5 pm (Kroenke ch 1, 2, the work system paper by Alter and Excel ch 1, 2)
Four 06.10th	Kroenke ch 7- Information systems within organizations and MS Excel - Ch 3 from the Manzo book	Kroenke ch 3 and Manzo Ch 2 and 3	Lab 1 on Manzo ch 1 and 2 Excel – on June 10th to be completed between 5 pm and 11.30 pm Homework 2 Due 06.13th – on Kroenke ch 7 and 3 plus Manzo Excel ch 1,2,3
Five 06.14	Hardware and software – Kroenke ch 3. (Only for self reference- will not be examinable) Manzo Excel ch 4 Revision of all past material	Kroenke ch 1,2,7, 3 and Manzo Ch 3, ch. 4 Kroenke ch 4 Manzo Excel ch 4, 5	Work on the project
Six 06.17	Manzo Excel ch 5 And Kroenke ch 4 Database processing Review all Kroenke and all Manzo Excel chapters	Review all Kroenke and all Manzo Excel chapters	06.17 Lab 2 on Manzo Excel ch 3-4-5 Project 1 submission on June 20th of first fully completed version which will be reviewed and returned with feedback by your instructor by June 23rd. No delays on the project are possible beyond Sunday June 21st so that you can get feedback on time.

Seven 06.21st	Manzo Excel ch 6 and Revision of Kroenke ch 4	Manzo Access ch 1	06.22 Test 2 (Manzo Excel ch 1,2,3,4 and Kroenke ch 1,2,3,7) Work on the second final version of the project 1.
Eight 06.25	Manzo Access ch 1	Manzo Acc ch 1 and 2	06.27 Homework 3 due on Kroenke ch 4 and Manzo Access ch 1-2
Nine 06.28	Manzo Access Chapter 2	Manzo ch 2 Access	06.29. Test 3(On Access Manzo ch 1-and Kroenke ch 4, 7)
Ten 07.01	Manzo Access Chapter 3	Manzo ch 3 Access Revision and preparation for the final exam	07.01 Lab 3 on Manzo Access ch 1-3 07.03.Project 1 final version submission .
Eleven 07.04	Manzo Access ch 4, ch 5 Review Kroenke ch 4,	ch 4-6 Manzo Access	07.04 Homework 4 due on Kroenke ch 4 and 7 and also on Manzo Access ch 3-5. 07.06 Exam on Kroenke ch 2, 4,7 and Manzo Access ch 1,2
Twelve 07.07	Manzo Access ch 6 – up to pg 278	Manzo Access ch 6	07.08 Lab 4 on Access ch 3-5

Academic Honesty and Writing Policy Statement

Among the primary purposes of a university education is the development of abilities and attitudes necessary to engage thoughtfully and ethically with the ideas of others--so that you make fully, accurately, and appropriately clear in your writing (or speaking) where and how those others have influenced your thinking and your conclusions. These abilities and attitudes are generally part of the larger concept of "academic honesty."

Academic honesty involves taking responsibility for your own education, completing all work required of you on your own, and contributing thoughtfully and fully to any group work assigned or sanctioned by your instructors. In more straightforward terms, academic honesty means not cheating on tests and not plagiarizing. Generally, there are two kinds of plagiarism: intentional and unintentional. Acts of intentional plagiarism include turning in a paper obtained from a roommate, friend, or web site as your own, or cutting and pasting together a paper from several such sources.

According to the ECSU Student Handbook, Academic Misconduct is punishable in a number of ways, including expulsion from the university.

Unintentional plagiarism usually occurs when students do not understand the rules and procedures for properly quoting, paraphrasing, and citing source information. As a rule of thumb, remember 1) for exact words (whether full sentences or phrases), use quotations marks or a block indentation, together with an in-text citation; 2) for a summary or paraphrase, show exactly where the source begins and exactly where it ends by introducing the borrowing with a comment about it and closing it with an in-text citation. If you

have any questions or concerns about this policy, it is your responsibility to raise them and ask for clarification until you are certain of its meaning.

TERM PROJECT

You will perform one project during this course.

The project is about understanding conceptual issues on Information Systems usage in organizations through the Work System Method by S. Alter and the knowledge covered in chapters 1,2,7,3 and 4 by Kroenke, Using MIS.

Project – On the application of the work system model to analyze a business problem

This is a project to be conducted individually. Using the principles of the work system method (see the paper by S Alter on The Work System Method and understanding of information systems, especially sections II, IV and V (provided by your instructor) and also the first chapter of his book on Information Systems which is available in the library electronic repository for BUS 205) provide an analysis of the problems facing the Photographic Supplies Company (only for BIS, Business and Accounting majors) or for students from any other majors - the Medical Aid system of Maine(described in materials as case studies provided by your instructor) and suggest recommendations for improvement of any relevant elements of the work system. Those need to comply with the guidelines in the end of section V in Alter's article quoted above.

Submit the project report as a Word file as the product of the first completed version of the project through WebCT.

See the due date for the completed first whole version in the syllabus. Your instructor will provide feedback within 3 days using a rubric for project assessment (provided) and text comments. Then you need to reflect the suggested changes and revise your project before the due date for the second version. Each student must submit that second version in Word accompanied also by the respective PPT file for your project presentation of their report.

Suggested content needs to reflect these three tasks to be addressed in the same sequence as they are logically connected:

1. Analyze the problem facing the company described in the case using the work system framework by S. Alter. Use the materials in the Alter folder in Subject Resources in WebCT. Provide your additional assumptions that might be necessary for characterizing the problem situation. You are supposed to know in advance the material described in Kroenke ch 1,2,7 and 3 as well as the paper by S Alter and the file on the WSM and how to prepare WSM Snapshots)
2. Provide an overview of the best business practices in industry regarding similar or analogical solutions to the problem on hand. (For example there are many articles on ERP implementation success factors which you need to find using the library databases like ABIInform and EbscoHost or others, you must use at least 6 refereed journal articles and not more than 2 trade or professional magazines articles as references using the Harvard method for referencing (a guide is

provided) or alternatively use APA. No other reference systems are acceptable please.

3. Produce recommendations that will show to the management of the organization how the problem can be effectively improved or resolved with consideration in your proposals as management consultants on the relevant resources for its implementation that are needed, a schedule and deadlines. Suggest what changes to any of the elements of the work system would be needed to help provide assistance in the solution of such a problem.

The project report needs to report on the three tasks listed above. It needs to have a title, a one page abstract (Executive Summary), a main body presenting the results on each of the three items above in the same sequence. At the end of the report list your references (sources of information). Use only the Harvard Notation for references, a copy of which is provided by your instructor electronically) or the APA reference guide. The report is to be submitted as a Word file to the Instructor via the Blackboard **submission link for the first version or the final version of the project respectively**. The final project report is submitted together with the PowerPoint file (you do not prepare a PPT for the first version please) of the presentation by each group member. Late submissions are not allowed.

All projects will be virtually presented (using PowerPoint) by each team – the PPTs will be made accessible to everyone.

Please note that you need to consult with your instructor on the first draft of your projects before submitting them. An excellent project should reflect the following requirements:

1. It needs to show that the authors have investigated professionally the problem according to the guidelines provided in class.
2. The report needs to be supported by relevant literature references.
3. The size of the report without references should be not exceeding 3000 words but should not be less than 1800-2000 words. However the quality of the report reflecting application of the body of knowledge on Information Systems covered in class and adherence to the guidelines matters more than the size please.