
CGS 2100

Computers in Business

CRN: 50117 Section 522 3 Credit Hours

COURSE SYLLABUS

Semester: Summer 2022 Alternative Schedule

Class Meeting Days: Online

Class Meeting Time: N/A

Class Meeting Location: N/A

Instructor: Dennis Walpole

Office Location: TVB 100

Office Hours: Tuesday 12-3pm or by appointment

Email: walpole@usf.edu

TA: Saranya Chintalapati

chintalapatis@usf.edu

Sai Akhilesh Potharaju

saiakhileshpotharaju@usf.edu

Sanjana Thinderu

sanjanathinderu@usf.edu

Prathyusha Thummalapalli

prathyusha4@usf.edu

I. Welcome!

You are enrolled in the four-week version of CGS 2100 which means you must hit the deck running. This means registering for Biz Café and MindTap our simulation software and have a desktop version of Office 365 installed, which is a free download from USF. You will have fun running and integrating Office 365 applications into your café. After each week of operations your café is ranked against twenty-four other cafés. It is up to you to stay on top or determine what adjustments you must make to be competitive.

If you put effort into your café you will find yourself eagerly awaiting your weekly results. Since we only have four weeks to run the business simulation your nine decision periods (weeks) will take place over two weeks with decision periods advancing Sunday through Thursday.

II. University Course Description

A study of the use and impact of computers in all areas of business organizations. Course includes hands-on experience and the use of software packages for business analysis.

III. Course Prerequisites

None.

IV. Course Purpose

Computers in Business (CGS 2100) is part of the University of South Florida's General Education Curriculum. It is certified for Information and Data Literacy. Students enrolled in this course will be asked to participate in the USF General Education assessment effort. This will involve submitting copies of writing assignments for review via Canvas.

The two General Education assignments that are part of the USF General Education assessment are the #GEA1-Biz Café Report and #GEA2-Biz Café Excel Capstone.

In this course, you develop computer proficiency in the use of business productivity software using Microsoft Office 365 and running a small business. This course prepares you to use Microsoft Office for coursework assigned in most USF courses and to attain valuable entry level workforce skills. Excel and Word are desired skill sets for employment in a myriad of occupations. You are introduced to the basic skills required for entry level positions and then asked to use them in making business decisions for a small business.

There is a mix of assignments that ensure you demonstrate you have learned the necessary skills using Microsoft Office, interpret data and identify changes needed to run a profitable café. The course divided into two sections: Microsoft Office essentials and the business simulation.

V. Course Format

The approach this course applies to the applications for Microsoft Office and running is that you learn by doing; the best way to get familiar with Microsoft Office is to use it. The best way to understand what is involved in running a small business is to be hands on.

There is an emphasis on Excel. As you work through your Word assignments you are introduced to Biz Café, a business simulation application, where you make business decisions, submit reports, and compare sales and survey data. During this process you will demonstrate a competency with Microsoft Office and how to use the applications to help you create reports and analyze information related to your café.

When managing your Café in the Biz Café business simulation program, you make weekly decisions in several areas. Your decisions are evaluated by an algorithm that compares your input with the other student run cafés and calculates your results for the week. You receive reports on your sales, inventory and customer satisfaction to name a few and information on many aspects of the competing cafés. You must evaluate what went right or wrong, analyze your coffee shop against the competition

and create an action plan for the next decision. The Biz Café competition phase has your café competing directly with the cafés in your industry (group of cafés).

The start-up decision is important, and you will have to make weekly special decisions which will include expanding your menu, adding entertainment, opening on weekends and make social and ethical choices. You will integrate your income statement, customer satisfaction and other metrics to determine how you manage your decisions. Reviewing the Biz Café manual and simulation case is essential to running a successful café in this simulation.

You are introduced to Office 365 applications through MindTap modules. The training assignments are step-by-step tasks that take you through a project. The assigned module projects cover the same skills, but you are graded on the completed project. The skills training for each module maps to the module learning objectives which are tied to your Student Learning Outcomes. You are assessed on your completion percentage for each training module and module grader projects as assigned.

Once you registered and have viewed the orientation videos for MindTap you complete the training for each assigned module which prepares you for the Biz Café and MindTap Projects. You earn points when you complete training and assigned projects. Feedback is immediate and within the training you have help in the form of a short intro explaining the task, you can observe the task completion by viewing a recording or you can walk through the task with the aid of the simulation in the practice mode.

After reviewing the student manual, you have access to Biz Café in the practice mode where you operate in separate but identical environments using benchmark competition. This exercise provides you a terrific opportunity to gain experience making decisions and using the tools and resources available in the simulation. The course then transitions into the competitive phase of the course. The four primary areas of responsibility are management, operations, marketing, and special decisions. You determine pricing, hours, staffing, how much coffee to purchase and more as you compete against other cafés in the course.

VI. Student Learning Outcomes

Student Learning Outcomes for General Education Requirements

- (1) Critically interpret quantitative evidence (such as graphs, tables, charts) to identify false claims, incorrect use of evidence, or contradictory statements.
- (2) Revise submitted coursework by integrating new sources of information and determining relevance of existing sources.

Student Learning Outcomes for CGS 2100

- (3) Students will demonstrate the ability to use basic and intermediate Microsoft application skills by achieving a passing score on Training and Projects in Word, Excel, PowerPoint, and Access.
- (4) Students will demonstrate the ability to apply appropriate formulas and functions using Excel to solve problems in a small business.
- (5) Students will demonstrate the ability to recognize the relationships between operations, staffing, marketing, and accounting and how they affect customer satisfaction and revenue.
- (6) Students will demonstrate the ability to create an information dashboard using a visualization tool and Excel.
- (7) Students will demonstrate that they can make effective technology decisions.

VII. Course Objectives

List of the Practical Skills/General Business Knowledge that you will learn in the course.

Microsoft Word

- Be able to create and modify a Word Document.
- Know how to use Styles and Outlines in a Word Document.
- Know how to format a document.
- Know how to create and modify tables within a Word Document.
- Know how to import files external files into a Word Document.
- Know how to track changes and use special features.

PowerPoint

- Be able to create and edit a PowerPoint Presentation.
- Be able to format a presentation including objects and graphics.
- Be able to apply slide transitions and animations.
- Know how to insert external files into a presentation.
- Know how to use media rich tools within a presentation.
- Be able to format a presentation using slide masters.

Excel

- Be able to build and use formulas and functions.
- Be able to format an Excel spreadsheet.
- Be able to format using the Conditional Formatting Tool.

- Be able to create and modify Charts.
- Know how to analyze data using Charts and What-If tools.
- Be able to use Financial and Lookup Functions.
- Be able to create a Pivot Table and produce Pivot Table Reports.
- Be able to use Solver for complex calculations.
- Be able to create and modify a Macro.
- Be able to modify Visual Basic Code used in a Macro.
- Be able to export Excel data and create a Visualization Dashboard.

Access

- Be able to create and use an Access database.
- Be able to import external files into an existing database.
- Be able to create and edit a database table.
- Be able to create and edit a variety of commonly used queries.
- Be able to add a calculation to database query.
- Be able to create and modify a database form.
- Be able to create and modify a database report which includes calculations.

Business Simulation (Biz Café)

Planning/Analysis

- Be able to write a simple business plan.
- Be able to monitor implementation of business plan.
- Be able to calculate a break-even point.

Staffing

- Be able to project staffing requirements.
- Know how to decide on employee pay rates.
- Be able to calculate total cost of compensation
- Know how to manage employee turnover.

Marketing

- Be able to identify the 4Ps of marketing.
- Know how to set pricing for multiple products.
- Be able to calculate gross profit.
- Be able to project impact of promotion
- Be able to create advertising copy.

Operations

- Know how to project purchasing needs.
- Be able to manage inventory.
- Be able to determine shop hours
- Be able to maximize customer satisfaction.

Teamwork

- Learn to allocate responsibilities fairly.
- Learn to complete assigned tasks on time.
- Learn to communicate problems and plans.
- Collaborate with other team members.

Soft Skills

- Learn basic problem solving.
- Be able to author professional reports.

VIII. Required Texts and/or Readings and Course Materials

Our class is enrolled in the FollettACCESS agreement with Cengage Learning, USF, and the USF Bookstore (Follett). You will receive an email from the bookstore with information on how to opt-in to purchase at the Follett ACCESS price. This is the lowest price option available for our course material.

In our course Getting Started module you will find a FollettACCESS guide to opting-in for your course material.


If you **don't opt-in** you will pay a significantly higher price point for the required course material.



REQUIRED
**USF-Tampa CGS 2100 MindTap
New Perspectives Collection,
Microsoft 365 & Office 2021 IT**


Edition: 1st
ISBN: 9788214004007
Author: Cengage
Publisher: Cengage Learning Custom
Publishing (EMAIL ORDERS)
Formats: Adobe Ebook Reader


Above item is part of a program where course
materials are included in a course charge or tuition.
Contact your campus store for more information.



REQUIRED
BizCafe Digital Access

ISBN: 9781885837707
Author: Interpretive Software
Publisher: Interpretive Software Inc
Formats: Adobe Ebook Reader


Above item is part of a program where course
materials are included in a course charge or tuition.
Contact your campus store for more information.

Software Required:

In addition to the web-based applications used in MindTap and Biz Café you will need access to:

- Office 365 desktop version.
 - Office 365 is a free install through USF, see course Getting Started module and below.
 - [USF Office 365 Install](#) (both Mac and PC Versions)
 - Online Office 365, Apple, Google, and similar office productivity software applications can't be used for course projects.
- Tableau
 - This course is a core course for the Muma Tableau Certificate.
 - Tableau installation instructions and access code will be provided.

IX. How to Succeed in this Course

MindTap (SAM) training and projects take time to complete. This means that you need to devote time each week on the assignments if you want to stay on track and not end up taking short cuts as due dates approach.

Biz Café is a business simulation application where you run a coffee shop. Preparing for each decision also requires effort to run a competitive Café.

There are a wide range of skill sets in our class. Those that have never used Microsoft Office will need more time to complete MindTap tasks. You have unlimited attempts in the training and you can submit SAM projects three times and I use the highest score.

I estimate that you need to commit 12-15 hours a week to stay on track.

I suggest you keep track of the effort you need to complete the first few assignments and make the necessary adjustments to your prep time and create a work schedule that fits in with your other obligations.

Students that stay on top of the assignments do well in the course.

X. Communications

The TA's role is to support your assignments. My role is to support you in all aspects of the course. **If you have any non-assignment related questions or issues you should contact me and not the TA's.**

-Student to Instructor/TA Communications: We will review messages after 7PM during the week and periodically over the weekend. If you have not received a response within 24 hours you should resend your communication.

-Instructor/TA to Student Communications: We will use the Canvas announcement tool and the Canvas Home page to pass on information and updates. We use Canvas Messaging to communicate to individual students.

-Personal Messaging: The TA supports the course assignments; any personal issue or non-assignment related request should be directed to me.

XI. Grading Scale

Grading Scale (%)

98 – 100	A+		
93 < 98	A	73 < 77	C
90 < 93	A-	70 < 73	C-
87 < 90	B+	67 < 70	D+
83 < 87	B	63 < 67	D
80 < 83	B-	60 < 63	D-
77 < 80	C+	0 < 60	F

XII. Grade Categories and Weights

Graded Items	Percent of Final Grade
Biz Café Quizzes	20%
MindTap/SAM Training Modules	35%
MindTap/SAM Projects	14%
Ad Flyer for Biz Café	4%
Biz Café Participation Points	10%
Biz Café Report	7.5%
Biz Café Excel Capstone	9.5%
Tableau Visualization (Optional)	Certificate Option
Total Assignments	100%

Note: You must complete the MindTap/SAM and Biz Café assignments using Office 365 or Office 2021. The MindTap/SAM Project grader will only accept Microsoft Office files. The Biz Café assignments must be completed using Office 2021 or 365. You can download Office 365 for the PC and Mac at no cost via myUSF. See installation instructions in the Canvas Getting Started module.

- If you are using an iPad or Chrome Book you will need to use USF's Virtual Lab.
- For all students, Online Office, Apple, and Google applications are not fully featured and don't have the capability to fully complete the MindTap Projects.

Biz Café Quizzes (Canvas)
Two assignments (4% of your grade)

There are the Biz Café Case and Content quizzes to take before starting the practice phase of Biz Café. All quiz content is found in the Biz Café Manual and Simulation Case. It is a Canvas based quiz and can be completed two times. It is important that you have a good foundation of general business terms and principles prior to going live with Biz Café.

SLO met for this assignment: SLO 5

Twenty Microsoft Application Training Modules in SAM (35% of your grade)

You receive credit for successfully completing the MindTap/SAM training. Completing the training is essential to doing well on Biz Café and MindTap assignments. They count toward your grade and are not optional. Simulation skills training tasks map directly to the learning objectives.

Microsoft application training modules walk you through a series of tasks you would use to create a variety of documents.

The application simulation training will accept most Mac keystrokes. On tasks where you need to use your Mac keyboard differently than learned in the course material a Mac Hint link is available to use for those tasks.

Your scores are determined by the percentage of tasks completed in the training modules. You can work on the training modules as needed but need to successfully complete the “apply” activity to receive credit for the task.

SLO met with these assignments: SLO 3

MindTap/SAM Projects (Downloaded from and submitted to MindTap) – Practical Skills for Excel, and PowerPoint Module Projects (14% of your grade)

SAM Project's apply the skills learned through your training and integrates them into a project. This is a live project that uses Office 365, not the MindTap simulation. You are provided a view of the final document to compare your work against in the project instructions. After you submit the SAM Project for grading you receive immediate feedback for review. You will see a summary for each task and subtask on why you were marked off. Once you have reviewed your graded project make corrections and re-submit it for grading, if necessary. I use the highest score. **You can submit the project three times.** This means you can correct and submit your project two more times after the initial scoring.

SLO's met with these assignments: SLO3

Ad Flyer – Critical and Analytical Thinking and Written Communication (4% of your grade)

Brand awareness is critical to a successful business. For this assignment will create a logo and an ad flyer for your café. You will upload your logo and ad flyer to Biz Café as part of your marketing campaign.

SLO's met with these assignments: SLO 3

Biz Café Excel Operations Quizzes - Critical and Analytical Thinking and Practical Skills (16% of your grade)

The Biz Café Excel Operations assignments are Excel based quizzes. You will demonstrate you can make staffing, break-even, forecasting and pricing decisions using Excel.

SLO's met with these assignments: SLO's 4 and 5

#GEA1-Biz Cafe Report – Critical and Analytical Thinking and Written Communication One assignment (7.5% of your grade)

The #GEA1-Biz Café Report is one of two assignments required for General Education classes. This is a writing assignment about your experience running your café and is part of the General Education assessment effort.

After five simulated weeks of running your Café you will submit a written report using Microsoft Word comparing your decisions against the café's performance. You will discuss what you learned from the multiple weeks of running your café. Graders check your report for clarity, grammar, continuity, and message delivery.

SLO met with this assignment: SLO 1 and 2

Biz Café Participation –Critical and Analytical Thinking and Problem Solving

Competitive Decisions (10% of your grade /score based on participation)

The Decisions/Participation score is based on how active you are in running your café. You are the sole proprietor so I am looking for indications that you are managing your café. I want you to be free to experiment so you penalized on the overall success of your café. I am looking at whether you are making weekly decisions and adjustments.

SLO's met with this activity: SLO 1, 2, 5 and 6

#GEA2-Biz Café Excel Capstone Assignment – Critical Thinking, Problem Solving and Practical Skills. One assignment (9.5% of your grade)

The #GEA2-Biz Café Excel Capstone Assignment is the second of two assignments required for General Education classes. In this assignment you use your café data to forecast revenue and profit over an extended period. The ability for a company to accurately forecast sales is critical to success.

The Biz Café Operations Excel Assignment ensures that you can apply Excel formulas to make business calculations. You must show that you can make Excel do the work for you. You will not get credit for just having the correct answers, they must be supported by an Excel formula or function.

SLO's met with this assignment: SLO 1, 2, 4 and 5

Visualization Assignment– Practical Skill and Oral Communications (Optional)

CGS 2100 is core course for the Muma Tableau Certificate. It is not an assignment in the four-week version of the course but you have the option to complete a Tableau visualization that will count toward the certification.

You are enrolled in the Citizen Data Science Course which has information about the Certificate. I will also provide amplifying information on the process and how to use your café data for your submission.

- Only Muma business students can earn the “Muma Tableau Certificate”.
- Nonbusiness majors can't enroll in key courses required by the certificate.

SLO met with this assignment: SLO 7

XIII. Instructor Feedback Policy & Grade Dissemination

Our goal is to grade as soon as practicable and provide meaningful feedback. Depending on the assignment the feedback will be in different forms and time to grade will vary.

- MindTap assignments provide immediate scoring and feedback and for projects a link to the module associated with the marked off task.
- Biz Café quizzes provide immediate scoring and feedback.
- The Biz Café Report will be graded within a week with comments.
- The Biz Café Capstone will be graded within three days with comments.

XIV. Course Schedule

Week	Topics Covered	Assignments Due
Prior to First Week 5/29-6/4	<ul style="list-style-type: none"> • Opt-in for Course Material and Register • Begin MindTap assignments • Complete First Day Attendance Quiz 	<ul style="list-style-type: none"> • None
6/5-6/11	<ul style="list-style-type: none"> • Opt-in and Register Course Material • Complete the First Day Attendance Quiz • Review Biz Café Student Manual and Case • Biz Café Practice Phase Begins • MindTap start completing modules • Course Overview • Decision Period 1 (Sunday 6/11) 	<ul style="list-style-type: none"> • First Day Attendance Quiz Due (Wednesday, June 7th by Noon) • Biz Café Quiz 1 and 2
6/12-6/18	<ul style="list-style-type: none"> • Work on MindTap for Word and Excel • Decision Periods 2, 3, 4 and 5 • Complete Ad Flyer • Start on Biz Café Report 	<ul style="list-style-type: none"> • Biz Café Quiz 3, 4, and 5 • Word MindTap • Ad Flyer
6/19-6/25	<ul style="list-style-type: none"> • Complete Excel MindTap • Decision Periods 6, 7, 8 and 9 • Juneteenth Day No Classes and USF closed (19th) 	<ul style="list-style-type: none"> • Excel MindTap • Biz Café Report • Biz Café Quiz 6 and 7
6/26-6/30	<ul style="list-style-type: none"> • Final Week of Class • Complete Biz Café Excel Capstone • Complete MindTap assignments 	<ul style="list-style-type: none"> • PowerPoint and Access MindTap • Biz Café Excel Capstone • Optional Tableau (Submit to Citizen Data Science Course)

* Note: The Schedule is subject to revision

XV. Class Policies and Procedures

USF Core Syllabus Policies: USF has a set of central policies related to student recording class sessions, academic integrity and grievances, student accessibility services, academic disruption, religious observances, academic continuity, food insecurity, and sexual harassment that apply to all courses at USF. Be sure to review these online at: <https://www.usf.edu/provost/faculty/core-syllabus-policy-statements.aspx>

Disruption to Academic Progress: Disruptive students in the academic setting hinder the educational process. Disruption of the academic process (USF Regulation 3.025) is defined as the act, words, or general conduct of a student in a classroom or other academic environment which in the reasonable estimation of the instructor: (a) directs attention away from the academic matters at hand, such as noisy distractions, persistent, disrespectful or abusive interruption of lecture, exam, academic discussion, or general University operations, or (b) presents a danger to the health, safety, or well-being of self or other persons.

Religious Observances: All students have a right to expect that the University will reasonably accommodate their religious observances, practices, and beliefs (USF Policy 10-045). The University of South Florida, through its faculty, will make every attempt to schedule required classes and examinations in view of customarily observed religious holidays of those religious groups or communities comprising USF's constituency. Students are expected to attend classes and take examinations as determined by the university. No student shall be compelled to attend class or sit for an examination at a day or time prohibited by his or her religious belief. However, students should review the course requirements and meeting days and times to avoid foreseeable conflicts, as excessive absences in each term may prevent a student from completing the academic requirements of a specific course. Students are expected to notify their instructors at the beginning of each academic term if they intend to be absent for a class or announced examination, in accordance with this Policy.

Academic Continuity: In the event of an emergency, it may be necessary for USF to suspend normal operations. During this time, USF may opt to continue delivery of instruction through methods that include, but are not limited to: Learning Management System, online conferencing, email messaging, and/or an alternate schedule. It is the responsibility of the student to monitor the Learning Management System for each class for course-specific communication, and the main USF, College, and Department websites, emails, and MoBull messages for important general information ([USF Policy 6-010](#)). For additional guidance on emergency protective actions and hazards that affect the University, please visit www.usf.edu/em.

Attendance: There are no scheduled class meetings in the online section. You do have to complete the First Day Attendance Survey to meet USF's first day attendance policy.

Special Accommodations: Students in need of academic accommodations for a disability may consult with the Office of Students with Disabilities Services to arrange appropriate accommodations. Students are required to give reasonable notice prior to requesting an

accommodation. I will collaborate with you to ensure you have access to all course materials and have adequate time to complete assignments.

Student Academic Grievance Procedures: The purpose of these procedures is to provide all undergraduate and graduate students taking courses within the University of South Florida System an opportunity for objective review of facts and events pertinent to the cause of the academic grievance. An “academic grievance” is a claim that a specific academic decision or action that affects that student’s academic record or status has violated published policies and procedures or has been applied to the grievant in a manner different from that used for other students.

Sexual Misconduct/Sexual Harassment Reporting: USF is committed to providing an environment free from sex discrimination, including sexual harassment and sexual violence (USF System Policy 0-004). The USF Center for Victim Advocacy and Violence Prevention is a confidential resource where you can talk about incidents of sexual harassment and gender-based crimes including sexual assault, stalking, and domestic/relationship violence. This confidential resource can help you without having to report your situation to either the Office of Student Rights and Responsibilities (OSSR) or the Office of Diversity, Inclusion, and Equal Opportunity (DIEO), unless you request that they make a report. Please be aware that in compliance with Title IX and under the USF System Policy, educators must report incidents of sexual harassment and gender-based crimes including sexual assault, stalking, and domestic/relationship violence. If you disclose any of these situations in class, in papers, or to me personally, I am required to report it to OSSR or DIEO for investigation. Contact the USF Center for Victim Advocacy and Violence Prevention: (813) 974-5757.

Campus Free Expression: It is fundamental to the University of South Florida’s mission to support an environment where divergent ideas, theories, and philosophies can be openly exchanged and critically evaluated. Consistent with these principles, this course may involve discussion of ideas that you find uncomfortable, disagreeable, or even offensive.

In the instructional setting, ideas are intended to be presented in an objective manner and not as an endorsement of what you should personally believe. Objective means that the idea(s) presented can be tested by critical peer review and rigorous debate, and that the idea(s) is supported by credible research.

Not all ideas can be supported by objective methods or criteria. Regardless, you may decide that certain ideas are worthy of your personal belief. In this course, however, you may be asked to engage with complex ideas and to demonstrate an understanding of the ideas.

Understanding an idea does not mean that you are required to believe it or agree with it.

Classroom Conduct: Students should behave professionally when communicating with others, whether replying to a conversation or working with other students.

Incomplete Grades: A grade of “I” (incomplete) is in place for unforeseeable emergencies that occur near the end of the semester. A grade of “I” will be issued only in extreme circumstances and then only with complete written documentation.

Due Dates and Late Work: Due dates for assignments are found in Canvas, Biz Café, and MindTap. It is important that you complete all assignments. Your final grade is based on the points you earn from the assignments; a zero does not help your score at all.

- I use the highest score for assignments that allow multiple submissions.
- MindTap and Canvas assignments submitted after the due date are accepted up to the end of the course with a 20% penalty applied to the score.