

University of Tulsa
Tulsa, Oklahoma
Spring 2016

Management Information Systems
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Course Syllabus

MIS 3043: Telecommunications (79513)

(12:30-1:45 p.m. T/Th – HELM 316)

Office Hours: 2:00-3:00 p.m. Wednesdays & Thursdays and by appointment

1. About this Course: Can you think of any useful modern organizational information system that does not fundamentally require communication with components or users on multiple or external networks? It's not an easy question to answer. In the current age of mobile and remote workforces, cloud-based services, ubiquitous smartphones, and Bring-Your-Own-Device (BYOD) network integration, Information Technology (IT) professionals must have a fundamental understanding of the telecommunication connectivity that enables the services they create, support, and rely upon to fulfill their business needs. This course will provide a strong conceptual foundation in computer networking that is suitable for Management Information System (MIS) majors and other fields that rely upon Internet Protocol (IP)-based networks for data transport. Topic areas include network standards, network security basics, Ethernet switched local area networks (LANs), wireless LANs, internetworking, and applications. Additionally, there will be several hands-on sessions that explore Windows networking, WiFi network inspection, and UTP cable connectorizing.

Prerequisite: MIS 2003/3003

2. Learning Objectives: Upon completing the course, the student will be familiar with:

- Common telecommunications terminology
- The basic issues and terminology of network security
- The fundamentals of wired and wireless networking to include data transmission and encoding/decoding
- The TCP/IP protocol suite (in particular) and other important network protocols
- The importance and use of networks in modern business applications

3. Textbook: Panko, R. and Panko, J. Business Data Networks and Security, 10th Edition. Pearson Education, 2015 (ISBN: 9780133544015).

Full slide decks from the text are located online at

http://media.pearsoncmg.com/ph/bp/bridgepages/bp_panko_bridgepage/0133547027_ppts.zip. While the instructor will modify (add/edit/delete) slides for the course, this is an excellent resource for students that want to get ahead or prepare for future class sessions. The instructor may provide additional resources throughout the semester; you are encouraged to explore additional online and print resources to grow your knowledge and appreciation of telecommunications-related topics.

4. Class Notes and PowerPoint Lecture Slides: This class will incorporate both in-class lectures presented on the white board as well as PowerPoint slides. Lecture slides can be obtained from the course website on Harvey (<https://harvey.utulsa.edu/>). It is the student's responsibility to print any notes / slides and bring them to class for note taking as desired or directed by the instructor.

5. Classroom Decorum: First and foremost, you should realize that you are taking courses at the Collins College of Business with the goal of gaining future employment. Whether you aim to work for the government, a non-profit organization, or a traditional for-profit company, proper business decorum is essential. Think of your MIS classes as a job (hopefully an enjoyable one) and act accordingly. It is the responsibility of students to be prepared, prompt, attentive, and professional in the classroom and to conform to policies set by the instructor to maintain an academic decorum.

- Behavior that substantially or repeatedly interferes with my ability to teach the class or with other students' ability to benefit from the instructional program will not be tolerated. Students who violate this may be asked to leave the class and may be referred for disciplinary action.

6. Class Procedures: The teaching method for this course will include lecture/discussion, outside assignments, and in-class programming labs. Video and computer demonstrations will be employed where appropriate. Changes to the course schedule are often announced during class. If a class is missed, it is the student's responsibility to find out about any changes.

- Once class has started, please stop your conversations, turn off and put away your cell phones, personal electronics, and other non-class related material and give your complete attention to the class. Please have all your materials out and ready on your desk before class begins so as not to disturb others as you shuffle through papers and get out your books.
- Do not make calls or text message during class.
- Please refrain from packing up your things until class has been dismissed.
- Laptops should be used for taking notes and not to check e-mails or surf the Internet.
- Avoid bringing elaborate meals to class or food items that make a lot of noise when opened or chewed.

7. Class Communication: The primary method of communicating class requirements will be via email and Harvey. It is the responsibility of each student to "browse" the class website and read your school e-mail and check Harvey at least daily to receive course materials and updates. It cannot be stressed enough how important clear and effective communication is in the business world. The following guidelines are provided for class email communication with the instructor:

- Subject line must follow the following format: MIS XXXX (course number) – (descriptive purpose of email) – (your name). Example: MIS 3043 – Request office hours to discuss HW#5 – Jane Doe.
- Short, succinct messages are easier to write and read. Don't fall into the tl;dr trap.
- Put your ask/action items first in the email and make them explicit.
- Make any questions / requests as specific as possible.
- Use "Reply All" only when truly, truly, truly needed. Truly.
- Do not "hijack" an email thread to discuss another topic. Start a new email thread instead, using an appropriate subject line and recipients.
- E-mail communication should be conducted in a professional manner. Please use complete sentences and spell out words (i.e. do not use "ttyl," "u," or "idk"). Do not use profanity.
- Consider careful use of opening/closing statements and signature blocks.

8. Class Participation: You are encouraged to participate in class. However, you should refrain from dominating the discussion or bringing up topics not related to the course content at hand. General rules for courteous classroom behavior include:

- Do not interrupt someone who is speaking.
- Wait to speak until you are called on.
- You are free to take reasoned exception to the data and views expressed in the course and it is okay to disagree with something someone says, but this should be done in a non-harassing manner. Raising your voice or intimidating other people will not be tolerated. Some discussions which take away from the content at hand may need to be continued after class so that we can cover all the material for that day.
- If you have questions about class format or classroom procedures, please talk to me after class or come by my office unless I ask for feedback. There is a lot of material to cover and we should not take up time critiquing classroom procedures and format during the class period.

9. Attendance Policy: Attendance will be taken daily. It is the student's responsibility to attend class. If a class is missed, it is the student's responsibility to obtain assignments, lecture notes, etc. from other students. Office hours are to be used to clarify material covered during class. Office hours are not to be used to "repeat" missed classes. Excessive absences will be noted in TU's Retention Alert system (see below).

Please arrive to class on time and do not leave before the class period has ended. Coming late or leaving early are disruptive behaviors and disturb others in the class. If you have extenuating circumstances and must arrive late, please take a seat as close to the entrance as possible. If you have an extenuating circumstance and must leave early, please let me know before class and, again, sit as close to the exit as possible so as not to disturb others when you leave.

10. Examinations: There will be two total exams, one midterm and one final. The final examination will be cumulative, encompassing select material from the entire semester.

The final examination will be held on Tuesday, May 3rd, 1:00 – 3:25 p.m.

There are no make-up exams, except in those cases mandated by University of Tulsa policy. You are expected to notify the instructor immediately if you become aware that you might have to miss an exam. This notification must be done prior to the scheduled exam. An unexcused absence from an exam will result in a score of zero. No books or notes will be allowed during any exams unless specifically declared by the instructor. Makeup exams will be similar to the actual exams but will not be the same.

11. Assignments: There will be numerous homework assignments given during the semester. These assignments will count for a total of 25% of your grade. The assignments are to be done individually (on your own). Assignments are assigned due dates designed to motivate you to read the chapter material early.

- Late assignments will result in a 0% grade for that assignment. Exceptions will be determined on a case-by-case basis at the discretion of the professor. Habitually late assignments will not be tolerated.
- Most, if not all, of the assignments in the class will be conducted on Harvey.

12. Current Telecommunication Topic Presentation and Executive Summary: Each student will participate in a group presentation in class about a telecommunication topic assigned by the instructor. Groups will consist of 2-3 people, depending on final enrollment. The presentation will consist of a 5-8 slide PowerPoint presentation of 10 minutes (maximum). Each individual student will provide a one page executive summary of one important aspect of their topic on the day of group presentations. More details and guidance will be provided during the semester on the presentation topics and executive summary format. The presentation and executive summary will account for 10% of your total grade. Failure to participate in the group presentation or failure to turn in the required executive summary will result in a 0% grade for this category.

13. Professional Development Assignments:

Each student is required to attend two professional development activities during the semester. Each session is worth 2.5% of your total grade (max of two sessions count). In order to receive full credit for the event, the student must arrive on time and not leave before the completion of the event. For coordinated iTU events, there will be an attendance sheet circulated at the end of the session. The student must also provide a short synopsis of the event which consists of three items: (1) the date, (2) the speaker, and (3) a 3-5 sentence summary of the event. The synopsis must be turned-in during the next class session following the event. Acceptable events for the semester are as follows:

Professional Development Event	Date	Time	Location
Feb. iTU professional meeting – Koch Industries	Feb 3, 2016	12:00-12:45pm	HELM 219
March iTU professional meeting – Devon Energy	Mar 2, 2016	12:00-12:45pm	HELM 219
April iTU professional meeting – Phillips 66	Apr 6, 2016	12:00-12:45pm	HELM 219
iTU Banquet (iTU members only)	TBD	TBD	TBD
iTU Mentorship Events	TBD	TBD	TBD

14. Extra credit: There may be extra credit points available throughout the semester, with a maximum cap of 5% of the total course grade. Extra credit opportunities / assignments will be announced in class and on Harvey in sufficient advance to allow reasonable completion time.

15. Grades: Grades will be assigned as objectively as possible, according to the following scale:

Assignments	250 pts
Midterm Exam	300 pts
Final Exam	300 pts
Presentation and Summary	100 pts
Professional Development	50 pts
Total	1000 pts

900 through 1000 pts A
 800 through 899 pts B
 700 through 799 pts C
 600 through 699 pts D
 Below 600 pts F

16. University Sponsored Activities: Students involved in any university sponsored activity that requires their absence from class must notify the instructor of their absence prior to him/her being gone. Also, all assignments due on the day(s) the student will be absent must be turned in prior to he/she being gone or coordinated with the instructor beforehand.

17. Disabilities Act: Students with disabilities should contact the Center for Student Academic Support (CSAS) to self-identify their needs in order to facilitate their rights under the Americans with Disabilities Act. All students are encouraged to familiarize themselves with and take advantage of services provided by CSAS, including tutoring, academic counseling and developing study skills. CSAS also provides confidential consultations to any students with academic concerns.

18. Student Academic Support: All students are encouraged to familiarize themselves with and take advantage of services provided by the Center for Student Academic Support (CSAS), such as tutoring, academic counseling, and developing study skills. The Center provides confidential consultations to any student with academic concerns as well as to students with disabilities.

19. Retention Alert: The Retention Alert program is designed to aid in identifying students at risk in class based on their performance and to help those students improve. The instructor will submit concerns about student performance (e.g., low test scores, missing assignments, excessive absences) through the Retention Alert system periodically. If you receive a contact from an administrator on campus regarding performance in class, please promptly respond so that you can get back on track and improve your performance.

20. Computing Practices: All students are expected to follow University policies on computer use. Refer to the *Student Handbook* and familiarize yourself with the “Ethics Code and Policy for Computer Use”. You can also see the policy online by searching the TU IT homepage or by selecting the below URL.

(<https://portal.utulsa.edu/offices/it/layouts/15/start.aspx#/Shared%20Documents/Forms/Policies.aspx>) .

21. Academic Misconduct: Academic misconduct includes any conduct pertaining to academic courses or programs that evidences fraud, deceit, dishonesty, an intent to obtain an unfair advantage over other students, or violation of the academic standards and policies of the university. All students are required to follow University policies on honesty and ethical behavior. The document *Policies and Procedures Relating to Academic Misconduct in the Collins College of Business* shall apply to this course

(<https://portal.utulsa.edu/colleges/business/SitePages/Academic%20Misconduct.aspx>)

The policies and procedures contained in this document will be enforced and penalties for academic misconduct apply. Copies of the document are on reserve in HELM 215 and on the Collins College of Business home page (see above URL). It is in your best interest that you read and heed this very important document. All instances of academic misconduct must and will be reported to the Dean’s office for possible further penalties related to the misconduct. At a minimum, any assignment/test/quiz/project in which academic misconduct is identified will result in 0% credit for that graded item.

Graduate students must meet the requirements of the *Policies and Procedures Relating to Academic Misconduct of Graduate Students* located at

<https://portal.utulsa.edu/colleges/graduate/CurrentStudentInformation/Graduate%20School%20Academic%20Misconduct%20Policy.aspx>

22. Student grade appeals and formal complaints: Formal complaints and grade appeals should be in writing and conducted in accordance with the Collins College of Business policy located at <https://portal.utulsa.edu/colleges/business/Shared%20Documents/AppealPolicy-080715.pdf>