

ISM3004 – Computing in the Business Environment – Spring 2017

COURSE WEBSITE

ISM3004 is hosted on UF's Canvas learning management system. <http://elearning.ufl.edu/>

REQUIRED TEXT

Information Systems, v4.0 by John Gallaughier. ISBN: 978-1-4533-7281-4

I recommend their Study Pass (\$24, online reading only) or All Access Pass (\$51, online and download) since they're less expensive than a printed book and you'll have access to the book ASAP. You can purchase it at the publisher's website (below) or at the UF Bookstore.

<http://students.flatworldknowledge.com/course/2539140>

Note: Previous versions are *not* satisfactory – there are significant updates in version 4.0

REQUIRED SOFTWARE

- Either Apple Macintosh or Microsoft Windows systems will work fine
- You'll need Microsoft Excel for weeks 4-5, the Excel project, and the Excel skills test. UF Students can get the current version *free* from <http://www.it.ufl.edu/gatorcloud/free-office-365-downloads/>

Note: The free Office 365 software license will expire when you graduate or leave UF.

If you decide to upgrade Office, I suggest you do it ASAP so that any upgrade problems don't impact your ability to complete the project on time.

REQUIRED ASSIGNMENTS AND GRADING

Point System: Your final grade is determined by the number of points you earn. There are 1000 base points available in this course, plus optional extra credit (details below).

Course Item	Number	Points Each	Total Point Value
Getting Started Quiz	1	10	10
Weekly Quizzes	14	15	210
Exams	4	Variable	455
Current Events Discussion (Yellowdig)	1	100	100
Excel Project	1	70	70
Excel Skills Test	1	70	70
Minor Assignments	4	Variable	85
Total Points			1000

Grading Scale: The standard UF grading scale is used in ISM3004, as follows:

Letter Grade	A	A-	B+	B	B-	C+	C	C-	D+	D	D-	E
Minimum Points	940	900	870	840	800	770	740	700	670	640	600	0
Minimum Percent	94%	90%	87%	84%	80%	77%	74%	70%	67%	64%	60%	0%

Traditional rounding rules are used, so 93.5% rounds up to 94%; however, 93.499% does not.

SCAVENGER HUNTS

Some of the things I talk about in the course are “required” content and some are purely for your information. There is a “Scavenger Hunt” document on the course site for each week; it will list all required terms and concepts – those items will be on quizzes and exams.

Best practice: Download the Scavenger Hunt first thing each week. Use it to guide your note-taking when reading and watching lectures. Study the scavenger hunt. Be sure you know every acronym and term. You should be able to explain each concept or answer each question. If you understand the items on the Scavenger Hunt, you should do very well on the quizzes and exams.

QUIZZES

There is a *weekly* online quiz that covers that week’s readings and lectures. *Time limit: 15 minutes.* You must complete each quiz before its closing date – see the online Syllabus page for all due dates. The quizzes are open book and open notes, *but* there will *not* be enough time to dig around in your notes for answers, *so prepare well.* Ideally, you’ll be able to answer the questions from memory. Question types: multiple choice, true/false, matching, fill-in-the-blank and short answer essay. Quiz answers will be made available the Monday after the quiz closes. The fill-in-the-blank and short answer essay questions must be manually graded, which can take up to a week.

EXAMS and Excel Skills Test

There will be five exams. All exams are taken online using ProctorU. You must schedule your own exam appointments with ProctorU. You may start your exam between 8pm and 9pm. *Time limit: 60 minutes.*

Exam 1: Tues 1/24/17	Weeks 1-3: Introduction, Understanding Software, Software in Flux
Exam 2: Mon 2/13/17	Weeks 4-5: Excel Skills Test
Exam 3: Mon 3/13/17	Weeks 6-9: The PC at Work, Networks, The Internet and Telecommunications, Social Media
Exam 4: Tues 4/4/17	Weeks 10-12: The Data Asset, Information Security
Exam 5: Wed 4/19/17	Weeks 13-14: Tech Trends, IT Service Management

Exams 1, 3, 4 and 5 will be like the quizzes in format, using the same question types; they are just longer with more questions.

Exam 2 is an Excel skills test; you’ll login to Canvas and ProctorU, download a couple small Excel data files, use Excel on your computer and the skills I’ll teach you in weeks 4-5 to do some simple tasks in Excel, then upload your final Excel file. ***Don’t panic!*** I will teach you *everything* you need to know and you’ll have *plenty* of practice.

Preparing for exams: study the Scavenger Hunts. Participate in the online discussions. Participate in the live exam-prep webinars that I’ll host before each exam.

Makeup Exams are only permitted at the instructor’s discretion.

Please contact me ASAP via course email to get permission to take a makeup exam.

I am not heartless about these requests, so don’t panic. Having said that, I do require a serious and well-documented excuse, such as illness or observance of religious holidays.

ASSIGNMENTS

You will complete and submit several required assignments. Complete instructions for each are on the course site. See the “Syllabus” link on the course site for due dates.

There are **significant penalties for late submission of assignments**:

- Up to 48 hours late – grade reduced by 25% of point value for that assignment
- Up to 5 days late – grade reduced by 50% of point value for that assignment
- More than 5 days late, assignments will **not** be accepted, you will receive a score of zero.

*While I am firm about due dates, I am **not** heartless.* In the past, students in extraordinary situations with documented excuses have been granted extensions. Students in similar situations should email me ASAP!

Tips for Success on Assignments:

- Give each your best effort.
- Start assignments early. Do **not** wait until the last minute!
- Download, print and carefully follow the instructions. Read through the entire instructions BEFORE you start work to be sure you understand all elements.
- Take advantage of the assignment “Help” discussion board on the course website. Read instructions before posting. Read other posts before asking a redundant question. When posting, provide a very clear subject. Mention whether you’re Mac or Windows, etc. More detail is better.

Assignment Grading: Assignments are manually graded by the TAs and instructor. Please be patient as we carefully grade each student’s work, giving it the attention it deserves. Expect assignment grades roughly *two weeks* after the assigned due date.

Concerns about grading: The TAs do much of the initial grading; however, the buck stops with your instructor. Please email Eric Olson via the course email system about grading concerns.

WEEK 1 – GETTING STARTED IN ISM3004

Step #1 – You must complete everything in the “Getting Started” section before you can do anything else in the class.

- Login to Canvas, click the “Courses” link, then ISM3004.
- Click the large “**Start Here**” icon and *work sequentially through everything in that section*. This will give you a clear understanding of how the course works as well as tips for success.
- Finally, take the **Course Requirements Quiz**. This quiz has no time limit and can be taken multiple times. You must get a perfect score of 10 points to unlock the rest of the course.

Step #2 – Now complete the actual academic content in “Week 1: Introduction.”

COURSE GOAL

By successfully completing this course, you will build valuable IT knowledge and skills that will help set you apart from your competitors in the workplace. The course presents fundamental concepts from two perspectives – that of the individual business computer user and that of the corporate business computing environment.

EARNING ADDITIONAL POINTS

Extra Credit: Students may earn *up to 50 points* of extra credit. Instructions and deadlines can be found on the course website. *Late extra credit will not be accepted.*

Bonus Points: I reserve the right to award "bonus points" to students for outstanding performance in the course. I will notify bonus point recipients via email.

COMMUNICATION METHODS FOR ONLINE STUDENTS

One aspect of a successful course experience is communications. This list will guide you to choose the best communications method for typical circumstances so you'll get the right answer as quickly as possible.

- Private questions – please use the Canvas mail system – click the "Inbox" link.
- Public questions – please use the appropriate course discussion forum so that others will benefit from the response. Also, you may get a faster response there since another student or a TA might have the answer you need.

Technical problems – in addition to the UF Help Desk (352-392-HELP), you may seek help from the Warrington College's Technology Assistance Center (TAC). Call them at 352-273-0248 or visit their website <https://warrington.ufl.edu/tac>

CONTACT INFORMATION: INSTRUCTOR

Please use the Canvas system's email as the primary method for contacting me. It is my goal to respond to your course email promptly— usually within 24 hours during the business week; expect slower response on weekends and holidays.

Eric Olson, IT Director, Warrington College of Business Administration

Email: use Canvas course email

Office: 300 Bryan Hall

Phone: 352-273-1615

*Please do not use my regular UF email account – eolson@ufl.edu – I get almost 300 emails/day there. Your ISM3004 email is likely to get buried in an avalanche of other stuff. I check the course site very frequently! **Your best bet for contacting me is to use the course email system.***

Office Hours - by appointment. In general, appointments can be scheduled Monday-Friday 7am-5pm. Send Canvas mail – tell me the purpose for the meeting and suggest two or three specific days and times you could meet. We can meet in my office or via online meeting software (Skype, etc.).

HELP RESOURCES

For help with accessing video lectures, please contact the Warrington College of Business Technology Assistance Center (TAC) at:

- (352) 273-0248
- <https://warrington.ufl.edu/tac>

For help with the Canvas Course Management System, please contact the UF Help Desk at:

- Learning-support@ufl.edu
- (352) 392-HELP - select option 2
- <https://lss.at.ufl.edu/help.shtml>

HOW TO SUCCEED IN ISM3004

1. **Check the course website frequently.** I strongly recommend that students check the course site daily to view announcements and participate in the course.
2. **Stay on track.** This course is designed for a full semester of continuous effort. Plan your course work schedule at the beginning of the term based on the assignment schedule. Complete assignments as they are scheduled. *Pay careful attention to closing and due dates for quizzes, assignments and extra credit.*
3. **Ask for help.** If you don't understand the assignment, or the course content, ask questions on the appropriate discussion board.
4. **Help your peers.** If you think you know the answer to a question, try to answer it.
5. **Feel free to work ahead.** You will have work due each week on Sunday. This does *not* mean that you are expected to work on the weekends or on holidays. It just means that the *final* day for you to submit the work is that Sunday. *There is no penalty for working ahead!*

UNIVERSITY POLICY ON ACCOMODATING STUDENTS WITH DISABILITIES

Students requesting accommodation for disabilities must first register with the Dean of Students Office. The Dean of Students Office will provide documentation to the student who must then provide this documentation to the instructor when requesting accommodation. You must submit this documentation prior to submitting assignments or taking the quizzes or exams.

UNIVERSITY POLICY ON CHEATING

Cheating in any form is not permitted within this class. The university has established a strict policy regarding academic honesty, as explained in the University of Florida Student Guide, available through the Division of Student Affairs.

UNRESOLVED ISSUES

If you have issues with your experience in this course that cannot be resolved with the instructor, department, or program, please visit <http://www.distance.ufl.edu/student-complaint-process> to submit a complaint.

DISCLAIMER

This syllabus represents my current plans and objectives. As we go through the semester, those plans may need to change to enhance the class learning opportunity. Such changes, communicated clearly, are not unusual and should be expected.

PROCTORED EXAMS – PROCTORU

In order to maintain a high standard of academic integrity and assure that the value of your University of Florida degree is not compromised, course exams may be proctored online by ProctorU. You will take your exam electronically using the course website, but you will register with ProctorU early in the semester, and then sign up for a time for a certified proctor in a testing facility to observe you on your computer while you take your exam. You need a webcam, speakers, microphone and reliable Internet connection to be able to take your exams. Wireless internet is not recommended. You may also need a mirror or other reflective surface.

[Sign up for an account with ProctorU](#) during the first week of the semester. If you already have a ProctorU account, you can use the same account. [Register with ProctorU](#) for your exam appointment times early in the semester. You must sign up at least **72 hours** before an exam. Failure to do so will result in additional fees and reduce the likelihood that the time you want will be available. You should receive a confirmation email from ProctorU. If you experience any trouble with online registration, you can call **855-772-8678**.

Prior to each exam, go to the [ProctorU Test Page](#) to ensure your computer is ready for online proctoring. After you get the 6 checks that your system is ready:



Take the extra step to connect to a live person:



This process takes just a few minutes and is completely free.

If you are unable to take an exam because of a technical glitch on your end, that is your responsibility. However, if you do experience technical difficulties during the exam, ProctorU will document those difficulties and communicate with your instructor to make alternative arrangements.

For additional questions, review the [Proctored Exams Student Guide](#).