

ISM3004 – Computing in the Business Environment – Spring 2018

COURSE WEBSITE

ISM3004 is 100% online. There is no live section. Lecture videos are pre-recorded and distributed by UF's Mediasite streaming video server. The course website is hosted on UF's Canvas learning management system. <http://elearning.ufl.edu/>

TEXTBOOK (optional)

The textbook augments the lecture content. Some students find the text very valuable, but others prefer lecture only. Either version 5 or 6 of the textbook will work well.

Information Systems, v5.0 by John Gallaughier. ISBN: 978-1-4533-7575-4

Information Systems, v6.0 by John Gallaughier. ISBN: 978-1-4533-8502-9

The text can be purchased either at the publisher's website (below) or the UF Bookstore.

<https://students.flatworldknowledge.com/course/2574503>

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 <https://it.ufl.edu/services/gatorcloud-microsoft-office-online>

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.

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	13	15	195
Exams	4	Variable	495
Current Events Discussion (Yellowdig)	1	100	100
Assignments	4	Variable	200
Total Points			1000

Grading Scale: The standard UF grading scale is used. The Canvas LMS gradebook does not round grades, so that policy is also used in ISM3004 for consistency... a 940 is an A, but 939.9 is an A-.

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%

SCAVENGER HUNTS

Some of the things I talk about in the course are “required” content for all students; other concepts are “extra” information for those students who are particularly interested in that aspect of IT. I have created a “Scavenger Hunt” document for each week that lists all of the required terms and concepts for that week – every quiz and exam question is drawn from those concepts.

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.

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.

EXAMS and Excel Skills Test

There will be four exams. All exams are taken online using ProctorU. You must schedule your exam appointments with ProctorU. You may start your exam between 7pm and 9pm on the dates below. Please check for conflicts with your other exams and email me ASAP so we can schedule an alternative.

Exam 1: Mon 1/29	Weeks 1-3: Introduction, Understanding Software, Software in Flux. <i>Time limit: 60 minutes</i>
Exam 2: Thurs 2/15	Weeks 4-5: Excel Skills Test. <i>Time limit: 60 minutes</i>
Exam 3: Wed 3/21	Weeks 6-10: the PC at Work, Communications, Social Media, and the Data Asset. <i>Time limit: 75 minutes</i>
Exam 4: Wed 4/25	Weeks 11-15: Information Security, IT Service Management, Tech Trends. <i>Time limit: 75 minutes</i>

Exams 1, 3 and 4 will be like the quizzes in format, using the same question types, but more of them.

Exam 2 is an Excel skills test; you’ll login to Canvas and ProctorU, download some 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 files. **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, ask questions in the discussion, and participate in the live exam-prep webinar that I will 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.

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**:

- 1 to 5 days late – for *each* day late, the grade is reduced by 10% 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. Email me *ASAP* if you’re in this situation!

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.

Turnaround Time

Assignments, quiz essay questions, and exam essay questions are manually graded by the TAs and instructor. Please be patient as we carefully grade each piece of work, giving it the attention it deserves. Expect these items to be graded 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 **Getting Started 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. Extra Credit deadlines are **strictly** enforced. Click the “Extra Credit” link on the course homepage for instructions and deadlines.

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 per day there, so your email is likely to get buried in an avalanche of junk mail. I check the course site **very** frequently, so **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 (Zoom, 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](#).