College of Charleston
School of Business
INFM 220: Management Information Systems

Semester: Fall 2021
Section: 02 (non-FYE) and 07 (FYE)
Meeting time: Tuesday and Thursday, 10:50 AM – 12:05 PM
Meeting location: Jewish Studies Center 333

Professor: Dr. Iris Junglas
Office: Beatty Center 306
Office Hours: Tuesday and Thursday, 9:00-10:30 AM, 12:05-1:45 PM; and by appointment
Contact Information: junglasia@cofc.edu
Zoom information: https://cofc.zoom.us/my/irisjunglas

Course Description:
Introduction of contemporary information systems concepts. Students will gain experience and training on advanced functionality in Excel to support information management and to solve structured business problems. Students will be introduced to business analytics to explore the capabilities and challenges of data-driven decision-making. Topics include ethical issues associated with technology.

Course Objectives:
Students will

• describe the differences among data, information, business intelligence and knowledge
• be able to classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers use these systems to make decisions and gain competitive advantages
• identify e-policies organizations should implement to protect themselves
• identify the environmental impacts associated with MIS
• identify the technologies re-inventing the supply chain
• be able to define customer relationship management and enterprise resource planning and their impact on organizations
• solve a business problem using Excel and/or advanced tools in decision making
• be able to identify ethical issues with corporate use of information and technology and will be able to list common corporate policies that address these issues
• use data visualization tools to analyze real business data and provide conclusions

Textbooks and Software:
  o PDF: https://opentextbook.site/exports/ISBB-2019.pdf
Online: https://opentextbook.site/informationsystems2019/
(Creative Commons Attribution-Non-Commercial 4.0 International License
This book is provided free in electronic form by the D.T. Bourgeois as part of the Open Textbook Library. We have permission to use the book and even make derivative works from his work as long as we continue to give proper attribution that he was the original author.)

- Required Software: GMetrix, Microsoft Excel, Tableau

Modes of Teaching:

- All classes will be held as in-classroom lectures at the times scheduled
- If circumstances change and face-to-face lectures are no longer possible and/or safe, the class will switch to synchronous online meetings
- All in-class sessions will be recorded and posted on OAKS for playback

Course Schedule:
The course schedule is provided on OAKS where it will be kept up to date.

Final Grade Computation:
To be successful in this course, here is what to expect. This course is divided into approximately 50% concept learning and 50% skill development.

Concept Learning:

Quizzes: You will be asked to complete a reading quiz following a chapter reading assignment for each concept module. You may take the quiz as many times as you would like. There are 13 quizzes in total. Your grade for a quiz is simply the average of the grades across all of your attempts. Once you submit confirmation of the final course evaluation your lowest quiz grade will be dropped.

Tests: There will be two tests during this course. Test 1 covers the concepts in the first half of the textbook. Test 2 covers the concepts in the second half of the textbook, except for the last chapter.

Skill Development:

Excel GMetrix: Students will use an online learning tool, GMetrix, to complete five modules (two practice exams and three skill reviews) in testing mode. Students may take the test as many times as they like up to the due date. Only the highest score for each test will be counted towards the final grade.

Excel Certification: To showcase your mastery of Excel to future employers, you have the opportunity to get certified in Excel! This test takes place outside of the classroom. The obtained score will be counted towards the final grade.

Advanced Excel: Students will work on Excel skills that go beyond those of the GMetrix certification. These skills will be assessed with Excel exercises.

Tableau: Students will complete a project in data visualization using Tableau, a vendor tool for data analysis and visualization.

For the advanced Excel and Tableau graded exercises, late submissions are accepted with a penalty of 10% for each day after the deadline.
Team Project: A team project will be completed by groups of three students. This helps you to gain experience by integrating knowledge from complementary disciplines and applying this knowledge to the development, evaluation, and improvement of management information systems.

**Grading (FYE students):**

- Quizzes (13) 15%
- Concept Test 1 (Chapters 1-6) 15%
- Concept Test 2 (Chapters 7-12) 15%
- Excel GMetrix tests 15%
- Excel Certification 5%
- Advanced Excel Exercises 10%
- Tableau Exercise 10%
- Team MIS Project 10%
- FYE Seminar Grade 5%

**Grading (non-FYE students):**

- Quizzes (13) 15%
- Concept Test 1 (Chapters 1-6) 15%
- Concept Test 2 (Chapters 7-12) 15%
- Excel GMetrix tests 15%
- Excel Certification 5%
- Advanced Excel Exercises 10%
- Tableau Exercise 10%
- Team MIS Project 15%

**Grading Scale:** A: 94-100; A-: 90-93.99; B+: 87-89.99; B: 83-86.99; B-: 80-82.99; C+: 77-79.99; C: 73-76.99; C-: 70-72.99; D: 65-69.99; F: <65. No rounding—neither up nor down.

**Extra Credit Option:**

1 point on final numerical grade. Declare a Minor in Information Management to your degree program before the semester is over. You are not obligated to complete the Minor, but you will get excellent mentoring and options for internships due to your increased technology knowledge and skills.

**Teaching and Learning Philosophy:**

We learn by doing. We are learning together through active engagement with each other and with the material in the course. Just as important as the material are your ideas, reflections and feelings about the material and what matters to you. My foundation for my interaction is simple.

- **Be human.** Open yourself up. Treat others with respect.
- **Be present.** Be engaging. Share your thoughts with me and other students.
- **Be adaptable.** Expect things to change. Work with me. I'll work with you.

Let's ready our minds for new ideas and skills, challenging preconceptions about technology in business. In doing so, we'll all be successful in the end and satisfied with the experiential learning journey that got us there.

**What can you expect from me?**
• My goal is to challenge you and help you excel. I will set high expectations and push you to surpass them. I plan to do this in the most enthusiastic and supportive way I can.
• I will provide you with instructions and expectations for your work and fairly evaluate you according to those expectations.
• I will always make time to listen to your ideas and concerns and support your endeavors to become a more competent communicator.
• This course will only succeed if, together, we create an atmosphere of respect, openness, and honesty.

What can I expect from you?
• You will be engaging, inquisitive, and respectful. Take time to engage with your colleagues in the class. Be present and helpful. Ask questions. Help others to understand better. Pay it forward when you can. It’s OK if you, like me, make mistakes, that is the best way to learn.
• Every week, you are expected to log in to the course multiple times to review the upcoming modules. Then at least one time per day, check for new announcements, check the calendar, and review assignments. Remember that I can see when you log into OAKS and can monitor your progress.
• It is essential that you stay on top of the course assignments. I will post due dates and reminders, but it is your responsibility to make sure you don’t get behind. Do not make the mistake of thinking this is an easy class. The material is challenging, and it will take a lot of effort on your part to master.

Course Policies:
I take professionalism very seriously and I hope you will, too. A professional is courteous, focused, motivated, and reliable. A professional also contributes to the community, whether that community is a classroom or workplace.

Late Work
• Unless otherwise noted, all assignments are due on the due date and time listed in the OAKS calendar or by that graded item. All the deadlines are stated in the Eastern Time zone. If you are, or your computer, in a different time zone, make sure you keep track of the time difference and submit an assignment on time.
• Do not wait until the last minute to submit your assignments, save your work often, and keep its backup in on external source (e.g., cloud services).
• If extraordinary circumstances arise (e.g., hospitalization) or family emergency, or network outage, notify me as soon as possible so arrangements can be made.
• “Murphy’s Law says: Anything that can go wrong, will go wrong.” Laptops are stolen. Hard drives crash. Your wireless connection fails. So, do not wait until the last minute to submit your assignments and SAVE OFTEN. Always save duplicates of your work on an external source (e.g., thumb drive, Google Drive, Dropbox.com). Every single semester, a student loses their work because of a hard drive crash or the Library computer logging off unexpectedly. For good records management, keep all assignments that are graded and handed back to you until final grades have been submitted at the end of the semester.

Communication
Communication will occur in multiple ways: in class, during office hours (face-to-face and virtual), via OAKS announcements, OAKS content, OAKS gradebook, and CoFC email.

OAKS, including Gradebook, will be used for this course throughout the semester to provide the syllabus and class materials and grades for each assignment, which will be regularly posted. It is the student’s responsibility to ensure that all grades entered are correct. If I have made a mistake,
the student has **two weeks** from when the assignment/exam was graded to notify me of the mistake.

**Email**

Typically, I will respond to your email within 24 hours during weekdays. If you do not receive a reply within 24 hours, please re-send your message. Note that my response time will be slower on weekends.

**Technical Difficulties**

If you have technical problems, please contact Student Computing Support or Helpdesk using these methods:

- Student Computing Support, 843-953-5457, studentcomputingsupport@cofc.edu, blogs.cofc.edu/scs
- Helpdesk, 843-953-3375, helpdesk@cofc.edu, https://help.cofc.edu

It’s important to resolve technical problems swiftly, so do not delay getting support. Computer failure or unavailability does not constitute an excuse for not completing assignments.

**Class Climate, Etiquette and Netiquette**

To maintain a respectful and supportive environment, please uphold to the rules described in the Student Handbook as well as the rules of netiquette when joining the class online. Netiquette is network etiquette, the do's and don'ts of online communication.

- Be kind and ethical. Sexist, racist, and homophobic language will not be tolerated.
- Be aware of how your communication may be perceived by others. Ask yourself if your message or comment may be misinterpreted and offend someone.
- Be forgiving. Try first asking clarifying questions rather than attacking. But if you experience any questionable or outright inappropriate behavior from your colleagues, please let me know.
- Respect disagreement.
- Share your knowledge.
- Help each other.
- Cite your sources.

**Test and Exam Policy**

Turn off cell phones and any audible devices during tests. Tests and exams are closed book and to be taken as scheduled. No makeup exams will be given except for documented exceptions by the Undergraduate Dean. Assignment and test dates cannot be changed except by prior arrangement with the instructor, at least 7 days before the scheduled exam date. Such a request must be made in person (virtual or otherwise, but not by email) and must include written documentation of need.

**Classroom Conduct**

Please turn off cell phones and any audible devices during class. Please do not hold private conversations during class. It is distracting to both the professor and to your fellow students.

**Inclement Weather, Pandemic or Substantial Interruption of Instruction**

If in-person classes are suspended, I will announce a detailed plan for a change in modality to ensure the continuity of learning. **All students must have access to a computer equipped with a web camera, microphone, and Internet access.** Resources are available to provide students with these essential tools.
College of Charleston Honor Code and Academic Integrity

Lying, cheating, attempted cheating and plagiarism are violations of our Honor Code that, when identified, are investigated. Each incident will be examined to determine the degree of deception involved. Incidents where the instructor determines the student’s actions are related more to a misunderstanding will handled by the instructor. A written intervention designed to help prevent the student from repeating the error will be given to the student. The intervention, submitted by form and signed both by the instructor and the student, will be forwarded to the Dean of Students and placed in the student’s file.

Cases of suspected academic dishonesty will be reported directly by the instructor and/or others having knowledge of the incident to the Dean of Students. A student found responsible by the Honor Board for academic dishonesty will receive a XF in the course, indicating failure of the course due to academic dishonesty. This grade will appear on the student’s transcript for two years after which the student may petition for the X to be expunged. The F is permanent. The student may also be placed on disciplinary probation, suspended (temporary removal) or expelled (permanent removal) from the College by the Honor Board.

Students should be aware that unauthorized collaboration—working together without permission—is a form of cheating. Unless the instructor specifies that students can work together on an assignment, quiz and/or test, no collaboration during the completion of the assignment is permitted. Other forms of cheating include possessing or using an unauthorized study aid (which could include accessing information via a cell phone or computer), copying from others’ exams, fabricating data and giving unauthorized assistance. Research conducted and/or papers written for other classes cannot be used in whole or in part for any assignment in this class without obtaining prior permission from the instructor.

Students can find the complete Honor Code and all related processes in the Student Handbook at http://studentaffairs.cofc.edu/honor-system/studenthandbook/index.php

Disability Accommodation

Students approved for SNAP Services are instructed to meet with each of their professors during the first two weeks of classes or as soon as they are approved for services to discuss accommodations and present a copy of their SNAP-issued Professor Notification Letter (PNL). Though it is the student’s responsibility to initiate discussion regarding accommodations that may be needed, an announcement on your syllabus or in class encouraging them to do so would be helpful. Students will feel more comfortable about identifying themselves as having a disability if they are approaching someone they believe to be receptive to the discussion. Such an invitation can go a long way toward encouraging students with a disability to approach the instructor early in the course.

The College will make reasonable accommodations for persons with documented disabilities. Students should apply at the Center for Disability Services / SNAP, located on the first floor of the Lightsey Center, Suite 104. Students approved for accommodations are responsible for notifying me as soon as possible by presenting a copy of their SNAP-issued Professor Notification Letter (PNL) and for contacting me one week before accommodation is needed.

Center for Student Learning

I encourage you to utilize the Center for Student Learning’s (CSL) academic support services for assistance in study strategies and course content. They offer tutoring, supplemental instruction, study skills appointments, and workshops. Students of all abilities have become more successful using these programs throughout their academic career and the services are
available to you at no additional cost. For more information regarding these services please visit the CSL website at http://csl.cofc.edu or call (843) 953-5635.

**Mental & Physical Wellbeing**

At the college, we take every students’ mental and physical wellbeing seriously. If you find yourself experiencing physical illnesses, please reach out to student health services (843.953.5520). And if you find yourself experiencing any mental health challenges (for example, anxiety, depression, stressful life events, sleep deprivation, and/or loneliness/homesickness) please consider contacting either the Counseling Center (professional counselors at http://counseling.cofc.edu or 843.953.5640 3rd Robert Scott Small Building) or the Students 4 Support (certified volunteers through texting "4support" to 839863, visit http://counseling.cofc.edu/cct/index.php, or meet with them in person 3rd Floor Stern Center). These services are there for you to help you cope with difficulties you may be experiencing and to maintain optimal physical and mental health.

**Food & Housing Resources**

Many CofC students report experiencing food and housing insecurity. If you are facing challenges in securing food (such as not being able to afford groceries or get sufficient food to eat every day) and housing (such as lacking a safe and stable place to live), please contact the Dean of Students for support (http://studentaffairs.cofc.edu/about/salt.php). Also, you can go to http://studentaffairs.cofc.edu/student-food-housing-insecurity/index.php to learn about food and housing assistance that is available to you. In addition, there are several resources on and off campus to help. You can visit the Cougar Pantry in the Stern Center (2nd floor), a student-run food pantry that provides dry-goods and hygiene products at no charge to any student in need. Please also consider reaching out to Professor ABC if you are comfortable in doing so.

**Name and Pronoun Statement**

I will gladly honor your request to address you by the name and gender pronouns of your choice. Please advise me of this early in the semester via your college-issued email account or during office hours so that I may make the appropriate notation on my class list.

**Regarding Student Use Of Course Materials**

Lectures and course materials, including PowerPoint presentations, outlines, tests, and similar materials are protected by copyright even if there is no copyright notice on the material. You may take notes and make copies of course materials for your own use. You may NOT reproduce or distribute these materials publicly, without the instructor’s express written consent.
<table>
<thead>
<tr>
<th>Week</th>
<th>Session</th>
<th>Date</th>
<th>Topic</th>
<th>Important Tasks to Do (for exact due dates and times see OAKS)</th>
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| 1    | 1       | Aug 24     | Introduction                                                          | Take survey posted on OAKS  
Set up GMetrix on your laptop                                      |
<p>| 2    | 3       | Aug 31     | Skill-building: Excel                                                 | GMetrix Practice Exam 1                                             |
| 4    | 5       | Sep 2      | Introduction to Management Information Systems (Chapter 1)            | Quiz Chapter 1                                                     |
|      | 6       | Sep 7      | Skill-building: Excel                                                 | GMetrix Practice Exam 2                                             |
| 7    | 7       | Sep 9      | Computer Hardware (Chapter 2)                                         | Quiz Chapter 2                                                     |
|      | 8       | Sep 14     | Skill-building: Excel                                                 | GMetrix Skill Review 1                                             |
| 5    | 9       | Sep 21     | Skill-building: Excel                                                 | GMetrix Skill Review 2                                             |
| 10   | 10      | Sep 23     | Data and databases (Chapter 4)                                        | Quiz Chapter 4                                                     |
| 11   | 11      | Sep 28     | Skill-building: Excel                                                 | GMetrix Skill Review 3                                             |
| 12   | 12      | Sep 30     | Networking and Communication (Chapter 5)                              | Quiz Chapter 5                                                     |
| 7    | 13      | Oct 5      | Information Systems Security (Chapter 6)                              | Take Excel Certification Quiz Chapter 6                           |
|      | 14      | Oct 7      | Concept Exam 1                                                        | Concept Exam 1                                                      |
| 8    | 15      | Oct 12     | Does IT Matter (Chapter 7)                                            | Take Excel Certification Quiz Chapter 7                           |
| 16   | 16      | Oct 14     | Skill-building: Advanced Excel                                        | Take Excel Certification Advanced Excel Exercise                   |
| 9    | 17      | Oct 19     | Business Processes (Chapter 8)                                        | Take Excel Certification Quiz Chapter 8                           |
| 18   | 18      | Oct 21     | Skill-building: Advanced Excel                                        | Take Excel Certification Advanced Excel Exercise                   |
| 10   | 19      | Oct 26     | People in IS (Chapter 9)                                              | Take Excel Certification                                            |</p>
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<td>20</td>
<td>Oct</td>
<td>Skill-building: Advanced Excel</td>
<td>Take Excel Certification</td>
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<td>28</td>
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<td>Advanced Excel Exercise</td>
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<td>11</td>
<td>Nov</td>
<td>Information Systems Development (Chapter 10)</td>
<td>Quiz Chapter 10</td>
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<td>Skill-building: Advanced Excel</td>
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<td>Skill-building: Tableau</td>
<td>Tableau Exercise</td>
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<td>12</td>
<td>Nov</td>
<td>Globalization and the Digital Divide (Chapter 11)</td>
<td>Quiz Chapter 11</td>
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<td>24</td>
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<td>Skill-building: Tableau</td>
<td>Tableau Exercise</td>
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<td>13</td>
<td>Nov</td>
<td>The Ethical and Legal Implications of Information Systems (Chapter 12)</td>
<td>Quiz Chapter 12</td>
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<td>26</td>
<td>Nov</td>
<td>Concept Exam 2</td>
<td>Concept Exam 2</td>
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<td>14</td>
<td>Nov</td>
<td>Trends in Information Systems (Chapter 13)</td>
<td>Quiz Chapter 13</td>
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<td>28</td>
<td>Nov</td>
<td>Thanksgiving Break (no school)</td>
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<td>15</td>
<td>Nov</td>
<td>Team Presentations</td>
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