Syllabus
INFM 220 Management Information Systems
School of Business, College of Charleston | Spring 2021

Section: 04, 05, 06, 01
CRN: 23238, 23239, 23240, 23235
Course location: Online
Meeting times: MWF 9-9:50am, 10-10:50am, 11-11:50am & 12-12:50pm
Course Prerequisite: Sophomore Standing

<table>
<thead>
<tr>
<th>Instructor</th>
<th>Professor James R. Thompson</th>
</tr>
</thead>
<tbody>
<tr>
<td>Zoom Meeting Room</td>
<td><a href="https://cofc.zoom.us/my/thompsonjr5">https://cofc.zoom.us/my/thompsonjr5</a></td>
</tr>
<tr>
<td>Office Hours</td>
<td>10 minutes after class or by appointment</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:thompsonjr5@cofc.edu">thompsonjr5@cofc.edu</a></td>
</tr>
<tr>
<td>Phone</td>
<td>843.608.0127</td>
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Required Textbook

- Flipping Book Version ➔ https://digitalcommons.biola.edu/open-textbooks/1/

Course Description
This course is an introduction to contemporary information systems concepts and real-world applications in business. You will learn how technology and information management continues to grow as a critical element in the success (and failure) of today’s global organizations. We will explore high-level ethical concepts as well as tactical knowledge such as the advanced functionality of tools such as Microsoft Excel.

Course Objectives
1. Describe the differences between data, information, business intelligence and knowledge.
2. Classify the different operational support systems, managerial support systems, and strategic support systems. Explain how managers use these systems to make decisions and gain competitive advantages.
3. Identify MIS policies organizations should implement to protect themselves.
4. Identify environmental impacts associated with MIS.
5. Identify technologies used to transform supply chains.
6. Define customer relationship management and enterprise resource planning, and their impact on organizations.
7. Solve business problems using simple analysis tools like Excel for making key decision.
8. Identify ethical issues with corporate use of information and technology, and policies that address these issues.
9. Use data visualization tools to analyze real business data and provide conclusions.

My personal goal in this class is to get some of you to either pick a major, change your major or get a minor in MIS. The business world needs you!

Learning Objectives
☐ Evaluate client need for specific information systems solutions
☐ Support fellow teammates via remote collaboration
☐ Estimate budget for time & cost associated with project
☐ Compare client’s current state vs. competition
☐ Interpret market analysis data to look for future trends
☐ Choose best solutions to recommend
☐ Assess early stages of project deliverables
☐ Revise & adjust as needed

The Contract
The “Contract” outlines expectations, policies, and responsibilities. This section also explains how your work will be graded, how you should communicate with me and each other, how you should participate in class, how late work is handled, etc.

Method of Teaching & Learning
Thanks to the challenges associated with the COVID-19 pandemic, our methods for teaching and learning will require a bit more flexibility, creativity and forgiveness. This is a great time to think outside of the box (i.e. traditional classroom) and explore how remote learning can be optimized. This course provides the opportunity for a new and exciting method of collaboration called synchronous and asynchronous learning.

The course is organized in OAKS with reading materials, videos, discussions, quizzes, skill development and a group project that are perhaps more aligned with how you currently learn in today’s online and increasingly mobile environment. We will provide
support to one another, as a group, using chat, video conferencing and online collaborative platforms.

Because we may not meet face-to-face, it is essential that you maintain an active presence in the class, including posting to and reading discussion board threads. You should log into the course 3 days a week at minimum in order to be successful. Remember that I can see when you log into OAKS and can monitor your progress.

**My Teaching Philosophy**
The more I teach, the more I learn. I love to collaborate, teach through storytelling and learn from my students. We will learn through working on material on our own time, coming together in small groups and joining together as one large class group.

I encourage my students to be innovative and think outside of the box. EFFECTIVENESS is a keyword in this class. Going through the motions is one thing. Achieving a desired result = effectiveness. We are all in this crazy moment in time together. I care about your learning experience and will help you in any way I can to make this one of the best classes of your college career.

- **Be respectful.** You owe it to yourself, your parents or your other support system to maximize your ROI (return on investment) every week. You can do this by being organized and doing your best work.
- **Be honest.** If you make a mistake, be honest about it. Everyone makes mistakes or has unexpected events pop up from time to time. I am willing to work with you if you are in a pinch. Just be straight with me. If you have issues with meeting a deadline, let me know well in advance so we can plan accordingly.
- **Be adaptable.** Expect things to change. Work with me and I will work with you.

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

**Course Map**
The Course Map of weekly modules will be consistent from week to week. OAKS serves as the best source for assignment details such as due dates, schedule changes, expectations for assignments and other coursework. The Course Map is how you will move through the course in an organized manner each week. You will organize your time for engagement during the week using the the following weekly stages:

- **Read:** Chapter reading, case studies, current events online, etc.
- **Watch:** Embedded videos related to the week’s topic (i.e. YouTube, Vimeo, etc.)
- **Discuss:** Synchronous meeting info (Zoom), recordings, discussion board posts
- **Test:** Chapter quizzes, test(s) and final exam(s)
- **Demonstrate:** Submission of papers, projects, recordings, links and more
Each student learns in a different way. For example, I take much longer than the average student to get my work done, especially when there is a lot of reading. Nothing makes a class more enjoyable and valuable than when you work together to develop a community of support and engagement. I not only encourage students to tolerate differences, but I also encourage students to seek out others to work with that have different perspectives, opinions, tactics, backgrounds, cultural influences and learning styles.

Plan on spending approximately 2-3 hours for class time and 2-3 hours working on your own or in groups each week/module. Some weeks will require more time than others. You will likely know your pace and rhythm after the first few modules. It is important to schedule your week so that you are not trying to accomplish all of the modules, say, on Sunday for the due date at noon on Monday.

Rather than overwhelming you with all modules for the course all at one time, the modules are released in weekly sets. Every Monday morning between 8am-noon, all of the modules for that week open up for our engagement. (Note: Week 1 may be a little different due to various administrative hurdles and late changes in our teaching schedules, but all should be smooth by Week 2.)

You will work at your own pace, individually or as a group, to work through the module assignments while paying attention to the due dates. I strongly recommend batching your work in hour increments in order to make the best use of your time. This pattern repeats through the last week.

At the beginning of each week, the previous week’s module will end. This means that due dates for assignments have expired. However, all of the content in all of the previous week’s modules remain open for you to use throughout the course. Discussions, videos and Zoom recordings will remain available to you. This openness is not to be interpreted as extra time to get the modules completed. Stay on course with me to have the best learning experience.

**Tools for Building our Community**

<table>
<thead>
<tr>
<th>Tool</th>
<th>Use Case</th>
<th>Cost</th>
<th>Links</th>
</tr>
</thead>
</table>
| Zoom  | • Synchronous course meetings  
|       | • Recording for asynchronous use  
|       | • Group communication & projects       | $0 - Included in tuition | https://zoom.us |
| Excel | • Organizing individual tasks  
|       | • Skills assignments  
|       | • Group collaboration  
|       | • Data analysis                | $0 - Included in tuition | https://www.microsoft.com/en-us/microsoft-365/excel |
| **Google Chat** | • Group collaboration  
• Communication with instructor | $0 - Included in tuition | https://chat.google.com |
| **Google Drive** | • Group collaboration  
• Saving of assignments | $0 - Included in tuition | https://drive.google.com |
| **Slack** | • Group collaboration and regular communication | $0 - Included in tuition | https://slack.com |
| **Trello** | • Group collaboration  
Task management | $0 - Included in tuition | https://trello.com/ |
| **AppsAnywhere** | • Access to virtual applications  
(i.e. Windows apps for Mac users and more) | $0 - Included in tuition | https://appsanywhere.cofc.edu |

**Grade Computation**
Active participation is graded component of the class, whether you are working alone or in a group of 3-4. To be successful in this course, you will need to study, complete assignments, participate in discussions, pass testing and demonstrate what you have learned. Course modules will include tasks to build general concepts as well as specific skills needed in today’s business environment such as teamwork, group submissions and remote collaboration.

<table>
<thead>
<tr>
<th><strong>Evaluation Method</strong></th>
<th><strong>Approximate Weight</strong>*</th>
</tr>
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<tbody>
<tr>
<td>Class attendance + posted videos, lectures</td>
<td>3%</td>
</tr>
<tr>
<td>Discussion board posts &amp; replies + in-class discussion</td>
<td>10%</td>
</tr>
<tr>
<td>Chapter Quizzes</td>
<td>13%</td>
</tr>
<tr>
<td>GMetrix Practice Exam 1 &amp; 2</td>
<td>10%</td>
</tr>
<tr>
<td>LinkedIn</td>
<td>5%</td>
</tr>
<tr>
<td>Excel Project Definition (5W2H)</td>
<td>5%</td>
</tr>
<tr>
<td>Trello**</td>
<td>5%</td>
</tr>
<tr>
<td>Website Development**</td>
<td>10%</td>
</tr>
<tr>
<td>PowerPoint Presentation**</td>
<td>5%</td>
</tr>
<tr>
<td>Live Pitch via Zoom + PowerPoint**</td>
<td>9%</td>
</tr>
<tr>
<td>Final Group Project**</td>
<td>10%</td>
</tr>
<tr>
<td>Final Exam</td>
<td>15%</td>
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*Note: The table above provides an approximate final evaluation method and weight. A supplemental document titled the Weekly Schedule & Assignment Tracker (DD.MM.YY) will be used to stay organized, highlight any changes as we go, and to ensure everyone is on the same page regarding tasks, due dates, point breakdown, etc. The latest and greatest version of this file will always be uploaded in OAKS under the courses CONTENT > OVERVIEW view and clearly discussed before and after changes.

**Indicates a group submission
Extra Credit (5 6 points maximum) UPDATED 1/13/21
+3 points on final numerical grade. On-time & passing of both GMetrix Practice Exams by all Group Members – all or nothing! One of the best resources to lean on in this class is your fellow group members. 3 extra credit points will be given to each member of the team that successfully passes the GMetrix Practice Exam by the required due date. This is an “all or nothing” bonus opportunity. Important Tip: Work with each other on setting up your online GMetrix account (PC) or via AppsAnywhere (Mac) by Week 2 at the latest.

+1 point on final numerical grade. SIT for the MOS Certiport Certification for Excel.

+1 +2 point on final numerical grade. PASS the MOS Certiport Certification for Excel.

If you already hold this certification, you can receive this bonus point by submitting your certificate in the proper place in OAKS. The additional +1 point for “SIT” and +2 points for “PASS” will only be given to students that SIT and PASS testing conducted during this class due to pre-requisite requirements (5 passing practice exams vs. 2 in previous semesters).

Numerical Grade to Letter Grade Mapping

<table>
<thead>
<tr>
<th>Points</th>
<th>Letter Grade</th>
<th>Points</th>
<th>Letter Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>≥ 94</td>
<td>A</td>
<td>73-75.99</td>
<td>C</td>
</tr>
<tr>
<td>90-93.99</td>
<td>A-</td>
<td>70-72.99</td>
<td>C-</td>
</tr>
<tr>
<td>86-89.99</td>
<td>B+</td>
<td>66-69.99</td>
<td>D+</td>
</tr>
<tr>
<td>83-85.99</td>
<td>B</td>
<td>63-65.99</td>
<td>D</td>
</tr>
<tr>
<td>80-82.99</td>
<td>B-</td>
<td>60-62.99</td>
<td>D-</td>
</tr>
<tr>
<td>76-79.99</td>
<td>C+</td>
<td>&lt;60</td>
<td>F</td>
</tr>
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Concept Learning & Working in Teams

- **Group Management:** The first half of the semester (roughly) will be focused on individual learning. The second half of the semester (roughly) will be spent gradually increasing your skills in remote teamwork, collaboration and project management. Get ready to learn how to work with others by simulating real-world business engagements in today’s technical environment. Groups will be 3-4 members. **Note:** Some assignments will be graded the same for all team members, so be ready!
- **Discussions:** You will contribute to a discussion forum during each chapter of the textbook. Depending on the instructions for the forum, you will be asked to engage by adding topics and/or commenting on topics entered by other students. Discussions will be submitted as a mixture of individual and group submissions.
- **Quizzes:** You will take a chapter quiz each week after a textbook chapter reading assignment. You may take the quiz as many times as allowed. There are 13 quizzes in total. Your grade for a quiz is simply the average of the grades across all of your attempts. Quiz grades all count, as none are dropped.
• **Final Exam:** The final exam is cumulative over concepts from the entire body of concept material covered in the course. The Exam is delivered on OAKS and proctored over Zoom with cameras on.

**Skills Learning & Use Cases**

• **GMetrix:** Using an online learning tool called GMetrix, you will complete two Excel Practice Exams in testing mode for your grade on this section. You will be able to practice the tests in Concept Review mode as many times as you would like.

• **Microsoft Excel:** You will use Excel as a project management tool in your group project.

• **Trello:** You will use Trello as an online project management tool for collaboration with other group members on assignments and your group project.

• **Microsoft Access:** You will use Access to organize and analyze data in your group project.

• **Tableau:** You will use Tableau for data visualization in your group project.

• **LinkedIn:** You will use LinkedIn to create your professional profile, connect with your classmates and bring credibility to your competencies in your group project.

• **PowerPoint:** You will use PowerPoint to pitch how your company (group project) has identified a market opportunity and the solution you will provide.

• **Website Builder:** You will use a website builder (i.e. WordPress, WIX, SquareSpace, Google Sites, etc.) to create a company website for your group project.

• **Video Recording Software:** You will use a video recording program (i.e. Zoom, VoiceThread, PowerPoint, iMovie, etc.) for your final video group project submission.

**Errors in the Gradebook on OAKS**

Grades will be posted on OAKS. It is the student’s responsibility to ensure that all grades entered are correct. If I have made a mistake, you have **TWO (2) Weeks** from when the assignment/exam was graded to notify the instructor of the mistake. Failure to notify the instructor within this time frame may result in the recorded grade becoming permanent.

**Communication**

Communication will occur in multiple ways: Zoom (classes and/or office hours), OAKS announcements, OAKS content, OAKS gradebook, OAKS discussions, and CofC email. I may have hundreds of students to manage in any given semester, so please keep that in mind.

Before emailing me, please follow these steps:

1. Consult the class schedule and syllabus on OAKS.
2. Check OAKS for announcements and discussion board posts (Q&A, specific topics).
3. Confer with at least one classmate and/or members of your group.

**Email**
Most organizations are dependent on email for internal and external communications. The way you present yourself in emails says a lot about your work ethic and your priorities. Start practicing email etiquette now so that it will be second nature when you enter the workforce. I expect proper grammar and punctuation in your emails. Although I have been referred to as “approachable” and “easy going” at times, I am not your “BFF” on Snapchat. Please keep communication professional.

When corresponding with me, please:
- include the specific subject of your message in the subject line (i.e. “Week 3 Discussion Board question)
- include a respectful greeting (e.g., “Hello Professor Thompson”)
- fully sign your name
- use complete sentences
- proofread your email

I typically respond to email within 24 hours, although my response time may be a bit delayed if I am on assignment with a special project, traveling or during the weekends.

**Technical Difficulties**
If you have questions or problems related to the course, please follow the communication procedures noted above. 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 is 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.

**Laptop Requirement**
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.

**Recording of Classes (via Zoom)**
Class sessions will typically be recorded via voice and/or video recording. By attending and remaining in this class, the student consents to being recorded. Recorded class sessions are for instructional use only and may not be shared with anyone who is not enrolled in the class.
**Test, Exam and Quiz Proctoring**
Chapter Quizzes are not proctored. Chapter Quizzes are delivered on OAKS Quizzes and are open book. Quizzes are to be taken on your own at your own pace as a formative way to check your progress toward learning concepts.

Tests and the final exam are proctored by the instructor on Zoom with student video on and sound muted. Tests and the final exam are closed book, closed notes, closed phone, with no other browser windows or tabs open on your computer. Tests and the final exam are timed. Accommodations will be provided to SNAP students per the documented recommendations.

**Inclement Weather, Pandemic or Substantial Interruption of Instruction**
If in-person classes are suspended, faculty will announce to their students a detailed plan for a change in modality to ensure the continuity of learning.

**Academic Integrity**
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**
Any student eligible for and needing accommodations because of a disability is requested to speak with the professor during the first two weeks of class or as soon as the student has been approved for services so that reasonable accommodations can be arranged.

**Center for Student Learning**
The Center for Student Learning’s (CSL) academic support services aid in study strategies, speaking & writing skills, and course content. Services include 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.

**Academic Calendar**
Ensure that you are planning your semester around the latest published calendar that can be found at https://registrar.cofc.edu/calendars.

**Revision History**

<table>
<thead>
<tr>
<th>Date</th>
<th>Details</th>
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<tbody>
<tr>
<td>1/5/21</td>
<td>Initial release</td>
</tr>
<tr>
<td>1/13/21</td>
<td>Updates to extra credit opportunities for a total of 6% points based on pre-requisite of FIVE (5) GMetrix Practice Exams vs. TWO (2).</td>
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