Instructor: Nikhil Mehta, Ph.D.

Email: n_mehta@uncg.edu
(email is the best way to communicate with me)

Office: 439 Bryan Building

Class Times and Meeting Location: Tuesday and Thursday (2:00 pm – 3:15 pm)
Bryan 160

Office hours: Monday 2:00 pm to 4:00 pm
(And by appointment)

Phone: 336.334.4992

CATALOG DESCRIPTION
Fundamentals of information systems needed to achieve organizational, operational, informational, technological, managerial, and innovative functions are discussed. Evolving role of information systems in achieving and maintaining competitive advantage is evaluated.
Prerequisite: ISM 110 or equivalent

COURSE OBJECTIVES
Upon completion of this course, students should be able to:
1. Identify the roles that information systems play in organizations and describe how organizations use information systems in implementing competitive strategies;
2. Describe and distinguish among components of a firm’s value chain, application of information systems and innovation;
3. Explain and describe information technologies used by modern business organizations (TPS, databases, Networks, and telecom);
4. Explain the role of information technology in process and product innovation.
5. Explain and apply concepts related to managing people, processes and information systems in organizations;
6. Explain concepts related to managing information resources and innovation in a business enterprise;
7. Discuss examples of different website information architectures and explain the importance of usability and accessibility related to information systems;
8. Explain how IT supports business decisions including web analytics, dashboards, portals and Web 2.0 technologies;
9. Explain legal and ethical issues related to use of information systems in business organizations;

REQUIRED TEXTBOOKS, MATERIALS AND INFORMATION SYSTEMS

Required Text

Required Access to Pearson MyLab Portal
Simulations that supplement the textbook will be provided via MyLab. All quizzes, tests and final exam will be provided via Canvas.
You may purchase the required text and access code to MyLab from UNCG Bookstore (http://uncg.bncollege.com) or the Pearson Website. Here are your options:

   Note: This is the most cost effective option. This purchase includes eTextbook version of the required Textbook by Patricia Wallace (as shown above). Also includes access to MyLab as mentioned above. Includes NO hardcopy of the textbook.
3. Purchase direct through Pearson's WebSite with Credit Card/PayPal (no financial aid).

(Optional) If you need to have a hardcopy of the Textbook you can purchase one through the "print upgrade" option under the Course Home tab in MyLab.

iSpartan account (email)
Most communications will be done through email. You are expected to check your iSpartan email at least once daily. In your emails to the professor:
- Always state your name, your course number, and section number. You may not receive a response from the professor if this information is missing.
- Clearly state the issue you are facing or the information you need

The schedule of all course assignments is posted on Canvas. You can also use the schedule in this syllabus as a checklist to track your progress in the course.

Canvas Learning Management System
You should be familiar with Canvas because it will be used for communicating various issues about the course. Course materials and tests will be administered via Canvas. Course announcements and updates may be posted on Canvas. You are expected to check your UNCG email and Canvas every day.
Other information systems
Pearson MyLab, Dropbox, YouTube, Skype, Webex etc., may be used in the course if they help achieve the course objectives. You will be notified and provided download and installation instructions if you need them.

Important Information Regarding Technology:
● To access MyLab, Canvas and other systems, you should have a computer with a functioning and fast internet connection, know your usernames and passwords and be able to connect to and remain connected to the network, especially during the tests.
● Google Chrome is the preferred browser. Remember to disable the pop-up blocker.
● If you are facing any issue related to MyLab while working on simulations, contact Pearson customer support. If they are not able to resolve your issues, they will give you a ticket/reference number, which you will need for any accommodation related to a late/missed assignment.
● All technology, is prone to failure. To minimize missed assignments on MyLab/Canvas, start working on your assignments in a timely manner. This will reduce the chances of missing any assignments due to last-minute technology issues.

STATEMENT OF STUDENTS’ RIGHTS AND RESPONSIBILITIES
This syllabus is a contract. Your full understanding and acceptance of the following rights and responsibilities will lead to better learning. If you are in this class after week 1, I assume you have read, understood, and “signed” this contract.

You have the right to expect:
1. Your instructor to be prepared for each class.
2. Your instructor to teach all scheduled classes or arrange for a qualified substitute if it is necessary to miss class because of illness or University approved commitments.
3. Clear statements of course expectations, policies, testing and grading practices and student performance.
4. Your instructor to hold a reasonable number of office hours to discuss assignments or to assist you with course matters.
5. Your instructor to read and respond to student emails in a timely fashion – within 48 hours.
6. Knowledgeable assistance from your instructor regarding class assignments and course content.
7. Professional behaviors reflecting equitable treatment, ethical practices and respect for your rights.
8. Opportunities to challenge ideas and defend your beliefs in a professional manner.
9. To be challenged to grow both academically and professionally. This means the instructor may openly disagree with some responses or comments. Use such exchanges to grow intellectually.
10. Information regarding career opportunities related to ISM programs.
11. Your instructor to abide by University policies.
13. Adequate opportunity to appeal any perceived violations of the above rights.
You have specific responsibilities to:

1. Read your UNCG email at least once each 24 hours;
2. Attend every class session;
3. Read all posted announcements in the course management system;
4. Keep track of your class grades all the time and report any grading immediately;
5. Commit yourself to grow academically and professionally;
6. Plan your study and work schedule appropriately to allow sufficient time to do quality work in the course (Review “Suggested Academic Workload Guidelines” for the Bryan School of Business and Economics published in the UNCG Undergraduate Bulletin);
7. Complete all assignments in a professional manner;
8. Strictly adhere to the posted deadlines. Otherwise, accept the penalty based on the policies specified by the instructor;
9. Practice ethical behaviors and display respect for the rights of others;
10. Timely contact your instructor and discuss circumstances that may prevent you from achieving acceptable performance;
11. Understand and follow the school and course policies, including the UNCG Academic Integrity Policy (https://osrr.uncg.edu/academic-integrity/), and report observed violations of these policies.

ACADEMIC INTEGRITY POLICY
University students are expected to conduct themselves in accordance with the demands of academic honesty. A student is subject to penalty for academic misconduct, such as plagiarism. Discussing your assignments with other students can be a valuable learning opportunity. However, you are expected to do your own original work. All students are expected to follow the UNCG Academic Integrity Policy (https://osrr.uncg.edu/academic-integrity/) in completing coursework. I assume that by submitting your work in this course you conform to the Academic Integrity Policy. Any violations will result in charges.

DISABILITY SERVICES
If you have a learning or physical disability, please contact the UNCG Office of Disability Services in Suite 208 EUC. The Disability office will contact your instructor once your request is approved. You must make arrangements for special accommodations for each and every test in advance of the scheduled test date. Please provide your instructor at least a 48-hour notice when requesting testing accommodations.

INSTRUCTIONAL METHODOLOGY AND ASSESSMENT
This class will be based on lectures, readings, simulations, presentations, discussions, quizzes, and tests. Student performance will be assessed using quizzes, tests, exams, simulations, discussion board contributions, and possibly extra-credit assignments. Instruction is divided into 12 units (roughly corresponding to one chapter of the textbook) and extra materials on innovation. Most materials will be distributed and all tests and assignments will be collected electronically. Feel free to keep notes in any format convenient to you.
HOMEWORK ASSIGNMENTS: Simulations, Quizzes, and Case Study Discussion Board

ONLINE WEEKLY SIMULATIONS: In MYLAB
Textbook chapters come with an online simulation in MyLab. You are expected to complete the simulation on your computer after reading the chapter.

- **Most** simulations will become available in MyLab every Sunday midnight and will remain open until 11:59 pm next Sunday.
- If you are not satisfied with your simulation score, you can retake the simulation as many times during the week.
- Budget approximately 60-90 minutes to complete each simulation. Some simulations may take longer to complete.
- When you complete the simulation, it will generate a final report. You will need to:
  1. Save the final simulation report (PDF file) to your computer and also upload it to Canvas under the Assignment of the same name.
  2. See the “How to Save and Turn in Simulation Report” document on Canvas for more details.
  3. **DO NOT e-mail the results to the professor!**
  4. You will receive a zero grade for your simulation if the final report is not uploaded to the appropriate Assignment module on Canvas by the deadline.

Timely submission of reports is extremely important. (Refer to the late submission policy below).

ONLINE WEEKLY QUIZZES: ON CANVAS
After reading each chapter, you have to complete a quiz on Canvas.

- Quizzes typically become available on Canvas every Sunday midnight and will remain open until 11:59 pm next Sunday.
- If you are not satisfied with your score, you will have up to three attempts to retake the quiz. The highest score will count towards your grade. All attempts must be completed by the deadline specified in the course schedule.
- Quizzes are open notes, open book.

ONLINE WEEKLY CASE STUDY DISCUSSIONS: ON CANVAS

- You will work in a team (of 14 members each) on one case study discussion after each chapter. The case studies can be found in the text book and will be specified to you by the instructor.
- **At the end of each case study, there are a set of questions that you will discuss as a group on the Discussion Board allocated to each case study on Canvas.**
- The Discussion Board will be open for one week from Sunday midnight before each class. Each student must at least make one post AND respond to at least two other posts. Ensure that the discussion posts will be spread out throughout the week.
- First post MUST be made latest by **Wednesday midnight**. The participation of each student and their contribution in the form of quality posts will be considered for individual grading.

**Rubric** for the case study discussion board assignments is below:
<table>
<thead>
<tr>
<th>Criteria</th>
<th>Poor (2points)</th>
<th>Fair (3points)</th>
<th>Good (4points)</th>
<th>Excellent (5points)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Original message</strong></td>
<td>Demonstrates very little understanding of the reading material.</td>
<td>Some effort is made in a way such as to encourage others to respond</td>
<td>Addresses all discussion questions and demonstrates a thorough understanding of the course content.</td>
<td>Substantiates with examples from reading material and other sources.</td>
</tr>
<tr>
<td><strong>Follow up response</strong></td>
<td>Posts shallow contribution to discussion (E.g., 'I agree', 'I disagree', 'That is true' etc.) Does not enrich discussion</td>
<td>Responses relevant to posting but fails to support position.</td>
<td>Elaborates on existing post with further comment or observation.</td>
<td>Demonstrates analysis of others' postings, extends meaningful discussion by building on previous posts.</td>
</tr>
<tr>
<td><strong>Overall Contribution</strong></td>
<td>Posts do not meet timeline requirements. Posts are uninteresting and too brief to meet the standards of an insightful discussion.</td>
<td>Posts are timely. Posting is interesting but lacking in insight and depth. Some effort is made to encourage responses from others.</td>
<td>Posts are timely. Posting is insightful, thorough and interesting. A serious effort is made to frame a discussion post to encourage responses from others.</td>
<td>Posts are timely. Posting is insightful, thorough and interesting. A serious effort is made to frame a discussion post to encourage responses from others. Generates new ideas and avenues for discussion.</td>
</tr>
<tr>
<td><strong>Mechanics</strong></td>
<td>Posts are inadequate. More than two grammar or spelling errors.</td>
<td>Posts are adequate. Maximum of two grammar or spelling errors.</td>
<td>Posts are adequate. Maximum of one grammar or spelling error.</td>
<td>Posts are highly refined and there are no grammar and spelling errors.</td>
</tr>
</tbody>
</table>
Late Submission Policy for Quizzes/Simulations
In general, late submissions are not accepted. Specifically,
● Late submission of any quiz is not accepted by the Canvas system. Also, there is no extension of any quiz unless there are extenuating circumstances.
● In case of extraordinary circumstances (inclement weather, health and family emergencies, military service, etc.), your late or missing assignments must be justified with documented proof.

TESTS & FINAL EXAM
● All tests and the final exam will be administered in the classroom. They will be delivered online on Canvas. Google Chrome is the preferred browser to take the tests and the final exam.
● **It is your responsibility to test your laptop’s Internet connectivity to UNCG’s wi-fi network beforehand.**
● Tests must be taken on the days scheduled. All tests are open notes, open book, but are strictly time limited and need to be taken in a single attempt.
● Other than the textbook and your own personal notes, you are not permitted to consult any other materials including any material on the Internet. If you do that, you will be compromising UNCG’s Academic Integrity Policy (https://osrr.uncg.edu/academic-integrity/), and will result in charges against you.
● If you are registered with the office of Disability Services and need special testing accommodations, please let me know as soon as possible.

OTHER IMPORTANT REQUIREMENTS:
● To be an active participant in the class, you must attend class regularly. The instructor reserves the right to drop a student’s final grade one letter below, if the student has more than 4 unexcused absences in the semester.
● This is a hybrid course with a mix of face-to-face and online learning components. Typically, we will meet face-to-face in the classroom on Tuesdays, and you will use Thursday’s class session to work on your online case study discussion, online simulation, and online quiz.
● Non-class use of laptops, phones and tablets is prohibited and is a distraction for you and those around you. You may be given a warning if the instructor notices inappropriate use of technology in the classroom. The instructor reserves the right to penalize you if you continue any unapproved use of technology-enabled devices during class meetings after a warning. Penalties may include grade deductions or dismissal from the course.
● The instructor should be notified in advance if you have to miss a class. You are responsible for learning the missed materials, but the instructor will help you stay on track.
# PERFORMANCE EVALUATION / GRADING

<table>
<thead>
<tr>
<th>Requirements</th>
<th>Number of submissions</th>
<th>Questions per test</th>
<th>Points per Question</th>
<th>Points per test</th>
<th>Duration per test</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Online Weekly Quizzes</td>
<td>12 quizzes</td>
<td>20</td>
<td>1</td>
<td>20</td>
<td>60 mins</td>
<td>240</td>
</tr>
<tr>
<td>Online Weekly Simulations</td>
<td>9 simulations</td>
<td></td>
<td></td>
<td>10</td>
<td>1 week</td>
<td>90</td>
</tr>
<tr>
<td>3-Tests</td>
<td>3 tests</td>
<td>50</td>
<td>1</td>
<td>50</td>
<td>75 mins</td>
<td>150</td>
</tr>
<tr>
<td>Online Weekly Discussions</td>
<td>11 case studies</td>
<td></td>
<td></td>
<td>20</td>
<td>1 week</td>
<td>220</td>
</tr>
<tr>
<td>Final exam</td>
<td>1 exam</td>
<td>100</td>
<td>3</td>
<td>300</td>
<td>150 mins</td>
<td>300</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td><strong>1000</strong></td>
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Your letter grade will be based on the following distribution: Grades are truncated, not rounded.

<table>
<thead>
<tr>
<th>Points</th>
<th>Grade</th>
<th>Points</th>
<th>Grade</th>
<th>Points</th>
<th>Grade</th>
<th>Points</th>
<th>Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>880-899</td>
<td>B+</td>
<td>780-799</td>
<td>C+</td>
<td>680-699</td>
<td>D+</td>
<td>930-1000</td>
<td>A</td>
</tr>
<tr>
<td>900-929</td>
<td>A–</td>
<td>800-829</td>
<td>B–</td>
<td>700-729</td>
<td>C–</td>
<td>600-629</td>
<td>D–</td>
</tr>
</tbody>
</table>

This document is subject to change at professor’s discretion. Students will be notified of any changes.