

**The University of North Carolina at Greensboro  
Bryan School of Business and Economics  
Department of Information Systems and Supply Chain Management**

**ISM 280-04 Information Systems in Organizations Spring 2020**

<b>Instructor</b>	Ms. Wei Xie
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<b>Office</b>	Bryan Building 235D
<b>Class Times</b>	Tuesdays (5:30PM – 6:45PM)
<b>Meeting Location</b>	WebEx on CANVAS
<b>Office hours</b>	By appointment

**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, LANS 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;
10. Explain several Enterprise Systems including: Finance, Human Resources, Supply Chain, Customer Relations and Enterprise Resource Management.

## REQUIRED TEXTBOOK AND MATERIALS

### Required Text

Wallace, P. (2018). *Introduction to Information Systems. 3<sup>rd</sup> Edition*. Pearson. See below for what you need to purchase.

### Required Access to Pearson MyLab Portal

Simulations and excel projects 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:

1. eText + MyLab: ISBN- 9780134658094 (Available Through UNCG Bookstore - Correct code not guaranteed through 3rd party vendors)  
*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.*
2. Hardcopy + eText + MyLab: ISBN-13: 9780134746012 (Available through UNCG Bookstore - Correct code not guaranteed through 3rd party vendors)
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" under purchase option on the Course Home (once you are in MyLab, you will need to click on the "Course Home" tab one more time to be able to see the "Purchase Options").

The screenshot shows the MyLab MIS interface for the course ISM280-04 Spring 2020. The user is logged in as 'Hi, Wei'. The left sidebar contains a 'Main Menu' with options: 'Course Home', 'Purchase Options', and 'Calendar'. The 'Purchase Options' link is highlighted with a red box. The main content area displays 'Purchase Options' with a 'Manage View' dropdown. Below this, it states: 'If you purchased access to this course online, you may be interested in these additional offers:'. A red box highlights the 'Purchase a Print Upgrade' section, which includes the text: 'If you have purchased your mylab access code standalone this link gives you the opportunity to purchase the full textbook print upgrade at a discounted rate at [myPearsonStore.com](http://myPearsonStore.com).'

## ADDITIONAL REQUIREMENTS

- **Microsoft Excel**

Full desktop versions of the Microsoft Office Suite are available to UNCG students to download and install. Click here: <https://qr.go.page.link/WZfzG> for the download webpage. With the new version, you should be able to access all the features required for your Excel projects in ISM 280. You cannot work on Excel projects using Google Sheets or any cloud-based software.

- **Web-browsers**

Chrome (preferred), Firefox or Safari -- **do not use Internet Explorer.**

- **Canvas Class 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.

- **Backup Files**

Do not use Google Drive to back up your MyLab files. Google Drive compresses files which will remove embedded information resulting in MyLab grading errors.

- **Laptop**

We will be working on Excel projects in the class for which a laptop is necessary. It is also necessary for taking the tests in class. You **must not** use Chromebooks or Tablets.

### **iSPARTAN ACCOUNT (EMAIL)**

Most communication will be done through email. You are expected to check your iSpartan email *at least once daily.*

Email communication between student and faculty is considered professional-correspondence. Therefore, students are required to adhere to professional email format for every email sent to their professor/instructor or other UNCG related emails.

If you contact me via email, you must follow these guidelines:

**UNCG email:** use only your UNCG email when emailing your instructor.

**SUBJECT LINE:** the subject line *must* include your course# and section# in the subject of the email.

\* example: ISM-280-04 Excel 1b

**EMAIL BODY:** clearly state your problem and include the name of the related assignment. Use proper grammar, spelling and paragraph structure. Check your email for spelling errors before sending.

**SCREEN SHOT OF IMAGE:** include a screen shot of the issue -- *do not send an image or picture taken with a cellphone. Cellphone images are not clear enough to diagnose the problem.*

Use the Snipping Tool application or [Print Scr] and attach the screen-shot to your email.

**SIGNATURE:** include your full name as it appears in Canvas.

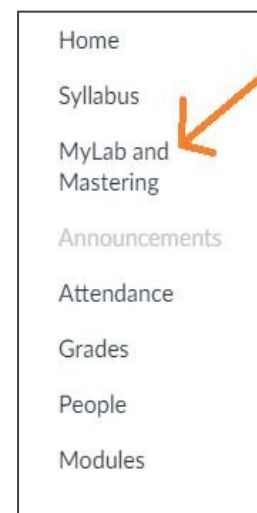
**RESPONSE TIME:** you should not expect an immediate response from the instructor. Please keep in mind that in addition to classroom hours, all faculty have additional obligations throughout the day and we will respond to your email as quickly as possible.

### **MYITLAB INFORMATION \* VERY IMPORTANT!**

**\*~\* ACCESS MYITLAB THROUGH OUR CANVAS COURSE \*~\***

- **LOGIN TO CANVAS** – select your ISM-280 course

- On the left panel, click the link for “MyLab and Mastering”.
- NAME - **When you create your account in Pearson, enter your name exactly as it appears in Canvas.** This will prevent mistakes when transferring grades between MyITLab and Canvas. Students who register in MyITLab (Pearson) with a name different than their name in Canvas will experience delays regarding grades. Students will be required to edit their name in MyITLab (Pearson) to match their name in Canvas.
- EMAIL – use your college email address ( @uncg.edu) – I will respond only to emails from @uncg.edu.
- MyITLab ACCESS-CARD – is available at the UNCG bookstore or directly through Pearson on the first day of class when you register in MyITLab.
- Purchase the full access which includes the electronic text-books.
- It is recommended that you do not purchase a MyITLab Access-Card from other online book and text-book dealers because some of these codes have been reported invalid. These codes cannot be supported by Pearson.
- **TECHNICAL ISSUE:** if you have any technical issues with MyITLab, FIRST, discuss it with your Study-Group and refer to the resources I have provided in this course. Most often, technical difficulties are simply user-error as you are learning how to use MyITLab. If the issue cannot be resolved, you may contact Pearson technical support at **844-292-7016** [Use this phone # because it is specifically for MyITLab].



## 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.
12. Fairness and clarity in evaluation of your performance.
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.

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.

### **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 disciplinary action.

## **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, simulations, Excel projects, and possibly extra-credit assignments. This is a paperless class – most materials will be distributed on CANVAS. All tests and assignments will be collected electronically. Feel free to keep notes in any format convenient to you.

## HOMEWORK ASSIGNMENTS: Simulations, Quizzes & Excel Projects

### ONLINE SIMULATIONS:

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 as** you wish to during the week. If you retake a simulation, you must do so from the **assignment page, NOT the results page**. Otherwise, MyLab will assign you a zero score for the assignment.
- Budget approximately 60-90 minutes to complete each simulation. You DO NOT have to answer the questions in the end. Some simulations may take longer to complete.
- Please see the “**How Simulations are Graded**” document on Canvas for more information.
- 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.**
  2. **If your simulation score is not correctly recorded on MyLab or Canvas, you should be able to provide the saved PDF report as evidence of your correct score. Otherwise, the score as recorded on Canvas will be considered final.**
  3. **See the “How to Save and Turn in Simulation Report” document on Canvas for more details.**
  4. **DO NOT e-mail the results to the instructor!**

### CHAPTER QUIZZES:

After reading each chapter, you have to complete a quiz on Canvas.

- You will have a week to take a chapter quiz.
- 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.

### EXCEL PROJECTS:

- There will be 12 graded Excel projects as assignments.
- Excel projects must be downloaded from MyLab, worked upon on your computer, and the final files are to be uploaded back on to MyLab to be graded.
- You will be given at least a week to complete and upload Excel projects. You can make as **many attempts** as you wish if you are not satisfied with the results. MyLab will provide you with feedbacks on your submissions.

### Late Submission Policy for Quizzes/Simulations

In general, late submissions are not accepted. **NOTE:**

- 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.
- MyLab DOES NOT allow late submissions of Excel projects or simulations.
- In case of extraordinary circumstances (inclement weather, family emergencies, etc.), your late or missing assignments must be justified with documented proof.

## TESTS & FINAL EXAM

- All tests 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**.
- There will most likely be a **window of 48 hours** in which you can take the tests. However, once begun, you will **only have 75 minutes to complete and submit the test**.
- 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 it will result in disciplinary action 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.
- Three tests cover chapters 1-3, 4-6, and 7-9 respectively.

## ATTENDANCE POLICY

- There will be one weekly WebEx sessions to cover the course content.
- Although it is not mandatory, it is encouraged that you attend the class meetings via WebEx. This will allow for better understanding of the class which in turn will help with scoring higher grades, especially for the Excel projects.
- If you miss a WebEx session, you are responsible for learning the missed materials. Each WebEx session will be recorded and uploaded for your learning.

## PERFORMANCE EVALUATION / GRADING

Requirements	Weightage	Number of submissions	Qs per test	Points per Question	Points per test	Duration per test	Points
Quizzes	20	10 quizzes	20	1	20	30 mins	200
Simulations	9	9 simulations			10		90
3-Tests	26	3 tests	40+40+50	2	80+80+100	75 mins	260
Excel CW	15	6 Projects			25		150
Excel HW	30	6 Projects			50		300
<b>TOTAL</b>	<b>100</b>						<b>1000</b>

Your letter grade will be based on the following distribution: Grades are truncated, not rounded.

Points	Grade	Points	Grade	Points	Grade	Points	Grade
980-1000	A	880-899	B+	780-799	C+	680-699	D+
930-979	A	830-879	B	730-779	C	630-679	D
900-929	A-	800-829	B-	700-729	C-	600-629	D-
						< 600	F

### COURSE SCHEDULE (Tentative and subject to changes)

Week	Date	Day	Time	Details
1	14 - Jan	Tuesday	5:30-6:45PM	Syllabus overview + Chapter 1
	19 - Jan	Sunday	by 11:59PM	-
2	21 - Jan	Tuesday	5:30-6:45PM	Chapter 2 + Excel 1a
	26 - Jan	Sunday	by 11:59PM	Quiz#1 + Sim#1 due
3	28 - Jan	Tuesday	5:30-6:45PM	Chapter 3
	02 - Feb	Sunday	by 11:59PM	Quiz#2 + Sim#2 due
4	04 - Feb	Tuesday	5:30-6:45PM	Excel 2a
	09 - Feb	Sunday	by 11:59PM	Quiz#3 + Sim#3 + Excel#1 due
5	11 - Feb	Tuesday	by 11:59PM	<b>TEST 1 due</b>
	16 - Feb	Sunday	by 11:59PM	Excel#2 due
6	18 - Feb	Tuesday	5:30-6:45PM	Chapter 4 + Excel 3a
	23 - Feb	Sunday	by 11:59PM	Quiz#4 + Sim#4 due
7	25 - Feb	Tuesday	5:30-6:45PM	Chapter 5
	01 - Mar	Sunday	by 11:59PM	Quiz#5 + Excel#3 due
	03 - Mar	Tuesday		<b>Spring Break, No classes</b>
	08 - Mar	Sunday		<b>Spring Break, No classes</b>
8	10 - Mar	Tuesday	5:30-6:45PM	Chapter 6 + Excel 4a
	15 - Mar	Sunday	by 11:59PM	Quiz#6 + Sim#6 due
9	17 - Mar	Tuesday	5:30-6:45PM	<b>TEST 2 due</b>
	22 - Mar	Sunday	by 11:59PM	Excel#4 due
10	24 - Mar	Tuesday	5:30-6:45PM	Chapter 7
	29 - Mar	Sunday	by 11:59PM	Quiz#7 + Sim#7 due
11	31 - Mar	Tuesday	5:30-6:45PM	Chapter 8 + Excel 5a
	05 - Apr	Sunday	by 11:59PM	Quiz#8 + Sim#8 due
12	07 - Apr	Tuesday	5:30-6:45PM	Excel 5a

	12 - Apr	Sunday	by 11:59PM	Excel#5 due
13	14 - Apr	Tuesday	5:30-6:45PM	Chapter 9 + Excel 6a
	19 - Apr	Sunday	by 11:59PM	Quiz#9 + Sim#9 due
14	21 - Apr	Tuesday	5:30-6:45PM	Chapter 10
	26 - Apr	Sunday	by 11:59PM	Quiz#10 + Sim#10 + Excel#6 due
15	28 - Apr	Tuesday	5:30-6:45PM	<b>TEST 3 due</b>
	30 - Apr	Thursday	by 11:59PM	Reading Day – No classes