

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

**ISM 110 - Business Computing I
Sections 16 & 17 (online)**

Instructor	Mr. David Coss
E-mail	dlcoss@uncg.edu (see "Proper email format" before emailing me)
Course website	Canvas LMS https://uncg.instructure.com/
Course schedule	See your Canvas course for the schedule
Course Start Date	Tuesday, August 20, 2019
Last to WD	Friday, October 11, 2019 Last day to withdraw from a course without incurring a WF grade (withdraw failing)
Fall Break	October 14 and October 15, 2019 *~* Classes resume Wednesday October 16, at 8:00 AM
FINAL EXAM	Monday, December 2, 2019
Course End Date	Tuesday, December 3, 2019
Reading Day	Thursday, December 5, 2019

Required Textbook and Supplies

MyITLab access + e-Textbooks – The bundled package is available at the bookstore or directly thru Pearson during your first class period.

Students may wait until the first day of class to purchase their access code.

MyLab IT with Pearson eText -- Instant Access -- for Exploring 2019 with Technology In Action, 16/E, by Alan Evans, Kendall Martin, Mary Anne Poatsy. Prentice Hall, 2019.

- You may purchase your “MyLab and Mastering” access code thru the UNCG bookstore or directly thru Pearson -- “MyLab and Mastering” -- when you are registering for this course.

- ** Do Not Purchase an Access-Code thru 3rd-party vendors, a number of access codes purchased thru other companies have been invalid.
- Optional: You may purchase a paper textbook from Pearson (Office 2019 textbook is non-bounded, loose-leaf paper)

Software And Hardware Requirements

- Cellphone, Tablets, & Notebooks do not have enough processing-power to complete the assignments for this course. These devices have scaled-down versions of the MS Office Suite which lack the required commands and functions to complete the assignments.
- Microsoft Office 2019 Suite (Word, Excel and PowerPoint)
- Web-browsers: Chrome (preferred), Firefox or Safari ** Do not use Internet Explorer **
- Adobe Acrobat Reader
- FILE STORAGE --
 - **Do not use Google Drive to backup your MyITLab files. Google Drive compresses files which will remove embedded information resulting in MyITLab grading errors.
 - OneDrive - signin using your uncg email account
 - Box, Dropbox, UNCG-S:\ drive, or other cloud services.
 - flash drive - at least 8G - to backup your assignment files.

Additional Requirements

- UNCG username and password are required for students to access:
 - UNCG email
 - OneDrive
 - Canvas and MyITLab
 - Computers in UNCG computer labs and classrooms
- Internet connection that is high-speed, high-bandwidth, dependable and reliable.
- Due-date and due-time extensions **are not** granted for computer, technology, or connectivity issues.

Course Description (as in UNCG Catalog)

Develops skills using microcomputer applications including electronic mail, word processing, graphics, spreadsheets, and network functions. ([UNCG Undergraduate Catalog](#))

Relationship to Other Coursework

In today's highly competitive job market, every college graduate needs computer proficiency. ISM 110 introduces the student to fundamental microcomputer and Internet tools that firms use to function effectively. The objectives of this course are to provide the student with a general

understanding of computer systems and to develop some basic competencies with common business software applications. These competencies will include:

- Understand microcomputer terminology and operations,
- Use electronic mail, understand Internet concepts, and implement effective online searches,
- Employ the Windows operating system,
- Productively use microcomputer software for word processing, business graphics, and electronic spreadsheets.

Instructional Methodology

E-textbook (electronic textbook), MyITLab skill-based training, end of chapter (EoC) quizzes, simulations, grader projects/activities, group projects*, and exams.

*Group Project details are found in Canvas.

~* MyITLab Information * very important! *~

Access MyITLab through our Canvas course

- **LOGIN TO CANVAS -- select your ISM-110 course**
- **On the left panel, and click the link for “MyLab and Mastering” found on the left-side.**
- **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. In some cases, 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 thru 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.
- **TEXT BOOK** - You may purchase a paper or hard-copy textbook from Pearson, though this is optional and is not required. (Office 2019 textbook is non-bounded, loose-leaf paper)

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 learn 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.

Objectives

Topics	Concepts Covered
Windows OS	Understand the Windows 10 Interface; Manage and Use the Desktop and Components; Use Windows 10 Search Features; Use File Explorer; Select, Copy, Move Multiple Files and Folders; Compress Files and Folders; Work with Security Settings and Software; Work with Administrative Tools.
Internet	Access The Internet and Look Up Information on the UNCG Home Page, the Course Website and Elsewhere; Save Information To a File; Understand and Apply Copyright Law; Understand Computer Networking; Understand Internet Security.
Securing your System	Cybercrime and Identity Theft; Protecting Yourself from Computer Viruses; Protecting Digital Assets from Hackers; Managing Online Annoyances; Keeping Your Data Safe; Protecting Your Physical Computing Assets.
System Software	Operating System Fundamentals; What the Operating System Does; The Boot Process: Starting Your Computer; The Windows Interface; Organizing Your Computer: File Management; Utility Programs.
E-mail and Internet Collaboration Tools	Use i-Spartan and the Course website to Send and Read E-mail; Attach Files to E-mail; Open and Save Attachments Sent to You; Understand and Use CC, BCC, and Forward; Create Use Mail Folders; Use Office OneDrive, Box, Google Docs and Dropbox.
Microsoft Word 2019	Introduction to Word Processing; Document Organization; Document Settings and Properties; Text and Paragraph Formatting, Document Appearance; Objects; Tables; Advanced Table Features; Mail Merge; Research paper Basics; Document Tracking; Online Document Collaboration.
Microsoft Excel 2019	Introduction to Spreadsheets; Mathematical Operations & Formulas; Worksheet Structure and Clipboard Tasks; Worksheet Formatting; Worksheets; Page Setup; and Printing; Formula Basics; functions Basics; Logical, Lookup, and Financial Functions; Chart Basics; Chart Elements; Chart Design and Sparklines; Large Datasets; Excel Tables; Table Manipulation; Table Aggregation and Conditional Formatting.
Microsoft PowerPoint 2019	Work with PowerPoint; Presentation Creation; Presentation Enhancement; Navigation and Printing; Templates; Outlines; Data Imports; Design.

Performance Evaluation and Grading

Points are earned for all activities, assignments, assessments and participation. Your course grade is calculated using the following grading scale based on total possible points = 1,000.

Your Final Course Grade is the sum of your MyITLab grade and extra-credit points in Canvas, less attendance (absent and tardy).

Rounding: Final Course Grades *are not rounded*. 829 points = B- and will not be rounded to 830 points.

GRADE	Points	Percentage
A	950 - 1000	95.0% - 100%
A-	900 - 949	90.0% - 94.9%
B+	870 - 899	87.0% - 89.9%
B	830 - 869	83.0% - 86.9%
B-	800 - 829	80.0% - 82.9%
C+	770 - 799	77.0% - 79.9%
C	730 - 769	73.0% - 76.9%
C-	700 - 729	70.0% - 72.9%
D+	670 - 699	67.0% - 69.9%
D	630 - 669	63.0% - 66.9%
D-	600 - 629	60.0% - 62.9%

F	< 600	< 60.0%
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Grading Categories

Topic Categories	Points	Percentage
Technology in Action -- Chapters 3, 5, 7, 9 (Getting Started, Orientation, Windows, Internet, Networking, Securing, Software)	100	10%
Microsoft Word -- Chapters 1, 2, 5	100	10%
Microsoft PowerPoint -- Chapters 1 & 2	100	10%
Microsoft Excel -- Chapters 1, 2, 3, 4, 5	300	30%
Exams (4) -- Word Unit Exam, Midterm Exam/Project, Excel Unit Exam, Final Exam	400	40%
<i>Total (possible points)</i>	1,000	100%

Final Course Grade - Posted

Your Final Course Grade will be posted in Canvas after all Final Exams are completed for this course-section and you will be notified when final course grades are ready. You are responsible for verifying your final course grade in Canvas before the specified date after which course-grades are posted in UNC-Genie. Once your final course grade is posted in UNC-Genie, it will not be changed without documented evidence -- refer to the section "Dean of Students Office".

The ISSCM Department does not provide grades over the phone or via email.

Assignments, Activities, & Assessments

To be successful in this course, students should expect to spend 4 to 6 hours per week to complete your assignments on time. This is not a self-paced course and all activities due dates.

Some assignments are accepted late*, however penalty points are applied for each day beginning immediately at the due-time.

EXPLANATION: If the due-time in MyITLab shows 9:00PM, your assignment is due before the clock changes to 9:00PM. If you submit at exactly 9:00PM, your submission is late and penalties will apply. In some cases, your assignment will not be accepted.

Complete all assignments regardless if they are late, keeping in mind that earning just a few points is much better than 0-points.

- * Some assignments (Exams, Unit Exams) are not be accepted late. Make-up Exams are not given.
- * Late submissions: **3%** penalty applies for each day. The penalty begins immediately, see "EXPLANATION" above.
- * Accepting any late submission is entirely at the discretion of the professor/instructor. The professor/instructor reserves the right to decline acceptance of any late submissions.

Plan for unexpected life-events; do not procrastinate, work ahead!

Expect the Internet to crash, the labs to be overcrowded, your computer to crash, or your car's battery to die the night before an assignment or major exam is due. Be prepared by completing your homework before the due-date.

You are expected to meet commitments in this course which will prepare you for meeting commitments in the workplace. Failing to meet your commitments in this course and in the workplace will carry meaningful consequences.

You may improve your score by correcting and resubmitting your assignment. Because the learning in this class is cumulative, you must complete all assignments, including any you missed (past due assignments) in order to develop the skills needed in subsequent chapters.

This is not a self-paced course and all activities have specific due dates.

Activities, assignments, and assessments have specific due dates that students are required to meet. All activities, assignments and assessments must be completed before the specified due date or penalties will apply. If you work ahead by completing your assignments well before the due date, you will avoid submitting assignments late due to emergencies or technical problems.

~ Due-date and due-time extensions **are not** granted for computer, technology, or connectivity issues. *~*

Students are required to login to Canvas, MyITLab, and check their UNCG-email on a daily basis.

Your assignments, activities, and tests are found in MyITLab*. Students must have a reliable internet connection, and know your username and password for Canvas and UNCG email.

*The Midterm Exam/Project is found in Canvas.

EXAMS: Capstone Unit Exams, Midterm & Final Exams

All Exams in MyITLab: 1-attempt and students *may not* review their results. Most exam grades are hidden until 24-hours after the close date and time.

Capstone Unit Exams (Word & Excel) are Grader Project format.

Final Exam is objective-based, question and answer format.

Midterm Project: Student Study Group Project -- details are found in Canvas

Exams are timed and students are responsible for submitting their exam *before* the time expires.

All Exams are delivered through MyITLab and late submissions are not accepted. If you must miss an EXAM, notify your professor/instructor immediately, however it is unlikely that a makeup EXAM will be offered. EXAMS close on the due-date at the due-time. (*Midterm Exam/Project is found in Canvas.)

Extensions *might* be granted for extenuating circumstances: Jury Duty, Military Duty, death of a family member. However, as Jury Duty and Military Duty are known in advance, the student has the opportunity to complete the required work before reporting for Jury Duty or Military Duty. In the event of missed EXAM due to a death in the family, contact your professor/instructor as soon as possible. *** Proof of circumstance is required -- refer to the section "Students First Office" in this syllabus.

Manage your time, plan your schedule and work ahead whenever possible.

You will need 4 to 6 hours each week to complete the homework!

Be an Active Learner!

If you want to succeed in this course, you must be an active learner!

Learning is an active process; you must work thru the course material to master this class. Complete each assignment more than once - practice, PRACTICE, practice - it is the only way to become proficient with any new skill.

1. Login every day and complete your assignments.
2. Stay current with your assignments, work in MyITLab for 2-hours each day -- don't get behind!
3. You are expected to spend **4-6 hours each week** to complete the required assignments.
4. Pay attention to what you are reading and doing.
5. Take notes: if something is a bit complicated, write it down, think about it.
6. Ask questions in class and with your study group.
7. Contact your study group frequently, at least twice per week.
8. Work all assignments repeatedly (if applicable) until you earn 100%. Repeat again.

9. Keep up with the assigned readings and work for the course – do not to get behind!
10. You will have multiple assignments with multiple due dates every week for the entire course.
11. You may work ahead except for Exams.

Academic Integrity Policies

University students must conduct themselves in accordance with the highest standards of academic integrity. Academic misconduct includes all forms of cheating, such as illicit possession of examinations or examination materials, forgery, plagiarism and sharing completed files. Students will not make, borrow, or “share” copies of their assignments or files with other students.

PLAGIARISM is presenting as one’s own work, that work which is, in whole or in part, the work of another person or persons without giving proper credit to the appropriate source. This includes submitting work done by another, as one’s own work. Helping one another is allowed and encouraged, however copying, even electronically, is cheating. This practice is against the UNCG Honor Code and defeats the purpose of this course. No credit will be received for shared work, and other penalties may be imposed. UNCG’s Academic Integrity Policy (AIP) can be downloaded at <https://osrr.uncg.edu/academic-integrity/>

MyITLab Integrity Violation - zero tolerance policy

An Integrity Violation is the result of students:

- sharing Grader Project files, or
- submitting another student's file as their own, or
- copying/pasting content from and to Grader Project files.

Each of these is an act of **Plagiarism** and **Cheating**. <https://osrr.uncg.edu/academic-integrity/violations-and-sanctions/cheating/>

Sharing (sending via email or any electronic format) your completed grader project (file) to another student for any reason is consider cheating. If your file or any part of your file is submitted in MyITLab by another student, resulting in an Integrity Violation, all parties involved will receive the following:

1. 0-points for Grader Project
2. Blocked from resubmitting the Grader Project
3. Written explanation via email (sent to students individually)
4. Documentation in Starfish

1st Offense: Involved students will receive 0-points for the assignment and the violation will be documented in Starfish Student records.

2nd Offense: In addition to the 1st Offense penalties, the Starfish Student records will be sent to the student's advisor, to the department head and other departments listed in Starfish.

3rd Offense: In addition to the 1st and 2nd Offense penalties, Formal Disciplinary Action will be taken and the student will receive an "F" for their final course grade.

Office of Student Rights and Responsibilities: <https://osrr.uncg.edu/academic-integrity/>

Oral and Written Communication Content - iSpartan email

All students are assigned a UNCG (iSpartan) email-account. Students are required to use their iSpartan-email account when sending emails to their professor/instructor. Emails sent from a student's personal accounts may not be answered for security reasons. Emails sent to the professor/instructor's personal email account will not be answered.

Important information is posted on Canvas and MyITLab throughout the semester. You are required to check Canvas-Announcements, MyITLab-Notifications, and your UNCG-email every day.

Failing to read emails (or the announcement board) is not an acceptable excuse for missing critical information. Please read every email that you receive from your professor/instructor and other UNCG correspondence.

(also see the Canvas Module for Student Study Group Information)

Communicating via Email with your Professor/Instructor for ISM-110

PROFESSIONAL EMAIL FORMAT

Learning to use email properly is an objective of this course.

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.

You may refer to [WikiHow --- Write-a-Format-Email](#) for assistance with writing an email using professional format.

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

UNCG email: Use only your UNCG email when emailing your professor/instructor.

Subject line: the subject line must include your course# and section# in the subject of the email.
-- example: ISM-110-01 -- (you must include your course & section#)

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. Emails that contain multiple spelling and/or grammatical errors, will be returned to the sender to correct the errors.

SCREEN SHOT: Include a screen shot of the issue -- do not send an image or picture taken with a cellphone because cellphone images are not clear enough to diagnose the problem. Use the Snipping Tool application or [Print Scr]. Attach the screen-shot to your email.

Signature: include your full name as it appears in Canvas.

** If any of the above information is not included, I will return your email with the following statement: "Please refer to the course syllabus for the proper email format."

** If your email contains spelling and/or grammatical errors, I will return your email with the following statement: "Please refer to the course syllabus for the proper email format."

Response time: You should not expect an immediate response from me. Please keep in mind that all faculty have additional obligations throughout the day and we will respond to your email as quickly as possible.

- I will not respond to all emails, particularly emails with questions for which I have already provided the answer during class or in the Course Announcements.
- I will respond to your emails with 48-hours, if the email warrants my response.
 - I will respond during the following: Mondays thru Fridays, between 9:00AM and 4:00PM, excluding Holidays and school breaks.

Consider this: If you email me on a Friday at 1:00PM, allowing for the 48-hour response time, it could be Tuesday at 1:00PM before you receive a response.

Contact your study group if you need immediate assistance with an assignment.

All course-related questions are answered in the classroom, not thru email. Come to class prepared to ask questions about assignments, course content, or other issues related to our course.

Computer Labs & Personal Computers

Professors/instructors are not authorized to troubleshoot student's personal computers. Students may utilize the [Technology Support Center \(Forney 101\)](#) to resolve technical issues. Students may also use any of the available [computer labs](#) on campus: [SuperLab](#) located in Jackson Library or Bryan labs located in Bryan 209, 211 or 221.

MyITLab technical issues: contact MyITLab directly: **844-292-7016**

Microsoft Office 2019 is installed on computers in the Superlab and Bryan School computer labs. You must use your UNCG username and password to login to computers in all UNCG classrooms and computer-labs.

Due-date extensions will not be granted for computer, technical, or connectivity issues.

Disability Services (OARS)

If you have any type of learning or physical disability, please contact the UNCG Office of Accessibility Resources & Services (OARS) in Suite 208 EUC. You must register/petition with the UNCG Office of Disability Services for special considerations. When your request is approved, the OARS office will notify me directly. [OARS \(http://ods.uncg.edu/\)](http://ods.uncg.edu/)

Health and Wellness

Your health impacts your learning. Throughout your time in college, you may experience a range of health issues that can cause barriers to your learning. These might include physical ailments, illnesses, strained relationships, anxiety, high levels of stress, alcohol/drug problems, feeling down, or loss of motivation. Student Health Services and The Counseling Center can help with these or other issues you may be experiencing. You can learn about the free, confidential mental health services available on campus by calling 336-334-5874, visiting the website at <https://shs.uncg.edu/> or visiting the Anna M. Gove Student Health Center at 107 Gray Drive. Help is always available.

Academic Accommodations

The University of North Carolina at Greensboro respects and welcomes students of all backgrounds and abilities. If you feel you will encounter any barriers to full participation in this course due to the impact of a disability, please contact the Office of Accessibility Resources and Services (OARS). The OARS staff can meet with you to discuss the barriers you are experiencing and explain the eligibility process for establishing academic accommodations. You

can learn more about OARS by visiting their website at <https://ods.uncg.edu/> or by calling 336-334-544 or visiting them in Suite 215, EUC.

Dean of Students Office

When proof of circumstance is required, students are requested to work with Dean of Students Office (<https://sa.uncg.edu/dean/contact-us/>)

UNCG Academic Calendar

Check the website at <https://reg.uncg.edu/calendars>

Inclement Weather Policy

If UNCG is closed due to inclement weather, students are responsible for completing the assigned work. Due dates will not be extended except in extreme circumstances, in which case you will be notified by your professor/instructor.

Additional Information

Additional Information will also be provided throughout the semester via Canvas Course Announcements, MyITLab-Notifications and UNCG-email. Students are required to check Canvas-Announcements, MyITLab-Notifications, and your UNCG-email every day throughout the semester.

For specific due dates, see MyITLab - Assignment Calendar. Due dates are subject to change and students will be notified.

This marks the end of the ISM-110 2019FA Syllabus -- any changes henceforth, will be noted with the date of change and posted in Canvas - Announcements. (8/20/2019)
