

The University of North Carolina at Greensboro
Bryan School of Business and Economics
Department of Information Systems and Operations Management
ISM 110 - Business Computing I – Fall 2012
Web OnLine

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Office Hours:	M, W, F 10:00 – 10:50 am And by Appointment

Required Textbook and Supplies:

Exploring Office 2010 Custom + MyITLab+eText, Prentice Hall, 2010 ISBN 1-256-36540-8
Poatsy, Mulbery, Hulett, Krebs, Mast. This bundled package is available at the bookstore.

NOTE: (1) It may be economical to buy the bundled package as the cumulative cost of each might be more than the bundled package price. (2) If you bought just the paper textbook online without myitlab then you need purchase myitlab access code separately at this link <https://register.pearsoncmg.com/reg/include/consent.jsp?originalDest=/reg/buy/buy1.jsp?productID=71836>. This includes both myitlab access code and eText. The cost for purchasing myitlab is \$120.00. (3) You may choose to buy myitlab+eText only. (4) Do not purchase the Brief edition. It has only a few of the necessary chapters.

The class will use Windows operating system (Win7, XP, Vista) and Microsoft Office 2010. Window 7 and Office 2010 are available in the campus computer labs.

For Microsoft Office Professional

- Free 60 day trials are available from Microsoft at <http://office.microsoft.com/en-us/try> . Please remember that the semester lasts longer than 60 days.
- Microsoft's student store offers Microsoft Professional Academic 2010 and Windows 7 at discount rates for students, <http://www.microsoft.com/student/office/en-ca/default.aspx>
- JourneyEd.com offers discounted academic software including Microsoft Office Professional Academic 2010, <http://www.journeyed.com/>

Supplies: I suggest that you get a flash drive of at least 512MB. Flash drives are widely available at a nominal cost. Please create a folder with yourname and contact info so that someone can identify who the flash drive belongs to in case you misplace it.

Prerequisites:

2.0 GPA; Open to freshmen and other students seeking an introduction to computer usage.

Course Description (as in UG Catalog):

Develops skills using microcomputer applications including electronic mail, word processing, graphics, spreadsheets, and network functions.

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 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:

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

Objectives:

Topics	Concepts covered
Windows	Understand the desktop; Manage windows; Identify Windows accessories; Working with settings and software; Perform a search; Get help.
Internet	Access the Internet and look up information on the UNCG Home Page; the course website and elsewhere; Save information to a file; copy graphics to use in Microsoft applications; Understand and apply Copyright law.
e-mail	Use i-Spartan 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 and use mail folders.
Word	Understand how word processors work; Customize Word; Use features that improve readability; Check spelling and grammar; Display a document in different views; Prepare a document for distribution; Modify document properties; Apply font attributes through the Font dialog box; Control word wrap; Set off paragraphs with tabs, borders, lists, and columns; Apply paragraph formats; Understand styles; Create and modify styles; Format a graphical object; Insert symbols into a document; Insert comments in a document; Track changes in a document; Acknowledge a source; Create and modify footnotes and endnotes; Insert a table of contents and index; Add other reference tables; Create cross-references; Insert a table; Format a table; Sort and apply formulas to table data; Convert text to a table; Select a main document; Select or create recipients; Insert merge fields; Merge a main document and a data source.
Excel	Plan for effective workbook and worksheet design; Explore the Excel window; Enter and edit cell data; Use symbols and the order of precedence; Use Auto Fill; Display cell formulas; Manage worksheets; Manage columns and rows; Select, move, copy and paste; Apply alignment and font options; Apply number formats; Select page setup options; Print a worksheet; Use semi-selection to create a formula; Use relative, absolute, and mixed cell references in formulas; Avoid circular references; Insert a function; Total values with the SUM function; Insert basic statistical functions; Use data functions; Determine results with the IF function; Use lookup functions; Calculate payments with the PMT function; Create and maintain range names; Use range names in formulas; Decide which chart type to create; Create a chart; Change the chart type; Change the data source and structure; Apply a chart layout and a chart type; Move a chart; Print charts; Insert and customize a sparkline; Select and format chart elements; Customize chart labels; Format the axes and gridlines; Add a trendline; Freeze rows and columns; Print large datasets; Understand table design; Create a table; Apply a table style; Sort data; Filter data; Use structured references and a total row; Apply conditional formatting; Create a new rule; Sort and filter using conditional formatting
PowerPoint	Use PowerPoint views; Save as slide show; Plan a presentation; Assess presentation content; Use slide layouts; Apply themes; Review the presentation; Insert media objects; Add a table; Use animations and

	transitions; Insert a header or footer; Run and navigate a slide show; Print in PowerPoint; Create a presentation using a template; Modify a template; Create a presentation in Outline view, Modify an outline structure; Print an outline; Import an outline; Add existing content to a presentation; Use sections; Examine slide show design principles; Modify a theme
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Instructional Methodology:

Lectures, class demonstrations, tutorial-style lab assignments and Computer based training.

Performance Evaluation and Grading:

Grades in the course will be based on tests and lab assignments. The course grade will be calculated using the following weights:

Element	Points	Element	Points
Concepts Unit		Excel Unit	
Windows	30	Ch 1 Quiz	30
Internet/ecommerce	20	CH 1 Project	20
Concepts	40	Ch 2 Quiz	30
Concepts Unit Total	90	CH 2 Project A	20
Word Unit		CH 2 Project B	20
Ch 1 Quiz	30	Ch 3 Quiz	30
CH 1 Project	15	CH 3 Project	20
Ch 2 Quiz	30	Ch 4 Quiz	30
CH 2 Project	15	CH 4 Project A	20
Ch 3 Quiz	30	Unit Exam	120
CH 3 Project	15	Excel Unit Total	340
Ch 4 Quiz	30	PowerPoint Unit	
CH 4 Project	15	Ch 1 Quiz	10
Word Unit Exam	100	CH 1 Project	10
Word Unit Total	280	Ch 2 Quiz	10
		CH 2 Project	10
		Unit Exam	50
Midterm Concept Exam	100	PowerPoint Unit Total	90
		Final Concept Exam	100
Total Points		1,000	

The grade scale is based upon **percent of points** earned and is as follows:

> 98 = A+	93-97%=A	90-92%=A-	
87-89%=B+	83-86%=B	80-82%=B-	
77-79%=C+	73-76%=C	70-72%=C-	
67-69%=D+	63-66%=D	60-62%=D-	Below 60=F

Keep a record of all points possible and points **you earned** on each item. The Custom View of the myitlab gradebook lists the activity, i.e. Word 4 Quiz (30) and a number in parenthesis. The parenthetical number tells you how many possible points may be obtained from the activity. If you score perfectly, you would earn 30 points. This will make it easy for you to determine your exact grade status throughout the course. Add all the numbers in parenthesis to determine the total points to date in your course. Then add

your earned points. Divide your points by the total possible. **Focus on your total PERCENT of points earned rather than the letter grade on a specific item.**

Assignments:

Complete assignments on time. Each assignment is due NO LATER THAN THE SPECIFIED TIME. If you are more than five minutes late, your assignment is late and may not be accepted. The date stamp on electronic submissions will be considered to evaluate if an assignment is late. Expect the network to crash, the printers to run out of toner, the labs to be overcrowded and your car's battery to die the night before a major assignment is due. Plan for disasters. Do not procrastinate on the assignments. You are expected to meet commitments in this course in preparation for meeting commitments on the job. Failing to meet your commitments on the job and in this course carry meaningful consequence. Your Instructor may post an answer key on myitlab for some assignments. Proofread your work against the answer key. Learn to spot and correct your own errors.

The assignments vary in difficulty and therefore vary in point value.

There are no extra credit assignments. Note: Adjustments to the above assignments may be necessary. You will be notified of any changes to the assignments and the grade distributions.

Assignments are submitted in myitlab on the due date and time. Assignments submitted late will receive no credit. Because the learning in this class is cumulative, you will need to work past due assignments in order to develop the skills needed in subsequent chapters.

You may improve your score by correcting and resubmitting your assignment as long as the resubmission arrives prior to the due date. In the office, should you prepare a report and give a draft to your supervisor to read and the supervisor finds errors, you will need to correct your errors. This class also affords you the chance to find and correct your errors and improve your grade.

Tutoring:

The ISOM department will arrange for a common tutoring session for a fixed and limited number of hours during the week for ISM110. Students are encouraged to seek the tutor's help. The tutor will provide guidance and help clarify concepts but will not complete the assignments for you. Details regarding time and location will be on BB.

Tests:

Quizzes: The quizzes will use the myitlab software. The instructor reserves the right to offer unannounced quizzes. You are free to work ahead on the projects and quizzes to better accommodate your schedule.

Exams: If for any reason, you must miss a test, you must notify the instructor in advance and reschedule the test in advance of its scheduled date. No makeup examinations are offered for any reason. In the event of an acceptable excused absence, the weight of the missed test will be transferred to the final examination. Your test will be delivered using myITlab and you must have a functioning internet connection, know your usernames and passwords and be able to connect to and remain connected to the UNCG network.

Concept Exams: The exams will be delivered through myitlab software. Concept exams are timed. Students may not use their book or notes for concept tests.

Unit Exams: The tests will be delivered through the myitlab software. Skills tests are timed. Skill tests are designed to let students demonstrate their problem solving skills using the Microsoft applications. Students may use the course book, online help and notes for skill tests.

Posting Grades: The ISOM Department does not give grades over the phone or post them on doors. You can check your grades on Genie.

Oral and Written Communication Content:

Information Systems is a dynamic environment with constant attention to detail. Active study and discussions enhance the classroom learning. Effective written communication is stressed through the required lab assignments. Exams may include an essay question.

E-mail: Each student has been assigned a UNCG account. Students will be expected to activate their accounts and to learn to use electronic mail (iSpartan). Myitlab has a separate mail utility. The instructor probably reads her iSpartan email ten or more times in a day but check the myitlab email once a month or even more rarely. If you need a question answered, use her iSpartan e-mail address!

Technology Applications:

Technological advances in computing are addressed throughout the course.

Ethical Perspectives:

Computing is a tool employed to manage information during decision-making. The importance of ethical decisions will be addressed in many of the topics covered by the concepts and electronic discussions portions of the course.

Global Perspectives:

Globalization is a primary objective of the Bryan Business School. The Internet assignment and the PowerPoint activities include references to international issues. However, the discussion of globalization is beyond the scope of this course.

Attendance Policy:

This is an online class and we do not meet face to face.

UNCG rarely closes for inclement weather. The radio and TV stations will have the closing notification by 6:30 am. You may also call 334-5000 for a message related to weather closings. These messages are updated hourly.

Academic Integrity Policies:

University students 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, or plagiarism. 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, but 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 from <http://academicintegrity.uncg.edu/complete/>. Students may be quizzed on the AIP.

Please be aware that the myitlab software embeds metadata (data about data) tags in all downloaded materials and compares the submitted work with the downloaded work. If the metadata tags do not match, the software flags the submission as a possible integrity violation. The instructor will promptly begin the proceedings for an Academic Honors Panel. In the event another student is involved in the honor code violation (and, yes, the metadata tags will identify your coconspirator to the instructor), both students will receive the same penalty. The software will identify the co-conspirator even if that student is in a different class with a different teacher. ***“Borrowing a friend’s computer” and accidentally submitting your friend’s project file instead of your own is not an excuse. You and your friend will both receive grades of zero.*** Please read the Honor Code and follow it.

ISM110 Challenge Test:

If you feel that you have adequate knowledge of ISM110 material, you may take the challenge test to test out of the course. You obtain a Pass/Fail grade for this challenge test. There are two parts to the challenge test. You must pass the written part of the test first by scoring at least 75%. Once you pass the written part you can take the lab test which covers Word, Excel and PowerPoint. You must obtain 75% to pass the lab portion. You have to pass both parts to challenge out of the course. The cost for taking the challenge test is \$10. Please contact the ISM department office at 336 334 5666 (Bryan 479)

to arrange for the challenge test. The challenge test **must be** completed before the end of the initial drop/add period of the semester (the first week of the semester).

Disability Services:

If you have any type of learning or physical disability, please contact the UNCG Office of Disability Services in Suite 208 EUC. You must register/petition with them first. The Disability office will contact us once your request is approved.

Important Dates:

Check the website at <http://www.uncg.edu/reg/Calendar/>

Tentative Schedule:

A tentative schedule will be made available on myitlab. The schedule is tentative and is subject to changes by instructor. Please check the Myitab announcements for updates to the schedule.

Wk	Week Of:	Topic Covered	Reading Prior to Class	Work Due
1	Aug. 20	Getting Stared with ISM110	BB->Course Documents ->Introduction	
		Getting Stared with Myitlab	BB->Course Documents ->Myitlab	Wireless Connection Certificate, MyITLab Access Code
2	Aug. 27	Introduction to Windows OS		Run Installation Wizard and Home Computer Diagnostic Toolkit
		Introduction to Internet		Windows Quiz
3	Sept. 3	No Class Sept. 3 rd Labor Day Word Chapter 1	Word Chapter 1	Internet Quiz
		Word Projects 1		Word 1 Quiz
4	Sept. 10	Word Chapter 2	Word Chapter 2	Word Project 1
		Word Projects 2		Word 2 Quiz
5	Sept. 17	Word Chapter 3	Word Chapter 3	Word Project 2
		Word Projects 3		Word 3 Quiz
6	Sept. 24	Word Chapter 4	Word Chapter 4	Word Project 3
		Word Projects 4 Review for Word Unit Exam	Prepare for test	Word 4 Quiz
7	Oct. 1	Word Chapter 4 Review for Midterm Exams		Word Project 4
8	Oct. 8	Concepts Exam	Prepare for test	
	Oct. 10	Word Skills Exam		Excel Chapter 1
Have A Nice Fall Break! Oct. 15 & 16				
9	Oct. 15	Excel Chapter 1	Excel Chapter 1	
		Excel Project 1		Excel 1 Quiz & Excel Project 1
10	Oct. 22	Excel Chapter 2	Excel Chapter 2	Excel Projects 2A and 2B
		Excel Project 2		Excel 2 Quiz

11	Oct. 29	Excel Chapter 3	Excel Chapter 3	Excel Project 3
		Excel Project 3		Excel 3 Quiz
12	Nov. 5	Excel Chapter 4	Excel Chapter 4	Excel Project 4 & Excel Quiz
		PowerPoint Chapters 1	PowerPoint Chapters 1	
13	Nov. 12	PowerPoint Projects 1 and 2		PPT Quiz 1
	Nov. 14	Excel Skills Exam		PPT Projects 1
14 & 15	Nov. 19	Myitlab links Thanks giving Week		PPT Quiz 2 PPT Project 2
	Nov. 28	Myitlab links PowerPoint Unit Exam (Nov. 29) Concepts Exam (Nov. 30)	Prepare for tests	Concepts
16	Dec. 3	Final Concept Exam		

Statement of Students' Rights and Responsibilities

Note: See the Student Section of the Bryan School website for additional information about "Faculty and Student Guidelines" http://www.uncg.edu/bae/faculty_student_guidelines.pdf

As a student in my class you have explicit rights and responsibilities. Your full understanding and acceptance of the following rights and responsibilities can lead to more effective learning and more productive use of our time together.

You have the right to expect:

1. Your professor to be prepared for each class, to start class promptly at the designated time and to end class at the designated time.
2. Your professor 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 professor to hold a reasonable number of office hours to discuss assignments or to assist you with course matters.
5. Knowledgeable assistance from your professor regarding class assignments and course content.
6. Professional behaviors reflecting equitable treatment, ethical practices and respect for your rights.
7. Opportunities to challenge ideas and defend your beliefs in a professional manner.
8. To be challenged to grow both academically and professionally. This means I may openly disagree with some responses or comments. Use such exchanges to grow intellectually.
9. Information regarding career opportunities related to ISM programs.
10. Your professor to abide by University policies.
11. Fairness and clarity in evaluation of your performance.
12. Adequate opportunity to appeal any perceived violations of the above rights.

You, as a serious learner, have specific responsibilities to:

1. Plan your study and work schedule appropriately to allow sufficient time to do quality class work. (Please review "Suggested Academic Workload Guidelines" for the Bryan School of Business and Economics published in the UNCG Undergraduate Bulletin.) I suggest you devote at least 4-5 hours per week outside of class to this course.
2. Arrive at each class on time and prepared to discuss assigned readings and participate in discussions. **Please do not leave during class.**
3. Complete assignments by due dates and submit quality work
4. Understand and follow course policies as explained in class and in the syllabus.
5. Commit yourself to grow both academically and professionally.
6. Work effectively and cooperatively with classmates to solve problems, participate in study teams and analyze cases given in class.
7. Practice ethical behaviors and display respect for rights of others.
8. Contact your instructor and discuss circumstances which may prevent acceptable performance and to make such contact on a timely basis. Contact me by phone if there is an emergency...do so promptly.
9. Fully understand and abide by the UNCG Academic Integrity Policy and other University policies relating to student conduct.
10. Report observed violations of the UNCG Academic Integrity Policy.