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 – Section 06 – 8:00 to 9:15 AM TR
Course Syllabus - Spring 2006

<table>
<thead>
<tr>
<th>Course Number:</th>
<th>ISM 110</th>
</tr>
</thead>
<tbody>
<tr>
<td>Course Name:</td>
<td>Business Computing I</td>
</tr>
<tr>
<td>Instructor:</td>
<td>Richard Schilhavy</td>
</tr>
<tr>
<td>Office:</td>
<td>428 Bryan Building</td>
</tr>
<tr>
<td>Office Phone:</td>
<td>336.256.0192</td>
</tr>
<tr>
<td>E-Mail:</td>
<td><a href="mailto:raschilh@uncg.edu">raschilh@uncg.edu</a></td>
</tr>
<tr>
<td>Office Hours:</td>
<td>TR 2:00 – 4:00 PM</td>
</tr>
</tbody>
</table>

**Required Textbook and Supplies:**
The following materials are available as a **bundle** at the UNCG and Adams Bookstore:

2. *Train and Assess IT* (CD pack)

**Note:** The bookstore may also have used copies of the customized edition *Desktop Management* and/or *Exploring Microsoft 2003*. If you do buy the used book, you **must** purchase Train and Assess CD pack (these may be sold separately). The customized edition of *Desktop* is available on reserve at the library. The ISBN for the *Technology in Action* text (Complete book with CD) is 0131423932. The full text book is not available at the book store but can be purchased online. Students with financial aid can only buy the required material from the UNCG bookstore.

**Supplies:** Most labs on campus with new computers may not have floppies or zip drives. I suggest that you get a flash drive of at least 128MB. The 128MB flash drives are widely available at a nominal cost. Such drives may also be used in other labs and classes as portable storage.

**Laptops:** Laptops are not required for this course, but if you do own a laptop, I suggest bringing it to lectures such that you may follow along with whatever exercises are discussed. You can install local copies of the Train and Assess IT software on your personal laptop as well. However, only wireless Internet is available, so you should download the course materials for that class beforehand if you do not have a wireless card.

**You** are responsible for bringing your text and supplies to lectures and labs. I will not provide such supplies except under extreme circumstances.

**Course Description:**
Introduction to computer hardware, software and microcomputer applications including electronic mail, word processing, graphics, spreadsheet, and networks.

**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 of electronic mail, the Internet, and the UNCG on-line library system,
(c) Employ the Windows XP operating system,
(d) Productively use microcomputer software for word processing, business graphics, and electronic spreadsheets.

**Objectives for Lab Assignments:**

| Windows | Use Windows XP and demonstrate basic file management capabilities.  
Launch, use, save work in, and close at least three applications. Download and extract files from a Website. Upload files to your UNCG network storage. Create folders. |
<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>Internet</td>
<td>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.</td>
</tr>
</tbody>
</table>
| E-Mail | Use e-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 | Use the Undo, Redo, and Repeat command  
Apply font formats (Bold, Italic and Underline)  
Use the SPELLING, THESAURUS and GRAMMAR features  
Insert page breaks  
Highlight text in document  
Insert and move text, date and time, and symbols  
Cut, Copy, Paste, and Paste Special using the Clipboard and Task Pane  
Copy formats using the Format Painter  
Select and change font and font size and apply character effects (superscript, subscript, strikethrough, small caps and outline)  
Find and replace text  
Create and apply frequently used text with AutoCorrect  
Align text in paragraphs (Center, Left, Right and Justified)  
Add bullets and numbering  
Set character, line, and paragraph spacing options  
Apply borders and shading to paragraphs  
Use indentation options (Left, Right, First Line and Hanging Indent)  
Use TABS command (Center, Decimal, Left and Right and Leaders)  
Create an outline style numbered list  
Use print preview and Web Page Preview, print and publish documents  
Insert, create and modify page numbers  
Set page orientation and margins  
Use GoTo to locate specific elements in a document  
Create and modify headers and footers  
Align text vertically  
Create, use and revise newspaper columns  
Prepare and print envelopes and labels  
Apply styles, Create and Modify Styles  
Create sections with formatting that differs from other sections  
Use click & type  
Locate and open an existing document  
Use save, Save As (different name, location format) and Save as Web Page |
| Shopping | Use the Internet and other resources to make an informed computer purchase (Details of this assignment will be posted on BB). |
| Excel | Understand Spreadsheet design factors and how to plan a Spreadsheet  
Use Undo and Redo  
Enter, edit and Clear text, dates, and numbers  
Go to a specific cell and clear cell formats  
Insert and delete selected cells  
Cut, copy, paste, paste special and move selected cells use the Clipboard  
Use Find and Replace  
Work with series (AutoFill)  
Create hyperlinks  
Use Save, Save As (different name, location, format) and Save as Web page  
Locate and open an existing workbook  
Create a folder  
Use templates to create a new workbook  
Save a worksheet/workbook as a Web Page  
Send a workbook via email  
Use the Office Assistant  
Apply font styles (typeface, size, color and styles)  
Apply number formats (currency, percent, dates, comma) and adjust the decimal place  
Modify size of rows and columns  
Modify alignment of cell content  
Use the Format Painter and apply autoformats  
Apply cell borders and shading  
Merging cells  
Rotate text and change indents  
Define, apply, and remove a style  
Preview, Web Page Preview and print worksheets & workbooks  
Print a selection, set print, and clear a print area  
Change page orientation and scaling, set page margins and centering  
Insert and remove a page break  
Set up headers and footers  
Set print titles and options (gridlines, quality, row & column headings)  
Insert, delete, hide and unhide rows and columns  
Freeze and unfreeze rows and columns  
Change the zoom setting  
Move between, insert and delete, and move and copy worksheets  
Check spelling  
Rename a worksheet  
Link worksheets & consolidate data using 3D References  
Enter a range within a formula by dragging  
Enter and revise formulas in a cell and using the formula bar  
Use references (absolute and relative) |
<table>
<thead>
<tr>
<th>Integration</th>
<th>Integrate an Excel spreadsheet and graph into a Word document and PowerPoint Slides. Convert word outlines into PowerPoint Slides. Convert Word Tables into Excel spreadsheets.</th>
</tr>
</thead>
</table>
| PowerPoint  | Delete slides  
Create a specified type of slide  
Create a presentation from a template and/or a Wizard  
Navigate among different views (slide, outline, sorter, tri-pane)  
Create a new presentation from existing slides  
Copy a slide from one presentation into another  
Insert headers and footers  
Create a Blank presentation  
Create a presentation using the AutoContent Wizard  
Send a presentation via e-mail  
Change the order of slides using Slide Sorter view  
Find and replace text  
Change the layout for one or more slides  
Modify the Slide Master  
Modify slide sequence in the outline pane  
Apply a design template  
Check spelling  
Change and replace text fonts (individual slide and entire presentation)  
Enter text in tri-pane view  
Import Text from Word |

**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:

<table>
<thead>
<tr>
<th>Category</th>
<th>Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assignments</td>
<td>15%</td>
</tr>
<tr>
<td>Quizzes (Train &amp; Assess)</td>
<td>15%</td>
</tr>
<tr>
<td>Word Lab Exam</td>
<td>10%</td>
</tr>
<tr>
<td>Excel Lab Exam 1</td>
<td>10%</td>
</tr>
<tr>
<td>Excel Lab Exam 2</td>
<td>10%</td>
</tr>
<tr>
<td>Midterm Exam</td>
<td>20%</td>
</tr>
<tr>
<td>Final Exam</td>
<td>20%</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Grade</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>93-100%</td>
</tr>
<tr>
<td>A-</td>
<td>90-92%</td>
</tr>
<tr>
<td>B+</td>
<td>87-89%</td>
</tr>
<tr>
<td>B</td>
<td>83-86%</td>
</tr>
<tr>
<td>C+</td>
<td>77-79%</td>
</tr>
<tr>
<td>C</td>
<td>73-76%</td>
</tr>
<tr>
<td>C-</td>
<td>70-72%</td>
</tr>
<tr>
<td>D</td>
<td>63-66%</td>
</tr>
<tr>
<td>D-</td>
<td>60-62%</td>
</tr>
<tr>
<td>F</td>
<td>Below 60%</td>
</tr>
</tbody>
</table>
Keep a record of all points possible and points **you earned** on each item. This will make it easy for you to determine your exact grade status throughout the course. **Focus on your total PERCENT of points earned rather than the letter grade on a specific item.**

**Labs:**
The lab sessions are designed for students to work on ISM 110 material. Important information about the homework assignments and instructor expectations is covered during the lab period. Students are responsible for material presented during the lab period and during lectures. Most lab periods will have a quiz.

**Assignments:**
Complete assignments on time. Each assignment is due within the first five minutes of class on the due date. If you are more than five minutes late to class, your assignment is late and may not be accepted. 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 lab 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. Instructor may post an answer key on the class website for some assignments. Proofread your work against the answer key. Learn to spot your own errors. Ask you instructor to examine your work prior to the due date to improve your score. The assignments vary in difficulty and therefore vary in grade weight.

<table>
<thead>
<tr>
<th>Assignment</th>
<th>Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>E-mail and Blackboard</td>
<td>5%</td>
</tr>
<tr>
<td>Internet</td>
<td>5%</td>
</tr>
<tr>
<td>Windows XP</td>
<td>10%</td>
</tr>
<tr>
<td>Computer Shopping</td>
<td>10%</td>
</tr>
<tr>
<td>Word</td>
<td>15%</td>
</tr>
<tr>
<td>Excel 1</td>
<td>20%</td>
</tr>
<tr>
<td>Excel 2</td>
<td>20%</td>
</tr>
<tr>
<td>Integrated assignment</td>
<td>15%</td>
</tr>
</tbody>
</table>

**Tutoring:**
The ISOM department will arrange for a tutor 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. Each student will be given a chance to improve their grade on up to two assignments for using the tutoring service. You must obtain a signed note from the tutor that indicates the time the tutor spent with you. This must be submitted along with the reworked assignment. You can make up 50% of the missed points by doing so.

**Tests:**

**Quizzes:** Each lab will have a brief (five to ten questions) quiz covering the previous day’s lecture. Students may use their books during the quiz. The quizzes are timed. The two lowest quiz scores will be discarded prior to calculating the final quiz average. Most of the quizzes will use the Train and Assess IT software. The instructor reserves the right to offer unannounced quizzes during lecture periods.

**Written Tests:** 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 make up examinations are offered for any reason. Attend on test days. In the event of an acceptable excused absence, the weight of the missed test will be transferred to the final examination.

**Lab Tests:** Lab tests will be held in the designated lab (unless notified of change). Lab tests are timed and require a secondary storage device. If a student misses a lab test, NO make-ups will be offered for any reason. If a student has a written, verifiable and acceptable excuse for a lab test absence, a representative test section may be added to that student’s final exam. This option is only available for
one test and under the most extreme circumstances. Lab tests are designed to let students demonstrate
test solving skills using the Microsoft applications. Students may use the course book, online
help and notes.

**Test Files:** All lab tests will be graded from the digital copies submitted. Submit copies via email. Some
of the computer skills that are tested are file management skills. It is important to save your work. If
you turn in a disk that has no file on it, your test grade will be a zero. Please do not blame the
equipment. File management is *always* the responsibility of the person pushing the buttons, not the
machine's fault.

**Posting Grades:** The ISOM Department does not give grades over the phone or posts them on doors.
Please leave a self-addressed envelope if you want an early report of your grades. You may e-mail the
instructor and request your grade or check it 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. Students are encouraged and expected to come to class
prepared to ask questions. Effective written communication is stressed through the required lab
assignments. Students will be required to post their views to the class’ Web discussion site. 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 (eSpartan).

**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 lab assignment, the
PowerPoint assignment and the shopping for a computer assignment include references to international
issues. However, the discussion of globalization is beyond the scope of this course.

**Attendance Policy:**
Each student is responsible for all the information and announcements that are made in class and in
lab. Poor attendance causes poor performance in this course. Because this is a course in the School of
Business, students are expected to conduct themselves professionally. A professional shows up for
scheduled meetings prepared and on time. A professional does not sleep during a meeting. A
professional does not leave prior to the end of the meeting unless there is an extreme emergency.
Appropriate class conduct is appropriate professional behavior. Inappropriate class conduct may lower
a student's grade.

Any student missing the first class without notifying the instructor will be administratively dropped
from the course. Any student missing more than three classes (excused or not) may have their grade
dropped by a letter grade.

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 lab 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://studentconduct.uncg.edu/policy/academicintegrity/. Students may be quizzed on the AIP.

**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 undergraduate student services in Bryan 232 to arrange for the challenge test. The challenge test must be completed before the initial drop/add period of the semester.

**Important Dates for Spring 2006:** Check the website at http://www.uncg.edu/reg/Calendar/acaCal/sp06.html

**Tentative Schedule:** The following pages contain the tentative schedule for the class and is subject to changes by instructor.

<table>
<thead>
<tr>
<th>Week</th>
<th>Topic Covered</th>
<th>Reading/Work Assigned Prior to Class</th>
<th>Train and Assess IT (T&amp;A IT)</th>
<th>Work Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Introduction Syllabus/Course Discussion UNCG Accounts</td>
<td>Tech in Action (TIA) Chapter 1 Getting Started w/ Windows XP</td>
<td>Ensure UNCG Accounts Activated</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Why Computers Matter Intro to Windows XP NOVELL Accounts and E-Mail</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Introduction To T&amp;A IT Create T&amp;A IT Accounts</td>
<td>Getting Started w/ Windows XP</td>
<td>Help Desk 1 &amp; 2</td>
<td>Email/Blackboard Assignment</td>
</tr>
<tr>
<td></td>
<td>Applications Software TIA Chapter 4</td>
<td>TIA Chapter 4 TIA Chapter 4 Online</td>
<td>Help Desk 4</td>
<td>Windows XP Assignment</td>
</tr>
<tr>
<td>3</td>
<td>Internet Class Assignment</td>
<td>Windows</td>
<td>Internet Assignment Due (In Class)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Word Chapter 1 Word Chapter 2</td>
<td>Office 2003 - Word Chapter 1 and 2</td>
<td>Word 1 &amp; 2</td>
<td>Shopping Assignment Due</td>
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<tr>
<td>4</td>
<td>Word Chapter 1 &amp; 2</td>
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<tr>
<td></td>
<td>Word Chapter 3 &amp; 4</td>
<td>Office 2003 - Word Chapter 3 and 4</td>
<td>Help Desk 5</td>
<td>T&amp;A IT Word 1 &amp; 2</td>
</tr>
<tr>
<td>5</td>
<td>Word Chapter 3 &amp; 4</td>
<td></td>
<td>Word 3 &amp; 4</td>
<td></td>
</tr>
<tr>
<td>Week</td>
<td>Topic Covered</td>
<td>Reading/Work Assigned Prior to Class</td>
<td>Train and Assess IT (T&amp;A IT)</td>
<td>Work Due</td>
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<tr>
<td>6</td>
<td>Complete TIA Chapter 5</td>
<td>TIA Chapter 5</td>
<td></td>
<td>T&amp;A IT Word 3 &amp; 4</td>
</tr>
<tr>
<td></td>
<td>Midterm Exam Review</td>
<td>TIA Chapter 5 Online</td>
<td></td>
<td>Word Assignment Due</td>
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<tr>
<td>7</td>
<td>Midterm Exam - Conceptual</td>
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<tr>
<td>8</td>
<td>Excel Chapter 1</td>
<td>Office 2003 - Excel Chapter 1</td>
<td></td>
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<tr>
<td></td>
<td>Excel Chapter 2</td>
<td>Office 2003 - Excel Chapter 2</td>
<td></td>
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<tr>
<td>9</td>
<td>Excel Chapter 2</td>
<td></td>
<td>Excel 1</td>
<td></td>
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<tr>
<td></td>
<td>Review Excel Lab Test 1</td>
<td></td>
<td></td>
<td>Excel Assignment 1 Due</td>
</tr>
<tr>
<td>10</td>
<td>Excel Lab Test 1</td>
<td>Excel Chapters 1 And 2</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>Excel Chapter 3</td>
<td>Office 2003 - Excel Chapter 3</td>
<td></td>
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<tr>
<td>11</td>
<td>Excel Chapter 3</td>
<td></td>
<td>Excel 3</td>
<td></td>
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<tr>
<td></td>
<td>Excel Chapter 4</td>
<td>Office 2003 - Excel Chapter 4</td>
<td></td>
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<tr>
<td>12</td>
<td>Excel Chapter 4</td>
<td></td>
<td>Excel 4</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Review Excel Lab Test 2</td>
<td></td>
<td></td>
<td>Excel Assignment 2 Due</td>
</tr>
<tr>
<td>13</td>
<td>Excel Lab Test 2</td>
<td>Excel Chapter 3 And 4</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>TIA Chapter 7 - Networking and Security</td>
<td>TIA Chapter 7 TIA Chapter 7 Online</td>
<td></td>
<td></td>
</tr>
<tr>
<td>14</td>
<td>TIA Chapter 7 - Networking and Security</td>
<td>Help Desk 7</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>PowerPoint Chapter 1 &amp; 2</td>
<td>Office 2003 - PowerPoint Chapter 1 &amp; 2</td>
<td></td>
<td></td>
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<tr>
<td>15</td>
<td>PowerPoint Chapter 1 &amp; 2</td>
<td></td>
<td>PowerPoint 1 &amp; 2</td>
<td></td>
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<tr>
<td></td>
<td>Course Review</td>
<td></td>
<td></td>
<td>Integrated Assignment Due</td>
</tr>
<tr>
<td>16</td>
<td>Final Exam</td>
<td></td>
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</tr>
<tr>
<td></td>
<td>Practical &amp; Conceptual</td>
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</tbody>
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