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 05 – 8:00 to 9:15 pm TR Bryan 105
Course Syllabus - Fall 2006

Instructor: Janice Knapp
Office: 474 Bryan Building
Phone (Voice Mail): 334-4890
Fax: 334-4083
e-mail: jg_knapp@uncg.edu
Office Hours:
TR 10:50am - 12:15 pm
M 5:30 – 6:15 pm, Others by appointment

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. 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.
An alternate option is to purchase five (5) -- 3.5” double sided, 1.44 MB HD (high density) floppy diskettes, if the lab you are working in has a floppy drive. If you are using 3.5” floppy diskettes, please label your diskettes with the following information:

| Your Name |
| Your Phone Number |
| ISM 110 – Section 05 |
| Fall 2006 |
| Knapp |
| Disk Name (i.e. Word, Excel, PowerPoint) |

You must bring your text book and all of your secondary storage device to each scheduled lab and lab test.

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:

<table>
<thead>
<tr>
<th>Windows</th>
<th>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.</th>
</tr>
</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
Create a folder |
<table>
<thead>
<tr>
<th>Shopping</th>
<th>Use the Internet and other resources to make an informed computer purchase (Details of this assignment will be posted on BB).</th>
</tr>
</thead>
</table>
| 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)  
Use AutoSum and Paste Function to insert a function |
<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>Component</th>
<th>Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quizzes (Train &amp; Assess + Other)</td>
<td>15%</td>
</tr>
<tr>
<td>Midterm (concepts)</td>
<td>10%</td>
</tr>
<tr>
<td>Word Lab test</td>
<td>10%</td>
</tr>
<tr>
<td>Excel Lab Test 1</td>
<td>10%</td>
</tr>
<tr>
<td>Excel Lab Test 2</td>
<td>15%</td>
</tr>
<tr>
<td>Assignments</td>
<td>20%</td>
</tr>
<tr>
<td>Final Exam (concepts)</td>
<td>10%</td>
</tr>
<tr>
<td>Integrated final lab test</td>
<td>10%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

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

- 93-100% = 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. 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 from your UNCG account.</td>
<td>1</td>
</tr>
<tr>
<td>Internet</td>
<td>2</td>
</tr>
<tr>
<td>Windows XP</td>
<td>2</td>
</tr>
<tr>
<td>Computer Shopping</td>
<td>2</td>
</tr>
<tr>
<td>Word</td>
<td>2</td>
</tr>
<tr>
<td>Excel I</td>
<td>4</td>
</tr>
<tr>
<td>Excel 2</td>
<td>4</td>
</tr>
<tr>
<td>Integrated assignment</td>
<td>3</td>
</tr>
</tbody>
</table>

There are no extra credit assignments.

Bring the paper printouts and the floppy disk(s) that contain the files to class on an assignment due
date. It is up to your instructor whether to grade a particular assignment from paper or from disk.
Have both available. Assignments are due at the beginning of class period on the due date unless
specified differently by the instructor. Assignments turned in late will carry a 20% penalty for every day
it is late. Any assignment that requires rework will automatically carry at least a 20% penalty.

**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 day’s assignment. 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 and added 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 their problem solving skills using the Microsoft applications. Students may use the course book, online help and notes for most Lab tests.

Test Files: All lab tests will be graded from a floppy disk, flash drive or the BB digital drop box. Some of the computer skills that are tested are file management skills. It is important to save you 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). URL is: espartan.uncg.edu

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/](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.

**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 for Fall 2006:** Check the website at [http://www.uncg.edu/reg/Calendar/acaCal/fa06.html](http://www.uncg.edu/reg/Calendar/acaCal/fa06.html)

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

Tech in Action website: [http://wps.prenhall.com/bp_evans_techinaction_2](http://wps.prenhall.com/bp_evans_techinaction_2)

<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 to course, Discuss Syllabus and Course expectations, UNCG Accounts, NOVELL accounts/activation, Email</td>
<td>Tech in Action (TIA) - Chapter 1</td>
<td>Ensure UNCG Accounts are activated</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Why Computers Matter, Intro to Windows XP; Intro to T&amp;A IT, Windows XP - Demo, Download Course Files</td>
<td>Tech in Action (TIA) - Chapter 1; Getting started with Windows XP</td>
<td>Send email to <a href="mailto:jg_knapp@uncg.edu">jg_knapp@uncg.edu</a> from your UNCG email address</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>
</tr>
<tr>
<td>------</td>
<td>--------------</td>
<td>-------------------------------------</td>
<td>-----------------------------</td>
<td>----------</td>
</tr>
<tr>
<td>2</td>
<td>Create T&amp;A IT Accounts</td>
<td>Getting started with Windows XP</td>
<td>Help Desk 1,2; Windows XP</td>
<td>Create T&amp;A IT Account; Windows XP assignment due;</td>
</tr>
<tr>
<td></td>
<td>Applications Software, TIA Ch – 4; Word Chapters 1 and 2</td>
<td>Read TIA Chapter 4, Complete online TIA Ch 4 activity</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Internet Class Assignment (#1); T&amp;A IT Word 1, 2</td>
<td></td>
<td></td>
<td>Internet class assignment</td>
</tr>
<tr>
<td></td>
<td>MS Word Ch 3, Complete TIA - Chapter 4</td>
<td>Read TIA Chapter 4</td>
<td>Help Desk 4;</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Word in-lab activity, T&amp;A 3</td>
<td>Word in T&amp;A IT 3</td>
<td>Shopping Assignment Due</td>
<td></td>
</tr>
<tr>
<td></td>
<td>MS Word Ch 4 and Systems Software, TIA Ch - 5</td>
<td>Read TIA Chapter 5, Complete online TIA Ch 5 activity</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>T&amp;A IT Word 4</td>
<td>Word in T&amp;A IT 4</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Complete TIA Chapter 5 and Review for test</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Complete all Word T&amp;A activities</td>
<td></td>
<td></td>
<td>Word Assignment Due</td>
</tr>
<tr>
<td></td>
<td>Review for MidTerm Exam</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Friday, 9/22</td>
<td>MidTerm Exam – Written Part from 2 to 3.15 pm.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Designing Spreadsheet applications; Excel Chapters 1, 2</td>
<td>Word Lab test - 1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Excel Chapters 1 (T&amp;A IT and office 2003 Excel 1)</td>
<td>Office 2003 - Excel Chapter 1</td>
<td>T&amp;A IT, Excel 1</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Excel Chapters 2, 3</td>
<td>Office 2003 - Excel Chapter 2, 3</td>
<td>T&amp;A IT, Excel 2</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Excel Chapter 2</td>
<td>Office 2003 - Excel Chapter 2</td>
<td>T&amp;A IT, Excel 2</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Excel Chapter 3</td>
<td>Office 2003 - Excel Chapter 3</td>
<td>T&amp;A IT, Excel 3</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Excel Chapter 3</td>
<td>Office 2003 - Excel Chapter 3</td>
<td>T&amp;A IT, Excel 3</td>
<td>Excel Assignment 1 Due</td>
</tr>
<tr>
<td></td>
<td>Review for Excel lab test 1; Excel Chapter 4</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>Excel Lab test 1</td>
<td>Excel Chapters 1 to 3</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Excel Chapter 4</td>
<td>Office 2003 - Excel Chapter 4</td>
<td>T&amp;A IT, Excel 4</td>
<td>Excel Assignment 2 Due</td>
</tr>
<tr>
<td>12</td>
<td>Excel Chapter 4</td>
<td>Office 2003 - Excel Chapter 4</td>
<td>T&amp;A IT, Excel 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>
</tr>
<tr>
<td>-------</td>
<td>-------------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------------------------</td>
<td>-----------------------------</td>
<td>---------------------------</td>
</tr>
<tr>
<td>13</td>
<td><strong>Excel Lab Test 2</strong></td>
<td>Review for Lab Test 2; TIA Chapter 7 - Networking and Security</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Complete TIA Chapter 7 - Networking and Security; PowerPoint 1 &amp; 2 T</td>
<td>Read TIA Chapter 7, Complete online TIA Ch 7 activity</td>
<td></td>
<td></td>
</tr>
<tr>
<td>14</td>
<td><strong>PowerPoint T&amp;A 1 and 2</strong></td>
<td>Basics of Databases Chapter 11 TIA; Review</td>
<td>Help Desk 7; PPT T&amp;A IT 1 and 2</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Read Chapter 11 from online TIA source</td>
<td></td>
<td>Draft of Integrated Assignment Due</td>
</tr>
<tr>
<td>15</td>
<td><strong>Integrated Final Lab Exam</strong></td>
<td>Review for final exam</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Friday Dec 1</td>
<td>Final Exam – Written Part</td>
<td>From 2 to 3:15 pm.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Final Exam – Written Part</td>
<td>8am - 11am</td>
<td></td>
<td>Final version of Integrated Assignment Due</td>
</tr>
</tbody>
</table>