

MGMT 386
Management Information Systems
Spring 2012

Course Description

Introduces students to the management of information; integrated systems and general systems concepts in planning, development, implementation and control of information. Prerequisites: ACCT 216. Fall and Spring. (required for majors in Management)

Course Objectives

Students will ...

- ... demonstrate an understanding of various technologies and how each plays a part in management planning and decision-making
- ... demonstrate how the discipline of Management Information Systems relates to other management and accounting disciplines and to the liberal arts (through a case project and outside readings)
- ... practice team dynamics skills (through team projects)
- ... practice oral presentation skills (through personal and group presentations)

Student Learning Outcomes can be found here:

Department: <http://mgmtacct.unca.edu/mission-and-student-learning-outcomes>

University: <http://sacs.unca.edu/student-learning-outcomes>

Instructor: Dr. Mary Lynn Manns, Owen 210, 251-6858, manns@unca.edu

Drop-in Office Hours are posted on the Mgmt 386 web page.

If the drop-in office hours are not convenient, I will gladly schedule an appointment with you; in this case, I encourage you to adopt the professional approach of making an appointment rather than simply expecting I will be free to see you during times that are not designated as office hours.

Textbook:

The textbook for this class will be the required readings that can be accessed from the Mgmt386 website. It is recommended that students print these articles and place them in a 3-ring binder.

Other Material: You will need a 3-ring binder for the readings and handouts.

Web site: The web site for this course is: www.cs.unca.edu/~manns/mgmt386.html

You should refer to this site regularly because it contains:

- all handouts (Hardcopies of handouts will be distributed in class. If you miss class, you will need to get the handout from the web.)
- the course schedule (This is updated regularly and provides information about assignment due dates, exam dates, class lectures and other events.)
- course readings
- special announcements
- links to course resources

I. COURSE ASSIGNMENTS

Hot Topics (written summary)

The purpose of this assignment is to give students the opportunity to learn more about three of the many topics covered in this class.

- 1) Students will be given a general topic (*approximately* every other week) and will prepare a written summary of source(s) that pertain to this topic.
- 2) There will be five Hot Topic assignments. Students may choose which three they wish to do with one exception – each student must do Hot Topic #1 – then each student may choose any of the other two he/she wishes to do.
- 3) Sources for Hot Topics:
 - Source(s) can be from any publication or other reference dated within the last 6 months.
 - Do not choose articles that appear as reading assignments on the Mgmt386 web page.
 - Do not choose articles or interviews that are a “sales pitch” for a particular product.
 - Choose articles of substance, at least 2 full pages in length.
 - Choose only those articles that you understand (or you risk putting yourself in a position where you may be asked questions you cannot answer). It may be best to look for articles in business/management publications.

Hot Topic continued on the next page...

- 4) Each of these reports must be:
 - a full one page (or longer) single-spaced paper (font size 11 or 12, one-inch margins)
 - containing three *labeled* sections as follows:
 - I. SUMMARY OF ARTICLE(S): a summary of one or more article(s)
 - II. RELATIONSHIP TO THE HOT TOPIC: a description of how the information in the article(s) relates to the hot topic
 - III. ONE POINT: a one sentence summary of the point you found most interesting in the article(s)
- 5) You must attach, to your report, the page from the article that contains the date.
- 6) See pages 6-7 of this handout for “Other Requirements for Assignments”

This is Cool! (presentation and written summary)

The primary purpose of this assignment is to give students the opportunity to investigate and report on an interesting and unique business use of technology. The secondary purpose is to give students the opportunity to improve their PowerPoint (and presentation) skills—feedback will be provided immediately following the presentation.

Each student will do a short presentation and paper on an I.T. topic he/she finds “cool”

- 1) The references must:
 - a) be selected from a *management/business* publication (a business/management journal has business and management issues as its focus)
 - b) have a publication date within the last 6 months
 - c) be an article of substance, at least 3 pages in length
 - d) not be a sales pitch
- 2) The presentation must be no longer than 3-5 minutes and include PowerPoint slides.
- 3) The written report must be received during the class meeting following the presentation and:
 - a) be a full one page (or longer) single-spaced paper (font 11 or 12, one-inch margins)
 - b) contain four *labeled* sections as follows:
 - I. SUMMARY: A summary of your findings
 - II. THIS IS COOL BECAUSE...: A one sentence summary that explains why you find this topic so “cool”

This is Cool continued on the next page...

III. RELATIONSHIP TO MIS: a description of how the information in your cool topic relates to Management Information Systems

IV. REFLECTION: Describe each of the following:

- something that did not go as well as you hoped and how could you improve this in future presentations
- the new thing(s) you tried for the first time with a reflection on how it went

- 4) You must attach the following to your written report:
- a) the page from the article that contains the date
 - b) a copy of the PowerPoint slides. Choose the “Handouts” option and print 6 slides per page

5) See pages 6-7 of this handout for “Other Requirements for Assignments”

Interview with an I.T. professional (written summary)
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The purpose of this assignment is to give students the opportunity to learn about the people who work with and manage technology in an organization.

Each student will do a short paper on a personal interview with an I.T. person.

1) The interview must be with a person whose job: a) involves working in an area of I.T. in an organization, b) has an I.T. title

2) **Schedule this interview a few weeks in advance since people are often busy.**

3) The interview should be in person or over the phone so that you can have a dialogue.

4) You should ask the I.T. person about the following: a) job title; b) description of the things he/she does in the job; c) education and background that led him/her to this job; d) what he/she enjoys about the job; e) the challenges in the job; f) and, at least two original questions you believe would be interesting to the students in the class.

5) The paper must be 3-4 full pages (single-spaced, 11-12 font size, 1-inch margins). It must have *four labeled* sections, as follows:

- I. I.T. PERSON: name, title, organization, contact information
- II. JOB DESCRIPTION: a description of the person and his/her job
- III. INTERVIEW SUMMARY: see #4 above
- IV. ONE POINT: the most interesting point you learned

6) See pages 6-7 of this handout for “Other Requirements for Assignments”

Database (individual)

The purpose of this assignment is to give students some experience with the most common software found in organizations today – databases.

Each individual student will create a database. A handout will be distributed with more information later in the semester.

Web site (individual)

The purpose of this assignment is to give students the experience of designing a web page. Emphasis will be put on the creation of a usable design rather than on technological issues.

Each individual student will create a web page. More information will appear on the Mgmt386 web site.

Simulation (team simulation and retrospective; individual written analysis)

The purpose of this assignment is to give students the opportunity to experience the software system development process in the context of a simulation.

This simulation will be held during class time. A project retrospective will follow the simulation and students will be required to write an analysis of the experience. The dates for both the simulation and the project retrospective are posted on the Mgmt386 web page. Each student must attend both of these events (and write the analysis report) in order to receive points for this assignment. If a student must be absent, he/she has one of three options:

- The student can take an “incomplete” grade and then participate in both of these sessions next semester.
- The student can remove 20 points from the total 450, bringing the total points to 430. The final grade will then be hand calculated with a total of 430 points on an 8% grading scale (i.e. 92%, 84%, 76%, etc.)

Change Leadership Project (team presentation)

The purpose of this assignment is to give students the opportunity to explore the management issues surrounding the introduction of new technology into an organization.

Students will work on this project in teams. A handout will be distributed with more information later in the semester.

II. OTHER REQUIREMENTS FOR ASSIGNMENTS

A) Each written assignment must:

- be typed
- have pages stapled or taped together (no paperclips; provide your own stapler or tape)
- include references in legal, complete, correct format. (Save a tree—you do not have to print this on a separate page.) We will use the APA style in this course. If you are not familiar with the APA style, you will find a link to it on the Mgmt386 web page.
- include the following at the top **left** of page one:
 - assignment title
 - student's name
 - course number and section number
 - date submitted to instructor
 - student signature(s). By signing the assignment, you are stating that the work is your own – see section VI of this handout (under “Academic Honesty”) for more information.

Written assignments that are missing any of the above will have one point deducted.

B) Assignments are not accepted in electronic form. This is because e-mail is not always reliable and all papers must have the student's signature (see (A) above).

C) When you are doing an assignment as a team, check the work of the other student(s) carefully because their grade is also your grade – you are working as a team.

D) Each written and presentation assignment must represent a quality and level of competence that would be acceptable in the work place. Expectations for your work in this course are nothing more than the quality your employers will expect. Therefore, *one point will be deducted* for each item that decreases the professionalism of your assignment. This includes, but is not limited to, such things as:

- poor writing and presentation style
- misspellings (on paper or slides)
- bad grammar, sentence structure, or punctuation (on paper or slides)
- a shoddy appearance of written documents or presentation slides
- pages/slides out of order
- (etc. etc. etc.)

E) If you are doing a presentation, come to class early and load your presentation file(s) on the class computer before class begins.

F) You are responsible for picking up your papers in class after they are graded. If your paper is not in the instructor's “to be graded” or “to be picked up” files, it will be assumed that you never turned it in.

G) If you need to reschedule your “This is Cool” presentation, you may do so by trading a presentation date with another student in the class (it is the student's responsibility to locate someone who is willing to make the trade). Last minute rescheduling due to illness or other unexpected circumstances is possible only if there is an open date on the class schedule (this is not likely)-- if there is no date available, the student must accept a score of zero.

H) Why you shouldn't wait until the "last minute" to start or to finish an assignment Technology can often respond in unexpected ways and technical problems will often cause tasks to take longer to complete than expected.

I) Late papers: Twenty percent will be deducted each day a written assignment is overdue, weekend and school holidays excluded. Assignments are due when the class begins on the due date – if you turn it in after the class begins, you have entered the "late" period. Deadlines will not be extended for any individual. If you submit an assignment late, you should gracefully accept a lowered score. Papers are late even if you are ill. There is no need to explain your illness to the instructor (unless you wish to do so). If you are ill, you should not worry about submitting a late paper because one late paper is not likely to have a significant effect on the final letter grade you will earn at the end of the semester.

J) If the evaluation of any written assignment is lower than the student(s) would like it to be, the student(s) may revise and resubmit it only if permission is given by the instructor. The student will request permission to resubmit (within the resubmission period – see (1) below). The instructor will grant permission to resubmit only if it appears that the student made a sincere effort to complete the assignment the first time (in other words, this option is not to be used as a way to turn in incomplete assignments and then get a second chance to complete it). If permission is granted:

(1) The assignment must be resubmitted to the instructor by 12noon two days later (for example, if papers are returned on a Monday, you will have until 12noon on Wednesday; if returned on Wednesday, you will have on 12noon on Friday to resubmit.

If you miss class on the first day the papers are returned and therefore do not immediately pick up your paper and request permission to resubmit, you will lose the two-day time period to revise and resubmit your assignment.

(2) Twenty percent will be deducted for this "second time" opportunity.

(3) The grading for this "second time around" will be much stricter.

(4) The original paper (with the first grade) must be attached to the resubmitted paper.

K) Finally, and perhaps most importantly, please understand that assignments are not given to impose useless work on the students. The instructor realizes that all students are busy, so each assignment is carefully considered, designed, and then assigned with the sole purpose of helping each student learn and improve his/her comprehension of the course material.

III. EXAMS

- A) **Exams will include** all material from lecture, readings, student presentations, and class discussions.
- B) Exam dates will be posted on the Mgmt386 web site. Exams must be taken during designated class periods. There will be **no make-ups or opportunity for early exams**. If a student must miss one of the first two exams, half the score on the comprehensive final exam will be applied to this missed exam (with no effect on the final exam score). If both of the first two exams are missed, one of these will be recorded as a zero. If a student is unable to take the final exam during one of the two Mgmt386 sections, the instructor reserves the right to assign an “incomplete” grade or, if time permits, give an oral exam.
- C) **If you are late for class on the day of the exam**, you are still expected to complete the exam by the end of the designated exam period; the time period will not be extended for you.
- D) **If an exam was scheduled on the day class is cancelled** for any reason, the exam will occur during the next scheduled class period. When in doubt, check the Mgmt386 web page.
- E) **Exams will be graded as written**. Each student will need to explain his/her answers clearly in writing on exam papers – a student will not be given the opportunity to later clarify to the instructor what he/she was trying to write on the exam.
- F) **If you have concerns about any grading on your exam or you wish to discuss the answers to the questions**, you will need to see the instructor during her office hours or make an appointment outside office hours. Your instructor will be glad to spend as much time as you need, one on one, to go over your individual exam.

IV. BACK-UPS

Always have a back-up plan!!! ...

** You are expected to have a back-up plan for all your presentations. Your presentation will not be rescheduled, so plan *exactly* what you will do if your PowerPoint file or any other technology fails.

** Test that the technology works for your presentation – make sure you do this in plenty of time before class to make adjustments if needed.

** You are also expected to make a back-up as you work on your documents – failed technology is no excuse for a late assignment.

** You are expected to make and keep a back-up of all your work on a disk until the end of the semester. If any of your papers get misplaced, your instructor will request your back-up version.

V. GRADING

Please keep in mind that I do not give a grade. Rather, you earn it, as follows:

		Enter the points you earned here
Hot Topics (3 @ 15)	45	_____
This is Cool	25	_____
Interview with an IT Professional	30	_____
Database	40	_____
Web site	30	_____
Simulation/Retrospective/Reflection paper	20	_____
Change Management Project	20	_____
Exams		
2 @ 50	100	_____
Final (comprehensive)	100	_____
Contribution to class	40 (See "Student's Contribution to Class")	
TOTAL	450	

Grading Scale

415-450:	A	343-378:	C	below 307:	F
379-414:	B	307-342:	D		

However, those who do not complete all assignments are not eligible for a final letter grade 'A'.

Borderline Points

In the case of "borderline" points, a student will receive the higher of the two grades only if he/she: 1) had regular contribution to the class and, 2) completed all assignments. Class contribution and quality of assignments have a large influence on final grades!

Student's Contribution to Class

Each student is required to make a *meaningful* contribution to class meetings. Attendance and participation are important, but these are not enough – **the student must also make a meaningful contribution to the class by sharing his or her ideas on the various topics.** Contribution will be evaluated approximately as follows:

- 40 – regular attendance and participation, meaningful contribution
- 30 – regular attendance, some participation and contribution
- 20 – irregular attendance, some contribution
- 10 – rare attendance, rare contribution
- 0 – the class hardly noticed you were there

If you miss a class ...

... you are still responsible for anything that happened in the class. This includes any assignments that were due, were assigned, or were returned to the students.

VI. ACADEMIC HONESTY

As stated in the UNCA catalogue, “Any act of plagiarism or cheating is academic dishonesty. A person who knowingly assists another in cheating is likewise guilty of cheating.” The catalogue also states that it is up to the instructor to determine the penalty. In this class, any act of academic dishonesty will result in a zero score. Your confirmation that the work you submit is your own, and not created with any act of plagiarism or cheating, will be indicated by your *signature* next to your printed name on all papers submitted for grading. Work submitted without your signature will not be graded – the paper will be returned to you for signature, and then be marked at least one day late.

VII. APPEALS

Any student that feels he/she has been treated unfairly in this course may appeal any decision of the instructor by presenting his/her case in writing to all other students in the class. A decision of the instructor can be changed by a unanimous vote of all the students in the class. All appeals must be submitted no later than **one week prior to the last class meeting of the semester**. For further information on the *process* for submitting an appeal, see your instructor.

VIII. FOOD AND DRINK IN THE CLASSROOM

You are welcome to drink beverages such as water, coffee/tea, juice and soda during class time. If you wish to eat food during class, you should bring some for everyone (or show that you have a medical reason to snack during class time).

IX. SEVERE WEATHER POLICY

If severe weather occurs, classes will be cancelled in accordance with the decisions of UNCA. Call the Snow Line or check the UNCA web page for more information. If class is cancelled, an exam or assignment scheduled for that day will be postponed until the next class meeting. If UNCA is operating under the “Late Start” policy, the starting time of the class will be changed. *If classes are in session but your instructor is unable to get to campus* because of poor road conditions, she will put a message on her office voice mail (828-251-6858) stating that class is cancelled – if no such message is on the voice mail, students can assume that class will be held.

X. COMMUNICATION

Your instructor will communicate with you through your campus e-mail. You are expected to read your UNCA e-mail daily (or forward to an account you do read daily).

XI. CLASS SCHEDULE AND DUE DATES

The class schedule, including readings, exams, student presentations and other dates and class events, will be posted on the web at the course site listed on the first page of this document. It is not distributed in printed form. Rather, a web site posting allows the most current schedule to be viewed by everyone at any time.