

# INFO 3130 – Management Information Systems

## Fall 2023

Course Number:	INFO 3130 — 006	Instructor:	Dr. Lina Zhou
Time:	T/R 10:00 – 11:15 AM	Email:	lzhou8@charlotte.edu
Meeting Location:	Friday 142	Phone:	(704) 6871976
Office Hours:	T/R 11:30 AM – 1:00 PM, or by appointment		

These policies and expectations are intended to create a productive learning atmosphere for all students. Please read the entire syllabus carefully before continuing in this course. Unless you are prepared to abide by these policies and expectations, you risk losing the opportunity to participate further in the course.

### Course Description

This course is designed to introduce students to the use of Information Systems (IS) as an essential tool for conducting business in an increasingly global economy. The emphasis is on the conceptual foundations underlying the design, control, and operation of IS and how IS provide organizations with competitive advantages.

### Course Objectives

Managers today have increasing responsibility for determining their own computer based information systems (IS) needs and for designing and implementing information systems that will support their decision making. By the end of this course, students will be able to:

- Describe the IS terminology used to support business.
- Develop an understanding of IS, their conceptual and technical foundations, users, components, missions, and capabilities.
- Get acquainted with both conventional, as well as state-of-the-art, information technologies, and understand how to apply them to support management decision making.
- Develop critical thinking skills for solving business problems with IS.

### Course Material

#### Required textbook

K. C. Laudon and J. P. Laudon, *Essentials of Management Information Systems*, 14th Edition, Pearson. 2021. ISBN: 9780136500834, 0136500838.

#### Supplemental Material

Lecture slides, assignments, and additional course materials will be posted in Canvas.

### Course Grading

The course is designed to engage you in class activities. All students are expected to meet regularly every Tuesday and Thursday. The sessions will include lecture time as well as time for demonstrations, applications, discussion, polls, and problem-solving. Try to manage your schedule and time for activities or assessments by the due dates.

Each student can earn a maximum of 1000 (100%) by completing the required tasks successfully.

<b>Items</b>	<b>Points</b>
Exams (3 @ 200)	600
Assignments (3 @ 60)	180
Quizzes	70
Group project	100
Class participation	50
<b>Total</b>	<b>1000</b>

**Final letter grade will be calculated based on the following scale:**

- A: 900 points and above;
- B: 800-899;
- C: 700-799;
- D: 600-699;
- F: below 600.

The course grades are posted on Canvas for informational purposes only. The official overall grade is computed and kept in the instructor's grade book.

**Exams**

There will be three equally weighted exams (600 points in total). The format of exam questions will consist of multiple-choice and true/false questions. The exams will be **closed book and notes, in-person, and timed**. There will also be an optional comprehensive final exam. Student may take and use it to replace the lowest grade from the three exams.

**Quizzes**

There will be quizzes (70 points in total) to be completed in class. The quizzes usually cover topics which have been completed or topics to be discussed that day. I expect every student to read the textbook and other posted materials prior to each class session. Students must be prepared to answer questions on the "current" topic. Each quiz will be available on Canvas for a specified period of time. A missing quiz will result in a grade of zero for that quiz. There is NO MAKE UP for any quiz, irrespective of the reason for a student missing the quiz.

**Assignments**

Students need to complete three **individual hands-on** assignments (180 points in total) to connect your learning to professional.

These assignments will be submitted to **Canvas by the start of class on the due date**. Assignments submitted after the due date/time will be considered late. In the case of a late submission on the same day, 20% of the points earned from the submission will be deducted. Failing to submit the assignments by the due date will lead to a zero (0) for the assignment. Completed assignments cannot be reopened and assignment due dates cannot be extended for individual students.

All the assignments must be done individually unless otherwise specified. Each student must develop his or her own solutions for the assigned homework. A student may not use or copy (by any means) another's work (or portions of it) and represent it as his/her own. Any academic misconduct, if proven, will result in student getting a grade of zero (0) for the assignment at a minimum with a possibility for further disciplinary action.

**Group Project**

Students will form a five- or six-member group to complete a group project (100 points). Each group will complete a presentation on an IS topic. A list of topic choices will be provided on Canvas. The group project consists of four deliverables:

- Group formation (10 points)
- Project proposal (30 points)
- Presentation video (25 points)
- Group presentation (35 points)

All project deliverables are due at the beginning of the class on the scheduled dates and must be submitted on course canvas. Detailed group project and presentation instructions will be provided on Canvas separately. Any deviation from the suggested group size must obtain a permission from the instructor. If necessary, peer reviews will be factored into the final grade.

### **Class Participation**

Class attendance (20 points) will be taken regularly in class during the semester, particularly on those dates when there are no quizzes. A student's attendance grade is the percentage of attendance multiplied by 20. A student's attendance percentage based on this random attendance is factored into the final grade for class participation. For a class to be considered an excused absence, a printed or electronic note from the related authority is required within a week of the missed class.

Students are encouraged to have active participation in class discussions. The participation is rated in the following scale: 5 (rare participation), 10 (occasional participation), 15 (regular participation), 20 (exceptional participation). In addition, each student will be assigned to a two-person group by the instructor to give a short presentation (~5 minutes, 10 points) on a topic in IS. The presentations will be scheduled throughout the semester, typically toward the end of each class session, and the schedule will be determined by the instructor. Detailed presentation instructions will be provided on Canvas separately.

### **Class Policies**

#### **Exams Policy**

Three semester exams and a comprehensive final will be administered. The comprehensive final exam can be considered optional as the lowest score between your 3 exams and the final exam will be dropped. A total of three exam grades (200 points each) will be used in the final grade calculation. Students may choose to take all four exams and drop the lowest. Please be advised that if you do not take the final exam, your final grade will reflect your performance on the first three exams and the other course elements.

Should a student miss an exam, that student will receive a grade of zero (0) for that exam. No early or make-up exams are allowed (unless under unusual circumstances) since you can replace a lower exam grade with the optional final exam. If you miss an exam you can take the optional final exam to replace the zero for that exam. There will be no make-up for the comprehensive final. Make-up exam accommodations will **NOT** be given except when permission has been obtained from the professor **prior** to the scheduled exam date. If a student is allowed to retake a missed exam, they must schedule and retake the exam within three school days.

Exams are closed book and notes, no exceptions. Questions on the exams will be taken from the assigned readings of texts, class lectures, discussion, and/or assignments. The submission type of all exams is individual. Exams are a form of intellectual property belonging to those who create them. Therefore, the exam materials must remain in the instructor's possession or control. Exams may not be copied, shared, or uploaded to any third-party website for any reason. Failure to abide by this requirement will be considered theft of intellectual property. Such action will result in an exam grade of zero (0) and may warrant further disciplinary action.

## **Digital Material**

Your Niner Course Pack materials are available through First Day Complete, a program managed by Barnes & Noble Charlotte that provides digital course materials to students at a discount. If you wish to opt out of First Day Complete, visit [aux.charlotte.edu/niner-pack](http://aux.charlotte.edu/niner-pack) for information. If you opt out, access to digital course materials available within Canvas will be removed and you are still responsible for purchasing all required course materials, unless you opt back in before the deadline. You may purchase your materials through Barnes & Noble Charlotte in the Popp Martin Student Union.

## **Attendance and Participation Policy**

Students are expected to attend every class on time and to stay for the duration of the class when it is safe to do so in accordance with university guidance. Failure to attend class or arriving late may impact your ability to achieve course objectives. Tardiness or early departure is strongly discouraged in this class. Arriving late (more than 10 minutes) to the class and leaving early before the lecture is completed without notifying the instructor prior to the start of class will impact (reduce) a student's overall class participation grade.

An absence, excused or unexcused, does not relieve a student of any course requirement. Regular class attendance is a student's obligation, as is a responsibility for all the work of class meetings, including tests and written tasks. You are responsible for all lecture material regardless of whether you attend each class or not. Please note that office hours are not to be used as a substitute for class attendance.

Students are encouraged to work directly with the instructor regarding their absence(s). If you are unable to attend class due to illness, please notify your instructor immediately and seek instructions to help you continue to make progress in the course. The specific instructions for this situation will be provided on a case-by-case basis. The final decision for approval of all absences and missed work is determined by the instructor. For extended absence, students should work through [Student Assistance and Support Services](#).

The United States Department of Education requires UNC Charlotte's Office of Financial Aid to determine if a student who receives financial aid and fails to earn a passing grade in a course has actually attended and/or completed the course. Because regular attendance is not taken for this course, the date your professor will report as your last date of attendance will be the latest of the following:

- The date you last participated in an online discussion or activity;
- The date you last submitted an assignment/project/exam/quiz; or
- The date you last initiated contact with me to ask a question about the course.

If you earn an F or U grade, your last date of attendance will be reported to the U.S. Department of Education. *This may require you to pay back any financial aid funds received for this course.* (For additional information, see [Last Date of Attendance FAQs](#) on Registrar's website.)

## **Class Delivery Method**

This class will use the face-to-face mode when it is safe to do so in accordance with university guidance. Only in rare situations may a faculty member alter course delivery. Faculty do not have the authority to make course format changes informally without consultation with their dean and/or department chair.

## **Class Behavior Policy**

Disruptive behavior distracts from the ability of others to profit from their in-class experience. Such behavior includes but is not limited to arriving late, leaving early, having side conversations, making

unnecessary comments that add no value to the class, surfing the net, and any activities that negatively impact the ability of other students to learn and/or listen in class.

### **Laptop and Webcam Requirements**

All students taking business courses, which includes all students in this class, are required to have their own personal laptop computer, with a working webcam and microphone.

- It is **each student's responsibility** to have a working laptop that meets the minimum requirements in accordance with the Belk College Laptop Policy, has the required course software installed, and is ready for classroom usage.
- It is each student's responsibility to have their laptop charged and ready for usage prior to class time. Students should expect that charging of devices may **not** be possible during class time. Therefore, battery life should be sufficient to last through an entire class period.

This course may require you to use a webcam for class sessions and/or assessments. Classes and assessments may be conducted using Zoom or other technology selected by your instructor which may use your computer's webcam or other technologies to communicate, monitor, and/or record classes, class activities, and assessments.

Assessments may also be conducted using proctoring software, which may listen to you, monitor your computer screen, view you and your surroundings, and record (including visual and audio recordings) all activity during the proctoring process. Please contact your instructor if you are unable to comply or have any questions or concerns.

### **Electronic Devices in Class**

Use of computing, communication, or other devices during the class time for any purposes other than those required for the class is prohibited. This includes the use of laptops, lab computers, phones or other devices for Internet browsing, game playing, reading news, emailing, texting, chatting, IM, Facebook, or other activities not required for the class. Except in emergencies, those using such devices must leave the session for the remainder of the class period and the class participation grade will be impacted.

The use of cell phones, smart phones, or other mobile communication devices is disruptive, and is therefore prohibited during class sessions and exam periods unless being used as a part of Poll Everywhere or at the instructor's discretion.

The instructor has the discretion to allow and regulate the use of personal devices in the classroom. If you are asked to put your device face down or away, you must do so. Approved devices must be in silent mode while in the classroom, unless otherwise allowed by the instructor. Devices not approved must be silenced AND stored away during class.

### **Extra Credits**

Extra-credit opportunities, if any, will be the instructor's decision and such opportunities will be presented to the whole class instead of individual students only. Please do not depend on any extra credit opportunities to improve your grade later in the semester.

### **Team Work**

For group activities, each team is responsible for organizing itself, dividing up the work, and deciding how relative contributions should be measured. It is your responsibility to **promptly** inform the instructor of any dysfunctional team dynamics and to solicit his help.

All team members must

- participate in all team activities equally,
- strive to maintain positive working relationships with other team members,

- assist team members to resolve issues relating to group work, and
- freely express their ideas, thoughts, comments, and constructive criticisms to their team members, me, and the class.

It is the responsibility of the team to ensure that all team members understand all concepts related to the completed projects and presentations.

### **Use of Canvas**

Canvas will be the website for course information and primary communication channel for this class. You may access UNC Charlotte Canvas from My UNC Charlotte (<https://my.charlotte.edu/>) or direct type [canvas.charlotte.edu](https://canvas.charlotte.edu). It's each student's responsibility to check Canvas regularly and report anything that does not match your own record (e.g., missing or wrong grade) within 7 calendar days since the date the information was posted.

## **University Policies and Student Support**

### **Niner Nation Cares**

All students must follow the updates and instructions posted on <https://ninernationcares.charlotte.edu>. For your own health and safety and that of your friends and families, make sure to adhere to the health and safety guidelines posted on the above links.

### **Academic Integrity**

All students are required to read and abide by the Code of Student Academic Integrity. Violations of the Code of Student Academic Integrity, including plagiarism, will result in disciplinary action as provided in the Code. Definitions and examples of plagiarism are set forth in the Code. The Code is available from the Dean of Students Office or online at <https://legal.charlotte.edu/policies/up-407>

Students assume full responsibility for the content and integrity of the academic work they submit. The guiding principle of academic integrity shall be that a student's submitted work, examinations, reports, and projects must be his/her own or own group work.

For this course, it is permissible to assist classmates in general discussions about the homework. General advice and interaction are encouraged. Each person, however, must develop his or her own solutions to the assigned homework and laboratory exercises. Students may not "work together" on graded assignments. Such collaboration constitutes cheating, unless it is a group assignment. A student may not use or copy (by any means) another's work (or portions of it) and represent it as his/her own.

Any further specific requirements or permission regarding academic integrity in this course will be stated by the instructor, and are also binding on the students in this course.

### **Student Support**

The details of student support resources available are provided at the following links.

**Academic support:** <https://ninernationcares.charlotte.edu/students/academic-support>.

**Health support:** <https://ninernationcares.charlotte.edu/health-support-services>

**IT support:** <https://oneit.charlotte.edu/help>

### **Grade Appeals Policy**

If you believe that the grade you received on an assignment or an exam was in error or unfair, you can appeal to the professor **in writing within 7 calendar days of posting the grades**. The appeal should clearly state the reasons why you believe the grade to be unfair or the nature of the error. Overdue appeals will not be considered.

### **Incomplete Grade Policy**

Receiving a grade of incomplete (“I”) is not based solely on a student’s failure to complete work or as a means of raising his/her grade by doing additional work after the grade report time. As per university policy, incomplete grades will be granted when a student who is otherwise passing has not, due to circumstances beyond his/her control, completed all the work in the course. The missing work must be completed and the final grade reported within one calendar year from the date on which the “I” grade was recorded. The instructor assigning the “I” grade may specify a shorter time than one year for completion of the work and the assignment of a final grade. If the “I” is not removed during the specified time, a grade of “F”, “U”, or “N”, as appropriate is automatically assigned. The grade of “I” cannot be removed by enrolling again in the same course, and students should not re-enroll in a course in which they have been assigned the grade of “I”.

### **Class Recording**

Electronic video, audio recording, image capture, or picture-taking **is not permitted** during class unless the student obtains permission from the instructor. If permission is granted, any distribution of the recording is prohibited. Students with specific electronic recording accommodations authorized by the Office of Disability Services do not require instructor permission; however, the instructor must be notified of any such accommodation prior to recording. Any distribution of such recordings is prohibited.

### **Disability Accommodations**

Students in this course seeking accommodations to disabilities must first consult with the Office of Disability Services and follow the instructions of that office for obtaining accommodations. UNC Charlotte is committed to access to education. If you have a disability and need academic accommodations, please provide a letter of accommodation from Disability Services early in the semester. For more information, contact the Office of Disability Services at 704-687-0040 or visit their office in Fretwell 230.

### **Diversity and Inclusion**

The Belk College of Business strives to create an inclusive academic climate in which the dignity of all individuals is respected and maintained. Therefore, we celebrate diversity that includes, but is not limited to ability/disability, age, culture, ethnicity, gender, language, race, religion, sexual orientation, and socio-economic status.

### **Mental Health Services**

It is common for college students to experience challenges that may interfere with academic success such as academic stress, sleep problems, juggling responsibilities, life events, relationship concerns, or feelings of anxiety, hopelessness, or depression. If you or a friend is struggling, we strongly encourage you to seek support. Helpful, effective resources are available on campus at no additional cost.

- Visit the Counseling and Psychological Services website at [caps.charlotte.edu](http://caps.charlotte.edu) for information about the broad range of confidential on-campus mental health services, online health assessments, hours, and additional information.
- Call CAPS at (704) 687-0311 if interested in scheduling an appointment with a counselor. After-hours crisis support is also available through this phone number.

### **Title IX Reporting Expectations**

UNC Charlotte is committed to providing an environment free of all forms of discrimination and sexual harassment, including sexual assault, domestic violence, dating violence, and stalking. If you (or someone you know) has experienced or experiences any of these incidents, know that you are not alone. UNC Charlotte has staff members trained to support you in navigating campus life,

accessing health and counseling services, providing academic and housing accommodations, helping with civil protective orders, and more.

Please be aware that all UNC Charlotte employees, including faculty members, are expected to relay any information or reports of sexual misconduct they receive to the Title IX Coordinator. This means that if you tell me about a situation involving sexual harassment, sexual assault, dating violence, domestic violence, or stalking, I am expected to report the information to the Title IX Coordinator. Although I am expected to report the situation, you will still have options about how your case will be handled, including whether or not you wish to pursue a formal complaint. Our goal is to make sure you are aware of the range of options available to you and have access to the resources you need.

If you wish to speak to someone confidentially, you can contact the following on-campus resources, who are not required to report the incident to the Title IX Coordinator: (1) University Counseling Center ([counselingcenter.charlotte.edu](http://counselingcenter.charlotte.edu), 7-0311); or (2) Student Health Center ([studenthealth.charlotte.edu](http://studenthealth.charlotte.edu), 7-7400). Additional information about your options is also available at [titleix.charlotte.edu](http://titleix.charlotte.edu) under the “Students” tab.

All students are required to abide by the UNC Charlotte Sexual Harassment Policy and the policy on Responsible Use of University Computing and Electronic Communication Resources. Sexual harassment, as defined in the UNC Charlotte Sexual Harassment Policy, is prohibited, even when carried out through computers or other electronic communications systems, including course-based chat rooms or message boards.

### **Non-Discrimination**

All students and the instructor are expected to engage with each other respectfully. Unwelcome conduct directed toward another person based upon that person’s actual or perceived race, actual or perceived gender, color, religion, age, national origin, ethnicity, disability, or veteran status, or for any other reason, may constitute a violation of University Policy 406, The Code of Student Responsibility. Any student suspected of engaging in such conduct will be referred to the Office of Student Conduct.

### **Preferred Gender Pronouns**

This course affirms people of all gender expressions and gender identities. If you prefer to be called a different name than what is indicated on the class roster, please let me know. Feel free to correct me on your preferred gender pronoun. If you have any questions or concerns, please do not hesitate to contact me.

### **Religious Accommodation for Students Policy**

The instructor will observe University Policy 409 (<https://legal.charlotte.edu/policies/up-409>) on matters of religious accommodation. Please note that the procedure prescribed by this policy requires a notice to the instructor prior to the census date of the semester.

### **Course Changes Disclaimer**

The Instructor reserves the right to change the course contents and schedule. Notice of such changes will be made by announcement in class and on the course canvas with adequate advance notice to students. It is students’ responsibility to keep up with any changes in the course schedule, contents, and policies by visiting Canvas regularly.

Additional policies, including academic credit hour, inclusion & diversity, disabilities accommodations, religious accommodations, adverse weather policies, and withdrawal deadline are described at <https://provost.charlotte.edu/policies-procedures/academic-policies-and-procedures/academic-credit-hour>.



## Tentative Class Schedule

\*\*\* This tentative schedule is subject to change \*\*\*

Week (Dates)	Topics
Week 1 (Aug. 22, 24)	<ul style="list-style-type: none"> <li>• Course Introduction</li> <li>• Ch.1 Business Information Systems in Your Career</li> </ul>
Week 2 (Aug. 29, Aug. 31)	<ul style="list-style-type: none"> <li>• Ch.1 Business Information Systems in Your Career</li> <li>• Niblock Student Center Demonstration</li> <li>• Ch.6 Foundations of Business Intelligence</li> </ul>
Week 3 (Sep. 5, 7)	<ul style="list-style-type: none"> <li>• Ch.6 Foundations of Business Intelligence</li> </ul>
Week 4 (Sep. 12, 14)	<ul style="list-style-type: none"> <li>• Ch.11 Improving Decision Making and Managing Artificial Intelligence</li> </ul>
Week 5 (Sep. 19, 21)	<ul style="list-style-type: none"> <li>• Ch.11 Improving Decision Making and Managing Artificial Intelligence</li> <li>• <i>Access Lab</i></li> </ul>
Week 6 (Sep. 26, 28)	<ul style="list-style-type: none"> <li>• <b>Exam 1 (Chapters 1, 6, 11) on Sep. 26</b></li> <li>• Ch.9 Achieving Operational Excellence and Customer Intimacy</li> </ul>
Week 7 (Oct. 3, 5)	<ul style="list-style-type: none"> <li>• Ch.9 Achieving Operational Excellence and Customer Intimacy</li> </ul>
Week 8 (Oct. 10, 12)	<ul style="list-style-type: none"> <li>• Ch.10 E-Commerce</li> </ul>
Week 9 (Oct. 17, 19)	<ul style="list-style-type: none"> <li>• <i>Excel Lab</i></li> <li>• <b>Exam 2 (Chapters 9, 10) on Oct. 19</b></li> </ul>
Week 10 (Oct. 24, 26)	<ul style="list-style-type: none"> <li>• No class on Oct. 24 (Student Recess)</li> <li>• Ch.8 Securing IS</li> </ul>
Week 11 (Oct. 31, Nov. 2)	<ul style="list-style-type: none"> <li>• Ch.8 Securing IS</li> </ul>
Week 12 (Nov. 7, 9)	<ul style="list-style-type: none"> <li>• Ch.4 Ethical and Social Issues in Information Systems</li> </ul>
Week 13 (Nov. 14, 16)	<ul style="list-style-type: none"> <li>• Ch.4 Ethical and Social Issues in Information Systems</li> <li>• <i>Tableau Lab</i></li> </ul>
Week 14 (Nov. 21, 23)	<ul style="list-style-type: none"> <li>• No Class on Nov. 21 (Project Day)</li> <li>• No class on Nov. 23 (Thanksgiving Break)</li> </ul>
Week 15 (Nov. 28, Nov. 30)	<ul style="list-style-type: none"> <li>• <b>Project Presentations</b></li> </ul>
Week 16 (Dec. 5)	<ul style="list-style-type: none"> <li>• <b>Exam 3 (Chapters 8, 4)</b></li> </ul>
Week 17	<ul style="list-style-type: none"> <li>• <b>Optional Comprehensive Final</b></li> </ul>