

**The University of North Carolina at Greensboro**  
Bryan School of Business and Economics  
Department of Information Systems and Operations Management  
**ISM 110-06 - Business Computing I – Spring 2010**  
**9:30am to 10:45am TTH**  
**Bryan 212**

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Office Hours:	TR 2:00 to 3:00 pm and Others by appointment

**Required Textbook and Supplies:**

Exploring Office 2007 + MyITLab, Prentice Hall, 2008, ISBN 013-513-7411  
Grauer, Hewett, Krebs, Lockley, Mulbery, Scheeren. This bundled package is available at the bookstore.

**NOTE:** (1) It would be economical to buy the bundled packet as the cumulative cost of each might be more than the bundled package price. (2) If you bought just the text book online without MyITLab then you need purchase MyITLab separately at this link

<https://register.pearsoncmg.com/reg/include/consent.jsp?originalDest=https://register.pearsoncmg.com/reg/buy/buy1.jsp?productID=32215>

The cost for purchasing MyITLab separately is \$65.00.

The class will use Windows operating system (XP or Vista) and Microsoft Office 2007. Both are available in the labs.

For Microsoft Office 2007 Professional

- Free 60 day trials are available from Microsoft at [www.microsoft.com](http://www.microsoft.com)
- If you purchased your laptop through the UNCG Laptop Initiative program, contact the helpdesk to have your Office software upgraded or resolve any computer related issues. Do not contact your instructor with laptop problems.
- UNCG Bookstore offers Office 2007 Professional for \$95.  
<http://www.journeyed.com/itemDetail.asp?itmNo=86661473LARS>
- **Microsoft Ultimate Steal Deal (not always available) \$59.95**  
<http://www.microsoft.com/student/discounts/theultimatesteal-us/default.aspx>

**Important: This is a laptop intensive class.** You must bring your laptop to all class meetings. Please charge your laptop completely before you come to class. There may be a few power outlets but not enough for all. You *must* bring your *text* book, laptop, and your secondary storage device to each class meeting. **Please refer blackboard for laptop use policies. It is important that you adhere by those policies.**

**Supplies:** You may have to use labs for printing purposes. 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 512MB. Flash drives are widely available at a nominal cost. Please create a folder with yourname and contact info so that someone can identify who the flash drive belongs to in case you misplace it.

**Prerequisites:**

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

**Course Description (as in UG Catalog):**

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

**Relationship to Other Coursework:**

In today's highly competitive job market, every college graduate needs computer proficiency. ISM 110 introduces the student to fundamental microcomputer tools that firms use to function effectively. The objectives of this course are to provide the student with a general understanding of computer systems and to develop some basic competencies with common business software applications. These competencies will include:

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

**Objectives:**

Topics	Concepts covered
Windows	Work with windows OS, menus, and dialog boxes; Use the Help and Support Center; Work with folders; Manage folders and files in Windows Explorer; Delete items and manage the Recycle Bin; Change the display settings; Create shortcuts on the desktop and Quick Launch toolbar; Use Windows Desktop Search; Download and extract files from a Website. Upload files to your network storage.
Internet	Access the Internet and look up information on the UNCG Home Page, the course website and elsewhere. Save information to a file, copy graphics to use in Microsoft applications. Understand and apply Copyright law.
e-mail	Use i-Spartan to send and read e-mail; Attach files to e-mail; Open and save attachments sent to you; Understand and use CC, BCC, and forward; Create and use mail folders.
Office Fundamentals	Identify common interface components; Use Office 2007 Help.
Word	Understand Word basics; Use AutoText; View a document; Use the mini toolbar; Set margins and specify page orientation; Insert page breaks; Add page numbers; Insert headers and footers; Create sections; Insert a cover page; Use the Find and Replace commands; Check spelling and grammar; Use save and backup options; Select printing options; Customize Word; Apply font attributes through the Font dialog box; Highlight text; Control word-wrapping with non-breaking hyphens and non-breaking spaces; Copy formats with the Format Painter; Set off paragraphs with tabs, borders, lists, and columns; Apply paragraph alignment, indention, spacing, widow/orphan protection; Create and modify styles; Create a table of contents and an index; Insert a table; Format a table; Sort and apply formulas to table data; Convert text to a table; Insert clip art and images into a document; Format a graphic element; Insert WordArt into a document; Insert symbols into a document ; Insert comments into a document; Track changes in a document; View documents side by side; Compare and combine documents; Create master documents and

	subdocuments; Use navigation tools; Acknowledge a source; Create a bibliography; Select the writing style; Create and modify footnotes and endnotes; Add figure references; Insert a table of figures; Add legal references; Create cross-references; and Modify document properties
Excel	Define worksheets and workbooks; Use spreadsheets across disciplines; Plan for good workbook and worksheet design; Identify Excel window components; Enter and edit data in cells; Describe and use symbols and the order of precedence; Display cell formulas; Insert and delete rows and columns; Use cell ranges, Excel move, copy, paste, paste special, and AutoFill; Manage worksheets; Format worksheets; Select page setup options for printing; Manage cell comments; Create and copy formulas; Use relative and absolute cell addresses; Use AutoSum; Insert basic statistical functions; Use date functions; Use the IF function; Use the VLOOKUP function; Use the PMT function; Use the FV function; Choose a chart type; Create a chart; Modify a chart; Enhance charts with graphic shapes; Embed charts; Print charts; Freeze rows and columns; Hide and unhide rows, columns, and worksheets; Protect a cell, a worksheet, and a workbook; Control calculation; Print large worksheets; Explore basic table management; Sort data; Filter and total data.
PowerPoint	Identify PowerPoint user interface elements; Use PowerPoint views; Open and save a slide show; Create a storyboard; Use slide layouts; Apply Design Themes; Review the presentation; Add a table; Insert clip art; Use transitions and animations; Run and navigate within a slideshow; Print with PowerPoint; Create a presentation using a template; Modify a template; Create a presentation in outline view; Modify an outline structure; Print an outline; Import an outline; Add existing content to a presentation; Examine slideshow design principles; Apply and modify Design Theme; Insert a header or footer; Create shapes; Apply Quick Styles and customize shapes; Create SmartArt; Modify SmartArt diagrams; Create WordArt; Modify WordArt; Modify objects; and arrange objects
Integration	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.

**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:

Myitlab Quizzes	100
Assignments	220
Midterm Concept Exam	80
Word Skills Test	100
Excel Skills Test 1	100
Excel Skills Test	100
Comprehensive Final	100
Total	800

The grade you make based on the above items will affect your final grade for the course. You can either keep that grade or make use of an optional Integrative Skills Test that will be given towards the end of the course that you can use to improve your exam grade. If you opt to take this opportunity, the

cumulative grade you make will be your new grade for the course. That is, you cannot take these optional test and then request to ignore that grade if it negatively affects you. Details will be provided by the instructor in class.

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

> 98 = A+	93-100%=A	90-93%=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.

**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. The date stamp on electronic submissions will be considered to evaluate if an assignment is late. Expect the network to crash, the printers to run out of toner, the labs to be overcrowded and your car's battery to die the night before a major assignment is due. Plan for disasters. Do not procrastinate on the assignments. You are expected to meet commitments in this course in preparation for meeting commitments on the job. Failing to meet your commitments on the job and in this course carry meaningful consequence. 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.

Assignment	Weight
Email	10
WinOS	10
Internet	20
Word	40
Excel1	30
Excel2	40
Integrative Assignment	70
Total	220

The assignments may be graded from paper, flash drive, blackboard or myitlab submission. Assignments are due at the beginning of class period on the due date unless specified differently by the instructor. Assignments turned in late may carry a 20% penalty for every day it is late. Any assignment that requires rework may carry at least a 20% penalty.

**Tutoring:**

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

**Tests:**

**Quizzes:** The quizzes will use the myitlab software.

**Concept 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. Your test will be delivered using BlackBoard or myITlab and you must have a functioning internet connection, know your usernames and passwords

and be able to connect to and remain connected to the UNCG network. Students may not use their book or notes for written tests.

**Skills Tests:** You will be using the software on your laptops to complete these tests. **All tests will be held in class and not in a lab since this section does not meet in a lab.** Skills tests are timed. If a student misses a skill test, NO make-ups will be offered for any reason. Skill tests are designed to let students demonstrate their problem solving skills using the Microsoft applications. Students may use the course book, online help and notes for skill tests.

**Test Files:** All skill tests will be graded from the submissions on BB or myitlab. Some of the computer skills that are tested are file management skills. It is important to save you work. Please do not blame the computers. 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 post them on doors. You can check your grades on Genie.

#### ***Oral and Written Communication Content:***

Information Systems is a dynamic environment with constant attention to detail. Active study and discussions enhance the classroom learning. Students are encouraged and expected to come to class prepared to ask questions. Effective written communication is stressed through the required lab assignments. Exams may include an essay question.

E-mail: Each student has been assigned a UNCG account. Students will be expected to activate their accounts and to learn to use electronic mail (iSpartan).

#### ***Technology Applications:***

Technological advances in computing are addressed throughout the course.

#### ***Ethical Perspectives:***

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

#### ***Global Perspectives:***

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

#### ***Attendance Policy:***

Each student is responsible for all the information and announcements that are made in class. 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 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://facsen.uncg.edu/Content/Resolutions/AIchanges0307.pdf>. 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** in the first week.

***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 Spring 2009:***

Check the website at <http://www.uncg.edu/reg/Calendar/acaCal/fa10.html>

***Class Schedule:***

The class schedule is tentative and is subject to changes by instructor.

Wk	Date	Topic Covered	Reading/Work Assigned Prior to Class	Work Due
1	Jan. 19 T	Getting Stared with ISM110	Activate UNCG Accounts: NOVELL and Email;	
		Getting Stared with myitlab		
	Jan. 21 R	Introduction to Windows Operating Systems	Getting started with Win OS; Myitlab Instruction Booklet	Email assignment Wireless connection certificate, Laptop usage guideline
2	Jan.26 T	Introduction to the Internet		Windows OS Quiz Windows OS assignment
	Jan.28 R	Office Fundamental	Chapter 1	Internet Quiz Internet assignment
3	Feb.2 T	Word Chapter 1	Word Chapter 1	Office Quiz
	Feb.4 R	Word Chapter 2	Word Chapter 2	Word 1 Quiz
4	Feb. 9 T	Word Chapter 3	Word Chapter 3	Word 2 Quiz
	Feb.11 R	Word Chapter 4	Word Chapter 4	Word 3 Quiz
5	Feb.16 T	Word Assignment	Read Word Assignment description	Word 4 Quiz
	Feb.18 R	Review for Midterm Word Practice Test	Read Practice Test description	

Wk	Date	Topic Covered	Reading/Work Assigned Prior to Class	Work Due
6	Feb.23 T	<b>Midterm Exam – Concept Part</b>	Prepare for test	Word Assignment
	Feb.25 R	<b>Word Skills Test on Chapters 1 to 4</b>	Prepare for test	
7	Mar.2 T	Excel Chapters 1	Excel Chapters 1	
	Mar.4 R	Excel Chapters 2	Excel Chapters 2	Excel 1 Quiz
<b>Have a Nice Spring Break!</b>				
8	Mar.16 T	Excel Assignment 1		Excel 2 Quiz
	Mar.18 R	Excel Practice Test 1		
9	Mar.23 T	<b>Excel Skills Test 1 on Chapters 1 and 2</b>	Prepare for test	Excel Assignment 1, turn in hardcopy
	Mar.25 R	Excel Chapter 3	Excel Chapter 3	
10	Mar.30 T	Excel Chapter 4	Excel Chapter 4	Excel 3 Quiz
	Mar.31 R	Excel Assignment 2		Excel 4 Quiz
11	Apr.6 T	Exercise Chapters 3 and 4		
	Apr.8 R	Excel Practice Test 2		Excel Assignment 2
12	Apr.13 T	<b>Excel Skill Test 2 on Chapters 3 and 4</b>	Prepare for test	
	Apr.15 R	PowerPoint Chapter 1 and 2 Optional Powerpoint Group Project	PowerPoint Chapter 1 and 2	
13	Apr.20 T	Integrative Assignment		PPT1 and PPT 2 Quizzes
	Apr.22 R	Review for Final Exam Computing Concepts		
14	Apr.27 T	<b>Final Exam – Concept Part</b>	Prepare for test	Integrative Assignment
	Apr.29 R	Optional Powerpoint Group Project Presentation		
	May 11, T Noon-3pm	<b>Optional Integrative Final Skills Exam</b>	Prepare for test	

## Statement of Students' Rights and Responsibilities

**Note: See the Student Section of the Bryan School website for additional information about "Faculty and Student Guidelines" [http://www.uncg.edu/bae/faculty\\_student\\_guidelines.pdf](http://www.uncg.edu/bae/faculty_student_guidelines.pdf)**

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

### **You have the right to expect:**

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

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

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