Syllabus
MSOM 302 – Spring 2011

Managing Information in the Global Environment
(Patriotweb listing: Mang Info Global Environ - 11819 - MSOM 302 - 001)

<table>
<thead>
<tr>
<th>Instructor</th>
<th>Section</th>
<th>Classroom</th>
<th>Day</th>
<th>Time</th>
<th>Office</th>
<th>Office Hours</th>
<th>Office Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dr. Jaideep Ghosh</td>
<td>001</td>
<td>Art and Design Building 2003</td>
<td>Monday (M)</td>
<td>7:20 - 10:00 PM</td>
<td>EH 047 (Suite 054)</td>
<td>Tuesday 4:30 - 5:30 PM</td>
<td>703-993-1889</td>
<td><a href="mailto:jghosh@gmu.edu">jghosh@gmu.edu</a></td>
</tr>
</tbody>
</table>

List of abbreviations used in the syllabus

BB    Blackboard
RC    Rainer & Cegielski text
XLTXT Customized text for EXCEL 2007
TG    Tech Guide in RC
SOM   School of Management
HW    Homework
OACS  Office of Academic and Career Services
ASD   Academic Service Department
EC    Extra credit
EH    Enterprise Hall

Force-add

By a new rule in SOM, I do not do force-add nor sign any forms to that effect. A student advisor at the OACS is the person to see concerning this matter.

Class management

Class management involving announcements, updates, lecture notes uploading, etc. are performed in BB only. Mass distribution emails are not sent out. Instead, all regular announcements are posted in BB. Every student must have an account and be able to access BB for the entire duration of the course.

The Course

Every class in MSOM 302 is divided into two halves. The first half is a theory lecture on various topics of the management of information in the global environment. The second half involves hands-on work using the Microsoft EXCEL 2007 software, which is a very useful tool in almost all managerial practices. It is essential these days that you have some direct experience in using this tool. This knowledge will pay dividends in other SOM courses and may also be beneficial to courses in other departments at GMU as well as in your practical or
professional world. The HW and the class project will be in EXCEL 2007. Students are encouraged to bring their own laptops in class to do some EXCEL work and practice, although this is not required.

**Course objectives**

The objective of this course is to

- develop a fundamental understanding of business information systems
- include
  - organizational impacts
  - systems development
  - hardware
  - software
  - databases
  - telecommunications
  - software lifecycle
  - systems quality
  - other pertinent areas.

**Undergraduate program learning goals**

SOM has developed the following undergraduate program learning goals to be addressed in its curriculum. MSOM 302, as a course in the Minor in Business Program, uses these learning goals as a framework. Thus, MSOM 302 seeks to address a major portion of these goals, focusing on item 2 as its primary objective, but not its sole objective.

1. Our students will be competent in their discipline.
2. **Our students will be aware of the uses of technology in business.**
3. Our students will be effective communicators.
4. Our students will have an interdisciplinary perspective.
5. Our students will be knowledgeable about global business and trade.
6. Our students will recognize the importance of ethical decisions.
7. Our students will be knowledgeable about the legal environment of business.
8. Our students will be knowledgeable about team dynamics and the characteristics of effective teams.
9. Our students will understand the value of diversity and the importance of managing diversity in the context of business.
10. Our students will be critical thinkers.

**Course materials**

- You’ll need SCANTRON sheets in the tests, indicated in the schedule. Use the standard one (available at the bookstore): **FORM NO. 882-E** (for example).

**Basic policies to know at the outset**
• Rules and class policies set forth in the syllabus are instituted across all course sections. These policies are strictly enforced for the entire duration of the course.
• Always check and read carefully all class announcements in BB. Access BB regularly and look for any new announcements. I do NOT send out mass-distribution emails.
• **EMAIL:** If you need to email me, please use your GMU email. Emails from domains outside GMU are blocked by my mail server and, consequently, I do NOT receive them. I cannot, as well, send emails to domains outside GMU. This is a security issue!
• Whenever you have questions, ask. Clarifying your doubts or misunderstanding is the one of the best ways of doing well in class. Ask questions whenever they arise; don’t wait until the last minute.
• Provide feedback (verbally or by email) from time to time to help me improve the course and also to understand your problems, if any.
• There are no conventional midterm and final types of exams in this course. There’ll be three formal exams in all, scattered over the entire term and each covering a certain part of the syllabus (see schedule below). Best two out of three will be selected for your final grades.
• All exams will be in-class and closed book. **You must bring SCANTRON sheets to take tests.**
• Exam dates cannot be rescheduled.
• There will be one HW assignment and one class project in EXCEL 2007.
• **Class attendance:** There will be discussions of the HW’s and the project in class. It is **your own responsibility** to be present in class and pick up materials from these sessions, because these things do not come straight out of the textbook. My advice is, you should **NOT** skip these discussion sessions.

**Make-up exam policy**

There are no regular make-up exams in this course as such. Only in case of an emergency or under extenuating circumstances, and only if you produce proper and adequate documentation substantiating the emergency and supporting your case (for ex., doctor’s certificate or one from an appropriate authority), I’ll let you take a make-up. The decision regarding the exception, however, rests entirely with me. Be aware of the following points regarding a make-up:

• You must notify me by email or calling before (if possible) or within 12 hours of the start time of the exam. If you’re late, you completely lose the chance of taking the makeup. Your email or call times will be recorded.
• I’ll reschedule you to take the exam within certain days of the missed exam according to my work schedule. That time cannot be changed or further negotiated under any conditions. I’ll, however, be considerate in setting up a mutually convenient time.
• You must submit an **original certificate** and an additional photocopy of it endorsing your emergency situation, which will be kept with the department for our records. Keep one copy for your own record.
• If you’re so ill that you cannot go out to see a doctor or apply for a sick certificate in person, you must email or call the ASD explaining your situation and have them write to or email me **before the exam**, so I can keep that evidence as the departmental record.
• A work-related time conflict does **NOT** constitute an extenuating circumstance.
• You must produce valid medical or other certificates, letters, etc. in order to secure an approval from me.
• Missed exams and the project will be assigned a score of 0.
• **NOTE:** No make-up for take-home exams, if any, or for other make-ups.

EC
Five (5) EC points are allotted to the class project. If, in addition to the primary matter in the project, you present an additional analysis to enhance it further, you’ll be considered for EC. Please note you must present something really interesting or worthwhile. It’s entirely up to me to decide if your idea is worth considering for the extra points. Please therefore discuss with me the idea behind your EC theme before you actually start doing it. Do not forget to specify an additional section in the project entitled “Extra Credit” if you’re doing EC work to draw my attention to it. This must not be inserted into the body of the main project.

**NOTE:**
- The EC points are entirely optional. In other words, you do not have to do EC work.
- Later in class, I’ll provide additional details on the project.

**Feedback**

I’ll give you a survey questionnaire in class to provide me feedback about your general background and interests in business minor courses. This questionnaire must remain entirely anonymous (without your name or id or handwriting appearing anywhere in it – you’ll just need to circle appropriate answer choices, that’s all). The data you provide will be processed two weeks after the term is over and your final grades have been assigned (to eliminate bias, if any). You’re greatly encouraged to complete this survey. The data you provide anonymously will be used in research by me. The ultimate objective of this feedback is to improve business minor courses to better suit students’ needs. This survey does not affect your performance or grade in this course in any conceivable way.

**Class announcements**

As mentioned before, I do not send out mass distribution emails. Since BB is used for class management, I’ll post all class announcements in BB. You must check announcements by logging into BB regularly.

**Class participation and attendance**

Class attendance is your own responsibility. Regular class attendance includes attending both theory and EXCEL halves of the class, participating in class discussions and providing feedback to me. Be interactive in class. Since the class project and the HWs are not right out of the textbook, you’ll have to be present in class, take notes, discuss matters with me and other students, clarify doubts, resolve misunderstandings, and thus accumulate your materials. See me during my office hours if you have specific questions. Again, class attendance is your responsibility, and you are solely accountable for all assignments, materials presented or provided and announcements made in class. If you miss a class it is your responsibility to find out from a fellow student what was covered. Attend lectures and hands-on sessions to learn programming efficiently!

**Course evaluation**

Please evaluate the course to help us at SOM to improve the quality of our courses. These days, the forms are completed online.

**Grading**

Students must be officially registered in the course in order to receive a grade. It is the sole responsibility of the student to verify the status of the registration. Specifically, you will not receive a grade if your name does not appear in the official class roster. Registration problems must be directed to the OACS.
IMPORTANT NOTE

- You can request a review of an exam grade within one class-period of the day the test was returned to you. After that, no grade will be revised. **No Exception.**
- You are required to keep all the graded materials returned to you until after the term is over and you have verified your final grade. If there is a discrepancy at any time between my records and the graded materials that were returned to you, my records will be modified if and only if you can produce the concerned graded material as evidence, failing which no changes will be made.
- After a score or a grade has been awarded, any additional work by the student to improve that score or grade is not considered under any circumstances. Please do not email me with these requests, as these emails are ignored and not replied to. A grade or score change can only be made if there is an arithmetic or data entry error by the instructor in computing that grade.
- If there is a conceptual issue involved in grading, please feel free to discuss it with me after class or during office hours.

<table>
<thead>
<tr>
<th>Letter grade</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>93 - 100</td>
</tr>
<tr>
<td>A-</td>
<td>90 – 92</td>
</tr>
<tr>
<td>B+</td>
<td>88 – 89</td>
</tr>
<tr>
<td>B</td>
<td>83 – 87</td>
</tr>
<tr>
<td>B-</td>
<td>80 - 82</td>
</tr>
<tr>
<td>C+</td>
<td>77 - 79</td>
</tr>
<tr>
<td>C</td>
<td>70 - 76</td>
</tr>
<tr>
<td>D</td>
<td>60 - 69</td>
</tr>
<tr>
<td>F</td>
<td>59 and below</td>
</tr>
</tbody>
</table>

**Grade evaluation weight scale**

<table>
<thead>
<tr>
<th>Item</th>
<th>Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>2 best exams out of 3</td>
<td>2 * 28 = 56</td>
</tr>
<tr>
<td>1 class project</td>
<td>30</td>
</tr>
<tr>
<td>1 HW assignment</td>
<td>1 * 14 = 14</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>100</strong></td>
</tr>
</tbody>
</table>

Exams will cover material in the texts and the lectures. You must bring standard SCANTRON sheets for the exams. **All exams are closed book/closed notes.**

**Course schedule**

**NOTE:**

- Use the course schedule below to organize your weekly work activities pertaining to this course. All important dates and times are indicated here.
- If possible, keep a printout hardcopy of this syllabus and keep it handy, so you can refer to it as frequently as you wish.
- You may also view the syllabus in BB, where it’s posted as a Word document.
- As and when necessary, changes will be made in the weekly schedule in order to accommodate more urgent matters. These changes will be communicated in class announcements in BB.
<table>
<thead>
<tr>
<th>Weeks</th>
<th>Topics for Class</th>
<th>Reading Assignments</th>
<th>Assignments</th>
</tr>
</thead>
</table>
| Week 1: Jan 24 week | Course introduction  
|               | Ch. 1 of RC  
|               | EXCEL 2007 | Ch. 1 of RC  
|               | Lesson 1 of XLTXT (p 1-33)  
|               | Class notes | Class notes |
| Week 2: Jan 31 week | Ch. 2 of RC  
|               | EXCEL 2007 | Ch. 2 of RC  
|               | Lesson 2 of XLTXT (p 34-72)  
|               | Class notes | Class notes |
| Week 3: Feb 7 week | Ch. 8,9,10 of RC  
|               | EXCEL 2007 | Ch. 8,9,10 of RC  
|               | Lesson 2,5 of XLTXT (p 34-111)  
|               | Class notes | HW out on BB |
| Week 4: Feb 14 week | Ch. 3 of RC  
|               | EXCEL 2007 | Ch. 3 of RC  
|               | Lesson 5 of XLTXT (p 76-111)  
|               | Class notes | Work on HW |
| Week 5: Feb 21 week | Exam 1 class time  
|               | (SCANTRON) | Topics: RC Chs 1, 2, 3, 8, 9, 10 &  
|               |             | EXCEL 2007 discussed in class | Prepare for exam  
|               |             |                               | Work on HW |
| Week 6: Feb 28 week | Ch. 4 of RC  
|               | EXCEL 2007 | Ch. 4 of RC  
|               | Lesson 6 of XLTXT (p 112-147)  
|               | Class notes | Work on HW |
| Week 7: March 7 week | Ch. 11 of RC  
|               | EXCEL 2007 | Ch. 11 of RC  
|               | Lesson 7 of XLTXT (p 148-185)  
|               | Class notes | Work on HW |
| Week 8: March 14 week | *** Spring Break ***  
|               | *** Spring Break *** | *** Spring Break *** | *** Spring Break *** |
| Week 9: March 21 week | Ch. 12 of RC  
|               | EXCEL 2007 | Ch. 12 of RC  
|               | Lesson 8,9 of XLTXT (p 186-253)  
|               | Class notes | Work on HW |
| Week 10: March 28 week | Exam 2 class time.  
|               | (SCANTRON) | Topics: RC Chs 4, 11, 12 & EXCEL  
|               |             | 2007 discussed in class | Prepare for exam  
|               |             |                               | Work on HW |
| Week 11: April 4 week | TG 1 of RC  
|               | EXCEL 2007 | TG 1 of RC  
|               | Lesson 13,14 of XLTXT (p 310- 
|               |            | 369)  
|               | Class notes | Class notes |
| Week 12: April 11 week | Ch. 6 of RC  
|               | EXCEL 2007 | Ch. 6 of RC  
|               | Lesson 15,16 of XLTXT (p 372-431)  
|               | Class notes | Work on project |
| Week 13: April 18 week | Ch. 7 of RC  
|               | EXCEL 2007 | Ch. 7 of RC  
|               | Lesson 16 of XLTXT (p 400-431)  
|               | Class notes | Work on project |
| Week 14: April 25 week | TG 2 of RC  
|               | EXCEL 2007 | TG 2 of RC  
|               | Lesson 19 of XLTXT (p 458-485)  
|               | Class notes | Complete questionnaire  
|               |            | in class and submit  
|               |            | Work on project |
| Week 15: May 2 week | Exam 3 class time.  
|               | (SCANTRON) | Topics: RC Chs 6, 7, TG 1, TG 2.  
|               |             | EXCEL 2007 discussed in class | Prepare for exam  
|               |             |                               | Prepare project for final  
|               |             | submission. See me  
|               |             | during office hours for  
|               |             | last-minute questions |
| Week 16: May 9 | No class this week. | Project only | Project due on May 12, |
Project

There is one project using the Microsoft EXCEL 2007 software. This is a popular software for business applications and is available in all computer labs at GMU. You may also have it on your personal computer if you have Microsoft Office installed. Note that the project is not from your textbook, so it’s your own responsibility to be present in class and take notes about the project during discussion sessions. If you miss a class, make sure you acquire the materials from another student. I will not repeat basic materials already covered in class except in the form of discussions or review. Some lecture notes on the project and HWs may be posted in BB. Details on the project will be communicated to you in BB and also in class. The project may be done individually or in self-selected groups of no more than two (2) students. I really encourage you to work with a partner, so the work may be more enjoyable and the workload evenly balanced. However, if you prefer to work by yourself and don’t need a partner, feel welcome. Please note that if you’re working with a partner, each student must submit a full project document. A non-submission in BB will result in a 0, even if you’ve worked with a partner. In your submitted document, you should mention your name as the first author and your co-worker’s name as the second author. More details and logistics on these issues will be provided in class.

IMPORTANT NOTE

- Each submission is considered and graded individually; it does NOT matter if you’ve worked with a partner on the project – your work is still considered an individual submission. However, both your and the partner’s name MUST appear in your submitted document, with your name appearing first.
- You MUST use a specific EXCEL feature learned in the class to do the class project. Otherwise, you’ll lose a lot of points in the project. One of the objectives of the project is to acquire the expertise of this very useful feature used in managerial decision making. Details will be provided later in class.

Other policies, rules and guidelines

Make sure you clearly understand the policies below. Exceptions will NOT be made to these policies.

- Understand the makeup exam policy. Missed exams will always result in a grade of "0".
- There’s no conventional midterm or final in this class – just three exams scattered over the entire semester (see schedule for dates and times for these tests).
- Grades of incomplete will be considered only if the student applies in writing at least 24 hours before the scheduled exam, detailing the reason for requesting the incomplete, the progress made toward completing the course work, and a schedule for completion.
- IMPORTANT: I do NOT do force-add nor sign papers to that effect. All force-add requests must be directed to and processed by the Student Services at SOM. Please do not seek me out with this request.
- The project due date CANNOT be extended, and the project will NOT be accepted by email or hard copy. You MUST submit the project in the appropriate BB section (project assignment folder) by the specified time on the specified day. It’s always a good practice to submit early, so you do not get locked out. BB will not allow you to submit late. So give yourself enough of a cushion to submit on time. When
you submit in BB, make sure you insert your email address and obtain an electronic confirmation of submission from BB.

- **IMPORTANT**: The same applies to HW. Emails with the project or the HW files attached, requesting to be graded, are NOT replied to and are promptly deleted.
- It is imperative that you frequently backup your work and save it in **multiple storage devices**. Hard drive crashes will **not** be considered as excuses for missing the project or HW due dates.
- The project must have your name, date, semester and the class and section.
- Electronic gadgets (pagers, beepers, cell phones, watch alarms, etc.) are to be turned off or placed in silent/manner mode during class. Audio (**but not video**) recording of class sessions is permitted.
- If you are a student with a disability and you need academic accommodations, please see me and contact the Disability Resource Center (DRC) at 703-993-2474. All academic accommodations must be arranged through the DRC.

**GMU Honor System and Code**

- George Mason University shares in the tradition of an honor system. The Honor Code is an integral part of university life. Upon application to the university, students sign a statement agreeing to conform to and uphold the Honor Code. Students are responsible for understanding the provisions of the code. Therefore, all students are responsible for understanding the provisions of the Honor Code. Plagiarism, cheating, lying, and stealing of academic work and related materials constitute Honor Code violations. Examples of on-line plagiarism and related matters may be found at [http://mason.gmu.edu/~montecin/plagiarism.htm](http://mason.gmu.edu/~montecin/plagiarism.htm).
- Students having knowledge of an honor violation are obligated to report the offense to the Honor Committee.
- The Honor Committee is independent of the Student Government and the university administration. It is made up of students selected by the student body and has the primary duty of espousing the values of the Honor Code. Its secondary function is to sit as a hearing committee on all alleged violations of the code.
- Please refer to the George Mason website pages on the GMU Honor System for further information. [http://www.gmu.edu/org/honorcouncil/guidelines.htm#chap2](http://www.gmu.edu/org/honorcouncil/guidelines.htm#chap2)