PELLISSIPPI STATE TECHNICAL COMMUNITY COLLEGE
MASTER SYLLABUS

MANAGEMENT INFORMATION SYSTEMS
CST 2030

Class Hours: 3.0
Credit Hours: 4.0
Laboratory Hours: 4.0
Date Revised: Spring 02

Catalog Course Description:
Management of information concepts and applications. Using the computer as a tool to source, organize, and analyze data. Designing information systems to meet business needs. Emphasis on spreadsheets, database management systems, telecommunications, and information technology.

Entry Level Standards:
The entry-level student is not expected to have familiarity with computers. The student must have writing, verbal and English language skills at the college level

Prerequisites:
None

Textbook(s) and Other Reference Materials Basic to the Course:

Textbooks:

Materials:
Diskettes - One box of 20 high-density 3-1/2" diskettes
Computer Based Training free online

I. Week/Unit/Topic Basis:

Course Expectations: Management Information Systems (MIS) is a course with two thrusts. First, it is designed to provide you with the basic computer competencies you will need in future Business courses and in the workplace after you graduate, including basic hardware skills, use of PSTCC computer systems resources, Windows 2000, Excel, Access PowerPoint and Internet browsing. The Computer Based Training (CBT) will give you competency level. Second, the course will teach you about MIS: MIS components; how MIS are used in business; how MIS transform organizations and their cultures; how MIS are designed, implemented, operated and maintained; and how MIS security is maintained. a group project—to create a MIS for a business will merge these two thrusts as you use the MIS content to design it and the applications to build it. Structure: Lecture will cover MIS knowledge components and computer competencies. Usually the MIS content will be presented first, followed by demonstrations of computer competencies such as adding a peripheral, using Windows 2000 or basic operations required in Excel, Access and PowerPoint.
For the most part MIS material is not in your textbooks.

<table>
<thead>
<tr>
<th>Week</th>
<th>Topic</th>
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<tbody>
<tr>
<td>1</td>
<td>History of Technology and Information: Structure Course</td>
</tr>
<tr>
<td>2</td>
<td>Systems Theory; The Organization and the MIS; What Is MIS?</td>
</tr>
<tr>
<td>3</td>
<td>Building or Analyzing a MIS: Mapping and Flows and Information Needs Group Project</td>
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<td>4</td>
<td>Analyzing the Information Needs of the Project</td>
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<td>5</td>
<td>Information, Spreadsheet and Database Basics; Reporting for Business Decisions</td>
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<tr>
<td>6</td>
<td>Stages of MIS Implementation</td>
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<tr>
<td>7</td>
<td>Case Study – Designing and Implementing a MIS</td>
</tr>
<tr>
<td>8</td>
<td>Midterm Exam</td>
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<tr>
<td>9</td>
<td>Role of MIS in Transforming Organizations Process and Management Roles</td>
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<tr>
<td>10</td>
<td>Internet: Finding and Using Information</td>
</tr>
<tr>
<td>11</td>
<td>Internet: Spanning Organizational Boundaries Accessing Information, Customers, Supplies, Regulations</td>
</tr>
<tr>
<td>12</td>
<td>MIS Security and Control</td>
</tr>
<tr>
<td>13</td>
<td>Applied Information: Forecasting</td>
</tr>
<tr>
<td>14</td>
<td>Applied Information: GIS</td>
</tr>
<tr>
<td>15</td>
<td>Predicting Tomorrow: Technology, Software, Systems, Organization, the Nature of Knowledge, Expertise and Education</td>
</tr>
<tr>
<td>16</td>
<td>Final Exam Period</td>
</tr>
</tbody>
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II. Course Objectives*:

A. Demonstrate familiarity with PC microcomputer and Windows environment. II, IV, VII, IX, XI

B. Use an electronic spreadsheet and its functions to solve business problems. II, IV, V, IX, XI

C. Use Computer Oriented Telecommunications to obtain and provide information. II, IV, IX

D. Organize, analyze and present data using database management systems. II, IV, V, VI, IX, XI

E. Describe the complexity and importance of management information systems in business operations. II, IV, V, VI, IX, XI

F. Use computer graphics to develop professional presentations. II, IV, IX, XI
G. Create a MIS for a business. II, IV, V, VI, IX, XI

*Roman numerals after course objectives reference goals of the CST program.

III. Instructional Processes*:

Students will:

1. Use professional tools to produce software components and documentation. Technological Literacy Outcome, Transitional Strategy

2. Create Web pages based on client input or industry research. Communication Outcome, Problem Solving and Decision Making Outcome, Technological Literacy Outcome, Information Literacy Outcome, Active Learning Strategy

3. Create complex spreadsheet applications based on client input or industry research. Communication Outcome, Problem Solving and Decision Making Outcome, Technological Literacy Outcome, Information Literacy Outcome, Active Learning Strategy

4. Create PowerPoint presentations based on client input or industry research. Communication Outcome, Problem Solving and Decision Making Outcome, Technological Literacy Outcome, Information Literacy Outcome, Active Learning Strategy

5. Create database applications based on client input or industry research. Communication Outcome, Problem Solving and Decision Making Outcome, Technological Literacy Outcome, Information Literacy Outcome, Active Learning Strategy

6. Practice elements of the work ethic such as punctuality, professionalism, dependability, cooperation, and contribution. Personal Development Outcome

7. Present a finished product to the class. Communication Outcome, Transitional Strategy, Active Learning Strategy

8. Use professionally accepted methods and materials in completion of applications. Technological Literacy Outcome, Personal Development Outcome, Transitional Strategy, Active Learning Strategy

*Strategies and outcomes listed after instructional processes reference Pellissippi State’s goals for strengthening general education knowledge and skills, connecting coursework to experiences beyond the classroom, and encouraging students to take active and responsible roles in the educational process.

IV. Expectations for Student Performance*:

Upon successful completion of this course, the student should be able to:

1. Appropriately use terminology and concepts relevant to Windows. A

2. Open and close Windows, move around in a graphical user environment, and understand the file manager. A

3. Manage directions and files, and to manipulate directions and files on disks and the disk drive. A

4. Develop and modify spreadsheets using numeric data and text. A,B

5. Apply formulas and functions to specific problems. A,B
6. Generate line, bar and pie graphs. A,B
7. Produce professional quality reports. A,B
8. Apply accounting principles to spreadsheet problems. A,B
9. Create macros. A,B
11. Use interactive query language. A,D,E
12. Write programs with functions, procedures, etc. A,D,E
13. Create custom report and forms. A,D,E
14. Use physical and logical ordering techniques. A,D,E
15. Create effective user interfaces. A,D,E
16. Communicate using E-mail tools. A,C
17. Document software design and development process. A,E,G
18. Use Internet and the WWW. A,C
19. Demonstrate uses of computer graphics software using PowerPoint for Windows. A,F
20. Understand MIS knowledge components and use all of applications program to complete MIS project. G

*Letters after performance expectations reference the course objectives listed above.

V. Evaluation:

A. Testing Procedures:

There will be two types of exams. Two paper and pencil exams (Midterm - 150 points, Final - 250 points) in class will assess your cognitive knowledge and will cover mostly the readings and lecture. CBT course exams in the lab will assess your software skills. All of the sections of all of the CBT exams must all be passed in order to pass the course.

B. Laboratory Expectations:

Lab assignments will be given at each lab session. Each week you will complete an assignment in the software with which we are currently working. While these will be kept as brief as we can keep them, they get progressively more difficult. This underscores the important of keeping up with what we are doing in lab.

C. Field Work:

Project: Working with three classmates, you will complete a project that will demonstrate your Excel, Access and PowerPoint competencies (200 points). Grades will be apportioned according to your participation in the project.

D. Other Evaluation Methods:
E. Grading Scale:

Grades will be calculated as the percentage of points earned divided by possible points (1000 total). There will be one extra credit opportunity worth 10 points. Grades are determined as follows:

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<tr>
<th></th>
<th>Points</th>
<th>Grade</th>
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<tbody>
<tr>
<td>In-Class exams</td>
<td>400</td>
<td>A: 900-1000</td>
</tr>
<tr>
<td>CBT exams</td>
<td>150</td>
<td>B: 800-869</td>
</tr>
<tr>
<td>Assignments</td>
<td>250</td>
<td>B+: 870-899</td>
</tr>
<tr>
<td>Group Project</td>
<td>200</td>
<td>C: 700-769</td>
</tr>
<tr>
<td>Total</td>
<td>1000</td>
<td>C+: 770-799</td>
</tr>
<tr>
<td></td>
<td></td>
<td>D: 600-699</td>
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<tr>
<td></td>
<td></td>
<td>F: 599 or less</td>
</tr>
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VI. Policies:

A. Attendance Policy:

Pellissippi State Technical Community College expects students to attend all scheduled instructional activities. As a minimum, students in all courses must be present for at least 75 percent of their scheduled class and laboratory meetings in order to receive credit for the course.

B. Academic Dishonesty:

Plagiarism, cheating, software piracy, non-educational use of computer systems and other forms of academic dishonesty are strictly prohibited. A student caught cheating or infracting specific rules will be given a grade of "F" for the course and a letter from the department head will be placed in the student's academic record file, or dismissal from the college will be recommended.

C. Other Policies:

Homework assignments are due at the beginning of the designated lab session. Any homework turned in later on the due date will be assessed a 30% late penalty. Any homework assignment handed in after the due date will receive a grade of zero WITHOUT EXCEPTION.

All exams are required, and make-ups will be allowed only in the rarest of cases. In the event that you have an emergency beyond your control, you must notify the instructor in advance. To do this, call the Business & Computer Technology office at 694-6656 and leave a message. At the next lecture period, you must submit a written statement explaining why you missed the test. Be warned: Only the noblest of excuses will be accepted.

All students with an acceptable excuse will make up their missed exam at an announced date during the last week of classes for the semester. There will be no exceptions to this arrangement.