MGT 348-01, Management Systems

Department of Management & Organization
School of Business
Central Connecticut State University
New Britain, CT 06050
Winter 2022

Course Description from CCSU Catalog:  MGT 348 Management Systems (3)
Pre-requisites: Grades of at least C- in MGT 295 and the 8 pre-major courses, junior standing, and meeting upper-division Business School GPA requirements.

Provides an understanding of the complex sociotechnical systems in organizations. Examines the relationship between technology and social systems by applying general systems theory. Emphasizes the relationship of machines, work processes, and methods to organization structure and human relationships. Alternative strategies for managing change and innovation will be explored.

Course Objectives: At the conclusion of this course, a student will be able to:

• Solve business problems using computer-based management systems.
• Plan, design, build, and implement a computer-based management system for efficient business process.
• Develop computer applications for management systems with a spreadsheet model for effective business decision-making.
• Develop computer applications for management systems with a relational data model for effective business decision-making.
• Administer relational database management systems in business.

CCSU Management & Organization Department Learning Outcomes

1) Describe and analyze how society at large and specific stakeholder groups affect and are affected by organizational actions
2) Identify and examine major theories in management and their use in organizational contexts
3a.) Identify functions and processes within an organization
3b.) Analyze the relationships and dynamics among organizations
4) Use methods and theories to analyze and influence human behaviors in organizations
## CCSU School of Business Assurance of Learning (AOL)

<table>
<thead>
<tr>
<th>Learning Goal (Competency)</th>
<th>LO#</th>
<th>Learning Objectives</th>
<th>Level* in MGT 348</th>
<th>Learning Activities in MGT 348</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communication Skills</td>
<td>CS1</td>
<td>Students will prepare and deliver an effective business document.</td>
<td>1</td>
<td>Identifying the effective presentation of business data analysis results with MS-Excel or MS-Access</td>
</tr>
<tr>
<td></td>
<td>CS2</td>
<td>Students will demonstrate comprehension of the business</td>
<td>1</td>
<td>Developing business reporting systems using MS-Excel or MS-Access</td>
</tr>
<tr>
<td>Ethics &amp; Social Responsibility</td>
<td>ES1</td>
<td>Students can recommend actions consistent with high ethical standards in response to an ethical dilemma.</td>
<td>7</td>
<td>Conducting a business case study in relation with management systems</td>
</tr>
<tr>
<td></td>
<td>ES2</td>
<td>Students will identify the impact of business actions and decisions on multiple stakeholders.</td>
<td>7</td>
<td>Conducting a business case study with management systems</td>
</tr>
<tr>
<td>Team Player</td>
<td>TP1</td>
<td>Students provide meaningful contributions to team outcomes.</td>
<td>7</td>
<td>Participating in group projects on developing management systems</td>
</tr>
<tr>
<td></td>
<td>TP2</td>
<td>Students will describe, identify, and explain characteristics of effective teams.</td>
<td>3</td>
<td>Taking a lesson on Team Player Module on Blackboard</td>
</tr>
<tr>
<td>Thinking Skills</td>
<td>TS1</td>
<td>Students will identify appropriate issues for action when faced with a business situation.</td>
<td>5</td>
<td>Developing computer applications for solving business problems.</td>
</tr>
<tr>
<td></td>
<td>TS2</td>
<td>Students will gather, interpret and integrate data across disciplines to solve business problems.</td>
<td>7</td>
<td>Developing computer applications for solving business problems.</td>
</tr>
</tbody>
</table>

*Levels  
1 = Not covered in course  
3 = Course introduces the concept/topic.  
5 = Reinforced in course (has been introduced elsewhere in curriculum)  
7 = Course emphasizes objective and promotes a level of mastery.
Course Textbook

- **Required Textbook**
- Smart textbook (online textbook)
- Publisher: Cengage
- Authors: Patrick Carey; Katherine T. Pinard; Ann Shaffer; Mark Shellman; Sasha Vodnik
- Title: *MindTap for Carey/Pinard/Shaffer/Shellman/Vodnik's The New Perspectives Collection, Microsoft® Office 365® & Office 2019, 1 term Printed Access Card, 1st Edition*
- This smart textbook includes 4 major activities:
  1. eBook,
  2. Textbook projects,
  3. Textbook training,
  4. Textbook exam).

- Students are required to complete the activities on Cengage MindTap.
- Completion of such activities will be more than 60 percent of the course grade.
- In short, this smart textbook is required for this course. Without it, you will not succeed in/pass this course.

**What is MindTap?** MindTap empowers you to produce your best work – consistently. MindTap is designed to help you master the material. Interactive videos, animations, and activities create a learning path designed by your instructor to guide you through the course and focus on what's important. Get started today!

**Purchase & Registration:** To purchase & register in the MindTap course,

- Go to **Blackboard course site**.
- Click on “**Cengage MindTap**” on the main menu on the top left of the Blackboard screen.
- Click the following link:

  ![Link to purchase & register in the smart textbook (Cengage MindTap) for MGT 348, Management Systems](https://example.com)

**Payment:** After registering for your course, you will need to pay for access using one of the options below:

- **Online:** You can pay online using a credit or debit card, or PayPal.
- **Free Trial:** If you are unable to pay at the start of the semester, you may choose to access MindTap **during your free trial**. After the free trial ends, you will be required to pay for access.

Please note: At the end of the free trial period, your course access will be suspended until your payment has been made. All your scores and course activity will be saved and will be available to you after you pay for access.
Already registered an access code? Bought MindTap at your bookstore or online? Now use the course access code.

**System Check:** To check whether your computer meets the requirements for using MindTap, go to [http://ng.cengage.com/static/browsercheck/index.html](http://ng.cengage.com/static/browsercheck/index.html)

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### Course Instructor, Office Hours, Course Delivery Mode

**Instructor:**
C. Christopher Lee, PhD  
Professor of Management & Organization  
School of Business  
Central Connecticut State University  
1615 Stanley Street, New Britain, CT 06050-4010, USA  
E-mail: christopher.lee@ccsu.edu  
Office: Vance Academic Center Room 415  
Office Phone: (860) 832-3288  |  Department: (860) 832-3275

**Office Hours:**

- **Monday to Friday 5:00 to 6:00 pm**
  - You do not need an appointment. Visit the Q & A session via MS-Teams. The MS-Teams online meeting invite link will be available on Blackboard. In addition, you can call me by phone (860-832-3288) if you encounter a technical difficulty to connect via MS-Teams.

- **Other times are available upon request.**
  - To schedule a meeting at other times, go to [https://outlook.office365.com/owa/calendar/CentralConnecticutStateUniversity4@my.ccsu.edu/bookings/](https://outlook.office365.com/owa/calendar/CentralConnecticutStateUniversity4@my.ccsu.edu/bookings/)  
  - You do not need to email or call me for the appointment confirmation.

**Online Class Overview (Winter 2022):**

- This is an online asynchronous class.
- All the learning materials will be available online via Blackboard.
- There will be assignments per each class day. At your convenience, **complete activities and the assignments by the due dates.**
- Each weekday evening, during the office hours (from 5:00 to 6 pm), a Q & A session will be offered via Microsoft Teams. **You can meet the instructor in person.** It is totally optional. If you have any questions about the learning materials on Blackboard, you are welcome to visit the optional online meeting. You do not need an appointment.
Course Assessment Criteria (Winter 2022):

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Proportion</th>
</tr>
</thead>
<tbody>
<tr>
<td>Smart Textbook Projects</td>
<td>40%*</td>
</tr>
<tr>
<td>Smart Textbook Training</td>
<td>15%*</td>
</tr>
<tr>
<td>Smart Textbook Exam</td>
<td>25%*</td>
</tr>
<tr>
<td>Final Exam*</td>
<td>20%*</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
</tr>
</tbody>
</table>

*The assessment proportions are tentative and are subject to change at the instructor's discretion. BlackBoard, the course learning management systems may show such changes as this class goes on.

Grading Scale (CCSU):

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Letter Grade</th>
<th>Percentage</th>
<th>Letter Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>94 - 100%</td>
<td>A</td>
<td>74 - 76.9%</td>
<td>C</td>
</tr>
<tr>
<td>90 - 93.9%</td>
<td>A-</td>
<td>70 - 73.9%</td>
<td>C-</td>
</tr>
<tr>
<td>87 - 89.9%</td>
<td>B+</td>
<td>67 - 69.9%</td>
<td>D+</td>
</tr>
<tr>
<td>84 - 86.9%</td>
<td>B</td>
<td>64 - 66.9%</td>
<td>D</td>
</tr>
<tr>
<td>80 - 83.9%</td>
<td>B-</td>
<td>60 - 63.9%</td>
<td>D-</td>
</tr>
<tr>
<td>77 – 79.9%</td>
<td>C+</td>
<td>≤ 59.9%</td>
<td>F</td>
</tr>
</tbody>
</table>

Course Policies:

1. Use the CCSU email. Do not use your personal email address.
2. In the email, identify yourself clearly. Include (1) Full Name (2) Course Name.
3. The course announcements will be sent to you via the CCSU email and/or Blackboard announcement.
4. You must have access to the Internet and three working computers.
5. No phone, texting, social media, email, etc. are allowed in class.
6. All assignments, discussions, reports, and tests have due dates. See our Blackboard course. Assignments must be turned in by the due date. Assignments submitted late will not be graded unless prior permission is obtained.
7. Please review the Blackboard Announcements & calendar for each class, so you are not missing assignments, discussion, reports or tests dates.
8. CCSU sanctioned travel related absences (athletics, conference presentations, conference attendance) are approved by CCSU administrators (Provost, Dean, Department Chair, AD Director). The course instructor is expected to accommodate students in these situations. However, students MUST make arrangements with the instructor before the travel occurs. Failure to do so may result in “F” grades being assigned for the missed work.
9. Students are expected to perform all assigned work themselves unless otherwise noted. Any form of cheating or plagiarism will be handled in accordance with the CCSU Honor Code Procedures. Violations of the Honor Code may result in an F for the course grade.
10. Any grade grievances and corrections must be done within a week.
Statement on Discrimination and Harassment

Central Connecticut State University strives to maintain our campus as a place of work and study for faculty, staff, and students that is free of all forms of prohibited discrimination and harassment based upon age; ancestry, color; gender identity and expression; intellectual disability; learning disability; mental disorder; physical disability; marital status, national origin; race; religious creed; sex, (including pregnancy, transgender status, sexual harassment and sexual assault); sexual orientation; or any other status protected by federal or state laws. Any student who has concerns about should contact the Office of Diversity and Equity (ODE) at 860-832-1652, Student Affairs at 860-832-1601, or his/her faculty member. The ODE is located on the main floor of Davidson Hall, room 102.

Sexual Misconduct, Intimate Partner Violence and Stalking

Central Connecticut State University (CCSU) will not tolerate sexual misconduct against students, staff, faculty, or visitors in any form, including but not limited to: sexual assault, sexual exploitation, sexual harassment or stalking, as defined in CCSU policies. For additional information, please consult the CCSU policy at http://www.ccsu.edu/diversity/policies/BORSexualMisconductFeb2015.pdf. All faculty members and staff have a duty to report incidents of sexual harassment including sexual misconduct, intimate partner violence and stalking to Rosa Rodríguez, Title IX Officer, Office of Diversity and Equity, Davidson Hall, 102.

- To file a report contact:
  - Diversity and Equity (860-832-1652),
  - Student Conduct (860-832-1667), or
  - Student Affairs (860-832-1601)
- For criminal complaints, contact the University Police (860-832-2375).
- For support and advocacy contact:
  - Office of Victim Advocacy at 860-832-3795,
  - Student Wellness Services at 860-832-1945 (confidential),
  - Women’s Center at 860-832-1655,
  - local YWCA’s Sexual Assault Crisis Services Hotline at 860-223-1787 (confidential),
  - Prudence Crandall Center for Domestic Violence (confidential) at 888-774-2900 (24-hour hotline)

Wellness Services

The CCSU Student Wellness Center provides a range of mental health, medical, and wellness education services to enrolled CCSU students. Services are free and confidential. Although students can call for an appointment any time there is a need, you are encouraged to seek counseling and health-related services before emotional, interpersonal, behavioral, and/or medical concerns begin to interfere with your well-being or academic success. To make an appointment, please call 860-832-1926 or stop by the Student Wellness Center located in Willard-DiLoreto Hall, W101.
# Tentative Course Schedule* (Winter 2022)

<table>
<thead>
<tr>
<th>Class</th>
<th>Smart Textbook (Cengage MindTap)*</th>
<th>Class Activities: Database Systems*</th>
</tr>
</thead>
</table>
| 1     | • Course Overview  
• Excel Module 1 – Getting Started with Excel | • Microsoft Access |
| 2     | • Excel Module 2 – Formatting Workbook Text and Data | • Microsoft Access: PK |
| 3     | • Excel Module 3 – Performing Calculations with Formulas and Functions | • Microsoft Access: PK, FK |
| 4     | • Excel Module 4 - Analyzing and Charting Financial Data | • Microsoft Access: Query |
| 5     | • No Class – CCSU Official Holiday | |
| 6     | • Excel Module 5 – Generating Reports from Multiple Worksheets and Workbooks | • Relational Data Modeling |
| 7     | • Excel Module 6 – Managing Data with Data Tools | • Relational Data Modeling (continued) |
| 8     | • Excel Module 7 – Summarizing Data with PivotTables | • Structured Query Language (SQL) |
| 9     | • Excel Module 8 – Performing What-If Analyses | • SQL (continued) |
| 10    | • Access Module 1 – Creating a Database | • SQL (continued) |
| 11    | • Access Module 2 – Building a Database and Defining Table Relationships | • SQL (continued) |
| 12    | • Access Module 3 – Maintaining and Querying a Database | • SQL (continued) |
| 13    | • Access Module 4 – Creating Forms and Reports | • SQL (continued) |
| 14    | • Final Exam | • Tableau |

*This course plan is tentative and subject to change at the instructor’s discretion; On-line learning activities via BlackBoard & smart textbook are expected each class.