TMGT 513-01W Knowledge Management in Engineering & Technology Organizations

CRN: 21009

COURSE SYLLABUS: Spring, 2014, Version 2

PROFESSOR
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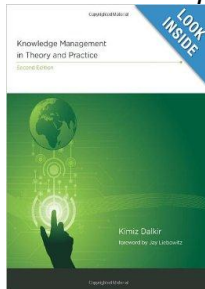**Office Phone: 903.886.5471**
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COURSE INFORMATION

Materials – Textbooks, Readings, Supplementary Readings:

Textbooks Required:

TITLE: Knowledge Management in Theory and Practice, 2nd Ed.
AUTHOR: Kimiz Dalkir
ISBN: 13: 978-0262015080
PUBLISHER: The MIT Press
 PUBLICATION DATE: 2011

AND

STYLE/FORMAT REFERENCES

 Publication Manual of the American Psychological Association (APA), 6th Edition.
 ISBN-10: 1-4338-0561-8 (2009) [**Required without exception**].

<u>**SUGGESTED READINGS:**</u>

"Any current text related to the content of this course."

<u>**COURSE DESCRIPTION;**</u>

This course is a study of knowledge management and its organizational impact. Students will be expected to conduct extensive research into how knowledge management affects the contemporary organization. Emphasis on how organizational knowledge is captured, retained, accessed, and used to provide a competitive edge in the global environment. (**Note**: This course is 100 % on-line). (**Students should keep copies of this syllabus for the TMGT 599 Course**).

<u>**Student Learning Outcomes;**</u>

Upon satisfactory completion of the course, the student will:

- Compare and contrast knowledge management (KM) of U.S. business and industry,
- Analyze KM as it applies to contemporary business and industry,
- Conduct advanced internet research of sources in order to development a scholarly written paper on the various aspects and practices of KM,
- Express KM in a scholarly paper utilizing APA format suitable for journal publication, and
- Assess the future impact of KM in U.S. business and industry.

COURSE REQUIREMENTS

Instructional / Methods / Activities Assessments

All of the course and student performance objectives will be assessed using responses from briefing and other deliverable materials. The learners will be expected to articulate appropriate comments, observations, answers, or treatise concerning each of the course objectives, during discussions, the final executive briefing and the deliverable work(s).

In the workplace, you will be expected to produce documents that are clear, error-free, and visually effective. Your written products must also satisfy general requirements of the organization, be appropriate for a specific purpose, and meet the needs of the audiences for the communication. **Competencies will be measured by a combination of a student written assignment and a comprehensive examination.**

Grading

Discussion boards will be graded based on Content, Feedback, and Writing style. Evaluations of assignments will reflect these basic concerns and each deliverable will be graded in accord with the following criteria guidelines:

- a. Creative Ability / Originality (25%)
- b. Scientific Thought (30%)
- c. Thoroughness (15%)

        d.   Skill (15%)
        e.   Clarity and format (15%)

Points for Grading Purposes

Assignment	Maximum Points
Homework, Discussion Boards (11 total)	250
Research Manuscript (Paper)	350
Final Examination	400
TOTAL	**1000**

Research Paper (350 Points)

Each student will be expected to *read the textbook* adopted for this course and additionally conduct **extensive** and **verifiable** internet research on the topic of "knowledge management". Based on the research and its finding, each student will be expected to write a scholarly research paper using the provided Manuscript Format Guide. The paper is to extensively address each of the following:

- Definition(s) of "knowledge management".
- Overview of "knowledge management" practices as found in contemporary American business and industry.
- Discussion on how organizational knowledge is captured, retained, accessed and used to provide a competitive edge in the global environment.
- Projections of the future of "knowledge management" and summarization of your research findings.

Internet research cited in your paper is to come from only *verifiable* and *legitimate* sources. **Your cited sources will be checked and verified by your Professor and must be cited properly per APA. Wiki sources are NOT acceptable.** Supporting Power Points will be eligible for extra consideration.

The Manuscript Format Guide (found in Doc Sharing) must be followed for your paper-no exceptions! It is the student's responsibility to familiarize and to be able to apply the Manuscript Format Guide provided. In addition, the Professor may post APA guideline tools in the Doc Sharing folder students may chose to use (or not).

Research Paper Due: April 27, 2014 by midnight

Examination (400 Points)

There will be one (1) examination during the semester. The examination will be completed *"individually"* and outside of class, i.e., "take home". The examination will be based on information found within the course textbook.

It is critical that you read the course textbook thoroughly. Responses to questions will require the student to conduct additional outside readings and research.

All references used in your responses must be properly documented (cited) using the **APA Publication Manual** as a guide.

The examination will be posted on eCollege in "Doc Sharing" on or about April 28, 2014.

Completed Examination Due: May 6, 2014 by 10:00pm

TECHNOLOGY REQUIREMENTS

The student will need access to high-speed internet connection, with a modern computer (Windows XP or newer, MS Office, Internet Explorer (6.0, 7.0, or 8.0). It is probable that lectures will be conducted via the web, using ClassLive Pro. Students will be given instructions as to how to access this program via the Drop box. Students also will need a microphone and speakers (preferable a headset) in order to hear and talk with the Professor.

Your courses will also work with Macintosh OS X along with a recent version of Safari 2.0 or better. Along with Internet Explorer and Safari, eCollege also supports the Firefox browser (3.0) on both operating systems.

It is strongly recommended that you perform a "Browser Test" prior to the start of your course. To launch a browser test, login in to eCollege, click on the "myCourses" tab, and then select the "Browser Test" link under Support Services.

ACCESS AND NAVIGATION

This course was developed and will be facilitated utilizing eCollege, the Learning Management System used by Texas A&M University-Commerce. To get started with the course, go to https://leo.tamuc.edu

You will need your CWID and password to log in to the course. If you do not know your CWID or have forgotten your password, contact Technology Services at 903.468.6000 or helpdesk@tamuc.edu. For additional information on how to be a successful student, log in to **tamuc**; password **online**, and read the information provided.

Students will access and follow all course instructions found in the weekly content area; they will participate in ClassLive Pro sessions, as well as Discussion Boards, submit assignments via the Drop Box tab, and take the Final Exam.

COMMUNICATION AND SUPPORT

Information on how to contact your Professor is provided on the first page. Email is the preferred method of communication. Every effort will be made to respond to your email within 24 to 48 hours. If personal meetings are desired, an appointment must first be made and confirmed. As this is a summer class, no set office hours are in effect. The Professor will communicate with students via email, Class Live Pro,

and eCollege Announcements. All communications are expected to be of professional nature, with proper spelling and punctuation.

SUBMITTING ASSIGNMENTS
Protocol for Preparing Homework or Other Submittals

Submitted student work must be prepared using Microsoft Word, and PowerPoint; other word processing formats will not be accepted. Keep your electronic copies for future use in capstone or portfolio courses.

In the workplace, you are expected to produce documents that are clear, error-free, and visually effective in communicating your message. Your work products must also satisfy general requirements of the organization, be appropriate for a specific purpose, and meet the needs of the audiences for the communication. Evaluations of your student work products will reflect these same basic concerns. Neat, professional appearing submittals, which are well organized, communicate your thoughts well, and contain technically correct information will receive higher scores. Additional guidelines for the term paper and PowerPoint slides will be provided in the Doc Sharing section and/or Announcements.

Put your name on the top of your submitted work product. Many submitted documents do not have a student's name or other needed identifiers. These submittals will not be graded.

You will receive a failing grade for each assignment that does not have the following information at the top of each uploaded submittal; 1) your name, 2) the chapter homework number, and 3) the course name and number.

Use spell-check and grammar-check before submitting your work product.

Required file naming convention: All uploaded files for this course MUST use the following file naming convention. Uploaded files that do not meet this file naming convention **Will Not Be Graded**. E-mail not using the course naming convention will not be returned.

Convention: LastName,Initial(s),CourseNumber,SubmittalName/Number,Extension
Examples: **SmithJB-TMGT-513-01W-HW01.doc**
(No Spaces - Use Dashes)

STUDENT SUPPORT

Texas A&M University-Commerce provides students technical support in the use of eCollege. The student help desk may be reached by the following means 24 hours per day, seven days per week:
1. **Chat Support**: Click on "*Live Support*" on the tool bar within your course to chat with an eCollege representative
2. **Phone:** 1-866-656-5511 (toll free) to speak with an eCollege Technical Support Representative
3. **Email:** helpdesk@online.tamu-c.org
4. **Help:** Click on the "*Help*" button on the toolbar for information regarding working with eCollege (i.e., "how to submit to the drop box, etc.")

COURSE AND UNIVERSITY PROCEDURES/POLICIES

Course Specific Procedures:

Statement of Ethical and Professional Conduct:
Students enrolled in this course are expected to follow the highest level of ethical and professional behavior at all times. Each student will be expected to maintain legal, ethical and moral principles, practice professionalism and civility throughout this course of study.

Actionable Conduct:
The following actions on the part of the student will bring sanction against that student:

- **Dishonest Conduct:** Seeking to obtain unfair advantage by stealing, purchasing or receiving copies of course related assignments, projects, examinations.
    Intentionally preventing others from completing their course related work.
    The falsifying of records in order to gain admission or in order to complete an academic program of study.
    The purchase of course related work from any outside or external source.
- **Cheating:** The unauthorized use or coping of another's work and reporting or representing it as your own.
- **Plagiarism:** Using or copying someone else's words, ideas and/or work without citations and the giving of proper credit (reference).
- **Collusion:** Acting with others to perpetrate any of the above actions regardless of your personal gain.

Sanctions:
Faculty, guided by a clearly delineated policy in the course syllabus, will be the arbiter for all in-class violations.

All violations will be reported to the Department Head of Engineering & Technology to assure equity and to provide appropriate counsel. In addition, the Department Head will maintain departmental records of violations by students. Sanctions beyond those imposed on the student by the course faculty member will be in the hands of the Department Head and the Dean. Potentially, for any repeated violations, a student could receive permanent expulsion from **Texas A&M University-Commerce.** Administrators, faculty and students are guided by the course syllabus, current undergraduate and/or graduate catalogs of the University, University Rules & Procedures, and **The Student's Guidebook.**

Students will always be afforded due process and review as appropriate under University policy.

As an official university student enrolled in this academic course, you will be held accountable for your actions in this course. This *Academic Honesty Policy* is in effect for the duration of this course of study and all enrolled students are expected to abide by the stated policy.

1. If you **cannot accept** this *Academic Honesty Policy* you must notify your Professor immediately by email and **also officially withdraw from this course of study.**

2. If you choose to remain in this course you are hereby <u>accepting and agreeing to abide</u> by this *Academic Honesty Policy*. **No further action on your part is required.**

Plagiarism represents disregard for academic standards and is against University policy. Plagiarized work will result in failure of the course and further administrative sanctions according to University policy. Guidelines for properly quoting and citing someone else's works can be found in a variety of handbooks and online resources.

University Specific Procedures:

ADA Statement

The Americans with Disabilities Act (ADA) is a federal anti-discrimination statute that provides comprehensive civil rights protection for persons with disabilities. Among other things, this legislation requires that all students with disabilities be guaranteed a learning environment that provides for reasonable accommodation of their disabilities. If you have a disability requiring an accommodation, please contact:

Office of Student Disability Resources and Services
Texas A&M University-Commerce
Gee Library 132
Phone (903) 886-5150 or (903) 886-5835
Fax (903) 468-8148
StudentDisabilityServices@tamuc.edu

Student Conduct

All students enrolled at the University shall follow the tenets of common decency and acceptable behavior conducive to a positive learning environment. (See *Code of Student Conduct from Student Guide Handbook).*

Late Submittals
Late work is not acceptable.

Incompletes are not available. A student may drop a course by logging into their myLeo account and clicking on the hyperlink labeled "Drop a class" from the choices found.

COURSE OUTLINE / CALENDAR	
	Dates

1st Official Day of Class	01-13-14
Review objectives, syllabus, etc. Become familiar with MyLeo and e-College software.	Week 1
Discussion Board (DB) 1 – Start reading your book. Participate in Discussion Board 1**; initial response due by Thursday, 1-2-143 @ 10:00 pm; final responses due by Saturday, 1-25-14 @ 10:00 pm. This schedule will be consistent for all Discussion Boards.**	Week 2
Discussion Board 2 - Continue reading in your book. Discussion Board 2: initial response by 1-30 with final responses by 2-1; both no later than 10 pm	Week 3
Discussion Board 3 – Initial response due by 2-6 and final responses due by 2-8, both no later than 10 pm	Week 4
Discussion Board 4 - Initial response due by 2-13 and final responses due by 2-15, both no later than 10 pm	Week 5
Discussion Board 5 - Initial response due by 2-20 and final responses due by 2-22, both no later than 10 pm	Week 6
Discussion Board 6 - Initial response due by 2-27 and final responses due by 3-1, both no later than 10 pm	Week 7
Discussion Board 7 - Initial response due by 3-6 and final responses due by 3-8, both no later than 10 pm	Week 8
Spring Break 03-10-14 through 03-14-14. Work on your manuscripts	
Discussion Board 8 - Initial response due by 3-20 and final responses due by 3-22, both no later than 10 pm	Week 9
Discussion Board 9 - Initial response due by 3-27 and final responses due by 3-29, both no later than 10 pm	Week 10
Discussion Board 10 - Initial response due by 4-3 and final responses due by 4-5, both no later than 10 pm	Week 11
Discussion Board 11 - Initial response due by 4-10 and final responses due by 4-12, both no later than 10 pm	Week 12
Research manuscript due 4-27-14, no later than midnight	Week 15
Final Exam (Posted from 04-28-14 until 05-06-14, closing @ 10:00 pm)	Week 15