



**COURSE: TMGT 513-01E Knowledge Management in Engineering & Technology Organizations**

**CRN: 23241**

**COURSE SYLLABUS: Spring, 2015**

**(January 20 – May 15, 2015)**

**PROFESSOR**

David O. Anderson, PhD, CIH, CSP, QEP, CPEA – Assistant Professor

Office Location: AG/IT 213 B

Office Hours: Tuesday 9 – 2 or by **Appointment** (Preferred)

Office Phone: 903.886.5471

Office Fax: 903.886.5960

University Email Address: [David.Anderson@tamuc.edu](mailto:David.Anderson@tamuc.edu)

<b>COURSE INFORMATION</b>
---------------------------

**Meets 1:00 – 2:15 pm Tuesday, AG/IT 217**

**Materials – Textbooks, Readings, Supplementary Readings:**

*Textbooks Required:*

**TITLE: Knowledge Management in Theory and Practice**

**AUTHOR: Kimiz Dalkir**

**ISBN: 13: 978-0-7506-7864-3**

**PUBLISHER: Elsevier Butterworth-Heinemann**

**PUBLICATION DATE: 2005**

**AND**

**STYLE/FORMAT REFERENCES**

Publication Manual of the American Psychological Association (APA), 6th Edition.

ISBN-10: 1-4338-0561-8 (2009) [**Required without exception**].

**SUGGESTED READINGS:**

“Any current text related to the content of this course.”

**COURSE DESCRIPTION:**

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 both enhanced in a face-to-face environment and on-line).

**Student Learning Outcomes:**

Upon satisfactory completion of the course, the student will:

- have an advanced understanding and concept of knowledge of U.S. business and industry,
- be able to define knowledge management as it applies to contemporary business and industry,
- be able to conduct advanced internet research of sources in order to development a scholarly written paper on the various aspects and practices of knowledge management,
- be able to write a scholarly paper utilizing APA suitable for journal publication, and
- be able to define the future impact of knowledge management 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 Paper	350
Final Examination	400
<b>TOTAL</b>	<b>1000</b>

### **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: May 1, 2015 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 25, 2015.

**Completed Examination Due: May 9, 2015 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.tamu-commerce.edu/login.aspx>.

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@tamu-commerce.edu](mailto:helpdesk@tamu-commerce.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. No set office hours are in effect. The Professor will communicate with students via email, Class Live Pro, and eCollege Announcements, and in class. 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](mailto: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.”)

<b>COURSE AND UNIVERSITY PROCEDURES/POLICIES</b>
--

### University Required Statements

#### ***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](mailto:StudentDisabilityServices@tamuc.edu)

[Student Disability Resources & Services](#)

#### ***Non-Discrimination Statement***

A&M-Commerce will comply in the classroom, and in online courses, with all federal and state laws prohibiting discrimination and related retaliation on the basis of race, color, religion, sex, national origin, disability, age, genetic information or veteran status. Further, an environment free from discrimination on the basis of sexual orientation, gender identity, or gender expression will be maintained.

#### **Course Specific Procedures:**

**IMPORTANT NOTICE!!! Grading policies and requirements identified in this syllabus are non-negotiable and will be followed in this course with all students held to an identical standard. If you do not agree with any requirement herein, believe any of them to be “unfair” or “unreasonable,” or believe that less should be expected of you than your classmates to earn a comparable grade, you should IMMEDIATELY DROP this course and re-evaluate your dedication to academic integrity and success!**

#### ***Student Conduct/Citizenship***

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*).

Students are expected, at all times, to recognize constituted authority, to conform to the ordinary rules of good conduct, to be truthful, to respect the rights of others, to protect private and public property, and to make the best use of their time and effort toward the educational process.

At no time is a student allowed to exchange dialog with, make requests of, or make implications to a member of faculty that could be construed as a request for, or expectation of, preferential or differential treatment among members of a class. A student may not place an instructor in a position in which there is an expectation by the student that (s)he will be evaluated, assessed, or given consideration in a manner inconsistent with that of the entire class. All students within a class will be held to an identical standard of expectation and assessment, within the law.

### ***Scholarly Expectations***

Work submitted is expected to demonstrate higher-order thinking skills and represent the student's best possible effort on the assignment. A student should NEVER ask an instructor what they made on a particular assignment for the purpose of determining how much effort to put into the next assignment. Any effort, on any activity, that is less than the student's best is insufficient and will most likely be reflected in the grade. If a passing grade is desired in this course, it must be demonstrated by virtue of your performance throughout the course.

### ***Academic Honesty Policy***

Texas A&M University-Commerce does not tolerate **plagiarism** and other forms of academic **dishonesty**. Conduct that violates generally accepted standards of academic honesty is defined as academic dishonesty. "Academic dishonesty" includes, but is not limited to, plagiarism (the appropriation or stealing of the ideas or words of another and passing them off as one's own), auto-plagiarism (duplicate submission of single work for credit in multiple or repeated classes), cheating on exams or other course assignments, collusion (the unauthorized collaboration with others in preparing course assignments), and abuse (destruction, defacing, or removal) of resource material. All works submitted for credit must be original works created **by the scholar** uniquely for the class. Works submitted are subject to submission to TurnItIn, or other similar services, to verify the absence of plagiarism. Consequences of academic dishonesty may range from reduced credit on the plagiarized assignment to petition for removal from the academic program or institution, depending on the circumstances and extent of the violation; however, in typical instances, an automatic F on the assignment is considered appropriate as a minimum consequence.

Also, be aware that the statute of limitations for penalties for plagiarism does not end upon the completion of the course or even upon graduation. If an instance of plagiarism is found anytime after the completion of the course, the course grade

is subject to change accordingly and any awarded degree utilizing the course is subject to revocation.

To avoid plagiarism, an individual must give credit whenever they:

- a) use another individual's idea, opinion, or theory;
- b) use facts, statistics, graphs, and drawings that are not common knowledge;
- c) use quotations of another individual's spoken or written words; or
- d) paraphrase another individual's spoken or written words.

Any works referenced should be properly cited in accordance with APA 6<sup>th</sup> edition style.

Web resources for additional reference regarding what constitutes plagiarism and how to avoid it include:

<http://www.plagiarism.org/>

<http://www.unc.edu/depts/wcweb/handouts/plagiarism.html>

<http://www.indiana.edu/~wts/pamphlets/plagiarism.shtml>

### ***Drops & Withdrawals (and understanding the difference)***

**Drop** – Removal of the student from one or more courses while remaining actively enrolled in one or more remaining courses in a given semester. A drop must be initiated by the student, with reason, subject to instructor approval, or it may be initiated by the instructor in the case of excessive absences, at the discretion of the instructor. Drop requests **must** be submitted on or before the drop deadline. A student **may not** be dropped from a single course after the drop deadline is passed. Requests to drop a course are submitted via the student's myLEO account.

**Withdraw** – Elective removal of the student from **ALL** courses in which (s)he is enrolled in a given semester. A withdrawal request must be initiated by the student submitting the official [Withdrawal Form](#) to the Office of the Registrar on or before the last day to withdraw. Withdrawals cannot be initiated by instructors and do not require instructor approval.

During the open registration period at the beginning of the semester, students may add or drop courses without specific authorization (prerequisite requirements and permission-only courses excepted). Should the student determine it to be necessary to drop the course, or withdraw from the semester, it is the student's sole responsibility to submit the proper request **PRIOR** to the official deadlines to complete either of these actions. Drop/Withdrawal requests may **NOT** be submitted through your instructor and informing your instructor of your intent to take either action does not constitute your official request to do so. Instructor approval is required to drop the course after the end of the open-enrollment period and prior to the drop deadline. The student **cannot** be dropped after the drop deadline or withdraw after the withdrawal deadline. (This is university procedure, NOT an instructor decision.) The instructor is **required** to submit the actual grade earned by each student remaining on the official roster after the withdrawal deadline, regardless of the level of grade attainment. The student must contact their academic advisor to determine what effect the drop/withdrawal will have on their academic progress prior to initiating either action.

The student is responsible for confirming official university dates/deadlines and meeting any and all necessary deadlines pertaining to drops & withdrawals. In the event of a discrepancy between a date provided in the course and a date on the [official university calendar](#), the date on the official university calendar, or revised date officially announced by the registrar or other authorized university official, will take precedence.

### ***Time Commitment (16-week term)***

In a college-level course, it is a reasonable and accepted expectation that a student will spend between three and four hours outside of class for each hour spent in class. This applies to on-line and web-enhanced courses just as it does to a tradition course when determining the total expectation of time that should be spent on a particular course per week, or day in the case of summer or sub-term courses. The activities in this course are based on a 15-week instruction schedule. An understanding of this expectation can help serve as a gauge for you to determine a range of how much time you will need to allow for and devote to each course. The average time commitment range calculation for a three Semester Credit Hour (3 SCH) course, such as this one, is show in the following table:

Average expected time spent on class or class related work.	Minimum expected average time based on 3:1 time ratio.	Maximum expected average time based on 4:1 time ratio.
“In” class per class week	2hr. 30min.	2hr. 30min.
“Outside” class per class week	7hr. 30min.	10hr. 00min.
<b>TOTAL Weekly Expectation</b>	<b>10hr. 00min.</b>	<b>12hr. 30min.</b>
<b>TOTAL Term Expectation</b>	<b>150hr. 00min.</b>	<b>187hr. 30min.</b>

### ***Grade of "X" (Incomplete)***

In accordance with the Academic Procedures stated in the TAMU-C Catalog, “students, who because of circumstances beyond their control, are unable to attend classes during finals week or the preceding three weeks will, upon approval of their instructor, receive a mark of ‘X’ (incomplete) in all courses in which they were maintaining passing grades.” The mark of "X" is rarely applicable and will only be considered in strict compliance with University Policy upon submission of complete medical or other relevant documentation. Discovery of an impending failure of a course, although personally disappointing, DOES NOT constitute an emergency in academia and does not meet the criteria for the assignment of an incomplete.

### ***Surveys/Course Evaluations***

Your feedback may be requested by Texas A&M University-Commerce during the semester/term regarding your course. *It is important that you take a serious and constructive approach to this activity.* The information gained from you will assist in course evaluation by the university/college/department to insure that effective learning is taking place within the existing course structure. If changes are indicated, this will help with course re-design and/or other revisions that will make the course more relevant for future students and the employers of graduates.

### ***This Syllabus***

This syllabus constitutes the contractual document between faculty and students in the course. A student's continued enrollment in the course following the posting of the final, official syllabus at the beginning of the term signifies the student's understanding of and complete acceptance of this contract and the procedures, requirements, and evaluation criteria contained herein. Any student not accepting this contract is to immediately drop this course. The syllabus identifies credit-earning activities for which you will be responsible to submit in the course. The occurrence of a need to vary from the original syllabus is rare; however, unforeseen circumstances and logistical issues could arise during the course of a semester that necessitates a minor modification in the originally planned activities or procedures. Changes to a syllabus are not made without sufficient justification and assurance that any changes implemented would not impact the students' ability to complete the course. Any variations that may be determined necessary during the course by the instructor will be appropriately announced in the courseware along with relevant information pertaining to the modification and an updated version of the syllabus will be provided.

### **Late Submittals**

**Avoid them.** However, you can receive an extension for good cause *if you contact your Professor before the assignment is due* by means of an e-mail or memo in which you (1) explain the reason for the delay and (2) propose a reasonable deadline (less than one week), which you then keep. The e-mail or memo is a contract. Failure to keep the new deadline breaks the contract, and your assignment won't be accepted. Use this option no more than once in a semester.

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.

As this is an enhanced class, you are expected to make every effort to attend scheduled classes. You are allowed up to three (3) absences from class meetings; more than this will negatively impact your grade.

<b>COURSE OUTLINE / CALENDAR</b>
----------------------------------

	<b>Dates</b>
--	--------------

1st Official Day of Class	01-20-15
Review objectives, syllabus, etc. Become familiar with MyLeo and e-College software.	Week 1
<b>Discussion Board (DB) 1</b> – Start reading your book. Participate in Discussion Board 1; <b>initial response due by Thursday (1-29) @ 10:00 pm; final responses due by Sunday (2-1) @ 10:00 pm. This schedule will be consistent for all Discussion Boards.</b>	Week 2
<b>Discussion Board (DB) 2</b> - <b>Initial response due by Thursday @ 10:00 pm; final responses due by Sunday (2-8) @ 10:00 pm.</b> Continue reading in your book. Schedule (due dates) are the same as above	Week 3
<b>Discussion Board (DB) 3</b> - <b>Initial response due by Thursday @ 10:00 pm; final responses due by Sunday (2-15) @ 10:00 pm</b> See above; start working on your manuscripts	Week 4
<b>Discussion Board (DB) 4</b> - <b>Initial response due by Thursday @ 10:00 pm; final responses due by Sunday (2-22) @ 10:00 pm</b>	Week 5
<b>Discussion Board (DB) 5</b> - <b>Initial response due by Thursday @ 10:00 pm; final responses due by Sunday (3-1) @ 10:00 pm</b>	Week 6
<b>Discussion Board (DB) 6</b> - <b>Initial response due by Thursday @ 10:00 pm; final responses due by Sunday (3-8) @ 10:00 pm</b>	Week 7
<b>Discussion Board (DB) 7</b> - <b>Initial response due by Thursday @ 10:00 pm; final responses due by Sunday (3-15) @ 10:00 pm</b>	Week 8
<b>Spring Break 03-16-15 through 03-20-15.</b> Work on your manuscripts	
<b>Discussion Board (DB) 8</b> - <b>Initial response due by Thursday @ 10:00 pm; final responses due by Sunday (3-29) @ 10:00 pm</b>	Week 9
<b>Discussion Board (DB) 9</b> - <b>Initial response due by Thursday @ 10:00 pm; final responses due by Sunday (4-5) @ 10:00 pm</b>	Week 10
<b>Discussion Board (DB) 10</b> - <b>Initial response due by Thursday @ 10:00 pm; final responses due by Sunday (4-12) @ 10:00 pm</b>	Week 11
<b>Discussion Board (DB) 11</b> - <b>Initial response due by Thursday @ 10:00 pm; final responses due by Sunday (4-19) @ 10:00 pm</b>	Week 12
<b>Research manuscript due</b> no later than midnight	05-01-15
<b>Final Exam</b> (Posted from about 04-25-15 until 05-09-15, closing @ 10:00 pm)	05-09-15

Even though every effort has been made to produce an error-free syllabus, including due dates and assignments, the Professor reserves the right to edit or modify the syllabus at any time. All materials, including syllabus, notes, etc. are copywrited by the Professor. Prepared 16 January 2015.