**COURSE TITLE**

**BLACKBOARD SITE**

HTM5013 IT & Healthcare IT Infrastructure  
Spring 2012 – [http://my.ltu.edu](http://my.ltu.edu) and select CRN 3728

**INSTRUCTOR**

Anne Kohnke, PhD  
Senior Lecturer, Director, Health IT Management & Doctoral Programs Coordinator  
Lawrence Technological University – College of Management  
Office: M309c  
akohnke@ltu.edu; LTU Office: 248.204.3085; Home Office: To be provided  
Office hours by appointment

**SCHEDULE**

January 16, 2012 – April 28, 2012

Refer to [http://www.ltu.edu/registrars_office/calendar_final_exam.index.asp](http://www.ltu.edu/registrars_office/calendar_final_exam.index.asp) for the last date to withdraw and other important registration related information.

**LEVEL/HOURS PREREQUISITE**

Students should have a basic understanding of information technology principles acquired through personal and/or business use of IT systems, and should be fluent in the use of personal productivity tools such as e-mail, word processing software, spreadsheet/database software, and presentation software.

**REQUIRED TEXT**

(See Blackboard for additional resources)

Required Text(s):


**ADDITIONAL RESOURCES**

LTU Online student resources: [http://www.ltu.edu/ltuonline/](http://www.ltu.edu/ltuonline/)

**TECHNICAL SUPPORT**

Technical support for using Blackboard is provided by the Helpdesk, 248.204.2330 or helpdesk@ltu.edu. Send the Help Desk a form detailing any issues by clicking here [http://tinyurl.com/3yqrvne](http://tinyurl.com/3yqrvne).
**COURSE SCHEDULE FOR COLLEGE OF MANAGEMENT (GRAD) SEMESTER COURSES**

This fully online course begins with a partial week online course orientation period to familiarize yourself with the online learning environment and to meet online or via the phone with your instructor. Each subsequent week starts on a Monday and ends on a Sunday.

<table>
<thead>
<tr>
<th>Dates</th>
<th>Modules</th>
<th>Topics / Readings</th>
<th>Assignments Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prior to Semester Start and Jan 16 – Jan 18</td>
<td>Module 0</td>
<td>Overview of textbook Online Learning Orientation Course Orientation and group formation</td>
<td>Course orientation Instructor conversation Individual Assignment &amp; Bb Discussion Board Forum</td>
</tr>
<tr>
<td>Week of Jan 16 – Jan 22</td>
<td>Module 1</td>
<td>MIS Book-Chapter 1—Information Systems in Global Business Today</td>
<td>Article Review Assignment Bb Discussion Board Forum</td>
</tr>
<tr>
<td>(note: more than one module may be scheduled in a week)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Week of Jan 23 – Jan 29</td>
<td>Module 2</td>
<td>MIS Book-Chapter 2—Global eBusiness and Collaboration</td>
<td>Assignment 1 &amp; Bb Discussion Board Forum</td>
</tr>
<tr>
<td>Week of Jan 30– Feb 5</td>
<td>Module 3</td>
<td>MIS Book-Chapter 3—Information Systems, Organizations, and Strategy</td>
<td>Article Review Assignment Bb Discussion Board Forum</td>
</tr>
<tr>
<td>Week of Feb 6– Feb 12</td>
<td>Module 4</td>
<td>MIS Book-Chapter 4—Ethical and Social Issues in Information Systems</td>
<td>Assignment 2 &amp; Bb Discussion Board Forum</td>
</tr>
<tr>
<td>Week of Feb 13– Feb 19</td>
<td>Module 5</td>
<td>MIS Book -Chapter 5—IT Infrastructure and Emerging Technologies HMI Book – Chapter 5—Architectures of Information Systems</td>
<td>Assignment 3 &amp; Bb Discussion Board Forum</td>
</tr>
<tr>
<td>Week of Feb 20– Feb 26</td>
<td>Module 6</td>
<td>MIS Book -Chapter 6—Foundations of Business Intelligence: Databases and Information Management</td>
<td>Article Review Assignment Bb Discussion Board Forum</td>
</tr>
<tr>
<td>Week of Feb 27– Mar 4</td>
<td>Module 7</td>
<td>MIS Book -Chapter 7—Telecommunications, the Internet, and Wireless Technology</td>
<td>Assignment 4 &amp; Bb Discussion Board Forum</td>
</tr>
<tr>
<td>Week of Mar 5 – Mar 11</td>
<td>Module 8</td>
<td>MIDTERM EXAM</td>
<td>Chapters 1-7 MIS Book and Chapter 5 in HMI Book</td>
</tr>
</tbody>
</table>

**Mid-semester Break – No Classes**

<table>
<thead>
<tr>
<th>Dates</th>
<th>Modules</th>
<th>Topics / Readings</th>
<th>Assignments Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>Week of Mar 19 – Mar 25</td>
<td>Module 9</td>
<td>MIS Book -Chapter 8—Securing Information Systems HMI Book—Chapter 7—Privacy &amp; Security</td>
<td>Article Review Assignment Bb Discussion Board Forum</td>
</tr>
<tr>
<td>Week of Mar 26 – Apr 1</td>
<td>Module 10</td>
<td>MIS Book -Chapter 9—Achieving Operational Excellence and Customer Intimacy: Enterprise Applications</td>
<td>Assignment 5 &amp; Bb Discussion Board Forum</td>
</tr>
<tr>
<td>Dates</td>
<td>Modules</td>
<td>Topics / Readings</td>
<td>Assignments Due</td>
</tr>
<tr>
<td>-------------------</td>
<td>-----------</td>
<td>--------------------------------------------------------</td>
<td>------------------------------------------------------</td>
</tr>
<tr>
<td>Week of Apr 2 – Apr 8</td>
<td>Module 11</td>
<td>MIS Book - Chapter 13—Building Information Systems</td>
<td>Article Review Assignment Bb Discussion Board Forum</td>
</tr>
<tr>
<td></td>
<td></td>
<td>HMI Book – Chapter 2—Electronic Medical Records</td>
<td></td>
</tr>
<tr>
<td>Week of Apr 9 – Apr 15</td>
<td>Module 12</td>
<td>MIS Book - Chapter 10—E-Commerce: Digital Markets, Digital Goods</td>
<td>Assignment 6 &amp; Bb Discussion Board Forum</td>
</tr>
<tr>
<td>Week of Apr 16 – Apr 22</td>
<td>Module 13</td>
<td>MIS Book – Chapter 14—Managing Projects</td>
<td>Article Review Assignment Bb Discussion Board Forum</td>
</tr>
<tr>
<td>Week of Apr 23 – Apr 28</td>
<td>Final Exams</td>
<td></td>
<td>Chapters 8-14 MIS Book and Chapters 2 &amp; 7 in HMI Book</td>
</tr>
</tbody>
</table>

**STUDENT EVALUATION**

The course has five assignments worth 20% of the total grade. Letter grades are awarded based on the total number of points achieved. Points are deducted for late assignments.

<table>
<thead>
<tr>
<th>Assignments</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weekly Assignments</td>
<td>25%</td>
</tr>
<tr>
<td>Article Review Assignments</td>
<td>25%</td>
</tr>
<tr>
<td>Midterm Exam</td>
<td>15%</td>
</tr>
<tr>
<td>Final Exam</td>
<td>15%</td>
</tr>
<tr>
<td>Online Participation</td>
<td>20%</td>
</tr>
<tr>
<td>Total Points</td>
<td>100%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Class Points</th>
<th>Letter Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>96 and above</td>
<td>A</td>
</tr>
<tr>
<td>90 – 95</td>
<td>A-</td>
</tr>
<tr>
<td>87 – 89</td>
<td>B+</td>
</tr>
<tr>
<td>83 – 86</td>
<td>B</td>
</tr>
<tr>
<td>80 – 82</td>
<td>B-</td>
</tr>
<tr>
<td>77 – 79</td>
<td>C+</td>
</tr>
<tr>
<td>73 – 76</td>
<td>C</td>
</tr>
<tr>
<td>70 – 72</td>
<td>C-</td>
</tr>
<tr>
<td>61 – 70</td>
<td>D (Undergrad Only)</td>
</tr>
<tr>
<td>60 and below</td>
<td>E</td>
</tr>
</tbody>
</table>

*Note: Grades lower than a “B” fall below the LTU graduate standard*

**EDUCATIONAL GOALS**

This is a 3 credit foundation course intended for individuals with little or no IT background. The course examines the use of the components of information technology in hardware, software, data, network, and other infrastructure environments that are required to deliver the support of healthcare services.

**STUDENT LEARNING OBJECTIVES / OUTCOMES**

This course focuses on the effect of technology in the healthcare industry and the use of IT for competitive advantage. By the end of this course, students should be able to:

1. Discuss the roles played by information technology in the healthcare industry, and define various technology architectures on which information systems are built.
2. Define and analyze typical functional healthcare information systems and identify how they meet the needs of the organizations to deliver efficiency and competitive advantage.
3. Identify the basic steps in systems development and examine the processes of planning, designing and implementing MIS for a healthcare organization.
4. Define and analyze various MIS management responsibilities including planning, budgeting, project management, and personnel management.

5. Discuss critical security issues, quality, risks, and costs in deploying healthcare information systems.

6. Discuss critical ethical and social issues in information systems.

PREREQUISITE SKILLS
None.

INSTRUCTIONAL METHODS AND COURSE ORGANIZATION
A variety of instructional methodologies are used in this course. The methods are listed below.

Blackboard Learning Environment – Blackboard at my.ltu.edu contains the syllabus, all assignments, reading materials, streaming videos, narrated PowerPoint mini-lectures, podcasts, written lecture notes, chapter quizzes, links to Web resources, and discussion forums. You will submit all assignments via Blackboard, and are expected to participate regularly in discussion topics. Please take time to familiarize yourself with the organization of the Blackboard site. You will want to check the site frequently for announcements reminding you of new resources and upcoming assignments.

Student/Instructor Conversations – Students keep in touch with the instructor via e-mail messages, telephone conference calls, and IM conversations.

Required Reading – Textbook chapters should be read according to the schedule outlined in the syllabus. Chapters will be discussed online.

CLASS POLICIES AND EXPECTATIONS

Classroom Conduct:  When participating in this course, it is essential that you maintain a professional demeanor that is consistent with what is expected in the corporate workplace. Disagreeing with another’s opinion is fine – it’s okay to “agree to disagree” - however, the professionalism of the tone and manner in which the posts are written need to be upheld. When responding to a post, each student needs to be courteous and respectful of one another’s opinions and insights. For instance, “You are wrong, I am right” is not an acceptable response. A more appropriate answer may be “I respect your opinion, however, my experience has been…..”. Responses that do not adhere to these guidelines will not be given full credit. Keep in mind that appropriate class and workplace conduct can result in a “win-win” situation for everyone involved. It is my objective that you not only learn the principles presented in the class, but you learn from each other.

Netiquette: It is very easy for comments to be misinterpreted in the electronic environment since we can’t see each other’s faces for visual cues. It has been estimated that 80% of interpersonal communication is non-verbal and conveyed through facial expressions and body language. Since we don’t have the luxury of the non-verbal cues, we must be especially careful in the words we choose.

Plagiarism: Each student is expected to present his or her own work. All papers, examinations, and other assignments must be original or explicit acknowledgment must be given for the use of other person’s ideas or language. Students must cite their sources using the publication manual of the American Psychological Association (APA) for information that is not their original thought. A zero will be given if plagiarism is detected for an assignment. There will be no exceptions for this policy. Additionally, an assignment that exceeds the 15-20% amount of directly quoted information (word-for-word information), even though properly cited using the APA format, will receive substantial deductions. Papers that are submitted in both the undergraduate and graduate level courses should be written professionally. This can be accomplished by using the student’s original thoughts and appropriately paraphrasing, using the APA format, for all assignments (paper, discussion questions, exams, etc.).
• Failure to use quotation marks: All work which is quoted directly from a source should be enclosed in quotation marks and followed by a proper reference giving the exact page or pages from which the quote is taken.
• Failure to use the quotation marks, even if a footnote is provided, is plagiarism.
• Failure to document ideas: When a student uses one or more ideas from and/or paraphrases a source, he or she must give the exact page or pages from which the ideas or paraphrasing were taken.
• Failure to provide an exact reference is plagiarism. False documentation: Falsifying or inventing sources or page references is plagiarism.

Late Assignments: All assignments must be submitted on schedule, via Blackboard, and using Microsoft Office-compatible software. If you need to submit an assignment via e-mail, contact the instructor in advance. Assignments that are not received on the due date and without an approved extension, will receive a reduction of 10% each day for three days. After three days they will no longer be accepted for credit. Students should use proper time management to ensure assignments are submitted on the specified due date.

Online Expectations: I plan to offer you a valuable learning experience, and expect us to work together to achieve this goal. Here are some general expectations regarding this course:

1. Each student has a LTU email account. If you wish to use a different email address for this course, please change your email address in Blackboard under “Blackboard Tools”, then “Personal Information” and send an email to me to store your email address in my directory.

2. Readings, discussion forum participation, and written assignments must be completed according to the class schedule. It is important to contact the instructor as needed to discuss personal needs regarding course requirements and assignments.

3. It is essential that all students actively contribute to the course objectives through their experiences and working knowledge.

4. All assignments must be submitted on schedule, via Blackboard, and using Microsoft Office compatible software. If you need to submit an assignment via email, contact the instructor in advance.

5. Assignments must be completed to an adequate standard expected of a graduate student in order to obtain a passing grade. Requirements for each assignment are detailed in this syllabus.

6. Be prepared to log into Blackboard at least once each day. Please focus your online correspondence within the appropriate Blackboard discussion forums so that your colleagues can learn from you.

7. At midterm and at the end of the course, you will be invited to participate in a University evaluation of this course. Your feedback is important to the University, to LTU Online, and to me as an instructor, and I encourage you to participate in the evaluation process.

Instructor Information: It is important for you as students to know what to expect from me as your instructor:

• I will be available to you via e-mail and phone, and will promptly reply to your messages—usually within 48 hours.
• I will be available to you for face-to-face appointments as requested.
I will maintain the Blackboard web site with current materials, and will resolve any content-related problems promptly as they are reported to me.
I will send out a weekly e-mail update to all class members to guide upcoming work and remind you of assignment due dates.
I will return all assignments to you promptly, and will include individualized comments and suggestions with each assignment.
I will hold our personal written or verbal communications in confidence. I will not post any of your assignments for viewing by the class without requesting your approval in advance.
I will treat all members of the class fairly, and will do my best to accommodate individual learning styles and special needs.
If any of these points need clarification, or should special circumstances arise that require my assistance, please contact me so that we may discuss and resolve the matter.

PRACTICAL GUIDELINES FOR CLASS LOAD EXPECTATIONS

A three-credit course generally requires at least nine hours per week of time commitment. Here are some practical guidelines to help schedule your time commitments for this online course:

- A 14-week semester (the Summer semester is compressed into 10 weeks) would require at least 126 hours of time commitment to successfully complete all readings, activities, assignments, and texts as described in this syllabus.
- You should reserve at least 6 hours per week to read the required textbook chapters and resources, participate in online discussions, review presentation materials, and work through online quizzes. This effort will total at least 84 hours over the course of the semester.
- You should organize your remaining time to roughly correspond with the point value of each major assignment. This means that you should plan to spend at least:
  - 8-9 hours preparing your case study review;
  - 24-40 hours working with your group on the three parts of your semester-long project;
  - 8-9 hours working on the various components of your reflective consolidation (final exam).

These guidelines may not reflect the actual amount of outside time that you – as a unique individual with your own learning style – will need to complete the course requirements. The number of hours each week will vary based on assignment due dates, so please plan ahead to insure that you schedule your academic, work, and personal time effectively. The following graphic may be used to guide you in planning your weekly course work to remain on schedule:

![Online Learning Schedule](image)

ASSIGNMENT DETAILS

Course assignments and evaluation criteria are detailed below. Please review these requirements carefully. See the section Academic Resources / Assessment Guidelines for information about assessment of written and oral presentations.
Details for all assignments are shown below. Please note that you should not submit any assignments to the Blackboard “Digital Drop Box.” All assignments are submitted using the Blackboard “Assignments” or “SafeAssign” function. Some assignments are also posted to the Blackboard Discussion Forum for student comments.

Assignments

Assignments – [25%]
There will be a total of six Assignments posted in the Practice Folder for the Modules in which they are assigned. Assignments will also be posted in the Assignments Tab in Blackboard and have a corresponding Discussion Forum. The Discussion Forum will be available from Monday through to the following Sunday. You are expected to post your first initial thread no later than 6pm on the Friday of the online Modules. All initial assignments posted after 6pm will be subject to late penalties.

Exams – Midterm [15%], Final Exam [15%]
There will be a total of two exams conducted via Blackboard. The exams will consist of 30 multiple choice questions and 2 short essays. The exams will be timed and you will have 3.5 hours for each exam. Once you begin the exam you must finish so plan your time accordingly. Make sure you have a solid connection to the Internet—in the event you get disconnected, the exam automatically submits and will require a reset. The exams will be available beginning at 8:00am Monday until 6pm Friday during the week in which they are assigned.

Participation – [20%]
Each student is expected to actively participate in online activities, participating in Blackboard discussion forums, responding to questions posted by the instructor, and interacting positively with other students.

Article Reviews – [25%]
There will be a total of six Article Review Assignments that will cover the material in the chapter assigned for that week. A corresponding Discussion Forum will be used to post your Article Reviews—please make sure you’ve selected a unique article for that week—no duplicates. Additional details on acceptable sources and due dates will be posted. All initial postings after the due date will be subject to late penalties.

SYLLABUS ADDENDA
Please see the LTU Online “Current Students” web site http://www.ltu.edu/ltuonline/ for comprehensive information about Lawrence Tech’s academic services, library services, student services, and academic integrity standards. The content of this web site is explicitly included in these syllabus requirements.

The LTU Online “Current Students” web site also includes grading rubrics used by your instructor to evaluate written assignments, discussion forum participation, and group assignments. Please note that the SafeAssign anti-plagiarism product will be used for written assignments submitted for this course. Please see the instructions included on the eHelp web site regarding the use of the SafeAssign product.

Undergraduates: Leadership Transcripts
The leadership transcript enables students to track co-curricular activities that are undertaken above and beyond the requirements of the LTU curriculum. The leadership transcript serves students by enhancing the leadership portfolio; providing the opportunity for a transcript of distinction; enhancing their resumes; and assisting in articulating leadership experience. It can be accessed by logging on to Banner Web and clicking the Student and Financial Aid tab. Leadership Activities is located at the bottom of the list.