Syllabus

> ⚠ This is a single, concatenated file, suitable for printing or saving as a PDF for offline viewing. Please note that some animations or images may not work.

Course Description

> ℹ This module is also available as a concatenated page, suitable for printing or saving as a PDF for offline viewing.

MET CS632

IT Project Management

This course provides students with a comprehensive overview of the principles, processes, and practices of software project management. Students learn techniques for planning, organizing, scheduling, and controlling software projects. There is substantial focus on software cost estimation and software risk management. Students will obtain practical project management skills and competencies related to the definition of a software project, establishment of project communications, managing project changes and managing distributed software teams and projects. We also focus on the Project Management Body of Knowledge (PMBOK) as a framework in this course. This is now a world-wide de facto standard for project management and recommended by IEEE and ANSI as well for their project management standard.

> This text will be replaced with: cs632_courseintro
>
> Professor Kanabar's Video Introduction
>
> ⬇ Download

> ❗ **Technical Note**
> The table of contents expands and contracts (+/- sign) and may conceal some pages. To avoid missing content pages, you are advised to use the next/previous page icons in the top right corner of the learning modules.

Course Learning Objectives

Upon successful completion of this course, you will be able to:

1. Demonstrate knowledge of IT project management terms and techniques, such as:
   - The difference between a program, project, portfolio, and operation
   - The key processes that all projects might go through
   - The triple constraint of project management
   - The project management knowledge areas and process groups
   - The project life cycle
   - Tools and techniques of project management, such as:
     - Work breakdown structures
     - Network diagrams, critical path analysis, and critical chain scheduling
     - Cost estimation and Risk Management
     - Earned value management
     - Motivation theory and team building
     - Conflict management
     - Project Quality Management

2. Understand advanced topics in the domain of software project management.
   - This course focuses on Software Cost Estimation and Software Risk Management.
   - Project planning, organization and control both in theory and in practice.

3. Apply project management concepts by working on a group project as a project leader or active team member.
   - Students will create a real-world Web based project working in small teams, and in a collaborative manner using MS Groove and other remote collaboration tools that you may prefer.
   - Each team will produce a comprehensive software project management repository for the above project.

- Students will produce a high-quality research abstract paper to encourage original thinking in this field.
- They will also participate in discussions on current topics pertaining to research abstracts and web project technology. Using skills developed in this and other computer science courses and previous work experience, students will develop an appreciation of the many skills required to perform high-quality systems analysis and design.

4. Applies to some team members: Develop skills using software such as Dreamweaver or database systems, and applying techniques such as blogging, podcasting, and obtaining RSS Feeds.

5. Applies to some team members: Develop good documentation/technical writing skills, virtual teamwork, and virtual communication skills. Develop good project management skills.

Note: (If you plan to become a certified Project Management Professional this comment applies to you.) This course counts to PMP educational requirements and the project produced counts towards experience. Also you will be eligible to attend our workshop at Boston along with several other students. An online recording of the workshop might be available to you as well.

Course Outline

Please visit Professor Kanabar's Course Web site for additional resources at http://cs632.com/wordpress/.

- **Calendar Tool** - You may add your own events there. However, please be aware that you may not find all of the important dates for the course listed there. You will stay current by checking announcements, discussions, and emails in the course.
- **Readings** - Each module has both textbook readings and online lectures. Your professor may suggest additional readings during the running of the course.
- **Discussion** - There are threaded discussions for each module. These discussions are moderated by your facilitator. Postings for each discussion should be completed by the assigned due dates. There are also general discussions boards, which are not graded, for you to use to discuss any issues with your classmates.
- **Assignment** - There are assignments that are due throughout the course.

Project Management Book of Knowledge (PMBOK)
If you are new to project management—this project primer is a wonderful overview and a great way to start. A Project Management Primer by Nick Jenkins.

Note
The latest standard has just come out with some changes. If you are a PMI member you can read it online.

Module 1 - Introduction to Project Management

- Lecture 1A - Introduction to Project Management
- Lecture 1B - Overview - Project Initiation

Module 2 - Cost Estimation

- Lecture 2A - Case Study
- Lecture 2B - Project Schedules and Project Time Management
- Lecture 2C - Cost Drivers

Module 3 - Software Risk Management

- Lecture 3A - Software Risk Management

Module 4 - Project Schedule and Project Review

- Lecture 4A - Project Schedules and Reviews
- Lecture 4B - Reviews

Module 5 - Quality Management and Communications Management

- Lecture 5A - Project Quality Management
- Lecture 5B - Project Manager and Project Communications

Module 6 - Procurement Management and Closing Phase Course Wrap-up Case Study

- Lecture 6A - Project Procurement Management
- Lecture 6B - Project Presentation

Module 7 - Prepare for and take the final exam

- You will prepare for and take the proctored final exam.

The course will remain open two weeks after the final exam, so that you can continue discussions and ask any questions about database technology, your grades or the course. This is also a time when we enter into a dialog where we endeavor to learn from you how we can modify the course so that it better meets your needs.

Instructor

Dr. Vijay Kanabar

Computer Science Department
Metropolitan College
Boston University
808 Commonwealth Ave, Room 250
Boston, MA 02215

Office Hours: Email me to arrange a time to meet online. I will also be happy to meet with you if you are in the Boston area.

Office Phone: 617-358-0002

Email: kanabar@bu.edu

Dr. Vijay Kanabar is a professor at Boston University and has been consulting and teaching in the applied areas of IT and Project Management for more than 25 years in the US and Canada. He has authored two database books—*An Introduction to Structured Query Language* (Wm C Brown now McGraw-Hill) and *XBase for the True Beginner* (McGraw-Hill). He also has published two Project Management books one on risk management (Copley) and the other on Project Management Fundamentals (Kaplan)—and has been recognized with awards for outstanding teaching and research. He has substantial business experience and is frequently invited to present seminars at conferences. Dr. Kanabar holds graduate degrees in Computer Science from Florida Tech and a PhD in Information Systems from University of Manitoba and is a certified Project Management Professional (PMP).

Course Materials

Required Course Book

Warburton, R. & Kanabar, V. (2013). *The art and science of project management* (2nd ed.). New York: RW-Press.

This textbook can be purchased from Barnes and Noble at Boston University.

Errata for the book may be found at http://www.projectmanagementartandscience.com/known-typos/

Final Project Resources

View the complete details on the [Final Project](#).

To help you with the Term Project you are strongly encouraged to purchase:

Project Management Boston Style
by Warburton & Kanabar from lulu.com

Exact details like ISBN will be provided to you in the second week of the course.

WBS and NETWORK Drawing Tools

Our preference is to use **MS Project 2010**. You will get a fully functional legal license in the first week of the course. Check your BU Email (including spam folder) for the user name and password. Use the tutorials on this page to get you going. Alternate: Simplicity is wonderful. PC users can leverage this Critical Tools Inc's WBS and Network drawing tool for 30 days free. Limitation 50 activities. Learning curve is "almost zero." [Download WBS Chart](#) [Download PERT Chart](#)

MS Project 2007/2010

[MS Project 2007 Tutorial](#)

MS Project 2010 information:

1. Good Jump Start Tutorial: [MS Project Tutorial](#) [described in the following video](#) which you can in your browser.
2. Bottom Up Estimation of a Project or a Package using "Experience Based Duration Estimation." We also suggest how the three point method can be used to estimate one of the activities. [Click here for viewing using your Browser](#).
3. [Create a Milestone](#)
4. Resources (click for [Resources](#)..with embedded links to MS Project Video Tutorial).
5. Cost Resources (click for [CostResources](#) PDF...with embedded link to a video)
6. [Critical Path Video](#) (this video also shows you how to FILTER and QUERY....eg., filter and view milestones can be done in the same manner as filtering and viewing critical tasks).
7. [View the Timeline of the Project](#)
8. [Shrink the Gantt View](#)
9. [Filter Views](#)
10. [Print Views](#)
11. [Leveling of Resources.](#) (We don't require this....) Save your work before you do this.

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1. MS Project quick reference: [MSprojectQuickReference](#)
2. [Good PowerPoint to get you going (MSPROJECT 2010)](#)
3. [MS Project/Visio WBS tool](#)
4. [Microsoft Project User's Group_Ebook_Volume_1](#)

MS Project Lab Homework Resources

Full description of the [Project Labs](#)

[Microsoft's Project Roadmap](#)

[Project Management Quick Reference Guide for Project 2007 report](#)

View Professor Kanabar's [video presentation](#) for the MS Project Labs.

Boston University Library Link

As Boston University students you have full access to the BU Library—even if you do not live in Boston. From any computer, you can gain access to anything at the library that is electronically formatted. To connect to the **top page of the library's website**, use the link http://www.bu.edu/library. You may use the library's content whether you are connected through your online course or not, by confirming your status as a BU community member using your Kerberos password.

Once on the library's top page, you can use the links under "Collections" to find Databases, eJournals, and eBooks. Some useful links

include:

- To **search** for library resources, go to http://www.bu.edu/library/
- To access the **Project Management Research Guide**, go to http://www.bu.edu/library/guide/project-management/
- To **ask** questions about library resources, go to http://www.bu.edu/library/help/ask-a-librarian to email the library or use the live chat feature.
- To locate course **eReserves**, go to http://www.bu.edu/library/services/reserves.

Please note that you are not to post attachments of the required or other readings in the water cooler or other areas of the course, as it is an infringement on copyright laws and department policy. All students have access to the library system and will need to develop research skills that include how to find articles through library systems and databases.

Other resources available through library proxy server: http://proquest.safaribooksonline.com/

Note

A limited number of people can access one book simultaneously, so it may be advisable to invest in a trial subscription to Safari. You can get one month free and then pay $19 a month if you find the service useful.

Live Classroom Discussions and Archives

The professor will be conducting synchronous Live Classroom discussions that will announced during the course. These sessions will be archived for further viewing. Your participation, while not mandatory, will be valuable to you and the entire class.

MS Project and MeLL

You will also need **MS Project** and the **Microsoft eLearning Libraries (MeLL)**; you can download both of these products, free of charge, through the Metropolitan College Computer Science Department. Please read more about the MSDNAA program elsewhere in the syllabus. As part of the download, you will have the full version of the **Software Project Survival Guide**.

Glossary

For your convenience, there is a link to the glossary on your menu to the left as well as on each page.

Study Guide

Updates for the course as well as the guidelines for the Final Project are available at http://www.cs632.com Please check this website weekly.

Module 1 Study Guide and Deliverables

Readings:	Online lectures Kanabar & Warburton, Chapters 1–3
Discussions:	Discussion 1 postings end May 20 at 6:00 AM ET
Assignments:	Assignment 1 due May 20 at 6:00 AM ET
Term Project Milestone:	Individual Questionnaire (not graded); facilitators will assign you into teams based on skills, interests, and geographic location due May 15 at 6:00 AM ET

Module 2 Study Guide and Deliverables

Readings:	Online Lectures Kanabar & Warburton, Chapters 5–7, 12–15 Stellman and Greene, Chapter 3

Discussions:	Discussion 2 postings end May 27 at 6:00 AM ET
Assignments:	Assignment 2 due May 27 at 6:00 AM ET
	Install MS Project 2010 using the free MS Project license emailed to you. Review the free introductory movies at Lynda.com:
	Enter simple tasks with durations and then link them. See the tutorial on assigning dependencies.
Term Project Milestone:	Project Scope Statement due May 27 at 6:00 AM ET

Module 3 Study Guide and Deliverables

Readings:	Online Lectures
	Kanabar & Warburton, Chapter 22
	Project Risk Management Case Study (Titanic PDF version/PPT version)-optional reading)
Discussions:	There is no discussion
Assignments:	Assignment 3 due June 3 at 6:00 AM ET
	Research Paper Please begin preliminary work on your Agile PM topic.
Term Project Milestone:	Cost Estimation due June 3 at 6:00 AM ET

Module 4 Study Guide and Deliverables

Readings:	Online Lectures
	Kanabar & Warburton, Chapters 15–18
Discussions:	Discussion 4 postings end June 10 at 6:00 AM ET
Assignments:	Milestone 1 due June 10 at 6:00 AM ET
	Microsoft Project Lab due June 10 at 6:00 AM ET
Term Project Milestone:	Milestone 1 Project Documentation Deliverables due June 10 at 6:00 AM ET

Module 5 Study Guide and Deliverables

Readings:	Online Lectures
	Kanabar & Warburton, Chapters 9, 10, 19
Discussions:	Discussion 5 postings end June 17 at 6:00 AM ET
Assignments:	Assignment 5 - Research Paper due June 17 at 6:00 AM ET
Term Project Milestone:	WordPress site due June 17 at 6:00 AM ET

Module 6 Study Guide and Deliverables

Readings:	Online Lectures
	Kanabar & Warburton, Chapters 4, 11, 20, 21, 23
Discussions:	There is no discussion
Assignments:	Final Project due June 24 at 6:00 AM ET
	You will be using the attached PowerPoint template to guide you—but you should display additional slides to meet the course goals.
	Upload all the documentation and your final presentation. A sample of the project is attached from the previous term. It is meant to be only an example and does not imply it is the best project deliverable that I have received.
Term Project Milestone:	• Team Presentation due tentatively June 20–23
	• Milestone 2 Project Documentation Deliverables (final website and milestone 2) due June 24 at 6:00 AM ET

⚠ Final Exam Details

The Final Exam is a proctored exam available from **June 25 at 8:00 AM ET to June 28 at 11:59 PM ET**. The Computer Science department requires that all final exams be proctored.

The exam is a two-hour open-book exam consisting of a combination of 50 multiple choice, multiple response and True/False questions. It will only be accessible during the final exam period. You can access it from either the Assessments section of the course or from the Final Exam module on the home page. Your proctor will enter the password to start the exam.

Access to the discussions and chat feature, ends on June 25 at 8:00 AM ET and will be unavailable until June . Please plan accordingly.

You will receive a technical support hotline number before the start of the exam. Please bring this number with you to the exam.

Course Grading Information

The course will be conducted by means of a sequence of online lectures in text and graphic form. Each module will cover one or more project management topics and at least one lab component/homework, along with a short quiz based on the topics covered that module. There are two major assignments: Web Development Project and a Research Paper. Students will be able to demonstrate their understanding of project management through these assignments. In the final module of the course there is a proctored comprehensive final exam.

Grading Policy

All students will be expected to demonstrate knowledge of IT Project Management and relevant techniques. To obtain an exceptional grade you have to exceed expectations in your projects, quizzes and weekly assignments.

Grading Structure and Distribution

The grade for the course is determined by the following:

Overall Grading Percentages	
Assignments 1–4 are each worth 4%, Milestones 1 & 2 are each worth 7%	30%
Quizzes (for practice only)	0%
Discussions	8%
Research Paper (Agile project management topic)	7%
Project: Software Project Management/Peer Eval.	30%
Proctored Final Examination	25%

The following grade structure will be applied for your assignments:

A	4.0
A-	3.7
B+	3.3
B	3.0
B-	2.7
C+	2.3
C	2.0
Fail	0

Grades will be curved to maintain academic standards at Boston University.

Assignments, Exams and Discussions

Participation

- Graded Discussions - Students will be participating in discussions that will be graded on a 100-point scale: go to the Discussion Rubric

Research Abstract

This is a graduate course and since almost all of you are experienced IT practitioners you are expected to produce a quality research abstract on a topic approved by your facilitator or professor.

You are required to submit a topic for the abstract by the end of Week 3 and the abstract by the end of the fourth week of the course.

Project: Software Project Management

Students will be planning, organizing and controlling an **IT Project** in small teams of six to eight students. It will provide hands-on experience with the various topics covered in this course.

Proctored Final Exam

The final exam is made up of 50 TRUE/FALSE and Multiple choice questions.

There are quiz questions in the course under assessments which you can use to practice. There is no grade associated with it.

You may also use the attached resource: http://headfirstlabs.com/books/hfpmp/hfpmp_ch15.pdf

The above resource is from http://www.headfirstlabs.com/books/hfpmp/
You have free access to this book via the Boston University Library (bu.edu/library use keyword "PMP").

The professor will review the exam questions in the course so that you are prepared for the final exam.

Expectations

Many learning activities require sharing your assignments and opinions with your classmates. For example, you may be given a set of criteria on the basis of which to evaluate other classmates' assignments, and asked to submit the results to your facilitator by a specified day of the week. It is, therefore, very important that you, as well as your classmates, submit your assignments on a timely basis. Timely submission by all will result in each of you being able to evaluate each other's assignments. Due dates will be indicated for each assignment in the Assignments section of the course.

Delays

If, for any reason, you are unable to meet any assignment deadline, contact your Course Facilitator. All times mentioned in the course (unless otherwise specified) are in Eastern Time. All assignments must be completed and must be turned in by their due dates and due times. Extensions may be granted, though only under mitigating circumstances.

Discussion Grading Rubric

Graded discussion periods are held Day 1 of each module until 6:00 AM ET on Day 1 of the following module. You're certainly welcome to continue a discussion past the grading period, but that additional posted material will not affect your discussion grade. The discussion grading rubric below is the guide we use to evaluate your discussion contributions.

Discussion Grading Rubric					
Criteria	**51–60**	**61–70**	**71–80**	**81–90**	**91–100**
	Very limited	Participation generally lacks	Reasonably useful relevant participation	Frequently relevant and consistent	Continually relevant and consistent participation

Participation	very limited participation	generally, lacks frequency or relevance	relevant participation during the discussion period	participation throughout the discussion period	consistent participation throughout the discussion period
Community	Mostly indifferent to discussion	Little effort to keep discussions going or provide help	Reasonable effort to respond thoughtfully, provide help, and/or keep discussions going	Often responds thoughtfully in a way frequently keeps discussions going and provides help	Continually responds thoughtfully in a way that consistently keeps discussions going and provides help
Content	No useful, on-topic, or interesting information, ideas or analysis	Hardly any useful, on-topic, or interesting information, ideas or analysis	Reasonably useful, on-topic, and interesting information, ideas and/or analysis	Frequently useful, on-topic, and interesting information, ideas and analysis	Exceptionally useful, on-topic, and interesting information, ideas and analysis
Reflection and Synthesis	No significant effort to clarify, summarize or synthesize topics raised in discussions			Contributes to group's effort to clarify, summarize or synthesize topics raised in discussions	Leads group's effort to clarify, summarize or synthesize topics raised in discussions

Quiz Instructions

Accessing the Quiz

You will have access to the quiz at the beginning of the module. However you should not access the quiz until you have completed all learning activities for the module and are prepared to meet the objectives for that module.

Quiz Details

- There are 10 questions per quiz.
- The questions are either choose multiple, multiple choice (choose one), or True/False.
- All questions are randomized.
- The points for each question are shown.
- The quiz questions will display one at a time on your screen.
- You may skip over questions and revisit them in any order.
- You will have 30 minutes to complete the quiz.
- You may not pause the quiz and return to it later.
- You will be able to continue to save answers to questions after the time has expired, but any late answers will be time stamped and marked as late. This will allow us to grade your quiz fairly in the event that technical difficulties occur while you take your quiz.

Saving Answers

To answer a multiple choice question, select the appropriate choice from the list below the question.

- When you have completed your response, click "Save Answer" at the top of the question.
- As you proceed through the exam, you can go back and edit previous responses that you saved.
- A timer is displayed above the questions tracking the remaining time available.
- You will see question number buttons above questions. You will need to click on "Question Completion Status" to see the question numbers. You can use these buttons to navigate from question to question at any time.
- When you have completed all answers, go to the last question of the exam and click the "Save and Submit" button.

> If a technical issue of any kind arises during the quiz requiring you to go beyond the time limit, complete the quiz answering the remaining questions and then contact your facilitator or instructor immediately.

Comments on the Quiz

There will be a short answer area at the end of the quiz; it appears as a quiz question, but there are no points for this item. Use this as a place to provide feedback about the quiz as a whole or to comment upon a particular quiz item. Be sure to reference the question number. Your facilitator will examine your comments in order to decide whether a grade adjustment or other action should be taken.

Other Questions

If you have any questions about the quiz please feel free to contact your facilitator.

Technical Support

Assistance with course-related technical problems is provided by the IS&T Help Center. To ensure the fastest possible response, please fill out the online form using the link below.

IT Help Center Support	
Email	ithelp@bu.edu Please use "BB Learn Question" in the subject line
Web	http://www.bu.edu/tech/web/course-sites/blackboard-learn/
Phone	(888) 243-4596

Academic Conduct Policy

For the full text of the academic conduct code, please go to http://www.bu.edu/met/for-students/met-policies-procedures-resources/academic-conduct-code/.

A Definition of Plagiarism

"The academic counterpart of the bank embezzler and of the manufacturer who mislabels products is the plagiarist: the student or scholar who leads readers to believe that what they are reading is the original work of the writer when it is not. If it could be assumed that the distinction between plagiarism and honest use of sources is perfectly clear in everyone's mind, there would be no need for the explanation that follows; merely the warning with which this definition concludes would be enough. But it is apparent that sometimes people of goodwill draw the suspicion of guilt upon themselves (and, indeed, are guilty) simply because they are not aware of the illegitimacy of certain kinds of "borrowing" and of the procedures for correct identification of materials other than those gained through independent research and reflection."

"The spectrum is a wide one. At one end there is a word-for-word copying of another's writing without enclosing the copied passage in quotation marks and identifying it in a footnote, both of which are necessary. (This includes, of course, the copying of all or any part of another student's paper.) It hardly seems possible that anyone of college age or more could do that without clear intent to deceive. At the other end there is the almost casual slipping in of a particularly apt term which one has come across in reading and which so aptly expresses one's opinion that one is tempted to make it personal property."

"Between these poles there are degrees and degrees, but they may be roughly placed in two groups. Close to outright and blatant deceit-but more the result, perhaps, of laziness than of bad intent-is the patching together of random jottings made in the course of reading, generally without careful identification of their source, and then woven into the text, so that the result is a mosaic of other people's ideas and words, the writer's sole contribution being the cement to hold the pieces together. Indicative of more effort and, for that reason, somewhat closer to honest, though still dishonest, is the paraphrase, and abbreviated (and often skillfully prepared) restatement of someone else's analysis or conclusion, without acknowledgment that another person's text has been the basis for the recapitulation."

The paragraphs above are from H. Martin and R. Ohmann, *The Logic and Rhetoric of Exposition, Revised Edition.* Copyright 1963, Holt, Rinehart and Winston.

Academic Conduct Code

I. **Philosophy of Discipline**

The objective of Boston University in enforcing academic rules is to promote a community atmosphere in which learning can best take place. Such an atmosphere can be maintained only so long as every student believes that his or her academic competence is being judged fairly and that he or she will not be put at a disadvantage because of someone else's dishonesty. Penalties should be carefully determined so as to be no more and no less than required to maintain the desired atmosphere. In defining violations of this code, the intent is to protect the integrity of the educational process.

II. **Academic Misconduct**

Academic misconduct is conduct by which a student misrepresents his or her academic accomplishments, or impedes other students' opportunities of being judged fairly for their academic work. Knowingly allowing others to represent your work as their own is as serious an offense as submitting another's work as your own.

III. **Violations of this Code**

Violations of this code comprise attempts to be dishonest or deceptive in the performance of academic work in or out of the classroom, alterations of academic records, alterations of official data on paper or electronic resumes, or unauthorized collaboration with another student or students. Violations include, but are not limited to:

A. **Cheating on examination**. Any attempt by a student to alter his or her performance on an examination in violation of that examination's stated or commonly understood ground rules.

B. **Plagiarism.** Representing the work of another as one's own. Plagiarism includes but is not limited to the following: copying the answers of another student on an examination, copying or restating the work or ideas of another person or persons in any oral or written work (printed or electronic) without citing the appropriate source, and collaborating with someone else in an academic endeavor without acknowledging his or her contribution. Plagiarism can consist of acts of commission-appropriating the words or ideas of another-or omission failing to acknowledge/document/credit the source or creator of words or ideas (see below for a detailed definition of plagiarism). It also includes colluding with someone else in an academic endeavor without acknowledging his or her contribution, using audio or video footage that comes from another source (including work done by another student) without permission and acknowledgement of that source.

C. **Misrepresentation or falsification of data** presented for surveys, experiments, reports, etc., which includes but is not limited to: citing authors that do not exist; citing interviews that never took place, or field work that was not completed.

D. **Theft of an examination**. Stealing or otherwise discovering and/or making known to others the contents of an examination that has not yet been administered.

E. **Unauthorized communication during examinations**. Any unauthorized communication may be considered prima facie evidence of cheating.

F. **Knowingly allowing another student to represent your work as his or her own**. This includes providing a copy of your paper or laboratory report to another student without the explicit permission of the instructor(s).

G. **Forgery, alteration, or knowing misuse of graded examinations, quizzes, grade lists, or official records of documents**, including but not limited to transcripts from any institution, letters of recommendation, degree certificates, examinations, quizzes, or other work after submission.

H. **Theft or destruction of examinations or papers** after submission.

I. **Submitting the same work in more than one course** without the consent of instructors.

J. **Altering or destroying another student's work or records**, altering records of any kind, removing materials from libraries or offices without consent, or in any way interfering with the work of others so as to impede their academic performance.

K. **Violation of the rules governing teamwork**. Unless the instructor of a course otherwise specifically provides instructions to the contrary, the following rules apply to teamwork: 1. No team member shall intentionally restrict or inhibit another team member's access to team meetings, team work-in-progress, or other team activities without the express authorization of the instructor. 2. All team members shall be held responsible for the content of all teamwork submitted for evaluation as if each team member had individually submitted the entire work product of their team as their own work.

L. **Failure to sit in a specifically assigned seat during examinations.**

M. **Conduct in a professional field assignment that violates the policies and regulations of the host school or agency.**

N. **Conduct in violation of public law occurring outside the University that directly affects the academic and professional status of the student, after civil authorities have imposed sanctions.**

O. **Attempting improperly to influence the award of any credit, grade, or honor.**

P. **Intentionally making false statements to the Academic Conduct Committee or intentionally presenting false information to the Committee.**

Q. **Failure to comply with the sanctions imposed under the authority of this code.**

Important Message on Final Exams

Dear Boston University Computer Science Online Student,

As part of our ongoing efforts to maintain the high academic standard of all Boston University programs, including our online MSCIS degree program, the Computer Science Department at Boston University's Metropolitan College requires that each of the online courses includes a proctored final examination.

By requiring proctored finals, we are ensuring the excellence and fairness of our program. The final exam is administered online, and the

access will be available at the exam sites.

Specific information regarding final exam scheduling will be provided approximately two weeks into the course. This early notification is being given so that you will have enough time to plan for place where you will take final exam.

I know that you recognize the value of your Boston University degree and that you will support the efforts of the University to maintain the highest standards in our online degree program.

Thank you very much for your support with this important issue.

Regards,

Professor Lou Chitkushev, Ph.D.
Associate Dean for Academic Affairs
Boston University Metropolitan College

Microsoft DreamSpark for Academic Institutions

Metropolitan College is a member of the Microsoft DreamSpark for Academic Institutions (formerly MSDNAA)—a Microsoft program that supports technical education by providing access to Microsoft software for learning, teaching, and research purposes. Our membership allows faculty and students currently enrolled in MET courses to obtain certain Microsoft products free of charge. All MET students are granted access to download the software for the duration of their study at MET College.

FAQ and basic information are at: http://www.bu.edu/metit/hw-and-sw/msdn-academic-alliance-software-center/

Who's Who: Roles and Responsibilities

You will meet many BU people in this course and program. Some of these people you will meet online, and some you will communicate with by email and telephone. There are many people behind the scenes too, including instructional designers, faculty who assist with course preparation, and video and animation specialists.

People in your Online Course in Addition to your Fellow Students

Your Facilitator. Our classes are divided into small groups, and each group has its own facilitator. We carefully select and train our facilitators for their expertise in the subject matter and their excellence in teaching. Your facilitator is responsible for stimulating discussions in pedagogically useful areas, for answering your questions, and for grading homework assignments, discussions, term projects, and any manually graded quiz or final exam questions. If you ask your facilitator a question by email, you should get a response within 24 hours, and usually faster. If you need a question answered urgently, post your question to one of the urgent help topics, where everyone can see it and answer it.

Your Professor. The professor for your course has primary responsibility for the course. If you have any questions that your facilitator doesn't answer quickly and to your satisfaction, then send your professor an email in the course, with a cc to your facilitator so that your facilitator is aware of your question and your professor's response.

Your Student Services Coordinator, Andrew Hinkell. Andrew is here to ensure you have a positive online experience. You will receive emails and announcements from him throughout the semester. Andrew represents Boston University's university services and works for the Office of Distance Education. He prepares students for milestones such as course launch, final exams, and course evaluations. He is a resource to both students and faculty. For example, he can direct your university questions and concerns to the appropriate party. He also handles general questions regarding Online Campus functionality for students, faculty, and facilitators, but he does not provide tech support. He is enrolled in all classes and can be contacted within the course through Online Campus email as it is running. You can also contact him by external email at ahinkell@bu.edu or call (617) 358-4569 or (855) 261-5255.

People not in your Online Course

Although you will not normally encounter the following people in your online course, they are central to the program. You may receive emails or phone calls from them, and you should feel free to contact them.

Your Computer Science Department Online Program Coordinator, Alexa Muhs. Alexa administers the academic aspects of the program, including admissions and registration. You can ask Alexa questions about the program, registration, course offerings, graduation, or any other program-related topic. Alexa can be reached at amuhs@bu.edu or (617) 353-2565.

Your Computer Science Department Program Administrator, Camille Kardoose. Camille is responsible for administering most aspects of the Computer Science Department, and she can help you with most matters. You can reach Camille at cgkardoo@bu.edu or (617) 353-2566.

Professor Jae Young Lee, Program Advisor. Dr. Lee reviews requests for transfer credits and waivers and advises students on which courses to take to meet their career goals. Dr. Lee can be reached at jaeylee@bu.edu or (617) 358-5165.

Professor Robert Schudy, Director of the MSCIS Online Program. Dr. Schudy is responsible for the MSCIS online program. Feel free to contact Dr. Schudy at rschudy@bu.edu or (617) 358-0009.

Professor Anatoly Temkin, Computer Science Department Chairman. Dr. Temkin makes final decisions on petitions for transfer credits for courses taken at other institutions. You can reach Professor Temkin at temkin@bu.edu or at (617) 358-2566.

Professor Lou T. Chitkushev, Associate Dean for Academic Affairs, Metropolitan College. Dr. Chitkushev is responsible academic programs of Metropolitan College. Contact Professor Chitkushev with any issues that you feel have not been addressed adequately. The customary issue escalation sequence after your course facilitator and course faculty is Professor Schudy, then Professor Temkin, and then Professor Chitkushev.

Professor Tanya Zlateva, Metropolitan College Dean ad interim. Dr. Zlateva is responsible for the quality of all the academic programs at Boston University Metropolitan College.

Disability Services

Boston University makes every effort to accommodate the unique needs of its students. In keeping with university policy, students are expected to contact the Office of Disability Services (ODS) (www.bu.edu/disability/) each time they register for a course to request accommodations for that course. ODS then provides a letter to the Office of Distance Education which is in turn shared with the respective instructor and facilitator for the upcoming class.

Any student who feels he or she may need an accommodation for a documented disability should contact the Office for Disability Services at (617) 353-3658 or at access@bu.edu for review and approval of accommodation requests.

Netiquette

The Office of Distance Education has produced a netiquette guide to help you understand the potential impact of your communication style.

Before posting to any discussion forum, sending email, or participating in any course or public area, please consider the following:

Before WRITING or READING a post, ask yourself:

- **How would I say this in a face-to-face classroom or if writing for a newspaper, public blog, or wiki?**
- **How would I feel if I were the reader?**
- **How might my comment impact others?**
- **Am I being respectful?**
- **Is this the appropriate area or forum to post what I have to say?**

When you are WRITING, please follow these rules:

- **Stay polite and positive in your communications**. You can and should disagree and participate in discussions with vigor; however, when able, be constructive with your comments.
- **Proofread your comments before you post them.** Remember that your comments are permanent.
- **Pay attention to your tone.** Without the benefit of facial expressions and body language your intended tone or the meaning of the message can be misconstrued.
- **Be thoughtful and remember that classmates' experience levels may vary.** You may want to include background information that is not obvious to all readers.
- **Stay on message.** When adding to existing messages, try to maintain the theme of the comments previously posted. If you want to change the topic, simply start another thread rather than disrupt the current conversation.
- **When appropriate, cite sources.** When referencing the work or opinions of others, make sure to use correct citations.

When you are READING your peers' communication, consider:

- **Respect people's privacy.** Don't assume that information shared with you is public; your peers may not want personal information

shared. Please check with them before sharing their information.

- **Be forgiving of other students' and instructors' mistakes.** There are many reasons for typos and misinterpretations. Be gracious and forgive others' mistakes or privately point them out politely.
- **If a comment upsets or offends you, re-read it and/or take some time before responding.**

Important Note: Don't hesitate to let your instructor or student services coordinator know if you feel others are inappropriately commenting in any forum.

All Boston University students are required to follow academic and behavioral conduct codes. Failure to comply with these conduct codes may result in disciplinary action.

Registration Information and Important Dates

Go to http://www.bu.edu/online/online_course_schedule/important_dates/ to view the drop dates for your course.

Go to http://www.bu.edu/studentlink to withdraw or drop your course.

- If you are dropping down to zero credits for a semester please contact your college or academic department.
- **Non-participation in your online course does not constitute a withdrawal from the class.**

*The Registration Fee is non-refundable

Technical Support

Assistance with Online Campus-related technical problems is provided by the IT Help Center. To ensure the fastest possible response, please fill out the online form using the link below.

| IT Help Center Support	
Web	http://www.bu.edu/help/tech/learn
Phone	888-243-4596 or local 617-353-4357

Important Information

For best results when navigating this course, it is recommended that you use the Mozilla Firefox browser.

The Table of Contents may contains folders. These folders open and close (+ and - signs) and may conceal some pages. To avoid missing content pages, you are advised to use the next/previous page buttons (and icons) in the top right-corner of the learning content.

Please also familiarize yourself with the navigation tools, as shown below; these allow you to show and hide both the Course Menu and the Table of Contents on the left. This will be helpful for freeing up screen space when moving through the weekly lecture materials.

Navigation tools for the Table of Contents are shown in the image below:
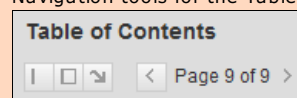
Clicking on the space between the Course Menu and the Table of Contents allows you to show or hide the Course Menu on the left:
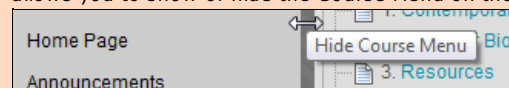
Boston University technical support via email (ithelp@bu.edu), the support form (http://www.bu.edu/help/tech/learn), and phone (888-243-4596) is available from 8 AM to Midnight Eastern Time. For other times, you may still submit a support request via email, phone or the support form, but your question won't receive a response until the following day. If you aren't calling, it is highly recommended that you submit your support request via the technical support form at http://www.bu.edu/help/tech/learn as this provides the IS&T Help Center

with the best information in order to resolve your issue as quickly as possible.

Examples of issues you might want to request support for include:

- Problems viewing or listening to sound or video files
- Problems accessing internal messages
- Problems viewing or posting comments
- Problems attaching or uploading files for assignments or discussions
- Problems accessing or submitting an assessment

Web Resources/Browser Plug-Ins

To view certain media elements in this course you will need to have several browser plug-in applications installed on your computer. See the Course Resources page in the syllabus of each individual course for other specific software requirements.

- Check your computer's compatibility by reviewing Blackboard's System Requirements
- Check your browser settings with Blackboard's Connection Test
- Download Most Recent Version of Adobe Flash Player
- Download Most Recent Version of Adobe Acrobat Reader

How to Clear your Browser Cache

The IT Help Center recommends that you periodically clear your browser cache to ensure that you are viewing the most current content, particularly after course or system updates. This page will guide you through clearing your cache, with instructions tailored to specific operating systems and browsers: http://www.bu.edu/tech/web/course-sites/blackboard-learn/how-to/clear-your-browser-cache/.

This page is also found within the "How To..." section of the online documentation, which contains a list of some of the most common tasks in Blackboard Learn: http://www.bu.edu/tech/web/course-sites/blackboard-learn/how-to/.

Boston University Metropolitan College