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

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.

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 collaborate in teams create a hypothetical green IT project
    - Each team will produce a comprehensive software project management repository for the above project.
    - They will also participate in discussions on current topics in IT project management. 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 manage technology projects using the PMBOK framework.

4. In addition to developing a good understanding of how traditional technology projects are managed, students will develop good documentation/technical writing skills, as well as virtual teamwork and communication skills.

> **Note**
> If you plan to become a certified Project Management Professional (PMP) or are already PMP certified, this course counts towards PMP educational requirements. Your team project also counts towards experience.

Instructor

Paul Rohmeyer, Ph.D.
Lecturer
Computer Science Department
Metropolitan College

Email: prohmeye@bu.edu

Paul Rohmeyer has over twenty-five years experience in IT Management, Project Management, IT Risk & Audit, Cybersecurity, Business Continuity, and Vendor Management among other areas. A consultant since 2000, Paul has delivered executive-level guidance in the areas of risk management and cybersecurity to premier organizations in the financial services, pharmaceutical and energy industries.

Prior to his consulting career, Paul served as Director of IT for AXA Financial where he led the design and implementation of an enterprise data warehouse and business intelligence environment, and as Director of IT Architecture Planning for SAIC/Bellcore where he oversaw numerous enterprise computing projects such as the design and implementation of secure computing and messaging architectures.

Paul has achieved the PMP (Project Management Professional), CGEIT (Certified in the Governance of Enterprise IT), and NSA-IAM (U.S. National Security Agency Information Assurance Methodology) credentials. Paul is a member of ISACA (Information Systems Audit and Control Association) and the Project Management Institute. He is a Board Member for the NJ Chapter of ISACA.

Paul has taught graduate and undergraduate classes in Project Management, IT Management, Cybersecurity, and other topics for Stevens Institute of Technology and Embry-Riddle. He has been cited in cybersecurity, IT, and business publications. Paul's academic credentials include a B.A. in Economics from Rutgers University, M.B.A. in Finance from St. Joseph's University, and M.S. and Ph.D. degrees in Information Management from Stevens Institute of Technology. His Ph.D. research at Stevens focused on Information Security Management.

Course Developer

Dr. Vijay Kanabar
Computer Science Department
Metropolitan College
Boston University

Dr. Vijay Kanabar is a professor at Boston University and has been consulting and teaching in the applied areas of IT and Project Management formore 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 Book

- *The Art and Science of Project Management*, 3rd edition
  Authors: Roger Warburton and Vijay Kanabar
  Publisher: RW Press, LLC, Newport, RI
  ISBN: 978-0999332023

  An e-book is available at http://www.lulu.com/shop/roger-warburton-and-vijay-kanabar/the-art-and-science-of-project-management-3e/ebook/product-23848261.html.

  A hardcopy of the book can be purchased from Barnes and Noble at Boston University.

Project Management Workbook

This workbook is used extensively in the class. Click here to download.

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.

Boston University Library Information

Boston University has created a set of videos to help orient you to the online resources at your disposal. An introduction to the series is below:

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All of the videos in the series are available on the Online Library Resources page, which is also accessible from the Campus Bookmarks section of your Online Campus Dashboard. Please feel free to make use of them.

As Boston University students, you have full access to the BU Library. From any computer, you can gain access to anything at the library that is electronically formatted. To connect to the library, 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 in the library system, you can use the links under “Resources” and “Collections” to find databases, eJournals, and eBooks, as well as search the library by subject. Some other useful links follow:

Go to http://www.bu.edu/library/research/collections to access eBooks and eJournals directly.

If you have 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.

Free Tutoring Service

Free online tutoring with Smarthinking is available to BU online students for the duration of their courses. The tutors do not rewrite assignments, but instead teach students how to improve their skills in the following areas: writing, math, sciences, business, ESL, and Word/Excel/PowerPoint.

You can log in directly to Smarthinking from Online Campus by using the link in the left-hand navigation menu of your course.

YouTube

Please Note

Smarthinking may be used only for current Boston University online courses and career services. Use of this service for purposes other than current coursework or career services may result in deactivation of your Smarthinking account.

Study Guide

Module 1 Study Guide and Deliverables

Readings:	• Online lectures • Kanabar & Warburton, chapters 1–4 and 6
Discussions:	Module 1 postings end Tuesday, September 15 at 6:00 AM ET
Self Assessment:	Complete Quiz 1 by Tuesday September 15 at 6:00 AM ET
Assignments:	Module 1 - Individual Assignment 1 - Project Experience Questionnaire (not graded); facilitators will assign you into teams based on skills, interests, and geographic location due Tuesday, September 15 at 6:00 AM ET Module 1 - Individual Assignment 1 - Project Charter due Tuesday, September 15 at 6:00 AM ET
Group Project:	no group assignment this week
Live Classroom:	• Thursday, September 10, 8:00 - 9:00 PM ET • Monday, September 14, 8:00-9:00 PM ET

Module 2 Study Guide and Deliverables

Readings:
- Online Lectures
- Kanabar & Warburton, chapters 5, 7–9, and 20 (optional: chapters 21, 23, and 26)
- Stellman and Greene, chapter 3

Discussions: There is no discussion topic this week.

Self Assessment: Complete Quiz 2 by Tuesday, September 22 at 6:00 AM ET

Assignments: Module 2 - Individual Assignment 2 - MS Project Lab due Tuesday, September 22 at 6:00 AM ET

Group Project: Module 2 - Group Assignment 2 - Scope Statement due Tuesday, September 22 at 6:00 AM ET

Live Classroom:
- Thursday, September 17, 8:00 - 9:00 PM ET
- Monday, September 21, 8:00 - 9:00 PM ET

Module 3 Study Guide and Deliverables

Readings:
- Online Lectures
- Kanabar & Warburton, chapters 17 and 19 (optional: chapters 22 and 24)
- Project Risk Management Case Study (Volkswagen's Compliance and Expansion in the United States)

Discussions: Module 3 postings end Tuesday, September 29 at 6:00 AM ET

Assignments: There is no individual assignment this module.

Group Project: Module 3 Group Assignment: Project Milestone 1 due Tuesday, September 29 at 6:00 AM ET

Live Classroom:
- Thursday, September 24, 8:00 - 9:00 PM ET
- Monday, September 28, 8:00 - 9:00 PM ET

Module 4 Study Guide and Deliverables

Readings:
- Online Lectures
- Kanabar & Warburton, chapters 10–12

Discussions: There is no discussion topic this week.

Self Assessment: Complete Quiz 3 by Tuesday, October 6 at 6:00 AM ET

Assignments: Module 4 Individual Assignment: PM Topic Presentation due Tuesday, October 6 at 6:00 AM ET

Group Module 4 Group Assignment: Cost Estimation due

Project: Tuesday, October 6 at 6:00 AM ET

Live Classroom:
- Thursday, October 1, 8:00 - 9:00 PM ET
- Monday, October 5, 8:00 - 9:00 PM ET

Module 5 Study Guide and Deliverables

Readings:
- Online Lectures
- Kanabar & Warburton, chapters 13-16

Discussions: There is no discussion topic this week.

Self Assessment: Complete Quiz 4 by Tuesday, October 13 at 6:00 AM ET

Assignments: There is no individual assignment this week.

Group Project: Module 5 Group Assignment: Milestone 2 due Tuesday, October 13 at 6:00 AM ET

Live Classroom:
- Thursday, October 8, 8:00 - 9:00 PM ET
- Monday, October 12, 8:00 - 9:00 PM ET

Module 6 Study Guide and Deliverables

Readings:
- Online Lectures
- Kanabar & Warburton, chapter 18 (optional: chapter 25)

Discussions: There is no discussion topic this week.

Assignments: Module 6 Individual Assignment: Peer Evaluation due Tuesday, October 20 at 6:00 AM ET

Group Project: Module 6 - Group Assignment 6 - Final Deliverable due Tuesday, October 20 at 6:00 AM ET

Live Classroom:
- Thursday, October 15, 8:00 - 9:00 PM ET
- Monday, October 19, 8:00 - 9:00 PM ET

Final Exam Details

The Final Exam is a proctored exam available from **October 21 at 6:00 AM ET to October 24 at 11:59 PM ET**. The Computer Science department requires that all final exams be administered using an online proctoring service called Examity that you will access via your course in Blackboard. In order to take the exam, you are required to have a working webcam and computer that meets Examity's system requirements. A detailed list of those requirements can be found on the How to Schedule page. Additional information regarding your proctored exam will be forthcoming from the Assessment Administrator. You will be responsible for scheduling your own appointment within the defined exam window.

The Final Exam will be **open book/open notes** and is accessible only during the final exam period. You can access it from the Assessments section of the course. your proctor will enter the password to

start the exam. You can take the exam only once.

The exam consists of 50 multiple-choice and true/false questions.

Final Exam Duration: **Two hours** (There is a clock in the upper right corner of the screen keeping time for 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, assignments, and discussion topics.

Grading Structure and Distribution

The grade for the course is determined by the following:

Overall Grading Percentages	
Module 1	Individual Assignment – Project Charter: 5% Discussion 1: 2%
Module 2	MS Project Lab: 5% Group Scope Statement: 5%
Module 3	Milestone 1: 12% Discussion Topic: 4%
Module 4	Individual Research Topic: 5% Group Cost Estimation: 5%
Module 5	Milestone 2: 12%
Module 6	Group Presentation: 20%
Final Exam: 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

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

There will be a proctored Final Exam in this course using a proctor service called Examity. Detailed instructions regarding your proctored exam will be forthcoming from the Assessment Administrator. You will be responsible for scheduling your own appointment.

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 1of 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**
Participation	Very limited participation	Participation generally lacks frequency or relevance	Reasonably useful relevant participation during the discussion period	Frequently relevant and consistent participation throughout the discussion period	Continually relevant and 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 can have multiple attempts to each quiz. The grade from the last attempt will be recorded.
- 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
888-243-4596 or local 617-353-4357 or Web
Check your open tickets using BU’s ticketing system.

Academic Conduct Policy

Please visit Metropolitan College's website for the full text of the department's *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.

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 where you will take the 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 Azure Dev Tools for Teaching

Microsoft Azure Dev Tools for Teaching 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 Microsoft Azure Dev Tools for Teaching (You may have to enter your personal BU login credentials to access this page.)

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 Lead Faculty and Student Support Administrator, Jennifer Sullivan. Jen is here to ensure you have a positive online experience. You will receive emails and announcements from Jen throughout the semester. Jen represents Boston University's university services and works for the Office of Distance Education. She prepares students for milestones such as course launch, final exams, and course evaluations. She is a resource to both students and faculty. For example, Jen can direct your university questions and concerns to the appropriate party. She also handles general questions regarding Online Campus functionality for students, faculty, and facilitators, but she does not provide tech support. She is enrolled in all classes and can be contacted within the course through Online Campus email as it is running. You can also contact her by external email at jensul@bu.edu or call (617) 358-1978.

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, Peter Mirza. Peter administers the academic aspects of the program, including admissions and registration. You can ask him questions about the program, registration, course offerings, graduation, or any other program-related topic. He can be reached at metcsol@bu.edu or (617) 353-2566.

Your Computer Science Department Program Manager, Kim Richards. Kim is responsible for administering most aspects of the Computer Science Department. You can reach Kim at kimrich@bu.edu or (617) 353-2566.

Andrew Gorlin, Academic Advisor. Reviews requests for transfer credits and waivers. Advises students on which courses to take to meet their career goals .You can reach Andrew at asgorlin@bu.edu, or (617)-353-2566.

Professor Anatoly Temkin, Computer Science Department Chairman. You can reach Professor Temkin at temkin@bu.edu or at 617-353-2566.

Professor Lou T. Chitkushev, Associate Dean for Academic Affairs, Metropolitan College. Dr. Chitkushev is responsible for the 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 Temkin, and then Professor Chitkushev.

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

Disability Services

In accordance with University policy, every effort will be made to accommodate the unique and special needs of students with respect to speech, hearing, vision, or other disabilities. Any student who feels they may need an accommodation for a documented disability should contact Disability & Access 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 an email, or participating in any course or public area, please consider the following:

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?

Writing

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.

Reading

When you are reading your peers' communication, consider the following:

- **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 other's mistakes or point them out privately and politely.
- **If a comment upsets or offends you, reread it and/or take some time before responding.**

> **Important Note**
> Don't hesitate to let your instructor or your faculty and student support administrator 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

View the drop dates for your course.

Withdraw or drop your course.

- If you are dropping down to zero credits for a semester, please contact your college or academic department.
- **Nonparticipation in your online course does not constitute a withdrawal from the class.**
- If you are unable to drop yourself on Student Link, please contact your college or academic department.

Technical Support

Experiencing Issues with BU Websites or Blackboard?

It may be a system-wide problem. Check the BU Information Services & Technology (IS&T) news page for announcements.

Boston University technical support is available via email (ithelp@bu.edu), the support form, and phone (617-353-4357). Please note that the IT Help Center has multiple locations. All locations can be reached through the previously mentioned methods. For IT Help Center hours of operation, please visit their contact page. 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, 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 the following:

- 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

To ensure the fastest possible response, please fill out the online form using the link below:

IT Help Center Support
617-353-4357 or Web
Check your open tickets using BU's ticketing system.

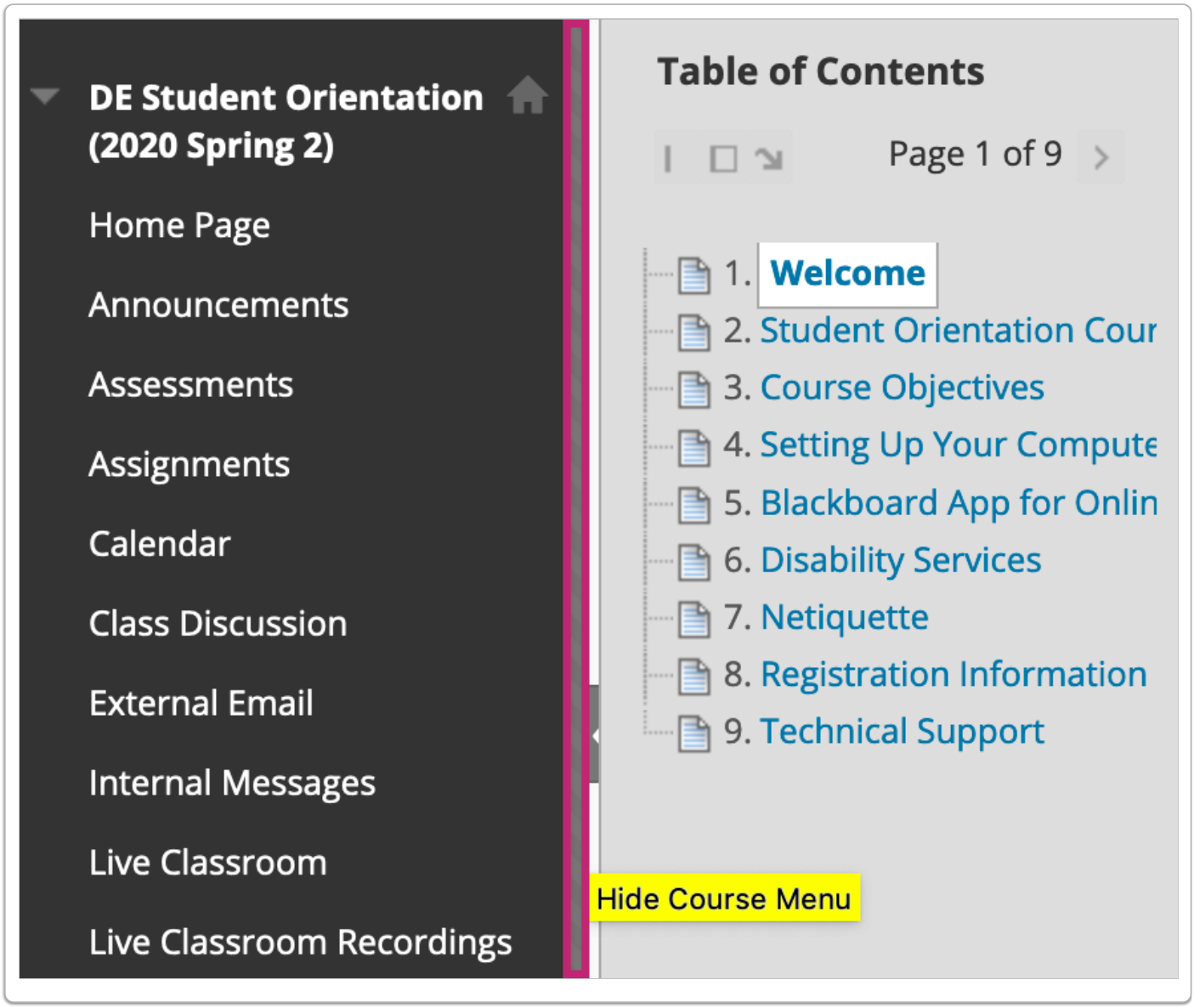
Navigating Courses

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

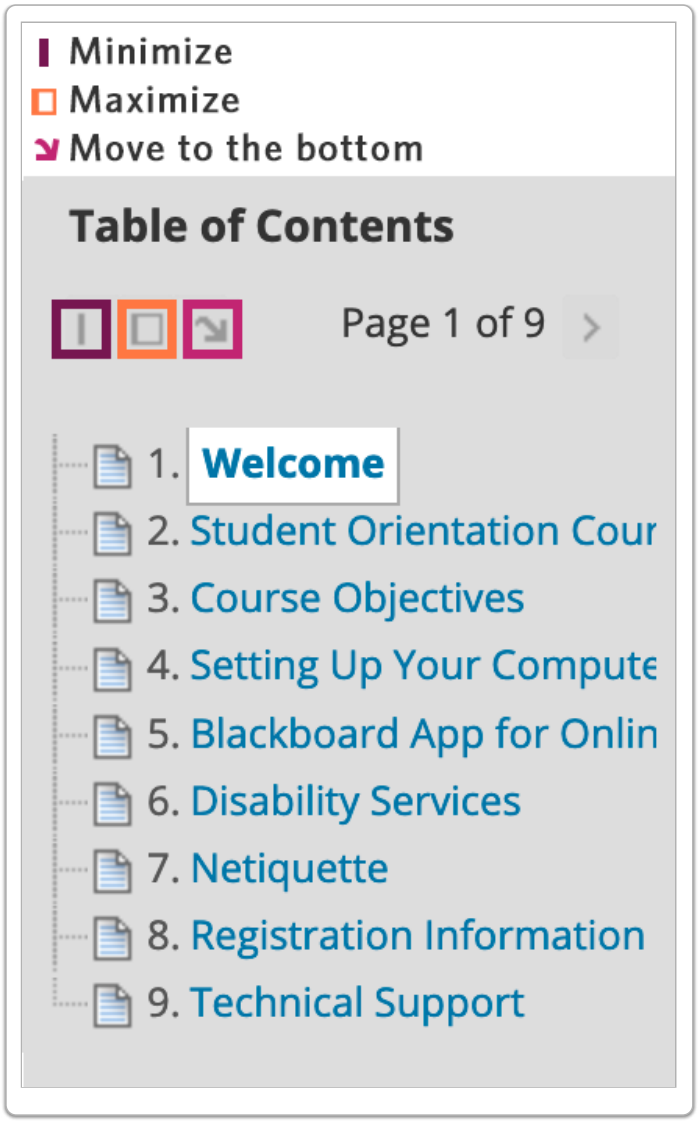
The Table of Contents may contain folders. These folders open and close (+ and − signs) and may conceal some pages. To avoid missing content pages, you are advised to use the next- and previous-page buttons (and icons) in the top-right corner of the learning content.

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 the space between the Course Menu and the Table of Contents allows you to show or hide the Course Menu on the left:



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

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 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.

Boston University Metropolitan College