ITEC 362: Web-Based Support Systems

Integrated Information Technology
College of Hospitality, Retail, & Sport Management
University of South Carolina

COURSE SYLLABUS (Summer 2015)

Instructor:	Dr. Ryan Rucker		Class Meeting Days:	Monday-Friday
Office:	CTE (5th Floor of TCL)/Room L511		Class Meeting Hours:	10:05 am-12:05 pm
Phone:	803.777.9948		Class Location:	IT-oLogy Room 215
Cell Phone:	803.730.6714		Office Hours:	By appointment
E-mail:	rucker@mailbox.sc.edu			

I.   Course Description:

The development of Web-based information systems for support and training. Communication technologies for the global dissemination of information, including static information and multimedia content.

II.   Course Outcomes:

Upon completion of this course, students should be able to do the following:

- Describe the difference between HTML, XHTML, and HTML5
- Construct, write and interpret basic HTML5 code
- Apply good design principles to the development of a multi-page web site
- Describe how color is represented in web pages
- Manipulate graphical images to edit pictures, to modify the image, create transparent graphics, resize graphics, and change formats
- Employ CSS to control design elements on a website
- Utilize correct html code in the creation and modification of web sites
- Validate and correct web sites to meet current accessibility standards
- Incorporate multimedia into web sites
- Incorporate Templates and Master pages into a web site design
- Implement scripts on a web page to provide dynamic HTML
- Develop a website using a Content Management System

III.   Required Resources:

Web Development and Design Foundations with HTML5
(7th edition) by Terry Felke-Morris
ISBN: 9780133571783

IV.   **Grading:**

Academic Requirements	Points
4 Quizzes @ 5 points each	20
Midterm Exam @ 25 points	25
Final Exam @ 25 points	25
5 Individual Homework @ 8 points each	40
Project Part 1: Pre-Design Analysis Project Part 2: Design Rationale Project Part 3: Usability Testing Project Part 4: Website Production Project Presentation Group Project Total	5 5 5 15 5 ------- 35
Class Participation	5
Total for Course	**150 points**

Late Work Policy: <u>No late work</u> will be allowed on Quizzes, Midterm, Final Exam, or Group Project submissions. However, I will accept late work on Individual Homework but will be penalized one letter grade per day—after 4 days late the grade stands.

Grading Scale:

A	135-150 points
B+	129-134 points
B	120-128 points
C+	114-119 points
C	105-113 points
D+	99-104 points
D	90-98 points
F	0-89 points

V.   **Explanation of Assignments:**

Quizzes: There will be a total of 4 "take-home objective" quizzes given on Blackboard. The intent of quizzes is to examine your knowledge of course material before the Midterm and Final, along with assisting Dr. Rucker on concepts that may need to be reviewed.

All quizzes will:
- Contain 10-15 questions
- Include questions in the form of multiple choice, true/false, and matching
- Have a 20-minute time limit to complete
- Provide two attempts—this is to build in one extra attempt for failed Internet connections or browser problems. Do not email Dr. Rucker asking for an additional attempt.

Given that quizzes will be "take-home" and no in-class time is used, no make-up quizzes will be allowed—please do not ask! Quizzes will be released <u>three days</u> prior to their due date. Please observe the schedule (located at the end of the syllabus) to determine these assigned days. No make-up quizzes will be provided.

Midterm/Final Exams: The course will have a Midterm and Final Exam. The format of these exams will be objective and application in nature to include True/False, Multiple Choice, Matching, Fill-in-the Blank, and "write code" questions. Note that the Midterm Exam will be given one day prior to the WF drop date. Therefore, after this exam, the student will have an indication of where he/she is in the class. The Final Exam will be a cumulative exam covering all content in the course.

Individual Homework: During the course of the semester, the student will complete 5 individual homework assignments. These assignments will require the student to use the skills and knowledge gained in-class to build mini-websites, answer end-of-chapter questions, or other activities. All individual homework is due by 11:59 pm ET. Please observe the schedule (located at the end of the syllabus) to determine these assigned days. All homework is to be submitted through the assigned Blackboard course area.

Group Project: Learning how to work effectively in teams is a very important concept to understand, as often you will be working within a team of I.T. professionals upon entering the workforce. This semester in ITEC 362, part of your final grade will involve the creation and presentation of a website. To create this website, students will use The Website Development Cycle (Figure 10.2 on page 438).

Website Problem
Carolina Restaurant, located in Columbia, South Carolina, is looking to establish a web presence. The restaurant is a new start-up restaurant that will be opening in July 2015. After investigating all of the local web development companies in the Columbia area, the owners Peggy Smith and Michael Brown, have contracted your company to develop this website.

The owners would like a website (4 page minimum/6 page maximum) to advertise their restaurant. Working in your assigned groups, select the type of markup, design, architecture, and content that is appropriate for Carolina Restaurant. You will be expected to demonstrate what you have learned in the course in the site that you design. The web site that you create should be useful, usable, well designed, cleanly marked up, contain significant content, and be targeted to the specific audience.

This website is a semester project and should represent a significant amount of work and effort. If you have concerns about the size of the site, as you get deeper into its design, meet with me to discuss your concerns. Remember creative is key for this project.

Project Deliverables:

Project Part 1: Pre-Design Analysis
When creating a website from the start, is important to do some research prior to starting the design phase of a website development project. You should be thinking about the following questions:
- The purpose of the website - what should the website do and promote?
- The constraints under which you will be working - Will the client be responsible for maintenance and change?
- The organization, e.g., their mission, size, strategies of using the web
- The end-users of the site - what are the characteristics and typical uses of the people who are expected to use the site?
- His or her competitors - do they have websites? What do these sites look like?

Using these questions as a guide, write a summary of your research (2-3 pages). This group report is due by/on **Monday, June 8 at 11:59 pm ET** and is worth **5 of the 35 points.**

Project Part 2: Design Rationale
Describe why your group have chosen this specific design and information architecture for the website. How have you applied design and principles and concepts from class discussions and readings to your website development? As you answer this question, make explicit references to the texts, articles, and /or websites you have been reading/analyzing throughout the semester to support your design decisions.

For example, to facilitate the navigation, you may have included a navigation bar that appears on every page of the website. Perhaps you color-coded web pages by categories, to help users understand where they are within the

website. You should keep track of your design decisions as you are developing the site so that you can summarize them in the report.

If you created prototypes or versions of the site structure, keep them and include them in an appendix that is linked to the report's table of contents.

This group report (2-3 pages) is due by/on **Wednesday, June 17 at 11:59 pm ET** and is worth **5 of the 35 points**.

Project Part 3: Website Usability
Perform a usability test with a group of 3 individuals (these individuals maybe not be located within our class). Decide who will be the typical users, the tester, and the observer. Your group will perform a usability test on your website that was developed.

Remember:
- The typical users are the test subjects (these are the 3 individuals you selected)
- The tester (one person within your group) oversees the usability test and emphasizes that the users are not being tested; the website is being tested
- The observers (everyone else in your group) take notes on the user's reactions and comments

Step #1: The tester welcomes the users and introduces them to the website that they will be testing.
Step #2: Develop 4 or more scenarios (e.g., find the phone number of the restaurant), the tester introduces the scenario and questions the users as they work through the task. The tester should ask the users to indicate when they are in doubt, confused, or frustrated. The observers take notes.
Step #3: Write a brief report (2-3 pages) on the finding based on the 4 or more scenarios you created. What needs to be changed on your website? What doubts, confusions, or frustrations did the users experience? Do you plan on changing any part of the current website?

This group report (2-3 pages) is due by/on **Tuesday, June 23 at 11:59 pm ET** and is worth **5 of the 35 points**.

Project Part 4: Website Production
You will spend the semester developing the web site for your client. You will incorporate what you have learned in class where appropriate and produce a site that is cleanly marked up using standard **HTML5**, aesthetically pleasing, and easy to use.

The completed project web site is due on **Thursday, June 25, 2015 at 11:59 pm MT** and is worth **15 points**. Note that your group will present the website during class on June 24, 2015. This will allow the group to make any small/minor modifications.

Project Presentation
At the end of the semester, you will present your project to the class. Your group will condense the information provided in Project Part 1-4 in a 15-minute presentation. In the presentation, describe the research that you did to prepare for the development of the site, discuss the challenges that you faced and explain how you overcame them, and show the site that you created.

Project Presentations will take place on **Wednesday, June 24, 2015** and is worth **5 points of the 35 points.**

Class Participation: The majority of your class participation grade will be based on attendance and being "active" in-class. Please make sure you have read all course readings prior to attending class and come ready to learn!

VI.   **Course Policies: Technology and Media:**

Email: I will be sending emails often and as a student in this class you will need to have daily access to an internet-connected computer and email. **Please check your emails daily**.

I will read emails daily and will respond to you within 24 hours during the week and within 48 hours over the weekends. I expect that you will respond to my emails within 24 hours too. To ensure that you receive these messages, it's very important that your email address listed in Blackboard is the address that you check regularly.

To check or update your email address, follow the steps below:
- Click "My USC"
- Click Personal Information" under "Tools"
- Click "Edit Personal Information"
- Check or update your email address
- Click "Submit"

Blackboard LMS: This course will use the Blackboard Learning Management System (http://blackboard.sc.edu) very heavily. Most, if not all, course assignments, submissions, and materials will be posted in this system. I will demonstrate navigating around our Blackboard course during the first week of class. In addition, I will post all grades within this system. The student should know at all times what his or her average is within the course.

Software Required: Given that this course will introduce web-programming concepts, 4 major applications will be used to include:
- Notepad++: To download this application, visit the Notepad++ website (http://notepad-plus-plus.org). This application will be the main source code editor used throughout the course. Note: This is a Windows based application and does not run on a Mac.
- Microsoft Expression Web: This is a GUI (graphical user interface) environment we will use towards the end of the course. Note: This is a Windows based application and does not run on a Mac.
- Joomla: More information on creating an account will be discussed in April.

VII.   **Course Policies: Student Expectations:**

Attendance Policy: The University attendance policy specifies that missing more than 10% of class time is excessive. For this course, students are allowed up to 2 absences without penalty. After **two** absences (excused or unexcused), students' final course grade may decrease a letter grade per additional absence. If a student comes to class late (tardy), it is the student's reasonability to notify the instructor after that particular class session to ensure the absence is changed.

Classroom Behavior: As a college student, you will be treated and respected as an adult. You are encouraged to share your ideas and express your opinions in class and you will be expected to respect others' opinions and values as well. You are expected to your best work, meet assignment deadlines, and other members of the class and the university with courtesy and respect. Disruptive behavior will not be tolerated.

Cell Phone Use: Cell phones should be off before coming to class. Please inform me in advance if you are expecting an important call. Any disruptions that occur as a result of cell phone calls or texting will negatively impact your classroom participation grade. Any excessive disruptions from cell phones may result in the dismal of the student from class and absence being recorded for the day.

Academic Responsibility and Ethical Conduct: Honest and ethical behavior is required. All activities in the class will be conducted in accordance with the Carolina Creed and the USC Honor Code. Plagiarism and cheating of any kind will not be tolerated! University/College sanctions can include expulsion from the University. You should also be familiar with the USC Guidelines for Responsible Computing. Please see the Carolina Community for full details on academic responsibility.

All assignments must be completed individually, unless otherwise clearly noted. This includes the use of another student's diskette, simply copying information from the Internet, or submitting work of another individual and falsely representing it as one's own. Use of previous years' documents or tests, for studying or other purposes, is also considered academic dishonesty and subject to sanction.

VIII. <u>**Support for Your Learning:**</u>

Academic Success: If you are having trouble with this course or its material, you should contact me to discuss the issues. As a student of this course you also can get help from:

- The Student Success Center (SSC) provides a variety of services to assist University of South Carolina Undergraduate students on their path to success. At any time you may call the Student Success Hotline at 777-1000 to learn more, or go on-line to schedule an appointment with a staff member. The SSC is located on the mezzanine level of the Thomas Cooper Library, with satellite locations in Columbia Hall, Bates House, and Patterson Hall. These services are free and available to all students enrolled in this course. Please do not wait to take advantage of these resources designed for your success. The Student Success Center

The Writing Center: The University Writing Center is an important resource you should use! It is open to help any USC student needing assistance with a writing project at any stage of development. The main Writing Center is in Byrnes 703, and you can check their hours of operation

Library Resources: The University library has a great resource for finding out how to cite materials in your projects. Remember that if you use anything that is not your own writing or media (quotes from books, articles, interviews, websites, movies - everything) you must cite the source in APA format. The link below will take you to the library resources for seeing how APA format is done. Link to the USC Library Citation page.

Support for Blackboard and Technology: As a student in this course, you have access to support from University Technology Services for Blackboard and computer issues.

- Blackboard Support
- Technical Support from University Technology Services or call 803-777-1800

Accessibility: The University of South Carolina provides high-quality services to students with disabilities, and we encourage you to take advantage of them. Students with disabilities needing academic accommodations should:

1. Register with and provide documentation to the Office of Student Disability Services in Le Conte College - Room 112A
2. Please discuss with the instructor the type of academic or physical accommodations you need. Do this as soon as possible, preferably within the first week of class.

Office of Student Disability Services:

- Phone: 803-777-6142
- Student Disability Services Website
- Email: sasda@mailbox.sc.edu

Every reasonable effort will be made to accommodate students with disabilities in this class.

*Please note: requests for accommodations must have supporting documentation from the Office of Student Disability Services. All information will remain strictly confidential.

IX.   <u>**Important Dates to Remember:**</u>

Class Begins:	Monday, June 1, 2015
Last Day to Drop/Add:	Tuesday, June 2, 2015
Last Day to Withdraw:	Saturday, June 13, 2015
Last Day of Classes:	Thursday, June 25, 2015
Final Examination:	Saturday, June 27, 2015 at 10:05 am

X.   <u>**Syllabus Contract:**</u>

This syllabus may be revised and adapted throughout the semester to better serve the needs of the class. The instructor may assign additional readings/assignments as needed. Additionally, decision to remain in this class upon the receipt of this syllabus serves as the students' acceptance of this syllabus as binding contract, meaning they agree with the terms set forth and expectations of them as members of the class.

XI. ITEC 362 Tentative Schedule

** The schedule may be revised and adapted throughout the semester to better serve the needs of the class. The instructor may assign additional readings/assignments as needed. **

Class	Class Meeting	Topic	Homework Due *By 11:59 pm ET	Quiz Due *By 11:59 pm ET	Group Project *By 11:59 pm ET
1	Monday, June 1	Course Overview and Introduction Chapter 1: Introduction to the Internet and World Wide Web			
2	Tuesday, June 2	Chapter 2-HTML Basics			
3	Wednesday, June 3	Chapter 2-HTML Basics			
4	Thursday, June 4	Chapter 3 – Configuring Color & Text with CSS	Assignment #1		
5	Friday, June 5	Chapter 3 – Configuring Color & Text with CSS		Quiz #1 (Chapters 1-3)	
6	Monday, June 8	Chapter 4 Visual Elements & Graphics			Project Part I
7	Tuesday, June 9	Chapter 5 Web Design Chapter 6 Page Layout			
8	Wednesday, June 10	Chapter 10 Web Development (presented by Guest Speaker)	Assignment #2	Quiz #2 (Chapters 5-6 and 10)	
9	Thursday, June 11	Review for Exam #1			
10	Friday, June 12	**Midterm Exam (Chapters 1-6 & 10)**			
11	Monday, June 15	Chapter 14 Introduction to JavaScript			
12	Tuesday, June 16	Chapter 14 Introduction to JavaScript	Assignment #3	Quiz #3 (Chapter 14)	
13	Wednesday, June 17	Project Workday/Review Project Status			Project Part II
14	Thursday, June 18	Microsoft Expression Web	Assignment #4		
15	Friday, June 19	Joomla			
16	Monday, June 22	Joomla	Assignment #5	Quiz #4 (Expression Web and Joomla)	
17	Tuesday, June 23	Project Workday/Catch-up Day			Project Part III
18	Wednesday, June 24	Project Presentations			
19	Thursday, June 25	Review for Final Exam			Project Final Submission

	Saturday, June 27	**Final Exam (Chapters 1-6, 10, Expression Web, and Joomla)**			