

CIS 320: Building Collaborative Environments Fall 2008 (1:40 – 3:20 PM)

Instructor:	Lynn R. Heinrichs (a.k.a. Dr. H)	Email:	lheinrichs@elon.edu
Office:	Duke 307G	Phone:	336-278-6192
Office hours:	10:00 – Noon TTh Noon – 1:30 MW And by appointment	Teaching:	8:00 – 9:40 TTh (CIS 211) 12:25 - 2:05 TTh (CIS 211) 1:40 - 3:20 MW (CIS 320)

Course Description

This course examines tools for knowledge sharing and content development such as intranets, weblogs, instant messaging, and content management systems. Students will gain an understanding of knowledge management techniques and applications through laboratory assignments, case studies, and discipline-based research. Sophomore standing or above required.

Prerequisite:

CIS 320 does not have a technical prerequisite. However, students are expected to have (1) the intellectual maturity to read and understand complex concepts, (2) the patience and persistence to deal with technical unknowns, and (3) the commitment to produce high quality work.

Course Objectives

Upon completion of this course, students will be able to:

- Describe the rise of the Web in terms of technological, application, and user participation streams.
- Identify specific network architectures, standards, and protocols that support collaboration and knowledge sharing.
- Use Web 2.0 technologies for sharing content and creating applications.
- Apply functions and features of an Enterprise 2.0 knowledge tool for managing content and workflow.
- Discuss ethical issues related to collaboration and knowledge sharing.
- Participate as a team member and leader in a peer production project.

Course Approach

Since this is a course about collaboration and environments that support collaboration, we will focus on activities and outcomes that build upon that theme. However, since it is critical that all members be able to contribute to team assignments, emphasis will also be placed upon individual mastery of concepts and skills.

The course is divided into two parts. During the first part of the semester, we will focus on the peer participation and collaboration using Web 2.0 technologies (e.g. wikis and blogs). During the second half of the semester, we will look at organizational knowledge sharing and workflow management through Microsoft Office SharePoint Server (MOSS). MOSS is the first platform of choice in many organizations for groupware applications.

The main deliverable of the course which we will work on the entire semester is an open content textbook on computer architecture and operating systems for distribution by the Global Text Project (www.globaltext.org). This is a real peer production project; you will contribute one completed chapter to the textbook using open source tools and project standards.

Since we meet on M and W, Mondays will generally be used for presenting and discussing new content. Wednesdays will be devoted to global text production activities.

Textbook and Other Resources

Vossen and Hagemann, *Unleashing Web 2.0: From Concepts to Creativity*

The course content will be supplemented using a variety of Web sites and Youtube videos, particularly for learning SharePoint. These may change throughout the semester and will be kept up-to-date on Blackboard.

Student Assessment

Your final grade will be based upon the following components and anticipated point values; a brief description of each is provided below.

<i>Web 2.0:</i>	
<i>Readings Quizzes (3)</i>	<i>120</i>
<i>Group Presentation</i>	<i>100</i>
<i>Enterprise 2.0:</i>	
<i>SharePoint Labs</i>	<i>80</i>
<i>SharePoint Project</i>	<i>100</i>
<i>Project Team Leader</i>	<i>20</i>
<i>Global Text Project Chapter</i>	
<i>Part I Content Development</i>	<i>200</i>
<i>Part II Product Completion</i>	<i>200</i>

Note on Global Text Project: Completion of your assigned chapter for the Global Text Project is required to receive a final grade for the course. If you do not complete the work, you will receive an incomplete until the work is finished. Abandoning the project is not an option.

Web 2.0 (First half of the course)

Your Web 2.0 grade will be based upon two components, quizzes on the readings and a group presentation of a Web 2.0 technology. Quizzes will have two scores: an individual and group. You will take each quiz individually, and then as a group. Both scores will be counted in your final grade. The group presentation will involve teaching the class about a Web 2.0 technology.

Enterprise 2.0 (Second half of the course)

The primary tools for learning MOSS will be lab assignments and a group project. The lab assignments will focus on mastering specific SharePoint features. The group project will involve analyzing and designing a SharePoint solution for a workflow management problem.

Project Team Leader

There will be many opportunities to work on teams in this course. However, at some point, you will be responsible for serving as a project team leader. A team leader is responsible for making sure that his/her team's work is done on time and meets project requirements. There will be three opportunities to serve as a team leader – you will only need to serve once: Group Quizzes, Web 2.0 group presentation, SharePoint project.

Global Text Project

The goal of the Global Text Project is to make textbooks available to the many who cannot afford them. As CIS professionals, the project is an opportunity for us to commit our time, expertise,

and resources so students across the world can have access to high quality educational materials at no cost.

The project is a unique opportunity to see how open source tools, standards, and content can come together in a single deliverable using peer production and project management techniques.

The project is the largest component of your final grade. During the first part of the course, you will focus on developing the content of your chapters. During the second part of the course, you will add chapter elements for instruction and assure adherence to style guidelines. The final exam period will be used to assemble the individual chapters together and create a completed book.

Note: I will be completing participating as a contributor on this project along with you.

Grading Scale (% of Total Points):

All assignment grades will be available to you on the Blackboard GradeBook. At any time, you can determine your grade in the class by dividing the total number of points earned by the total number of points available. The following scale will be used:

A	>=93	B-	>=80, <83	D+	>=67, <70
A-	>=90, <93	C+	>=77, <80	D	>=63, <67
B+	>=87, <90	C	>=73, <77	D-	>=60, <63
B	>=83, <87	C-	>=70, <73	F	<60

Attendance and Submission of Assignments

You are expected to attend class, complete all assignments on the expected due date, and produce quality work. You may miss one class at no penalty. Beyond one absence, 20 points will be deducted from your final grade for each additional absence. **USE YOUR ABSENCE WISELY!**

All assignments will have a specified due date. Assignments turned in late can receive up to a 20% deduction in points per day. Assignments will not be accepted after one week late unless there are extenuating circumstances.

Quality of work is important! Assignments must meet a minimal standard of B- or they will be returned for redo. Once they are returned for redo, they are subject to late penalty points. So, work for quality on your initial submissions.

Accommodations:

If you are a student with a documented disability who will require accommodations in this course, please register with Disabilities Services in the Duke Building, Room 108 (278-6500) for assistance in developing a plan to address your academic needs.

Honor Code:

Students must abide by Elon's academic honor code. Details of the honor code and the consequences of violating it are carefully explained in the Student Handbook. Any submission under your name, whether hand-written, type-written, or electronic, represents your pledge of compliance with the code. All work is assumed to be your individual attempt; group work is only accepted when specified in an assignment.

One of the most important aspects of upholding the honor code in this class will be acknowledging your sources through appropriate citations. In many cases, you will be using content licensed under Creative Commons and giving credit to your sources is essential.

Classroom Etiquette

Please be considerate of the instructor and other students in the class by:

1. Turning off and stowing electronic devices (including your monitor when requested).
2. Arriving and taking your seat on time.
3. Bringing your own textbook and materials to class.
4. Leaving the classroom **ONLY** during breaks (or for emergencies).
5. Not eating in class (Note: drink bottles with caps are okay).

**CIS 320 - Tentative Schedule
Fall 2008**

Note: The following schedule is tentative. Up-to-date information about assignments and due dates will be posted on Blackboard each week.

PART I: Peer Participation and Production

WK	Focus	
9/3	A World of Mass Collaboration: http://www.vvc1.ca/client/canclub/01152007/ The Global Text Project Overview; Chapter Assignments	
	Discussion Focus (M)	Project Focus (W)
9/8	The Rise of Web 2.0: Technology, Applications, and User Participation Read: Chapter 1 (Vossen) Tool: Blogs, Wikis, and Groups	Creative Commons V1 Due: Initial Outline (10)
9/15	Developments in Web Technology Read: Chapter 2 (Vossen) Tool: RSS and XML	Guest: Shannon Tennant, Library V2 Due: Outline with Creative Commons Sources (20)
9/22	Developments in Web Applications Read: Chapter 3 (Vossen) Tool: Social Networking	Editing Your Chapter V3 Due: First Paragraph Draft (50)
9/29	Group Quiz: Chapter 1 (40 points) Group Presentation: Creating PodCasts with Audacity	Dr. H at Conference Visit Writing Center (20)
10/6	Group Quiz: Chapter 2 (40 Points) Group Presentation: Creating Virtual Worlds with Google Lively	Individual Consultations with Dr. H V4 Due: Writing Center Revisions
10/13	Group Quiz: Chapter 3 (40 points) Group Presentation: Creating MashUps with PopFly	V5 Due: Completed Chapter before Fall Break (100)

PART II: Organizational Knowledge-Sharing and Workflow Management

10/20	Fall Break Chapter Content Debriefing Organizational Challenges in Knowledge Sharing	
10/27	SharePoint: Site Organization and Permissions http://www.microsoft.com/sharepoint	Adding Instructional Elements: Objectives and Exercises
11/3	SharePoint: Customizing a Look and Feel	Checking for Style V6: Instructional Elements
11/10	SharePoint: Lists and Libraries	
11/17	SharePoint: Creating Forms for Project Mgmt and	Peer Review Session V7: Peer Review Draft
11/24	SharePoint: Managing Project Workflow	V8 Due: Final Chapter Draft (100) before Thanksgiving break
12/1	SharePoint Project Week	
12/8	SharePoint Project Demonstration	
12/12	Friday, December 12 1:00-4:00 pm Final Exam Period	Project Wrap Up: Linking Project Chapters (100)