Instructor:
Dr. Hsia-Ching (Carrie) Chang
Associate Professor
Hsia-Ching.Chang@unt.edu

Teaching Assistant:
Melissa Vang
Doctoral Student
melissavang@my.unt.edu

Department of Information Sciences
College of Information
University of North Texas

Office: Discovery Park, Room E295L
Phone: (940) 565-4253
Office hours: By Appointment

During the COVID-19 pandemic, our priority is keeping our Mean Green Family safe and healthy. Please follow the Coronavirus Updates at https://healthalerts.unt.edu/ In case you are affected by COVID-19, please inform your instructor ASAP.

Course Information

Course Format

This course is delivered as an online course with a supporting Canvas website. All course materials are provided online, with the expectation that you will read the assigned materials online to complete your assignments. Ten learning modules that reflect the most current issues in the knowledge management field are used as a framework to organize and deliver online course materials to students.

Course Descriptions

Introduction to knowledge management (KM) technologies; Internet and Web technologies; Knowledge management processes and corresponding technologies; Collaboration tools and technologies; Information and knowledge portals; KM readiness and IT infrastructure; Evaluation and selection criteria for knowledge management tools.

Prerequisites

Knowledge of personal computer operation is the prerequisite to register for and successfully completing this course. Students taking this course should be proficient in Microsoft Office tools and are willing to learn new KM tools and technologies.

Learning Modules

The course content is organized into ten learning modules:

Module 1: Introduction to Knowledge Management
Module 2: Knowledge Management Processes & Practices
Module 3: Knowledge Creation (Mind Mapping/Concept Mapping and Knowledge Networks)
Module 4: Knowledge Discovery (Data Mining and Business Intelligence)
Module 5: Knowledge Sharing (Social Media and Social Networks)
Module 6: Knowledge Organization (Metadata, Topic Maps, and Ontologies)
Module 7: Information and Knowledge Portals
Module 8: Knowledge Retention and Enterprise Content Management
Module 9: Selection and Evaluation of Knowledge Management Tools
Module 10: Data Analytics/Visualization Tools supporting Knowledge Management

Course Objectives

After completing this course, the learner should be able to:
- ✓ Understand knowledge management processes and practices
- ✓ Understand the role of technology in knowledge management
- ✓ Identify technology tools associated with managing different types of knowledge
- ✓ Identify techniques associated with managing and organizing information such as metadata, topic maps, and ontologies
- ✓ Evaluate and develop selection criterion for knowledge management tools
- ✓ Research the latest knowledge management technologies, tools and techniques.

Course Materials

Textbook
There is no required textbook.

Recommended Texts
[1] Jennex, M. E. (2018). *Effective Knowledge Management Systems in Modern Society*, IGI Global.
- Within the past ten years, tremendous innovations have been brought forth in information technology and knowledge management. Some of the key technical innovations have included the introduction of social media, artificial intelligence, as well as improved network connectivity and capacity. *Effective Knowledge Management Systems in Modern Society* is a critical scholarly resource that presents an overview of how technical, social, and process changes are impacting the way knowledge systems are being designed.

[2] McInerney, C. R., & Koenig, M. E. (2011). Knowledge management (KM) processes in organizations: Theoretical foundations and practice. *Synthesis Lectures on Information Concepts, Retrieval, and Services*, 3(1), 1-96.

- Knowledge Management (KM) is an effort to increase useful knowledge in the organization. It is a natural outgrowth of late twentieth century movements to make organizational management and operations more effective, of higher quality, and more responsive to constituents in a rapidly changing global environment. This book not only traces the evolution of KM in organizations, summarizing the most influential research and literature in the field but also presents an overview of selected common and current practices in knowledge management, including the relationship between knowledge management and decision making. The final section highlights the use of social networking and commonly adopted Web applications to increase the value of social capital and to connect practitioners with clients and colleagues.

[3] Young, R. (2010). *Knowledge management tools and techniques manual*. Tokyo: Asian Productivity Organization.

- Introduces twenty essential KM methods/tools and six further recommended tools, both divided into IT and non-IT sections.

Required Readings, Supplementary Readings

There are supplemental required readings for each of the ten modules. Required readings are listed on the Canvas course website; they are either directly linked from the website or can be easily retrieved through the UNT Libraries main catalog or electronic resources database (http://www.library.unt.edu/).

Course Requirements

Module Learning Activities (50% of Final Grade)

Each module will have various activities including concept mapping, online discussions regarding how to learn and apply the concepts to the practices and information sharing. Each module will have a single deadline for completion of the reading(s) and discussions.

- Synthesis Concept Mapping Assignments (40%). As a note-taking tool, students are required to organize/synthesize at least three key concepts from assigned readings for each learning module using the concept-mapping tool, Cmap. A short reading review/reflection is required for each module with assigned readings. Each synthesis will contain a concept map, important quotes, review (reflection), and references. The students will receive a grade of 0-100 based on the average of peer grading and instructor grading. Students should post their synthesis concept map to a wiki page on PBworks that is saved in the module folder and then submit the link (to the assignment page on PBworks) using Canvas Assignment. Students will have to submit **minimum seven concept map assignments**. Students who are willing to submit all nine concept mapping assignments will have the advantage of dropping their two lowest grades. Only **seven highest grades** will be considered.

- Online Discussions (10%). All students will be expected to monitor current knowledge management trends and/or studies and provide links to news, publications, or case studies relevant to the topics of learning modules. These will help students keep informed of recent KM developments in different industries and learn from each other's perspective through online information sharing and discussions. Students should share current information or

resources relevant to the corresponding module topic and respond constructively to at least one student's posting. Each posting should be at least 100 words and reference information source(s) relevant to the current module with in-text citations and/or references in APA format. Students will have to submit **minimum five discussion posts**. Students willing to submit all nine discussions will have the advantage of dropping their four lowest grades. Only **five highest grades** will be considered.

Book Summary Report (15% of Final Grade)

For this assignment, choose a book from the recommended book list or propose a book not on the list but covers specific topics about KM tools/technologies (ask the instructor). Read the book and prepare a summary report (in the format of presentation file containing at least twenty slides) to share with the class. Title the review with the title of the book, followed by the author's name and the year in parentheses. Students should summarize the book content and describe its contribution to the knowledge management field, so other students who have not read the book understand the essence of the book content. In terms of book summary, students may choose to focus on a few key chapters within the book if those appear to be most relevant to knowledge management tools and technologies. Regarding the contribution, place the book in a disciplinary perspective: For what discipline(s) or applied domain(s) was it written? How does it pertain to knowledge management tools and technologies? What impact do you think the selected book has had on knowledge management?

Final (Research) Project (35% of Final Grade)

During this semester, students are required to work individually or in a group on a term project. The final project should be related to one of the knowledge management (KM) tools/technologies and their implementations. This include but not limited to one of the following areas:

- ✓ Selection and evaluation of a specific KM tool/technology or comparison of two/multiple KM tools/technologies.
- ✓ Development of a knowledge portal or a Wiki (e.g., PBworks) that can serve as a resource for information on KM technologies.
- ✓ Development and implementation of a selected KM tool/technology project within an organization.
- ✓ Development of a specific KM service using KM tools/technologies.
- ✓ Innovations in any KM tool/technology.

The first step in the project is to identify the topic, write a **two-page project proposal (5%)** and get the approval of the instructor no later than **October 12th**. Students are required to submit a **presentation highlighting the lessons learned from the project (10%)** by **November 30th**. The **final project report (20%)** is due **December 7th**.

Students will work **individually** or **collaboratively** on this project. Each student will use PBworks to create Wiki pages and document the report. The requirements include at least eight Wiki pages (excluding References or Appendix) describing the chosen topic, lesson learned and the implications to the knowledge management fields.

Students will be expected to cite reliable sources for the references and document their sources based on the APA Manual of Style. During the last week of class, the students will give presentations online

where they will describe their projects and what they learned. Length of presentations will be 10~15 minutes.

Assessment and Grading

Assignment grading is based on rubric attached to each assignment description on Canvas.

Activities	Grading Percentages
Module Learning Activities	50%
Book Summary Report	15%
Final Project	35%

Grading Scale

The UNT scale for grading is as follows:
- A (Excellent work) = 90 - 100 points
- B (Good work) = 80 - 89 points
- C (Fair work) = 70 - 79 points
- D = 60 - 69 points
- F = 59 points and below

Grading Timeframe

You can expect to receive a grade for any graded assignment approximately seven days after the assignment's due date. If you submit an assignment before the due date, please do not include early days in your day count. The instructor will contact the students if the grading goes beyond that timeframe.

Late Work: We will not grade any late work unless you notify the instructor and the TA 24 hours before the assignment is due. However, five points will be deducted for each day an assignment is late. Extensions may be granted in advance of the due date with reasonable cause. Exceptions may be made on an individual basis in cases of emergency

Course Schedule
(subject to change at instructor's discretion)

No.	Week	Activities	Assignment Due
1	8/24 ~ 8/31	Welcome and Course Introduction (Request the access to course wiki on PBworks and PBworks orientation assignment)	8/31
2	9/1 ~ 9/7	Cmap introduction, Module 1 Concept Map (on PB Works) and Discussion post (Canvas)	9/7
3	9/8 ~ 9/14	Module 2 Concept Map (on PB Works) and Discussion post (Canvas)	9/14
4	9/15 ~ 9/21	Module 3 Concept Map (on PB Works) and Discussion post (Canvas)	9/21
5	9/22 ~ 9/28	Module 4 Concept Map (on PB Works) and Discussion post (Canvas)	9/28
6	9/29 ~ 10/5	Module 5 Concept Map (on PBWorks) and Discussion post (Canvas)	10/5
7	10/6 ~ 10/12	**Final Project Proposal**	10/12
8	10/13 ~ 10/19	Module 6 Concept Map (on PB Works) and Discussion post (Canvas)	10/19
9	10/20 ~ 10/26	**Book Summary Report Presentations** (on PBworks)	10/26
10	10/27~ 11/2	Module 7 Concept Map (on PB Works) and Discussion post (Canvas)	11/2
11	11/3 ~ 11/9	Module 8 Concept Map (on PB Works) and Discussion post (Canvas)	11/9
12	11/10 ~ 11/16	Module 9 Concept Map (on PB Works) and Discussion post (Canvas)	11/16
13	11/17 ~ 11/23	Module 10	No Assignment

No.	Week	Activities	Assignment Due
14	11/24 ~ 11/30	**Happy Thanksgiving Holidays (11/26-27)** **Project Presentations (on Canvas)**	11/30
15	12/1 ~ 12/7	**Final Project Report (on Canvas)**	12/7

<u>Technical Requirements / Assistance</u>

The following information has been provided to assist you in preparation for the technological aspects of the course.

Understanding and use of the following are required:
- Canvas online course software
- Slide presentation software (.ppt files)
- Word processing software (.docx files)
- Internet search, navigation, and application of new programs
- University of North Texas online library and databases - https://library.unt.edu/

The University Information Technology (UIT) Helpdesk offers helpful resources and addresses any issues that might arise with Canvas.
http://www.unt.edu/helpdesk/

1. Be sure you are using a supported web browser. Canvas supports the current and first previous major releases of the following browsers:
   - Chrome 70 and 71
   - Firefox 63 and 64 (Extended Releases are not supported)
   - Flash 31 and 32 (used for recording or viewing audio/video and uploading files)
   - Internet Explorer 11 (Windows only—functionally supported; may exhibit slight visual differences from other browsers, but these differences do not restrict product functionality)
   - Edge 42 and 44 (Windows only)
   - Respondus Lockdown Browser (supporting the latest system requirements)
   - Safari 11 and 12 (Macintosh only)

   Commonly used 3rd party plug-ins you may need to install for this course:
   - Acrobat Reader
   - Real Player
   - Flash
   - Shockwave
   - Windows Media Player

2. Additional help for using Canvas:

You will need word processing software such as Word 2010. Acceptable file formats include .txt, .rtf, .doc, and .docx. https://community.canvaslms.com/docs/DOC-10554-4212710328

3. Student Support
The University of North Texas provides student technical support in the use of Canvas and supported resources. The student help desk may be reached at:
Website: http://www.unt.edu/helpdesk/
Phone: 940.565-2324
In Person: Sage Rm. 130
Regular hours are maintained to provide support to students. Please refer to the website for updated hours.

Getting Started with Canvas

Access and Log in Information
This course was developed and will be facilitated utilizing the University of North Texas' Learning Management System, Canvas. To get started with the course, please go to: https://unt.instructure.com/. You will need your EUID and password to log in to the course. If you do not know your EUID or have forgotten your password, please go to: https://ams.unt.edu/.

Canvas Student Guide
As a student, you will have access to the "Canvas Student Guide" tutorial via Canvas. You are strongly encouraged to become familiar with the tools and tutorials within the student orientation to better equip you to navigate the course.

Accessing Grades
As assignments are graded, grades will be posted in the class grade book. Effort will be made to complete grading and post grades expeditiously, so please be patient. If a student has a question about a grade, please consult the rubric first before contacting the instructor.

Assignment Submission Instructions
Please do not wait until the last minute to post assignments as technical problems may occur.

IT Resources

- UNT Portal: http://my.unt.edu
- UNT Canvas Student Support https://community.canvaslms.com/docs/DOC-10554-4212710328
- General access computer lab information (including locations and hours of operation) can be located at: http://www.gacl.unt.edu/
- UNT Library Information for Off-Campus Users: http://www.library.unt.edu/services/facilities-and-systems/campus-access
- UNT Computing and Information Technology Center: https://citc.unt.edu/help-support/students
- Computer Lab at Discovery Park: http://www.ci.unt.edu/main/ViewPage.php?cid=235

Policies

Canvas (Instructure) Privacy Policy - Last Updated: November 17, 2017
Instructure, Inc. ("INSTRUCTURE") is committed to protecting your privacy. We have prepared this Privacy Policy to describe our practices regarding the personal information that may be collected from users of our websites, including https://www.instructure.com and http://www.canvas.net and any other sites that link to this Privacy Policy ("SITE"), Instructure's Canvas iOS and Android Applications ("APPS"), and other related educational services ("SERVICES"). By submitting personal information through our Site, Apps, or Services, you expressly consent to the processing of your personal information in the U.S. in accordance with this Privacy Policy. The use of personal information collected through our service shall be limited to the purposes described in this Privacy Policy. https://www.instructure.com/policies/privacy

Google Privacy Policy
Access here: https://policies.google.com/privacy

YouTube Privacy Policies
Access here: https://www.youtube.com/yt/about/policies/#community-guidelines

Canvas Accessibility Statement
https://community.canvaslms.com/docs/DOC-2061-accessibility-within-canvas

Google Accessibility Statement
https://www.google.com/accessibility/#!#google

YouTube Accessibility - Using YouTube with a Screen Reader
https://support.google.com/youtube/answer/189278?hl=en

UNT Policies

Academic Integrity Policy
Academic Integrity Standards and Consequences. According to UNT Policy 06.003, Student Academic Integrity, academic dishonesty occurs when students engage in behaviors including, but not limited to cheating, fabrication, facilitating academic dishonesty, forgery, plagiarism, and sabotage. A finding of academic dishonesty may result in a range of academic penalties or sanctions ranging from admonition to expulsion from the University.

ADA Policy
UNT makes reasonable academic accommodation for students with disabilities. Students seeking accommodation must first register with the Office of Disability Accommodation (ODA) to verify their eligibility. If a disability is verified, the ODA will provide a student with an accommodation letter to be delivered to faculty to begin a private discussion regarding one's specific course needs. Students may request accommodations at any time; however, ODA notices of accommodation should be provided as

early as possible in the semester to avoid any delay in implementation. Note that students must obtain a new letter of accommodation for every semester and must meet with each faculty member prior to implementation in each class. For additional information see the ODA website (https://disability.unt.edu/).

Prohibition of Discrimination, Harassment, and Retaliation (Policy 16.004)
The University of North Texas (UNT) prohibits discrimination and harassment because of race, color, national origin, religion, sex, sexual orientation, gender identity, gender expression, age, disability, genetic information, veteran status, or any other characteristic protected under applicable federal or state law in its application and admission processes; educational programs and activities; employment policies, procedures, and processes; and university facilities. The University takes active measures to prevent such conduct and investigates and takes remedial action when appropriate.

Emergency Notification & Procedures
UNT uses a system called Eagle Alert to quickly notify students with critical information in the event of an emergency (i.e., severe weather, campus closing, and health and public safety emergencies like chemical spills, fires, or violence). In the event of a university closure, please refer to Canvas for contingency plans for covering course materials.

Retention of Student Records
Student records pertaining to this course are maintained in a secure location by the instructor of record. All records such as exams, answer sheets (with keys), and written papers submitted during the duration of the course are kept for at least one calendar year after course completion. Course work completed via the Canvas online system, including grading information and comments, is also stored in a safe electronic environment for one year. Students have the right to view their individual record; however, information about student's records will not be divulged to other individuals without proper written consent. Students are encouraged to review the Public Information Policy and the Family Educational Rights and Privacy Act (FERPA) laws and the University's policy. See UNT Policy 10.10, Records Management and Retention for additional information.

Acceptable Student Behavior
Student behavior that interferes with an instructor's ability to conduct a class or other students' opportunity to learn is unacceptable and disruptive and will not be tolerated in any instructional forum at UNT. Students engaging in unacceptable behavior will be directed to leave the classroom and the instructor may refer the student to the Dean of Students to consider whether the student's conduct violated the Code of Student Conduct. The University's expectations for student conduct apply to all instructional forums, including University and electronic classroom, labs, discussion groups, field trips, etc. Visit UNT's Code of Student Conduct (https://deanofstudents.unt.edu/conduct) to learn more.

Access to Information - Eagle Connect
Students' access point for business and academic services at UNT is located at: my.unt.edu. All official communication from the University will be delivered to a student's Eagle Connect account. For more information, please visit the website that explains Eagle Connect and how to forward e-mail Eagle Connect (https://it.unt.edu/eagleconnect).

Sexual Assault Prevention
UNT is committed to providing a safe learning environment free of all forms of sexual misconduct,

including sexual harassment sexual assault, domestic violence, dating violence, and stalking. Federal laws (Title IX and the Violence Against Women Act) and UNT policies prohibit discrimination on the basis of sex, and therefore prohibit sexual misconduct. If you or someone you know is experiencing sexual harassment, relationship violence, stalking, and/or sexual assault, there are campus resources available to provide support and assistance. UNT's Survivor Advocates can assist a student who has been impacted by violence by filing protective orders, completing crime victim's compensation applications, contacting professors for absences related to an assault, working with housing to facilitate a room change where appropriate, and connecting students to other resources available both on and off campus. The Survivor Advocates can be reached at SurvivorAdvocate@unt.edu or by calling the Dean of Students Office at 940-565- 2648. Additionally, alleged sexual misconduct can be non-confidentially reported to the Title IX Coordinator at oeo@unt.edu or at (940) 565 2759.

Important Notice for F-1 Students taking Distance Education Courses:

Federal Regulation
To read detailed Immigration and Customs Enforcement regulations for F-1 students taking online courses, please go to the Electronic Code of Federal Regulations website at http://ecfr.gpoaccess.gov. The specific portion concerning distance education courses is located at "Title 8 CFR 214.2 Paragraph (f)(6)(i)(G)" and can be found buried within this document: http://frwebgate.access.gpo.gov/cgi-bin/get-cfr.cgi?TITLE=8&PART=214&SECTION=2&TYPE=TEXT

The paragraph reads:

(G) For F–1 students enrolled in classes for credit or classroom hours, no more than the equivalent of one class or three credits per session, term, semester, trimester, or quarter may be counted toward the full course of study requirement if the class is taken on-line or through distance education and does not require the student's physical attendance for classes, examination or other purposes integral to completion of the class. An on-line or distance education course is a course that is offered principally through the use of television, audio, or computer transmission including open broadcast, closed circuit, cable, microwave, or satellite, audio conferencing, or computer conferencing. If the F–1 student's course of study is in a language study program, no on-line or distance education classes may be considered to count toward a student's full course of study requirement.

University of North Texas Compliance
To comply with immigration regulations, an F-1 visa holder within the United States may need to engage in an on-campus experiential component for this course. This component (which must be approved in advance by the instructor) can include activities such as taking an on-campus exam, participating in an on-campus lecture or lab activity, or other on-campus experience integral to the completion of this course.
If such an on-campus activity is required, it is the student's responsibility to do the following:
(1) Submit a written request to the instructor for an on-campus experiential component within one week of the start of the course.
(2) Ensure that the activity on campus takes place and the instructor documents it in writing with a notice sent to the International Student and Scholar Services Office. ISSS has a form available that you may use for this purpose.

Because the decision may have serious immigration consequences, if an F-1 student is unsure about his or her need to participate in an on-campus experiential component for this course, s/he should contact the

UNT International Student and Scholar Services Office (telephone 940-565-2195 or email internationaladvising@unt.edu) to get clarification before the one-week deadline.

Academic Support & Student Services

Student Support Services
Mental Health
UNT provides mental health resources to students to help ensure there are numerous outlets to turn to that wholeheartedly care for and are there for students in need, regardless of the nature of an issue or its severity. Listed below are several resources on campus that can support your academic success and mental well-being:
- Student Health and Wellness Center (https://studentaffairs.unt.edu/student-health-and-wellness-center)
- Counseling and Testing Services (https://studentaffairs.unt.edu/counseling-and-testing-services)
- UNT Care Team (https://studentaffairs.unt.edu/care)
- UNT Psychiatric Services (https://studentaffairs.unt.edu/student-health-and-wellness-center/services/psychiatry)
- Individual Counseling (https://studentaffairs.unt.edu/counseling-and-testing-services/services/individual-counseling)

Chosen Names
A chosen name is a name that a person goes by that may or may not match their legal name. If you have a chosen name that is different from your legal name and would like that to be used in class, please let the instructor know. Below is a list of resources for updating your chosen name at UNT.
- UNT Records
- UNT ID Card
- UNT Email Address
- Legal Name

*UNT euIDs cannot be changed at this time. The collaborating offices are working on a process to make this option accessible to UNT community members.

Pronouns
Pronouns (she/her, they/them, he/him, etc.) are a public way for people to address you, much like your name, and can be shared with a name when making an introduction, both virtually and in-person. Just as we ask and don't assume someone's name, we should also ask and not assume someone's pronouns.
You can add your pronouns to your Canvas account so that they follow your name when posting to discussion boards, submitting assignments, etc.
Below is a list of additional resources regarding pronouns and their usage:
- What are pronouns and why are they important?
- How do I use pronouns?
- How do I share my pronouns?
- How do I ask for another person's pronouns?
- How do I correct myself or others when the wrong pronoun is used?

Additional Student Support Services
- Registrar (https://registrar.unt.edu/registration)
- Financial Aid (https://financialaid.unt.edu/)
- Student Legal Services (https://studentaffairs.unt.edu/student-legal-services)
- Career Center (https://studentaffairs.unt.edu/career-center)

- Multicultural Center (https://edo.unt.edu/multicultural-center)
- Counseling and Testing Services (https://studentaffairs.unt.edu/counseling-and-testing-services)
- Pride Alliance (https://edo.unt.edu/pridealliance)
- UNT Food Pantry (https://deanofstudents.unt.edu/resources/food-pantry)

Academic Support Services

- Academic Resource Center (https://clear.unt.edu/canvas/student-resources)
- Academic Success Center (https://success.unt.edu/asc)
- UNT Libraries (https://library.unt.edu/)
- Writing Lab (http://writingcenter.unt.edu/)