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**University of North Texas  
G. Brint Ryan College of Business  
Information Technology and Decision Sciences**

**Course Information**

BUSI 3100 – Professional Development II - Critical Thinking and Decision Making in Business

Class Structure: This is an 8-week course.

Zoom link: <https://unt.zoom.us/my/professorlyles>

**Students are required to come to campus at their designated class during week 7 (and week 8, if repeating exam) to take the Microsoft Office Specialist: Excel Associate (Excel 365) Certification Exam at UNT's Test Center. The certification exam MUST be attempted to pass the course.**

**Course materials may not be recorded, shared, or uploaded online. This includes, but is not limited to, Zoom calls, instructor videos, and any and all instructional materials. If a student creates a recording without the written permission of the instructor, disciplinary action will be taken.**

**Instructor Information**

Instructor: Professor Jennifer Lyles

Office hours: By appointment on Zoom

Email: Email me directly (Include BUSI 3100 & section in the subject line): [Jennifer.Lyles@unt.edu](mailto:Jennifer.Lyles@unt.edu)  
– or use inbox in Canvas

I generally reply to emails within 48 hours.

**Required Materials**

The New Perspectives Collection, Microsoft® 365® & Office®

by Jennifer Campbell, Patrick Carey, Ann Shaffer | 1st Edition | Copyright 2025

Course Key: MTPPSZ15SQQ0



**Students will be receiving special pricing of \$30 for this MindTap course.** You will either need to purchase MindTap by clicking on an assignment in Modules in your Canvas course OR by purchasing directly from the UNT Bookstore. **If you buy from another site, you will not receive the special pricing.** You will also have a few days of free, temporary access.

### **Course Philosophy, Description And Objectives**

This course is the second of three required 1-hour professional development courses. It introduces students to the importance of using reliable sources for business decisions, emphasizing critical thinking and problem-solving skills to evaluate feasibility, present effectively, and make viable recommendations. Utilizing a variety of instructional techniques and emphasizing mixed learning methods, the course illustrates problems and methodologies, while Cengage MindTap provides simulation training and study tools for Microsoft Excel. The course relies on experiential learning and lectures to expose students to the knowledge and skills required for critical thinking and decision-making in a business context.

### **Course Modules**

The course is divided into five main concepts:

#### **1. Critical Thinking: Identifying and Defining the Problem**

Learn to analyze ill-defined, unstructured, and ambiguous business situations.

Distinguish between symptoms and underlying causes by examining assumptions and information.

#### **2. Excel: Developing and Examining Alternatives/Solutions**

Explore a range of possible solutions using Microsoft Excel 365.

Research information, challenge assumptions, consider diverse perspectives, and manage ambiguity when evaluating options.

#### **3. Excel: Decision Making**

Utilize data, information, assumptions, and cost-benefit analyses (both tangible and intangible) to evaluate alternatives. Apply relevant theories and principles, including ethical considerations, to arrive at sound solutions.

#### **4. Presenting Your Decision Through an Excel Critical Thinking Project**

Take ownership of your decisions, understand their consequences, and effectively communicate your recommendations to others.

#### **5. Microsoft Excel 365 Certification Preparation**

Gain proficiency in Microsoft Excel 365 to pass the Microsoft Office Specialist (MOS) Excel 365 Certification.

### **Learning Outcomes**

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

1. Recall key concepts for critical thinking and decision-making in business using Microsoft Excel 365.
2. Identify how different parts of Excel function.
3. Apply basic computing principles to develop useful spreadsheets with Microsoft Excel 365, preparing for EXCEL Certification.
4. Demonstrate effective use of software by passing the Microsoft Excel 365 Basic Certification.

### **Minimum Technical Requirement & Skills**

- Computer / laptop (Note: I strongly recommend MAC users use Citrix from the COB website)
- UNT Canvas / Canvas mobile app
- Microsoft Excel 365
- Access to MindTap/ Cengage Software
- Reliable Internet access
- Webcam
- Speakers
- Microphone

### Course Requirements and Grading

Your final grade will be determined by points earned. There will be no make-up opportunities for exams, and no “extra work” will be assigned to improve individual grades. Refer to the grading schema to understand how your letter grade will be determined. Please use the grade calculator provided in canvas. Final Grades will be determined as follows:

Total Points	Letter Grade
1350 & above	A
1200 - 1349	B
1050 - 1199	C
900 - 1049	D
899 & below	F

### Key Graded Components

- Participation: Weekly Activities:** Regular participation is crucial for success. There will be a weekly activity for each week leading up to the certification exam.
- MOS Excel Training** (via Cengage): You will have three attempts to complete the training, with the highest grade retained. Aim for at least an 85% score for success on the certification exam.
- MOS Excel Practice Exams** (via Cengage): You will have three attempts on the practice exams (including MOS Skills Exams and the MOS Practice Certification Exam), with the highest grade counting. Aim for at least an 85% score.
- Collaborative Team Project:** This project will develop your critical Excel skills, critical thinking approaches, and team presentation abilities. You will work in self-assigned teams (during the first week of the semester) on a case scenario, gathering data, using Excel for analysis, and presenting findings with Microsoft PowerPoint. Do NOT join an existing team without permission from its current members.
- Case Study:** There will be a multi-part critical thinking assignment in the form of a case study.
- MICROSOFT OFFICE EXCEL 365 (MO-210 EXAM)**  
 You must take the certification exam to pass this course, and you must take the exam at UNT's Test Center. The Microsoft Office Excel 365 exam is an industry-standard exam. Uniform procedures are essential to a standardized testing program. To ensure comparable scores, all students must follow the same procedures.

### Grade Criteria

All grades from Cengage will automatically sync with Canvas, generally within 24 hours. If you find an error, you must immediately contact your professor.

### Grade Disputes

You are required to wait 24 hours before contacting me to dispute a grade. During this time, review assignment details and reflect on your work. If you still wish to meet, email me to schedule a Zoom meeting (grades cannot be discussed via email). Come to the meeting with specific examples demonstrating why you believe you earned a higher grade. Missing your scheduled meeting forfeits your right to dispute the matter. You have one week after a grade is posted to request a review. Beyond this date, you forfeit your right to a grade dispute. The instructor has the final authority to determine assignment or examination credit.

An "I" (incomplete) grade will only be given in exceptional circumstances to passing students who have completed at least 70% of the course, and only for circumstances occurring during the last week of regular class meetings. This includes serious illness or death in your immediate family, and these situations must be fully documented.

**Attendance**

Simply logging into Canvas does not constitute participation. I recommend logging into Canvas a minimum of three times a week to complete assignments. Respectful and courteous behavior is expected and required.

University-Sponsored Absences: If you will miss class for a university-sponsored activity, you must arrange with the instructor to complete any missed work *before* your absence.

Non-University Authorized Absences: Family events, weddings, ski trips, car trouble, illness, etc., are not considered "university authorized absences" or "state law exceptions."

**ODA accommodation**


It is the student’s responsibility to request an accommodation **directly from Certiport in the first week** of class and notify the professor. It takes several weeks for Certiport to set up an exam for an ODA student, and delays may result in loss of opportunity to take the exam and potential failure of the course.

**Day of Exam Information**

- All students must check in on campus 15 minutes prior to exam start time. Late arrivals will forfeit their attempt.
- Students must submit proof of a valid Certiport account to Canvas in the first week of class. You will need the user ID and password you created when you arrive for testing day
- Students must have a valid UNT ID or a state-issued identification card PLUS have a student ID number.
- Once the exam starts, no one is allowed to enter the Test Center to take the exam. Student will forfeit their attempt if they arrive late.
- The Ryan College of Business covers the cost for students to take the MOS Excel exam certification up to two times during this semester.
- Your first attempt must be with your regularly scheduled section during week seven of the semester. Failure to take the exam on this day forfeits one attempt; you may take it the following week (week 8).
- There are no retakes allowed outside of the scheduled exam dates. Plan accordingly.
- No cell phones are allowed to be used or placed on the desk during the exam
- No food or drink in the test center
- After the exam, download your certificate from Certiport and upload the **Exam Score Report** (containing your name, results, exam reference number, and section analysis scores.) Once logged in to Certiport, click on "My Transcripts" and then select "Score Report." It should look like this, but with your information (be sure your name is visible):

RESULTS	100	200	300	400	500	600	700	800	900	1000	
Required Score											
Your Score											

SECTION ANALYSIS		FINAL SCORE	
Manage Worksheets and Workbooks	40%	Required Score	700
Manage Data Cells and Ranges	75%	Your Score	721
Manage Tables and Table Data	83%	<b>OUTCOME</b>	
Perform Operations by using Formulas and Functions	50%	Pass	
Manage Charts	63%		

Proof of your MOS Certification **results must be uploaded to Canvas the same day** in order to receive points. Passing the MOS exam earns 400 points. If you fail, 100 points are awarded. If you fail to upload your score report on time, the maximum grade you may receive is 250 points, awarded solely at the instructor’s discretion.

## Important Policies and Resources

### Technical Assistance

Working in the Canvas environment sometimes involves technical issues. The UNT Student Help Desk is available to assist with Canvas or other technology problems.

UNT Help Desk: <https://aits.unt.edu/support/>

Email: [helpdesk@unt.edu](mailto:helpdesk@unt.edu)

Phone: 940-565-2324

In Person (Sage Hall, Room 130):

Monday - Friday: 8:00 AM - 5:00 PM (walk-in)

Monday - Friday: 8:00 AM - 9:00 PM (phone/email/chat)

Saturday - Sunday: 11:00 AM - 3:00 PM (phone/remote)

Laptop Checkout: <https://library.unt.edu/services/laptop-checkout/>

### Students with Disabilities

The G. Brint Ryan College of Business, UNT, and the Office of Disability Accommodation (ODA) comply with the Americans with Disabilities Act. Students seeking academic accommodations must first register with the ODA to verify eligibility. If verified, ODA will provide an accommodation letter for you to deliver to faculty to discuss your specific course needs. Request accommodations as early as possible. You must obtain a new letter of accommodation each semester and meet with each faculty member for implementation.

ODA Website: [disability.unt.edu](http://disability.unt.edu)

### Complaints

If you have a complaint, you should first discuss it with your instructor. If you wish to pursue it further, contact Dr. Ted Peterson, the course coordinator, but **only after first discussing it with your instructor**.

### Code of Conduct and Ethics

Academic integrity is paramount. All coursework submitted for individual grades must be your original, individual effort.

#### Academic Dishonesty:

Any evidence of copying, cheating, or other forms of academic dishonesty will result in a ZERO for that work for all involved. This includes sharing files. We will use Turnitin.com to monitor academic integrity. A second incident will result in an F in this course and a recommendation for further action by the Vice President for Student Development's office.

#### Ethical Academic Behavior in ITDS Classes

The UNT College of Business and the ITDS Department expect ethical behavior. Professionals in fields like information systems, accounting, and HR handle confidential information, making ethical conduct crucial. Academic dishonesty is a major violation of ethical behavior.

#### UNT's Student Standards of Academic Integrity:

You are expected to read and understand UNT's policy on academic integrity

(<https://vpaa.unt.edu/ss/integrity/index.html>), and student conduct - <https://policy.unt.edu/policy/07-012>

These policy define academic dishonesty and outlines consequences.

The policy defines cheating as: The use of unauthorized assistance in an academic exercise, including but not limited to:

1. Use of any unauthorized assistance to take exams, tests, quizzes or other assessments;
2. Dependence upon the aid of sources beyond those authorized by the instructor in writing papers, preparing reports, solving problems or carrying out other assignments;
3. Acquisition, without permission, of tests, notes or other academic materials belonging to a faculty or staff member of the University;
4. Dual submission of a paper or project, or re-submission of a paper or project to a different class without express permission from the instructor;
5. Any other act designed to give a student an unfair advantage on an academic assignment.

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The university's policy defines plagiarism as the "Use of another's thoughts or words without proper attribution in any academic exercise, regardless of the student's intent, including but not limited to:

1. The knowing or negligent use by paraphrase or direct quotation of the published or unpublished work of another person without full and clear acknowledgement or citation.
2. The knowing or negligent unacknowledged use of materials prepared by another person or by an agency engaged in selling term papers or other academic materials.

Examples of academic dishonesty in an ITDS class include: copying answers from another person's paper; using notes during an exam; copying computer code from another person's work; having someone else complete your assignments or take tests on your behalf; stealing code printouts, software, or exams; recycling assignments submitted by others in prior or current semesters as your own; and copying the words or ideas of others from books, articles, reports, presentations, etc. for use as your own thoughts without proper attribution (i.e., plagiarism). It does not matter whether you received permission from the owner of the copied work; claiming the material as your own is still academic dishonesty.

The ITDS Department believes it is important to protect honest students from unfair competition with anyone trying to gain an advantage through academic dishonesty. Academic dishonesty is not tolerated in ITDS classes, and those who engage in such behavior are subject to sanctions as outlined in the UNT's policy and/or the course syllabus. You are strongly encouraged to read the policy carefully so that you are aware of what constitutes academic dishonesty and the consequences of this unethical behavior.

**Campus closing:** If UNT Denton closes, Frisco closes as well. However, there may be times when Frisco experiences an event that requires only Frisco to shut down. Please read your email and check your announcements. Information about campus closures can be found here: <https://policy.unt.edu/policy/15-006>