COURSE INFORMATION
- Knowledge Management Tools and Technologies
- Fall 2014
- INFO 4307
- Web-based Course

Professors/ Instructors Contact Information
- Dr. Suliman Hawamdeh, Professor and Dept. Chair - Library and Information Sciences
- Discovery Park E292D
- (940) 565-3690
- Schedule an appointment through email
  - suliman.hawamdeh@unt.edu

- Raquel Merlo, Librarian and PhD Candidate, Austin Public Library
  -(512) 775-1333
  - trmerlo@gmail.com

Students Input and Feedback

The Student Evaluation of Teaching Effectiveness (SETE) is a requirement for all organized classes at UNT. This short survey will be made available to you at the end of the semester, providing you a chance to comment on how this class is taught. I am very interested in the feedback I get from students, as I work to continually improve my teaching. I consider the SETE to be an important part of your participation in this class.

Required Software and Hardware:

Knowledge of personal computer operation is prerequisite to registering for and successfully completing this online course. Students taking the course should be proficient in Microsoft Word and have a
reliable internet connection. It is also recommended that you configure settings for two approved browsers and follow the steps to update JAVA. Further technical information can be found in the Technical Assistance section of this syllabus.

Materials – Text, Readings, Supplementary Readings

Readings will be found in the course content page under each segment and on the resource page. Readings will be posted to each segment at least two weeks in advance. There is no required textbook.

Course Description

Introduction to knowledge management technologies; Internet and Web technologies; Knowledge management processes and corresponding technologies; Collaboration tools and technologies; Meta Data and Ontologies; Information and Knowledge Portals; KM readiness and IT infrastructure; Evaluation and selection criteria for knowledge management tools.

Learning Objectives/Course Objectives

After completing this course, the learner should be able to:

1. Understand knowledge management tools and technologies
2. Understand the role of technology in knowledge management
3. Identify technology tools associated with managing different types of knowledge
4. Identify techniques associated with managing and organizing information such as metadata and ontologies
5. Work with Information technology personnel to assess and establish a knowledge management infrastructure
6. Evaluate and develop selection criterion for knowledge management tools
7. Research the latest Knowledge Management technologies, tools and techniques.

Teaching & Assignments

This course will employ lecture, discussion, and teamwork with an emphasis on participation. Assignments will be designed for practical application as well as analysis of concepts and issues.

1. Weekly discussion question. Students will post a valuable response to discussion questions/responses each week.
2. Weekly short assignments/quizzes. These assignments will vary due to the topic under discussion.
3. Final Project
Further detailed instructions for each assignment are under the assignments section in Blackboard.

**Assignment Format**

For the Short Assignments, Final Project Drafts, and Final Project:

- APA format
- 1" margins
- Arial or New Times Roman, text 10 or 12 point
- File name format: StudentLastName_AssignmentName

**Teaching Philosophy**

Expectations for students are to complete each and every assignment following the format as provided at the beginning of the course. Work should emphasize content and be as correct as possible in all respects. Feedback will be given on the positives and negatives of the students’ work. Thereby students can learn from their mistakes.

Students are required to login regularly to the online class site. The instructor will use the tracking feature in Blackboard to monitor student activity. Students are also required to participate in all class activities such as discussion board, chat or conference sessions and group projects. The same guidelines that apply to traditional classes should be observed in the virtual classroom environment. Please use proper netiquette when interacting with class members and the professor.

**Evaluation Methods**

Evaluation will be based on thoughtful and valuable participation in the discussion boards and online chats. Short assignments are to be thorough but concise with summaries that are written similar to an abstract and reviews indicating why the resource is valuable. The RFI and RFP should meet graduate level writing and follow the provided guidelines and format.

**Evaluation Points Summary**

<table>
<thead>
<tr>
<th>Assignment</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Class discussion questions and participation</td>
<td>30%</td>
</tr>
<tr>
<td>Short Assignments</td>
<td>30%</td>
</tr>
<tr>
<td>Final Project</td>
<td>40%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>100%</td>
</tr>
</tbody>
</table>
Course Evaluation Scale

A = 90 - 100%   B = 80 - 89%
C = 70 - 79%   D = 60 - 69%
F = 59% or below

Due Dates and Late Assignments

Assignments are due via the assignment drop-box or appropriate discussion board no later than 12:00 pm (midnight) on the stated due date. Assignments will be accepted later than the due date and time only by prior arrangement with the instructor or in the case of a documented illness or emergency. Assignments submitted later than the due date and time for reasons other than documented illness or emergency will be subject to an automatic reduction of eleven percent of the grade for the assignment. The required word processor for assignments is Microsoft Word.

Copyright Notice

Some or all of the materials on this course Web site may be protected by copyright. Federal copyright law prohibits the reproduction, distribution, public performance, or public display of copyrighted materials without the express and written permission of the copyright owner, unless fair use or another exemption under copyright law applies. [Additional sample statements can be located at: http://copyright.unt.edu/content/sample-copyright-notices] Additional copyright information may be located at: http://copyright.unt.edu/content/unt-copyright-policies.

TECHNICAL REQUIREMENTS

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

-Hardware and software necessary to use Blackboard:

Mac: OS 9, OSX
Internet Access with compatible web browser (Select link for Vista 8.0 SP4)
Headset/Microphone (if required for synchronous chats)
Java: Version 1.6.0 Update 18: Click HERE and choose “Download Java”
Word Processor
[Other related hardware or software necessary for the course]

-Browser and computer settings check: https://ecampussupport.unt.edu/browser
ACCESS & NAVIGATION

Access and Log in Information
This course was developed and will be facilitated utilizing the University of North Texas’ Learning Management System, Blackboard Vista. To get started with the course, please go to: http://ecampus.unt.edu

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: http://ams.unt.edu.

Ticket to Vista Tutorial
As a student, you will have access to the “Ticket to Vista” tutorial via Blackboard Vista. It is recommended that you become familiar with the tools and tutorials within Ticket to Vista to better equip you to navigate the course.

Being a Successful Online Student
- What Makes a Successful Online Student?
- Self Evaluation for Potential Online Students

Student Support
The University of North Texas provides student technical support in the use of Blackboard and supported resources. The Student Help Desk may be reached at:
Email: vista@unt.edu
Phone: 940.565-2324
In Person: ISB Rm. 119

Regular hours are maintained to provide support to students. Please refer to the website (http://ecampussupport.unt.edu/index.cfm?M=Student_Resources) for updated hours.

RESOURCES

UNT Portal: http://my.unt.edu
UNT Blackboard Student Resources: Technical Support: https://ecampussupport.unt.edu/index.cfm?M=Student_Resources
UNT Library Information for Off-Campus Users: http://www.library.unt.edu/services/for-special-audiences/offcampus/information-for-off-campus-users
UNT Computing and Information Technology Center: http://citc.unt.edu/services-solutions/students
Computer Labs: General access computer lab information (including locations and hours of operation) can be located at: [http://www.gacl.unt.edu/](http://www.gacl.unt.edu/)

**Information for ALL LIS Courses**

**Attendance and Participation**

The instructor reserves the right to request of the Registrar that a student be dropped from the course (W or WF) due to unsatisfactory progress. All students are expected to fully participate in all class activities. Full participation includes web-based activities.

*Information about the University of Texas’ Attendance Policy may be found at: [http://policy.unt.edu/policy/15-2-5](http://policy.unt.edu/policy/15-2-5)*

**University Policy of Absence for Religious Holidays**

In accordance with state law, students absent due to the observance of a religious holiday may take examinations or complete assignments scheduled for the day missed within a reasonable time after the absence if the student has notified the instructor of each class of the date of the absence within the first 15 days of the semester. Notification must be in writing, either personally delivered with receipt of the notification acknowledged and dated by the instructor, or by certified mail, return receipt requested.

Only holidays or holy days observed by a religion whose place of worship is exempt from property taxation under Section 11.20 of the Tax Code may be included. A student who is excused under this provision may not be penalized for the absence, but the instructor may appropriately respond if the student fails to satisfactorily complete the assignment or examination.

**Honesty and Integrity**

The UNT Code of Student Conduct and Discipline provides penalties for misconduct by students, including academic dishonesty. Academic dishonesty includes cheating and plagiarism. The term “cheating” includes, but is not limited to, (1) use of any unauthorized assistance in taking quizzes, tests, or examinations; (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; and (3) the acquisition, without permission, of tests or academic material belonging to a faculty or staff member of the university. The term “plagiarism” includes, but is not limited to, the use of the published or unpublished work of another person, by paraphrase or direct quotation, without full and clear acknowledgement. It also includes the unacknowledged use of materials prepared by another person or agency engaged in the selling of term papers or other academic materials. If a student engages in academic dishonesty related to this class, the student will receive a failing grade on the test or assignment and a failing grade in the course. In addition, the case will be referred to the Dean of Students for appropriate disciplinary action.

**Classroom Disability Accommodations**
The University of North Texas does not discriminate on the basis of an individual's disability and complies with Section 504 and Public Law 101-336 (Americans with Disabilities Act) in its admissions, accessibility, treatment and employment of individuals in its programs and activities. It is the responsibility of the student to inform the instructor of any disabling condition that will require modifications. The following information is from: http://www.unt.edu/oda. Additionally, this site provides a set of FAQ for students and faculty.

**University Policy of Disability Accommodations**

The University of North Texas is on record as being committed to both the spirit and letter of federal equal opportunity legislation; reference Public Law 92-112 – The Rehabilitation Act of 1973 as amended. With the passage of new federal legislation entitled Americans with Disabilities Act (ADA), pursuant to section 504 of the Rehabilitation Act, there is renewed focus on providing this population with the same opportunities enjoyed by all citizens.

Whenever a special accommodation or auxiliary aid is necessary in order to ensure access to and full participation by students with disabilities in University programs or services, the department or agency responsible for the program or service to which the individual requires access will work with the Office of Disability Accommodation and appropriate federal and state agencies to ensure that reasonable accommodations are made.

The student requiring special accommodation or auxiliary aids must make application for such assistance through the Office of Disability Accommodation. Proof of disability from a competent authority will be required, as well as information regarding specific limitations for which accommodation is requested.

The University assumes no responsibility for personal assistance necessary for independent living nor for specialized medical care. Students requiring personal attendants or mobility assistants must employ such persons at their own expense before completion of registration. Students requiring specialized medical care above and beyond that ordinarily offered through the Student Health Center should be prepared to bear the expense of this care through a general hospital or a private physician/clinic of their choice.

Changes may be made as long as it does not compromise the quality of education. Cooperation of faculty, staff, and students is needed to help with physical access and to meet academic requirements. For example, giving extra time on tests or assignments, substituting courses, or adapting classroom presentations (like allowing tape recorders, note takers, or asking a professor to face the class when speaking to allow students to lip read) may be done.

Questions or concerns about discrimination on the basis of disability or about equal educational opportunities for persons with disabilities should be directed to Equal Opportunity Office, Room 210, Hurley Administration Building, 940.565.2737. Information concerning specific accommodations to provide equal opportunities is available through the Office of Disability Accommodation, Suite 321, 1155 Union Circle, 940.565.4323.

**Bureau of Citizenship and Immigration Services Regulations for F1 Visa Holders**
To read INS regulations for F-1 students taking online courses, please go to this website [http://www.ice.gov/sevis/regs/8cfr214_2f.htm](http://www.ice.gov/sevis/regs/8cfr214_2f.htm) and select the link to

"8 CFR 214.2(f)" in the table next to "F-1." Paragraph (f)(6)(i)(G)

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 Advising Office. The UNT International Advising Office 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 Advising Office (telephone 940-565-2195 or email [internationaladvising@unt.edu](mailto:internationaladvising@unt.edu)) to get clarification before the one-week deadline.

**Policy on Server Unavailability or Other Technical Difficulties**

The University is committed to providing a reliable online course system to all users. However, in the event of any unexpected server outage or any unusual technical difficulty which prevents students from completing a time sensitive assessment activity, the instructor will extend the time windows and provide an appropriate accommodation based on the situation. Students should immediately report any problems to the instructor and also contact the UNT Student Help Desk: [vista@unt.edu](mailto:vista@unt.edu) or 940.565.2324. The instructor and the UNT Student Help Desk will work with the student to resolve any issues at the earliest possible time.

**Text, Readings, Supplementary Readings**

Readings will be found in the course content page under each segment and on the resource page. Readings will be posted to each segment at least two weeks in advance. There is no required textbook.
COURSE OUTLINE:

• Introduction to Knowledge Management
• Knowledge Management Processes
• Knowledge Creation (Mind Mapping, Knowledge Networks)
• Knowledge Discovery (Data Mining and Data Warehousing)
• Knowledge Sharing & Collaboration
• Knowledge Organization (Metadata, Ontologies)
• Knowledge Retention
• Information and Knowledge Portals
• Enterprise Content Management
• Social Media and Social Networks
• Selection and Evaluation of KM Tools