

SIS Graduate Studies Syllabus

COURSE INFORMATION

INSC 550 Management of Information Organizations, Spring 2023

University of Tennessee, Knoxville

Class Meetings: Mondays, 6:30-9:10pm EST;

ZOOM Course ID/Link in Canvas

Faculty Contact Information

- Abigail (Abby) Morris
- amorri99@utk.edu
- Office Hours by request via Zoom or phone



SIS Office Information

- 450 Communications Bldg.
- 1345 Circle Park Drive
- Knoxville, TN 37996-0341
- SIS Office: 865.974.2148
- Fax (SIS): 865.974.4667

Welcome Statement

Welcome to our Management of Information Organizations course. Our class meets via Zoom on Mondays from 6:30-9:10pm EST. The session will be available to join 30 minutes before class. . The first day of regularly scheduled class is January 23 and our last day is May 1, 2023.

COURSE INFORMATION

Catalog Description

Supervisory, management and leadership concepts, strategies, and techniques applicable to information professionals working in libraries, archives, records management, and other information organizations.

Student Learning Outcomes

Students who complete this course will be capable of demonstrating awareness, knowledge, and/or understanding of...

- essential functions of management and the work of information organization managers organizational culture, human interaction and decision-making concepts affecting managerial work
- planning and budgeting as techniques to achieve information organization goals

- information organization managerial literature
- collaborative presentation of ideas for collegial engagement

Course Design

The course adopts an active learning approach. Students are expected to complete all required readings, attend all class lectures and participate in in-class activities, including teacher-led or student-led discussions, small-group and individual activities. Weekly objectives and readings are listed in a separate document – the **Course Outline** – that provides the course schedule.

Required Texts (both available as e-books through UTK Libraries)

Evans, G. E., & Greenwell, S. (2020). Management basics for information professionals (4th edition). Chicago: ALA Neal-Schuman. (On Course Outline as Evans & Greenwell)

Markert, K. (2017). Manual of strategic planning for cultural organizations : a guide for museums, performing arts, science centers, public gardens, heritage sites, libraries, archives, and zoos. Rowman & Littlefield.

Recommended Texts

Style handbook of your choice (APA or Chicago Manual of Style).

Other required materials listed in the Course Outline should be accessible through the open Web, the University of Tennessee Libraries, or through our Canvas course site.

If you have any challenges accessing these readings, please let me know as soon as possible. It is assumed, however, before contacting me, that: (1) you have already contacted a library staff member if you have an issue with accessing a resource listed in the library catalog or contained within a library-licensed database, and (2) you have looked at the appropriate Readings Folder on the class Canvas site to see what is provided there. For further edification, there is also the Library Resources for Graduate Students webpage: <https://libguides.utk.edu/?b=s>.

Finally, resources like lecture slides or handouts will be made available in our class Canvas site. Slides may not be available until after class, but any handouts you will require for a class session will be distributed before or in class.

COMMUNICATION

Email

I am required to communicate with you through your UTK email address. If you prefer to use another address, consult the [OIT Helpdesk](#) to obtain directions for forwarding your UTK mail to your preferred address if you don't wish to check both accounts.

Instructor Availability

I am available via email, and you may phone me at 940-898-3758 if an emergency arises. I encourage you to set an office hour meeting with me at your convenience. We can have a phone call or meet in Zoom.

COMPUTING REQUIREMENTS AND RESOURCES

Requirements

You must have adequate computing skills, including but not limited to use of word processing, Web browsers, e-mail, listservs, Canvas, and Zoom software. You must learn how to submit your assignments using Canvas. In addition, you must have software installed on your computer to download and open the (pptx format) lecture notes from Canvas.

The [Office of Information Technology \(OIT\)](#) provides training classes in using varied technologies for students at no charge (advance registration is required).

You must obtain a UT email account and subscribe to the SIS student listserv to insure you're made aware of course-related information.

Technical Support

Please review the SIS Technology Introduction website for help getting started with the tools you'll need in the program: <https://sis.utk.edu/techintro/>

For assistance with technical and computing issues, contact the OIT HelpDesk by phone at (865) 974-9900, using the [Contact Form](#), or at the [Walk-in HelpDesk](#).

Course Resources

Please Resources listed on our Canvas course site – they will assist you in being successful with assignments and with being successful in this class.

COURSE ATTENDANCE AND PARTICIPATION POLICIES

Instructor Expectations

Instructor Expectations Assigned reading should be completed in time for corresponding class sessions. You are expected to be present at the beginning of class and to have your space and connections ready so that you may respond readily during class. Please be prepared to collaborate with classmates during class sessions, as you may be assigned to break into groups to reflect on and analyze material together, and to return to class and share your thoughts.

Attendance and Participation

You are expected to attend each lecture and to actively participate in class discussions. As indicated in the Assignments, Assessments, and Evaluations area of this syllabus, Class Participation is part of your grade. Please follow the rubric to guide your efforts.

- Class attendance is EXPECTED. Contact me ASAP if you cannot attend class. Participation is an explicit element of course evaluation, so missing class may affect your total point score.
- Not attending class on a date an assignment is due does not excuse you from submitting any assignments or exercises due on that date.
- If you miss a class you are expected to review any materials posted to the class session folder on Canvas and view the recorded class session, and be sure to contact me to receive additional guidance if you have questions.
- Examples of acceptable reasons for absence from class include: (1) illness; (2) serious family emergencies; (3) special curricular activities or job requirements; 4) participation in official university activities such as music performances, athletic competitions or debates; (5) military obligations, (6) religious holidays; and (7) obligations for court imposed legal obligations (i.e., jury duty, subpoena).
- Even if you must miss class for an acceptable reason, remember to contact me as soon as reasonably possible.
- If I have to cancel a class meeting, I will make every effort to do so in advance. Look for e-mail announcements sent by me or a SIS representative via Canvas.
- The School has explicit class cancellation policies (<http://www.sis.utk.edu/courses/guidelines>). Be aware, particularly in regard to inclement weather.
- If UT cancels classes, SIS will cancel classes as well. UT generally cancels classes due to bad weather; this impacts students, faculty and DE support.
- If a class is delayed because of weather or software issues, students will not be expected to wait more than 60 minutes. So, if the class has not started after 60 minutes from the class start time (6:30 pm Eastern Time), class is automatically canceled and you are not expected to join class after 60 minutes. Please check your email for a notice of cancellation.
- If a class is cancelled due to any of the above-mentioned reasons, I will make content available by asynchronous means, whether as a recording or exercises that we would have taken up in class. Cancellation of class does not mean a smaller number of classes will be taught in the semester.

Inclement Weather

“The chancellor (or appointed representative) may officially close or suspend selected activities of the university because of extreme weather conditions. When a decision to close is made, information is distributed to the campus community, shared with local media, and posted on the front page at <http://utk.edu>. SIS will cancel classes when UT is closed. Please check the SIS student listserv (UTKSIS-L@LISTSERV.UTK.EDU) for messages about closing.

Students with Disabilities

The University of Tennessee, Knoxville, is committed to providing an inclusive learning environment for all students. If you anticipate or experience a barrier in this course due to a chronic health condition, a learning, hearing, neurological, mental health, vision, physical, or other kind of disability, or a temporary injury, you are encouraged to contact [Student Disability Services](#) (SDS) at 865-974-6087 or sds@utk.edu. An SDS Coordinator will meet with you to develop a plan to ensure you have equitable access to this course. If you are already registered with SDS, please contact your instructor to discuss implementing accommodations included in your course access letter.

Accessibility Policy and Training

The University of Tennessee, Knoxville, provides reasonable accommodations for individual students with disabilities through its office of [Student Disability Services](#). The university is also committed to making information and materials accessible, when possible. Resources and assistance to support these efforts can be found at <http://accessibility.utk.edu/>.

Civility

Civility is genuine respect and regard for others: politeness, consideration, tact, good manners, graciousness, cordiality, affability, amiability and courteousness. Civility enhances academic freedom and integrity, and is a prerequisite to the free exchange of ideas and knowledge in the learning community. Our community consists of students, faculty, staff, alumni, and campus visitors. Community members affect each other's well-being and have a shared interest in creating and sustaining an environment where all community members and their points of view are valued and respected. Affirming the value of each member of the university community, the campus asks that all its members adhere to the principles of civility and community adopted by the campus: <http://civility.utk.edu/>.

CCI Diversity Statement

The College of Communication and Information recognizes that a college diverse in its people, curricula, scholarship, research, and creative activities expands opportunities for intellectual inquiry and engagement, helps students develop critical thinking skills, and prepares students for social and civic responsibilities. All members of the College benefit from diversity and the quality of learning, research, scholarship and creative activities is enhanced by a climate of inclusion, understanding and appreciation of differences and the full range of human experience. As a result, the College is committed to diversity and equal opportunity and it recognizes that it must represent the diversity inherent in American society. The College is acutely aware that diversity and fairness are foundations that unite the College's faculty, staff, students, and the larger communication and information community.

Instructor Status as a Title IX Mandatory Reporter

University of Tennessee faculty are committed to supporting our students and upholding gender equity laws as outlined by Title IX. Please be aware that if you choose to confide in a faculty member regarding an issue of sexual misconduct, dating violence, or stalking, we are obligated to inform the University's Title IX Coordinator, who can assist you in connecting with all possible resources both on- and off-campus. If you would like to speak with someone confidentially, the Student Counseling Center (865-974-2196) and the Student Health Center (865-974-3135) are both confidential resources.

For additional resources and information, visit titleix.utk.edu.

Wellness

The [Center for Health Education and Wellness](#) empowers all Volunteers to thrive by cultivating personal and community well-being. The Center can answer questions about general wellness, substance use, sexual health, healthy relationships, and sexual assault prevention. The [Student Counseling Center](#) is the university's primary facility for personal counseling, psychotherapy, and psychological outreach and consultation services.

Any student who has difficulty affording hygiene products, groceries, or accessing sufficient food to eat every day is urged to contact the [Big Orange Pantry](#) for support. The Big Orange Pantry, located in Greve Hall, is a free resource for all students, faculty, and staff, no matter how great or small their need is. Students who need emergency financial assistance can also request funding from the [Student Emergency Fund](#).

Students who are experiencing non-academic difficulty or distress and need assistance should call 974-HELP or [submit an online referral](#). The 974-HELP team specializes in aligning resources and support to students experiencing mental health distress.

Emergency Alert System

The University of Tennessee, Knoxville, is committed to providing a safe environment for learning and working. When you are alerted to an emergency, please take appropriate action. Learn more about what to do in an emergency and sign up for UT Alerts. Check the emergency posters near exits and elevators for building specific information. In the event of an emergency, course schedules and assignments may be subject to change. If changes to graded activities are required, reasonable adjustments will be made, and you will be responsible for meeting revised deadlines.

COVID-19 Guidelines (updated August 8, 2022)

[CDC guidance](#) recognizes the changing dynamics of living in a world with COVID-19. It rates COVID-19 community levels as low, medium, and high, with recommendations at each level about the use of masks and other precautions. At all levels of community spread, staying up-to-date with vaccination is the best way to protect yourself from serious illness and to limit the spread of COVID-19. Wearing a mask is always an option

for any individual who chooses to do so, and the CDC recommends that those with high risk of severe illness talk with their health care providers. If you are sick, please stay in, avoid being around others as much as possible, and contact your health care provider for any symptoms that are worsening, moderate to severe, or concerning to you. For more information about vaccination or to self-report an illness and receive support, visit <http://studenthealth.utk.edu/CommunityHealth>. For more information about COVID-19, visit <http://studenthealth.utk.edu/covid-19>.

ASSIGNMENTS, ASSESSMENTS, AND EVALUATIONS

Academic Integrity

Each student is responsible for their personal integrity in academic life and for adhering to UT's Honor Statement. The Honor Statement reads: "An essential feature of the University of Tennessee, Knoxville is a commitment to maintaining an atmosphere of intellectual integrity and academic honesty. As a student of the university, I pledge that I will neither knowingly give nor receive any inappropriate assistance in academic work, thus affirming my own personal commitment to honor and integrity."

Plagiarism

Statement about plagiarism and penalties, e.g.,

Plagiarism in any of its several forms is intolerable, and attention to matters of documentation in all written work is expected and required. Inadvertence, alleged lack of understanding, or avowed ignorance of the various types of plagiarism are not acceptable excuses.

Specific examples of plagiarism are:

1. Copying without proper documentation (quotation marks and a citation) written or spoken words, phrases, or sentences from any source;
2. Summarizing without proper documentation (usually a citation) ideas from another source (unless such information is recognized as common knowledge);
3. Borrowing facts, statistics, graphs, pictorial representations, or phrases without acknowledging the source (unless such information is recognized as common knowledge);
4. Collaborating on a graded assignment without the instructor's approval;
5. Submitting work, either in whole or in part, created by a professional service and used without attribution (e.g., paper, speech, bibliography, or photograph).

Students who may be unsure of the nature of plagiarism should consult the instructor or a guide for writing research reports. (Additional resources are available at <http://www.lib.utk.edu/instruction/plagiarism>.)

Infractions of academic integrity are penalized according to the severity of the infraction but may include a course grade of "F."

Assignments and Grading

- Whenever you use the words or ideas of others, these should be properly quoted and cited. For in-text citations and reference lists for your written work, you are expected to use the style conventions of APA or Chicago Style Manual.
- When contemplating and citing information science theory and practice, please use our scholarly and professional literature instead of generic resources whenever possible. Cite Wikipedia only in concert with other, scholarly or credible sources. For general terminology, consult the Online Dictionary of Library and Information Science.
- Please note students must first discuss dissatisfaction with a grade with instructors as a first recourse, so reach out to me with questions or concerns. If you remain dissatisfied, then you may refer to the Grade Appeal Procedures. (For more academic policies and procedures, including Grade Appeal Procedures, see: the SIS Student Handbook and/or Graduate School Catalog).
- After receiving your assignments, I will make every effort to return your graded assignments within a week to ten days, though this is not a guarantee. I will notify you if I am not able to evaluate your work in a timely manner. Please reach out to me whenever you would like feedback about your progress, and I hope you will schedule a virtual office hour to review, ask questions, or chat.

Preparation of Written Work

Please see individual assignment descriptions for specific formatting requirements and evaluation rubrics, but as a general note, written assignments should conform to APA or Chicago citation and structural guidelines, unless otherwise specified AND should be turned in to Canvas as a Word document, unless otherwise specified.

Due Dates and Late Assignments

Assignments must be submitted in the appropriate format to the "Assignments" area of our course class Canvas site, unless otherwise specified. Assignments are due at 11:59 p.m. Eastern time on the required date.

If you will be late submitting an assignment, it is your responsibility to contact me ASAP in advance of the date the assignment is due unless prevented by an emergency.

Incompletes

Based on adopted University of Tennessee-Knoxville and SIS policy, a grade of *I* (Incomplete) is reserved for emergencies that prevent the student from completing the course on time. Incompletes are granted only under "the most unusual of circumstances" and solely at the discretion of the instructor. Plan your semester's course of study carefully to insure sufficient time to complete the required work.

For students who simply "disappear" without contacting the instructor and without completing the required form, an "F" is submitted.

Evaluation

Semester grades will be assigned according to the following scale:

A	93≤	(4 quality points per semester hour) superior performance.
A-	90-92. 99	(3.7 quality points per semester credit hour) intermediate grade performance.
B+	88-89. 99	(3.5 quality points per semester hour) better than satisfactory performance.
B	83-87. 99	(3 quality points per semester hour) satisfactory performance.
B-	80-82. 99	(2.7 quality points per semester credit hour) intermediate grade performance.
C+	78-79. 99	(2.5 quality points per semester hour) less than satisfactory performance.
C	70-77. 99	(2 quality points per semester hour) performance well below the standard expected of graduate students.
D	60-69. 99	(1 quality point per semester hour) clearly unsatisfactory performance and cannot be used to satisfy degree requirements.
F	59.99 ≥	(no quality points) extremely unsatisfactory performance and cannot be used to satisfy degree requirements.
I		(no quality points) a temporary grade indicating that the student has performed satisfactorily in the course but, due to unforeseen circumstances, has been unable to finish all requirements. An I is not given to enable a student to do additional work to raise a deficient grade. The instructor, in consultation with the student, decides the terms for the removal of the I, including the time limit for removal. If the I is not removed within one calendar year, the grade will be changed to an F. The course will not be counted in the cumulative grade point average until a final grade is assigned. No student may graduate with an I on the record.
S/NC		(carries credit hours, but no quality points) S is equivalent to a grade of B or better, and NC means no credit earned. A grade of Satisfactory/No Credit is allowed only where indicated in the course description in the <i>Graduate Catalog</i> . The number of Satisfactory/No Credit courses in a student's program is limited to one-fourth of the total credit hours required.
P/NP		(carries credit hours, but no quality points) P indicates progress toward completion of a thesis or dissertation. NP indicates no progress or inadequate progress.
W		(carries no credit hours or quality points) indicates that the student officially withdrew from the course.

Your Role in Improving the Course Through Assessment

At UT, it is our collective responsibility to improve the state of teaching and learning. During the semester you may be requested to assess aspects of this course, either during class or at the completion of the class, and through the TNVoice course evaluation. Please take the few moments needed to respond to these requests as they are used by instructors, department heads, deans and others to improve the quality of your UT learning experience.

MSIS Program Outcomes

It is our vision to provide a quality educational program, and for students to have the very best educational experience possible. By the end of their time in the MSIS program, each student should be able to:

1. Describe and discuss the processes of creation, organization, distribution, storage, access, retrieval, management, use, and preservation of information.
2. Describe and discuss the nature of leadership and management in the information professions and the importance of participation in the global information society.
3. Apply the general principles, values, and ethical standards of providing information services in a variety of settings and for diverse populations.
4. Comply with the changing responsibilities of the information professional in a culturally diverse and networked global society.
5. Identify critical professional issues in a variety of organizational, cultural, societal, disciplinary, transdisciplinary, and historical contexts.
6. Analyze and apply standards or policies related to the processes of creation, organization, distribution, storage, access, retrieval, management, use or preservation of information.
7. Explain the changing nature of information, information needs, and information behavior.
8. Assess and implement information technologies, systems, sources, and services that serve users effectively and efficiently.
9. Analyze research and apply it to information practice.

Assignments: Descriptions, Due Dates, and Program Outcomes for SLC

This table identifies the MSIS Program Outcome(s) addressed in course assignment(s):

Assignment	MSIS Program Outcome
Strategic Planning Assignment (Group)	2, 4, 5, 8
Budget Assignment (Group)	2, 5, 6
Management Portfolio Assignment	2, 4, 5, 9

This table provides a brief summary of assignment names, due dates, and grade distribution. A fuller description of each assignment follows the table.

Assignment	Value	Due Date
Manager Interview	20	2/26/2023
Strategic Planning Assignment (Group)	20	3/26/2023
Budget Assignment (Group)	20	4/16/2023
Management Portfolio Assignment	20	5/5/2023
Participation	10	

Assignment	Value	Due Date
Total	100	5/5/2023

DISCLAIMER

Please be aware revisions may be made to this syllabus over the course of the semester, and as such, the content contained within may be subject to change.