

# ISOM 210

## Section 6

### Business Information Systems

## 1. Course Basics

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### Business Information Systems (BIS)

- ISOM 210, section 6
- CRN #35413
- Spring 2026
- Tuesdays and Thursdays 2:00-3:15

## 2. Instructor

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### Fred Kitchens, Ph.D.

Department of Information Systems and Operations Management (ISOM)

Ball State University, Muncie, IN

Contact Information Available on Canvas, or here:

<https://www.bsu.edu/academics/collegesanddepartments/isom/about-us/faculty-and-staff/kitchensfred>

Office Hours: Mondays and Wednesdays: 12:00-2:00

Tuesdays and Thursdays: 1:00-2:00

### Graduate Assistant:

Abigail Nguyen

Contact information is available on Canvas

## 3. Course Information

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### Course Description

Reviews the imperative information services in modern organizations. Details the role of information technologies and computer systems used in the planning, management, and evaluation of these information services. Presents elements of managerial decision-making and critical and creative thinking to improve business operations. Applies case studies for individuals and teams to solve business problems.

Prerequisite: ISOM 125 or equivalent

### Prerequisites

None

### Course Objectives

This course provides a unified overview of the broad field of business and information systems. The specific objectives are:

1. Understand various business decision making situations in functional areas like Accounting, Finance, Human Resource Management, Operations, and Marketing using the systems approach

2. Understand and apply basic problem-solving approach to business problems.
3. Understand the basics of business information systems (definitions, concepts, theories, and principles) and describe how information systems help support business decision making.
4. Understand and apply how information technology (IT) tools for business such as computer hardware, software, databases, communication and networks are used to solve business problems.
5. Understand cross-functional enterprise systems, e-business and e-commerce systems
6. Global E-Business, Securing and Managing systems, Ethical and Social Issues in Information Systems.

### Course Modality/Structure

- Regular class meeting times will total 3 hours per week in the classroom
- The course follows the “Flipped Classroom” model in which students prepare by reading the weekly subject matter before class so that they are prepared to work efficiently on in-class, hands-on material during class time when the instructor is available to explain and support.
- There will be an assignment due *every day* in class. These are to be conducted, completed, and submitted during the class period. *In-class* assignments completed *outside* the classroom or submitted *after the class session has ended* will not be accepted.
- Weekly homework will include readings and assignments to introduce, support, and reinforce the weekly subject matter.
- Tests will be conducted in the classroom on the scheduled class days.

## 4. Course Materials

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### Required Text:

- “Business Driven Information Systems” 9th Edition, By Paige Baltzan, Mc Graw Hill Publishers.
  - “Connect” Electronic Edition
  - For more information about obtaining required course materials, see: [Ball State First Day \(https://www.bsu.edu/about/administrativeoffices/business-and-auxiliary-services/first-day\)](https://www.bsu.edu/about/administrativeoffices/business-and-auxiliary-services/first-day)
- Other Readings: may be distributed in class, placed on reserve in the main library, or made available through the Internet.

### Other Requirements:

- A Computer will be required for *in-class* hands-on assignments *every class period*. For this reason, the course is conducted in a computer-lab classroom where the required software is installed and maintained by the University.

## 5. Course Assignments and Assessments

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### Course Assignments

Assignment Type	Points
Out-of-Class Readings (15 x 100 points each); <b>due on Sundays</b>	1,500
Out-of-Class Application Assignments (15 x 100 each); <b>due on Fridays</b>	1,500
In-Class Activities/Labs (30 x 100 points each)	3,000
Exam One	1,000
Exam Two	1,000
Exam Three	1,000
Professionalism, Quizzes, Current Events, Pop Quizzes, Preparation for class, Miscellaneous, etc.	~1,000
<b>Total</b>	<b>+/- 10,000</b>

Assignment details, including instructions, relevant readings, due dates, and grading criteria/rubrics, will be posted and updated on Canvas. Please check Canvas regularly to stay informed and on track.]

### Course Grading Scale

Grading will be on a points-earned basis. Students should be aware that Professionalism is important in preparing for a career in business. This includes, but is not limited to, behavior, attendance, participation, quality of work, appearance of the work, honesty, timeliness, and motivation.

After adding up all the points earned in the semester, the Ball State Default Grading Scale will be applied based on the percentage of points earned out of the total points assigned during the semester:

Letter Grade	Range
A	100% - 94%
A-	<94% - 90%
B+	<90% - 87%
B	<87% - 84%
B-	<84% - 80%
C+	<80% - 77%
C	<77% - 74%
C-	<74% - 70%
D+	<70% - 67%
D	<67% - 64%
D-	<64% - 61%
F	<61% - 0%

## Attendance

Attendance will be reflected in the "In-Class Activities" portion of the grade. Attendance may additionally be taken on a random basis and reflected in the "Professionalism, Quizzes, Current Events, Pop Quizzes, Preparation for class, Miscellaneous, etc." portion of the final grade.

- *Unless otherwise stated, all in-class labs and assignments are due at the end of the scheduled class time and must be completed in the classroom.*
- *The majority of assignments will be team-based and must be completed as a team. Teammates who are absent will not receive points for that day's in-class lab assignments.*

## 6. Course Expectations and Policies

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### Generative AI Statement

The field of Information Systems is responsible for, among other things, evaluating, recommending, and implementing software, *including generative AI applications*. Employers are increasingly expecting new employees to be well-versed in using AI. However, employers also want employees to bring their own Human Intelligence (HI) to the workforce. Therefore, AI will be permitted only on certain class assignments, unless otherwise stated:

Use of Generative AI	
Out of class Readings	No
Out of class Application Assignments	No
In-class Activities/Labs*	Some: depending on the nature of the assignment, follow the provided instructions
Exams	No
Professionalism, Quizzes, Current Events, Pop Quizzes, Preparation, Miscellaneous, etc.*	Some: depending on the nature of the assignment, follow the provided instructions
<b>*Note: By the nature of this Information Systems course, some assignments will be explicitly based on the use and/or the evaluation of AI Tools</b>	
<b>Any use outside of this permission constitutes a violation of Ball State University's Student Academic Ethics Policy:</b> <a href="https://www.bsu.edu/about/administrativeoffices/vice-provost/student-services/academic-integrity">https://www.bsu.edu/about/administrativeoffices/vice-provost/student-services/academic-integrity</a>	

### E-Mail:

Every student is required to have an active Ball State email account. When using email to contact the instructor, the student's ***personal BSU email account must be used***. Various assignments will be submitted via Canvas (requiring a BSU email account to log in), BSU e-mail, or by posting to student OneDrive accounts (requiring a BSU email account to log in). *Assignments submitted for a grade must be submitted by the method specified in the assignment.*

### Absence:

Absence in the event of an officially sanctioned University event, in which the student is a participating member, *may be excused at the instructor's discretion* if the instructor is notified, *in writing, by the faculty sponsor* (Athletic Department, Instructor, etc.) of such activity *prior to the absence*. In these

situations, alternate assignments may be available. All excused absences will follow the Student Handbook policies. All other absences will be **unexcused**.

- In the event of *any* absence, the student will be responsible for all material covered in class (labs, assignments, announcements, lectures, discussions, quizzes, exams, etc...).
- No credit will be given for assignments, quizzes, etc. which are not submitted on time.

### Course Participation Expectations

- This course is designed with weekly activities, discussion, and other forms of regular collaboration, communication, and teamwork.
- It is recommended that you log into your Canvas course 3 to 4 times a week and check your official Ball State email account daily to view announcements and prepare for class.
- Complete all assignments, quizzes, tests, and any other activities by the stated due dates.

### Feedback Policy

- Contact me directly if you have questions or concerns about your performance in class. I am available in class, during Office Hours, and by email.

### Late Assignment Policy

- All Reading assignments and Application Assignments are due by 11:59 pm EST/EDT time on the due dates indicated.
- All In-Class assignments are due by the end of the class period.
- Assignments posted after the indicated due dates will not be graded.
  - Internet connectivity and technical issues may occur and impede you from turning in work on time. Turn in work early and often, and set up a back-up plan, such as visiting a local library or borrowing a peer's computer.
  - 3 Extra Credit assignments will be offered during the semester. These will be worth the same point value as all other assignments and may be used to make up any lost assignment points.

### Assignment Submission Policy

- Assignments, unless otherwise indicated, should be submitted using the assignment link in the module posted on Canvas.

### Engagement Expectations

To support a respectful and engaging academic community that encourages the free exchange of ideas and civil discourse, we will follow these ground rules:

- **Respect different perspectives.** Share your ideas and let others share theirs.
- **Challenge ideas, not people.** Disagree respectfully. No personal attacks or put-downs. Focus on exploring ideas critically and constructively.
- **Listen to understand.** Stay curious, ask questions to understand, and give others space to speak.
- **Assume good intentions.** Approach discussions with curiosity and compassion.
- **Be respectful.** Avoid hurtful language, stereotypes, or content that may demean others. Keep feedback constructive.

## **Dishonesty:**

Academic Dishonesty will not be tolerated in any form. Helping each other study is anticipated. However, only original work will be accepted. There will be NO sharing of materials during tests. There will be no hats worn during tests. There will be no use of cell phones or other personal electronic devices during tests.

*The computers provided in the classroom lab will be used for testing.*

## **Policies:**

Class policies not addressed in this document will follow the policies stated in the BSU Catalog; as well as any updated or temporary policies (particularly regarding pandemic situations) effective during the semester.

## **7. Course Schedule**

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To support a learning experience that is responsive to the needs, interests, and pace of our class community, the course schedule may shift over the semester. The most current version of the schedule will always be available on Canvas. I encourage you to check Canvas regularly for updates and contact me if you have any questions.

## **8. University Policies and Statements**

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### **Assistance:**

If you need course adaptations or accommodations because of a disability, if you have emergency medical information to share with me, or if you need special arrangements in case the building must be evacuated, please make an appointment with me as soon as possible. You may also contact the Office of Disabled Student Development (SC 307) for assistance.

### **University Statement**

We are committed to ensuring that all members of the community are welcome, through valuing the various experiences and worldviews represented at Ball State and among those we serve. We promote a culture of respect and civil discourse. If you need course adaptations or accommodations because of a disability, please contact the instructor of record as soon as possible. Ball State's [Disability Services Office](#) coordinates services for students with disabilities; documentation of a disability needs to be on file in that office before any accommodations can be provided. Disability Services can be contacted at 765-285-5293 or [dsd@bsu.edu](mailto:dsd@bsu.edu).

### **Freedom of Expression**

In this course, we are committed to fostering a learning environment that values intellectual diversity, encourages free expression, and promotes open inquiry. As members of the Ball State Community, we treat each person in the Ball State community with civility, courtesy, compassion, and dignity and respect and learn from differences in people, ideas, and opinions. Please review Ball State University's [Statement on Freedom of Expression](#), the resources on Ball State's [Freedom of Expression webpage](#), and [Ball State's Beneficence Pledge](#).

### **Title IX**

Ball State University is committed to providing a safe and inclusive learning environment for all students. If you or someone you know has experienced sexual harassment—including sexual assault,

dating violence, domestic violence, or stalking, please know that you are not alone. The University offers support services and resources. For more information or to report an incident, please visit [bsu.edu/titleix](https://bsu.edu/titleix) or contact the Title IX Coordinator at 765-285-1545 or at [titleix@bsu.edu](mailto:titleix@bsu.edu)

**As your instructor, I am a mandatory reporter under the Title IX policy and required to report any information I receive about possible sexual harassment.** This includes information shared in class discussions, assignments, or private conversations.

**What happens after I report?** The Title IX Coordinator will email the person who experienced sexual harassment (complainant) and invite them to schedule a meeting. If the complainant **chooses** to meet with the Title IX Coordinator,

- Title IX Coordinator will offer supportive measures (e.g., counseling, extensions on deadlines, course-related adjustments, changes to work or class schedules, and/or referrals to campus offices), review the policy, and discuss options to move forward.
- If a complaint is filed by the complainant or the University, an investigation will begin following University policy.

### **University Grade Appeal Policy**

If you believe you received a final course grade that does not reflect your performance due to fairness or a procedural issue, you have the right to file an appeal within 5 school days after final grades are posted by the Office of the Registrar. Review the [University Grade Appeal Policy and Process.](#)]

### **Student Academic Ethics Policy**

Honesty, trust, and personal responsibility are fundamental attributes of the university community. Academic dishonesty and other forms of academic misconduct threaten the foundation of an institution dedicated to the pursuit of knowledge and will not be tolerated. To maintain its credibility and reputation, and to equitably assign evaluations of scholastic and creative performance, Ball State University is committed to maintaining a climate that upholds and values the highest standards of academic integrity. Visit the VPAA's [academic integrity website](#) (Students tab) for resources on understanding academic integrity, citing sources properly, and avoiding inadvertent academic dishonesty. To learn about BSU's academic integrity expectations and students' rights, please read the University [Student Academic Ethics Policy](#).

Academic integrity violations include giving or receiving an unfair academic advantage (cheating), presenting someone else's ideas or work as your own (plagiarism), and falsifying academic records. Unless otherwise indicated, you must work independently by yourself. Check with me if you are unsure whether something constitutes academic dishonesty. Examples of academic integrity violations include but are not limited to:

- Using resources not authorized by the faculty member (including devices, AI tools, hidden notes, and open books)
- Using commercial study websites to find answers to graded assignments (Chegg, Course Hero, StudyPool, OneClass, etc.).
- Without the instructor's written permission, giving away, buying, or selling graded assignments class notes, exams, study guides, or other course materials to other students or to third-party vendors (Course Hero, Chegg, 24HourAnswers, etc.).
- Working with another person on any assignment other than authorized group projects.
- Sharing or allowing others to access your files, whether done with permission or not.
- Reusing your own work from another semester, course, or section.

- Sharing answers with others during exams (passing notes, texting, whispering, gesturing)
- Discussing exam questions and answers with students who have not taken the exam.
- Soliciting others to complete work for you.

## 9. Student Support Services

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### The Learning Center

The Learning Center offers free Tutoring and Academic Coaching for many courses at Ball State. Students can make appointments for online (Zoom) or in-person (NQ 350) appointments. To make an appointment, visit [myballstate.bsu.edu](http://myballstate.bsu.edu) and click on “Navigate” in the Academic Tools section, or just go directly to [bsu.navigate.eab.com](http://bsu.navigate.eab.com).

Testing accommodations for students with disabilities are available for students who have received the appropriate documentation from Disability Services. Tests may be administered in the Learning Center. Supplemental Instruction is available in select courses. If you have an SI leader for your course, that person will provide students with information the first week of school regarding weekly study sessions. For more information about Learning Center programming, visit [bsu.edu/learningcenter](http://bsu.edu/learningcenter) or call 765-285-1006. Follow us on Instagram: [BallStateLC](https://www.instagram.com/BallStateLC).

### The Writing Center

All writers improve with practice and feedback, so as a student in this course, you are encouraged to use the Writing Center (in Robert Bell 295 during weekdays, Bracken Library First Floor West in the evenings, or online during any of our regularly scheduled hours) to get additional feedback on your writing. The Writing Center offers free planning, feedback, and accountability sessions (in person and online) to all students composing essays, reports, reflections, research projects, web content, lesson plans, slideshows, poster presentations, resumes, and other digital or print texts. To schedule a free appointment to discuss your writing, go to [bsu.edu/writingcenter](http://bsu.edu/writingcenter). Online and in-person appointments are available; however, plan ahead because appointments book quickly!

### The Basic Needs Hub

If you are having difficulty affording enough food, do not have a safe and reliable place to sleep, and/or experiencing an emergency or crisis, help is available through the [Basic Needs Hub](#). The Basic Needs Hub has information, resources, and provides individualized support to students. To talk with a supportive staff member about your experience, receive one on one assistance, or learn more about resources, you can submit a [Basic Needs Assistance Form](#).

### The Counseling Center

The Ball State University Counseling Center offers free and confidential services to all students. The Counseling Center is located in Lucina Hall, Room 320. To schedule an appointment, you can contact us at 765-285-1736. Ball State also offers a 24/7 Crisis Line, which can be reached at 765-285-HOPE (4673). The Crisis Line is a mental health resource for those who are struggling with any mental health concerns, including thoughts of self-harm and/or suicide.

At the Ball State Counseling Center, we see students for a variety of reasons, some of which include homesickness, relationship concerns, anxiety, and depression. At your first appointment, you will work with a therapist to create a plan that will connect you with resources that best fit your needs. We assist students with getting connected to therapy at our Center as well as connecting students to self-help

resources, other on-campus resources, and community-based resources. All Ball State students also have access to several on-demand, self-help resources through a variety of different platforms. All of these resources, including a direct link to our website, can be found [here](#).

## **The Speaking Center**

The [Speaking Center](#) is a free resource available to all members of the BSU community wanting to improve their public speaking abilities. We offer personalized coaching designed to help you become a more confident and effective speaker. Our trained coaches provide constructive feedback and support throughout the entire speech preparation process, whether you are in the early stages of brainstorming ideas and organizing your thoughts, or you need to practice your delivery and refine your message.

The Center is in the David Letterman Communication and Media Building, room 302. To schedule an appointment, please access us through your Navigate app or use this [direct link](#) to sign up for a time. Appointments are available both in person and on Zoom. Appointments are available in person, on Zoom, and in virtual reality (VR) for those interested in practicing in an immersive speaking environment.

## **10. Canvas and Student Privacy**

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### **Canvas Accessibility**

Canvas provides a user experience that is easy, simple, and intuitive. Special attention has been paid to making Canvas screen-readable. The Rich Content Editor encourages users to create accessible content pages (i.e. text formatting is accomplished using styles). Canvas is designed to allow limited customization of colors and schemes to be accessible for all users. The National Federation of the Blind granted Canvas the Gold Level Web Certification in 2010.

**Find more information by visiting the [Canvas Voluntary Product Accessibility Template \(VPAT\)](#).**

### **FERPA and Privacy**

As a student, your educational records are considered confidential. Under FERPA (Family Educational Rights and Privacy Act), your records are confidential and protected. Under most circumstances, your records will not be released without your written and signed consent. However, some directory information may be released to third parties without your prior consent unless a written request to restrict this is on file. You can learn more about student rights to privacy by reading [Ball State's FERPA and Privacy and Protection](#).

## **11. Subject to Change Statement**

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This syllabus is subject to change in the event of extenuating circumstances.