



RMT335
Retail Information Technology
Course Syllabus - 4 credits



Dr. Natalie A. Lupton, Assistant Professor
 Office: Shaw/Smyser 203
 Office Hours: Varies by quarter. Please call first.
 Office Telephone: 509.963.2064.
 CWU E-Mail: luptonn@cwu.edu
 CWU e-Learning Web Site for RMT335: <http://courses.cwu.edu>

Course Description:

This course will discuss all aspects of retail technology and retail information systems. This includes the use of contemporary technology in collecting, analyzing, and interpreting retail management data and writing and presenting retail management reports.

Course Objectives:

Upon completion of this course, you will have completed six objectives:

1. Understand a variety of contemporary retail technology terms and their meanings.
2. Be familiar with the hardware and software which encompasses retail technology including but not limited to e-point of sales, automatic identification and data capture, database management systems, networking and telecommunication.
3. Understand the role of modern electronic payment systems, enterprise resource planning systems and their functions and features in the retail context.
4. Understand the importance of supply chain management and customer relationship management, electronic commerce, emerging technologies including mobile computing, m-commerce, global positioning systems, and fraud protection systems in the retail context.
5. Be able to identify and evaluate retail IT products and vendors.
6. Identify trends in technology that will impact the retail industry.

Learner Objectives:

Learner Outcomes	Assessment
1. Demonstrate an understanding of a variety of contemporary retail technology terms and their meanings.	Complete case studies and Blackboard assignments which demonstrate knowledge and understanding of retail technology terms.
2. Identify and understand the hardware and software which encompasses retail technology including but not limited to e-point of sales, automatic identification and data capture, database management systems, networking and telecommunication.	Use the internet to locate information about hardware and software and their uses for retail technology management. Complete Blackboard assignments to demonstrate knowledge and understanding of the hardware and software. Complete the class project demonstrating comprehensive

	knowledge of retail technology management.
3. Understand the role of modern electronic payment systems, enterprise resource planning systems and their functions and features in the retail context.	<p>Complete case studies, review white papers and complete Blackboard assignments which demonstrate knowledge and understanding of these systems.</p> <p>Complete the class project demonstrating comprehensive knowledge of retail technology management.</p>
4. Understand the importance of supply chain management and customer relationship management, electronic commerce, emerging technologies like mobile computing, m-commerce, global positioning systems, and fraud protection systems in the retail context	<p>Complete case studies, review white papers and complete Blackboard assignments which demonstrate knowledge and understanding of these functions and systems.</p>
5. Be able to identify and evaluate retail IT products and vendors.	<p>Use the internet to locate information about hardware and software product vendors and their uses for retail technology management.</p> <p>Complete Blackboard assignments to demonstrate knowledge and understanding of products and vendors.</p>
6. Identify trends in technology that will impact the retail industry.	<p>Use the internet to locate current news and trends in the retail technology area.</p> <p>Complete Blackboard assignments including discussing and evaluating these trends to demonstrate knowledge and understanding of them.</p>

Textbook:

There is no textbook available for this class. The internet will be used extensively as a source of information. Additionally .pdf readings will be posted in BB.