ITAM Information Technology & Administrative Management

Great Teaching - Personal Advising - High Demand Programs

POLICIES AND PROCEDURES

DEPARTMENT OF INFORMATION TECHNOLOGY & ADMINISTRATIVE MANAGEMENT

COLLEGE OF EDUCATION AND PROFESSIONAL STUDIES

CENTRAL WASHINGTON UNIVERSITY

Shaw Smyser – Second Floor

Hebeler – First Floor

Find us: Shaw Smyser Rm. 223

Email us: ITAMInfo@cwu.edu

Call us: 509.963.2611

www.cwu.edu/it-management

Facebook profile: Cwu-IT Management

YouTube profile: CWUITManagement

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MISSION STATEMENT

The Information Technology and Administrative Management (ITAM) department prepares students for success in high demand careers and job advancement in the modern workforce through industry-driven programs, great teaching, and personal advising.

ITAM CORE VALUES

- We believe in quality teaching using hands-on, applied tools that develop and enhance student competencies in leadership, communication, critical thinking, problem solving, and information technology to prepare leaders for the modern workforce.
- We believe in access to a quality education for all types of learners.
- We believe the learning environment should be caring, creative, supportive, and student-centered.
- We believe academic rigor should be balanced with student-centered support.
- We value the benefit of an active and engaged advisory committee to provide input and direction on career ready curriculum.
- We value our faculty and staff and provide support in their teaching, academic advising, curriculum development, scholarly research, professional service, professional development, and community involvement.
- We value service to the University and our professional communities, striving to make contributions with leadership and distinction.
- We believe higher education involves not only preparation for the workforce, but also includes preparation for civic engagement, life-long learning, and personal development.

ITAM TEAM - FACULTY AND STAFF

Our faculty and instructors are leaders in the field of IT management and comprises a diverse group of experts from industry, public service, and higher education.   The ITAM staff is equally important to help provide the best customer service to students and industry stakeholders.

To meet the team – please visit the ITAM web site at:

http://www.cwu.edu/it-management/

PROGAMS

The ITAM department offers a number of high demand programs to meet your personal and professional needs.   For more information on the degree programs, admissions requirements and graduation requirements, please visit http://www.cwu.edu/it-management/

BACHELOR OF SCIENCE (BS) INFORMATION TECHNOLOGY AND ADMINISTRATIVE MANAGEMENT

- Administrative Management Specialization
- Network Administration and Management Specialization
- Retail Management and Technology Specialization
- Web and Database Administration and Management Specialization
- Cybersecurity Specialization

BACHELOR OF APPLIED SCIENCE (BAS) INFORMATION TECHNOLOGY AND ADMINISTRATIVE MANAGEMENT

- Administrative Management Specialization
- Information Technology Specialization
- Cybersecurity Specialization

BACHELOR OF SCIENCE (BS) INFORMATION TECHNOLOGY AND ADMINISTRATIVE MANAGEMENT

FLEXIT PACE COMPETENCY BASED PROGRAM

- Retail Management and Technology Specialization
- Administrative Management Specialization

MS Graduate Program (MS-ITAM) Information Technology and Administrative Management

- Administrative Management Specialization

- Information Technology Specialization

- CyberSecurity Management Specialization

Minors or Certificates Offered

- Administrative Management Minor or Certificate

- Computer Applications Minor or Certificate

- Information Technology Minor or Certificate

- Retail Management and Technology Minor or Certificate

- Web Design and Management Minor or Certificate

- Cybersecurity Minor or Certificate

- Project Management Minor or Certificate

CATALOG YEAR

The Central Washington University Undergraduate/Graduate Catalog is your official source of information which includes academic policies, university procedures, and detailed descriptions of courses and program requirements. New students follow the catalog year they were given/assigned when they first entered the university to complete the general education requirements. Once you are accepted into your major, you need to follow the catalog which was active when you are admitted into your major. As an example, a student admitted into a major during fall quarter of 2014 would follow the major requirements listed in the 2014-2015 catalogs. If you do not attend CWU for two consecutive quarters, excluding summer, you must reapply to your major and follow the requirements in the most current catalog. For more information, please visit: http://www.cwu.edu/registrar/catalogs and http://www.cwu.edu/resources-reports/cwup-5-90-01010-catalog-university

INTERNSHIP REQUIREMENTS

An Internship experience with an approved business or agency is a requirement of all students majoring in the ITAM programs. The internship experience currently occurs during summer quarter only. The goal of the Internship Program is to provide students with the opportunity to apply classroom learning and gain first-hand experience. It is a structured and supervised professional experience for which the student earns academic credit. And acceptable internship placement will involve the skills and knowledge learned in the ITAM major coursework.

For the most current information, please visit http://www.cwu.edu/it-management/internship-information.

In order to best prepare students to have a successful Internship experience, students majoring in ITAM programs must complete RMT 379 – Internship Planning during either Fall or Winter quarter prior to enrolling in the Internship course.

To learn more about RMT 379, please visit: http://www.cwu.edu/it-management/RMT-379.

ADVISING

Personal Advising: Advising and student success are important components of ITAM programs. They go hand-in-hand. CWU has a faculty-based advising system. Your assigned advisor provides both general education and major program advising. It is your responsibility to consult faculty advisors to explore areas of interest and plan courses of study. Advisors are meant to help students understand degree requirements, but final responsibility lies with the student. Once admitted into the ITAM program, students are invited to participate in a private Canvas portal featuring information rich details about advising, current course offerings, program of study planning, etc.

The general ITAM advising information is posted at http://www.cwu.edu/it-management/advising-center.

NO SHOW POLICY FOR ALL CLASSES

Students who do not attend face-to-face courses the first two sessions or do not logon to the Canvas learning management system (LMS) for hybrid or 100% online courses will be dropped to accommodate other students on the waitlist.   ITAM is a high demand department and classes fill quickly. We recommend registering as early as possible for classes.

COURSE FEES

Some ITAM courses that use computer resources are assessed a course fee. These course fees vary by specialization to cover expenses associated with hardware and software needs.

ITAM E-MAIL CORRESPONDENCE

1) Every student admitted to CWU has access to a free CWU Microsoft Outlook e-mail account. Outlook is the main e-mail source for CWU students. It is important for the student to check the CWU e-mail on a regular basis and more often depending on your specific ITAM course. ITAM online classes require students check e-mail daily. Note that the CWU Canvas LMS (online learning management system) uses a separate communications process built into the Canvas system. Students should be regularly reviewing both communication tools.

2) Every ITAM student is required to use the CWU e-mail address to which official department communications can be sent. It has been determined that, in the best interest of effective communications management, this address must reside on the University-sponsored CWU Microsoft Outlook e-mail system.

3) Some students may elect to forward their e-mail to an address different from their official account. Any student who elects to forward CWU e-mail to a different e-mail address assumes full responsibility for reading e-mail at the forwarded location.

4) Students are expected to check their CWU e-mail account, or the account to which their University e-mail is forwarded several days a week, and more often depending on your specific ITAM course.

5) Faculty, staff, and students should check and respond to email at least once every 24 hours during the business week. Weekends are subjective to the type of class (e.g. online, hybrid, face-to-face, graduate, undergraduate, DE, FlexIT PACE, etc.) and individual instructor policy on assignments.

ITAM TEXTBOOK/SOFTWARE POLICY

The ITAM department uses the most current edition of text books and software available, unless noted by the instructor. The specific edition or software version will be noted in the class syllabus along with the distribution areas for those materials. Required textbooks and/or software MUST be purchased for the first day of class, unless otherwise noted by the faculty member. ITAM encourages students to purchase required textbooks, supplements, software, etc. through not only the CWU Bookstore, but also other retails including local bookstores, online retailers, textbook publishers, online textbook rentals, digital downloads, etc.

Washington State Textbook Requirement (Chapter 478-165 WAC)

Last Update: 11/30/10 (http://apps.leg.wa.gov/wac/default.aspx?cite=478-165&full=true#478-165-050)

Cost savings in course materials

478-165-010 - Authority.

Pursuant to the requirements of RCW 28B.10.590, the board of regents of the University of Washington has established these rules regarding promoting cost savings in course materials for students at the University of Washington.

478-165-020 - Policy.

It is declared the policy of the University of Washington that students should have increased choices for purchasing lower cost educational materials. Faculty and staff are encouraged to work closely with book stores and publishers to implement these rules and to find the least costly options for course materials without sacrificing educational content, and to provide maximum cost savings to students.

478-165-030 - Definitions.

(1) "Materials" means any supplies or texts required or recommended by faculty or staff of the University of Washington for a given course.

(2) "Bundled" means a group of objects joined together by packaging or required to be purchased as an indivisible unit.

478-165-040 - Affiliated book store responsibilities (CWU Bookstore)

In making course materials available for purchase, any University of Washington affiliated book store should:

(1) Provide students the option of purchasing materials that are unbundled when possible;

(2) Disclose to faculty and staff the costs to students of purchasing materials, and work with faculty and staff to encourage publishers to provide information showing how new editions vary from previous editions and to make this information available publicly;

(3) Actively promote and publicize book buy-back programs;

(4) Disclose retail costs for course materials on a per course basis to faculty and staff and make this information publicly available; and

(5) Disclose information to students on required course materials including, but not limited to, title, authors, edition, price, and International Standard Book Number (ISBN) at least four weeks before the start of the class for which the materials are required. The provost may waive the disclosure requirement provided in this subsection on a case-by-case basis, if students may reasonably expect that nearly all information regarding course materials is available four weeks before the start of the class for which the materials are required. The requirement provided in this subsection does not apply if the faculty member using the course materials is hired four weeks or less before the start of class.

MICROSOFT DREAMSPARK/ACADEMIC ALLIANCE PROGRAM

Dreamspark and Academic Alliance provide access to Microsoft software for courses. Access is limited to faculty, staff and ITAM majors and minors enrolled in 300 level classes or higher (400, 500, etc.). Instructors are required to send a roster of email addresses for students enrolled in qualified courses to the administrator of these programs for input into the system. Students are enrolled automatically at time of notification of acceptance into the major/minor.   Membership is for two years.

For general information, see the links below and for specific information; talk with your instructor.

https://www.dreamspark.com/

http://www.microsoft.com/education/ww/leadership/Pages/dynamics-academic-alliance.aspx

SYLLABI

All ITAM department syllabi will follow the approved template with the official ITAM logo. For faculty, these Templates are housed on the ITAM server.

USE OF CANVAS TURNITIN

The ITAM Department uses the TurnItIn feature of Canvas to help students learn to use sources and citations appropriately. TurnItIn matches the material in student papers against material on the Internet and in our database of CWU papers. Representing the words or ideas of someone else as your own is a violation of the CWU student conduct code and a serious infraction in this course. If you have questions about appropriate ways to include the words or ideas of other people in your papers, contact the instructor. Papers submitted to TurnItIn are added to the database of CWU papers. Your instructor has the option of what papers and assignments may be submitted and/or randomly submitted to TurnItIn.

STRUCTURE OF CANVAS LMS COURSES

The Canvas shells for online classes will follow the established ten-week module template, unless noted by the department. All ITAM Canvas shells use an official Banner developed for the course. For faculty, these Banners are housed on the ITAM server.   For more information on CWU online, please visit: http://www.cwu.edu/online-learning/

RESPONDUS LOCKDOWN BROWSER

ITAM uses the Respondus LockDown Browser. Faculty and instructors have the option to require the use of Respondus LockDown Browser in any course. Respondus LockDown Browser is a third party product from the Respondus company, which is used with testing in our Canvas LMS.

FINAL EXAM WEEK (TRADITIONAL, HYBRID, AND ONLINE)

CWUP 5-90-010(18) Final Examinations

(A) Currently, the final examination week for each term spans four days from the Monday through the Thursday immediately following the last week of instruction. Examinations on the Ellensburg Campus are established according to class schedules in order to avoid, where possible, conflicts resulting from simultaneous examination periods. Examinations at the University Centers are scheduled by the University Centers typically at the time the class has been taught. Final exam schedules are posted to the student Safari schedules by the 30th day of the quarter.

1. Final Exam Weeks are a part of the academic year/university calendar days, as established in the catalog.

2. During Final Exam Week, a final examination or culminating experience (i.e., an "authentic assessment" which could be, but is not limited to, formal presentations, poster sessions, writing tasks, or portfolio reviews) is expected for each course taught as dictated by the nature of the course material and/or learner outcomes.

3. Faculty and students are required to conform to the final examination schedules published by Registrar Services on the Ellensburg Campus or determined by the University Centers unless:

a. a faculty member's responsibilities require an alternative examination date and time.

b. on the Ellensburg Campus, a student has more than two examinations on the same day or has two examinations scheduled at the same time.

c. at the University Centers, a student has two examinations scheduled at the same time.

4. If faculty are required to be away from campus due to a faculty development opportunity or leave as delineated by the CWU and UFC Agreement, changes to an instructor's exam date and time must be made at the earliest possible date and approved by the department chair. Moreover, it is the responsibility of that faculty, with approval from the chair, to arrange a suitable alternative that will accommodate all students.

5. On the Ellensburg Campus, in the event that a student can demonstrate that he/she has more than two examinations scheduled on the same day or two examinations scheduled at the same time, any one of his/her instructors is authorized to excuse the student from the regularly scheduled examination and give a final examination to the student during an alternative time during Finals Week. In cases in which alternative arrangements cannot be made, students shall refer the matter to the department chairs in consultation with the appropriate instructor.

6. At the University Centers, in the event that a student has two examinations scheduled at the same time, any one of their instructors is authorized to excuse the student from the regularly scheduled examination and give a final examination to the student during an alternative time during Finals Week, including Monday of Finals Week. In cases of difficulty in arriving at a solution, students shall refer the matter to the department chairs in consultation with the appropriate instructor.

7. Faculty must have grades posted on SAFARI by no later than 10:00 p.m. on the Tuesday after Final Examination Week.

STUDENTS WITH DISABILITIES

Students with disabilities who require academic adjustments in this class are encouraged to meet with the instructor during office hours to discuss their disability-related needs. The student's copy of the Confirmation of Eligibility for Academic Adjustments and the student's current class schedule should be brought to this meeting. Students with disabilities who have not registered with the Center for Disability Services (CDS) are not eligible to receive accommodations/academic adjustments. Please contact CDS for additional information. http://www.cwu.edu/disability-support/

DEPARTMENT PERSONNEL COMMITTEE POLICIES AND PROCEDURES

ITAM uses the CEPS Policies, Procedures and Criteria for its Senior Lectures, Tenure Track and Tenured faculty. These can be found at: http://www.cwu.edu/education-professional-studies/info-faculty-staff. In addition, the DPC has reviewed and approved the following acceptable conference proceedings as A level scholarly activity. Grants can be used as a Level A category if the principal investigator on a successful external grant receives at least $10,000 and is peer reviewed by experts in the academy or field.

Information Technology and Administrative Management (ITAM), College of Education and Professional Studies (CEPS), Additional Scholarship Criteria

Adopted June 1, 2014

1) Must be Peer Review, and able to document Peer Review Process

2) Must submit FULL paper for Print (no abstracts)

3) Must be approved by the Department in Advance

Association Proceedings	Mission/Rationale	Audience
1) Association for Information Systems - AMCIS, ISIS	The Association for Information Systems (AIS) serves society through the advancement of knowledge and the promotion of excellence in the practice and study of information systems. AIS is the premier professional association for individuals and organizations who lead the research, teaching, practice, and study of information systems worldwide.	**AMCIS, National** **ICIS, International**

	The annual Americas' Conference on Information Systems (AMCIS) is viewed as one of the leading conferences for presenting the broadest variety of research done by and for IS/IT academicians in the Western Hemisphere. The annual International Conference on Information Systems (ICIS) is the most prestigious gathering of Information Systems academics and research-oriented practitioners in the world.	
2) Decision Sciences Institute - National and Regional conferences	The Decision Sciences Institute (DSI) is a professional organization of academicians and practitioners interested in the application of quantitative and behavioral methods to the problems of society. Through national, international and regional conferences, competitions, and publications, the Institute provides an international forum for presenting and sharing research in the study of decision processes across disciplines. The Institute also plays a vital role in the academic community by offering professional development activities and job placement services.	**DSI, National** **Western DSI, Regional**
3) International Association for Computer Information Systems - Annual Conference	The International Association for Computer Information Systems (IACIS) is dedicated to the improvement of information systems and the education of information systems and computer professionals. The IACIS annual conference gives professors and other information systems professionals the opportunity to meet, discuss timely issues, and participate in the presentation and discussion of research, applications, and other technology-related topics. IIS is the official publication of the IACIS Annual Conference. IIS is a refereed, serial publication of IACIS that is registered with the	**International**

	US Library of Congress (ISSN 1529-7314) and listed in the Eighth Edition of Cabell's Directory of Publishing Opportunities in Management and Marketing.	
4) Hawaii International Conference on System Sciences	The Hawaii International Conference on System Sciences (HICSS) is one of the longest-standing continuously running scientific conferences. This conference brings together researchers in an atmosphere conducive to free exchange of scientific ideas. HICSS conferences are devoted to the most relevant advances in the information, computer, and system sciences, and encompass developments in both theory and practice. The Australian Government's Excellence in Research project (ERA) has given HICSS an "A" rating, one of 32 Information Systems conferences so honored out of 241 (46-B and 146-C ratings). Data supplied by the <u>Australian Research Council, December 2009</u>.	**International**
5) Marketing Educator's Association Conference Proceedings	MEA is the premier international organization for faculty development of the marketing professoriate. The organization's mission is to provide worldwide leadership in promoting the development and sharing of scholarship that enhances marketing education and advances marketing knowledge and practice.	**International**
6) The Northeastern Association Business, Economics and Technology	NABET is a good one particularly for ITAM since this includes education areas of business, economics, and technology. This is also a good way to establish research partnerships with universities in the East Coast	**Regional**
7) Academy of International Business (AIB) is the definite association for	Both national and regional conference must be included. AIB has the Journal of International Business Studies (JIBS) which is	**International**

international business.	the first class journal in this field.	
8) Association for Global Business (AGB) has been very active in the international business field.	AGB has wider coverage than AIB and it has its own journal.	**International**

This ITAM Policies and Procedures Handbook is generated and reviewed by the ITAM Personnel Committee. It is intended to support all ITAM faculty but in no way conflicts with the policy of CEPS or other University policy. Please contact your mentor, Chair or ITAM Personnel Committee members if you have any questions or concerns pertaining to 'personnel' matters. The committee intends that every member of our department succeeds in their career, all of our programs excel, and that all of our students achieve their goals.