Syllabus: Enterprise Resource Planning (BCIS 485/560)

Instructor Information

Dr. Jennifer Kreie

- Email: Use the LMS email system during this course.
- Office phone: 575.646.2990
- Office: Guthrie 318

Use the "Instructor Information" page to find more details about my class schedule, my office hours and how to schedule an appointment.

Course Information and Course Delivery Method

Enterprise Resource Planning
Log in to Canvas at http://learn.nmsu.edu using your NMSU username and password.

Most of the course materials are delivered through the LMS (Canvas is our current Learning Management Systems). The modules section delivers most of the content of this course. Each learning module have links to handouts, Web pages, and videos, as well as related quizzes and assignment activities. The course homepage also has links to other components of the course, such as the schedule, course resources and university resources for students.

Please be aware that Canvas is not fully compatible with mobile devices. Many components will work well in mobile devices but not necessarily all. The design of the course assumes you have access to a computer (desktop or laptop) for completing the work in this course.

The course material was developed using a variety of software programs in either a Windows operating system or Web tools. Mac owners will need to handle any issues they encounter due to Mac-to-PC interaction or use the Windows-based computers available on campus. Use the link to "Resources for Course" to find information about running "remote desktop" on a Mac.

Online students: Important information about exams! When this course is taught online the two exams in this course must be proctored. Students within 75 miles of campus must take their exams at the NMSU main campus. Those further than 75 miles from campus must find and register their own proctors no later than one week prior to each exam. Here are links to the instructions for arranging a proctor and the proctor form.

Course Description

This course covers concepts in enterprise resource planning (ERP) and the information systems that enable integration of business processes. The main focus of this course is to show how ERP systems integrate business processes across functional areas and support business management and performance analysis. An ERP system integrates the flow of data and documents from one functional area to the next. This course will also examine how ERP systems evolved from early computer systems and manufacturing, and the implications of legislation, such as the Sarbanes-Oxley Act, for businesses with ERP systems. This courses
uses a simulation that runs in SAP (the industry leader in ERP software). Student teams (companies) participate in the simulation.

Course Goals

The student who completes this course will be able to:

- Explain business processes common to most businesses—order processing, inventory management, procurement, etc.
- Distinguish between master and transactional data common to most organizations.
- Describe the cash-to-cash cycle in a production environment.
- Explain how a business process often spans different functional areas of the business: accounting, marketing, material management, etc.
- Describe how enterprise systems, such as SAP, integrate business functional areas into one enterprise-wide information system.
- Apply the IDEA steps in critical thinking to making decisions (IDENTIFY a problem and set priorities. DEEPEN understanding and gather relevant information. ENUMERATE options and anticipate consequences. ASSESS the situation and make a decision.)

Textbook & Required Materials

ERP Simulation Game Participants Guide by Leger, Robert, Babin, Pellerin, and Wagner, Pearson Publishing. This guide and the access code to the simulation are purchased from HEC (the university in Canada where the authors work). The cost should be between $40 and $50 US dollars (it can vary because of fluctuations in conversion rates). Instructions for acquiring the digital text and simulation registration code will be covered in class.

Everyone must pay for the digital text and get a simulation registration code. You cannot participate in the simulation without your registration code. If a student does not get the registration code before the fourth week of the semester, he/she will be withdrawn from the course.

Preferred Modes of Communication

For general questions about the course or about a particular assignment, please post in the Discussion section so everyone can benefit from the questions and answers. For any email communications about this course, please use the email system within the LMS.

Comments in Canvas assignments versus Canvas email: When you want to make comments about an assignment, it is recommended that you not use the comment box within the assignment in the LMS. Rather than posting a comment within the assignment send it to me via the LMS email. The reason for this is that when Canvas notifies me about comments made within an assignment the message looks exactly as though you had simply submitted an assignment so I may not realize that you tried to communicate something.

I use the Announcement tool in Canvas to post alerts and current information about this course. Check Announcements whenever you log into this course.

If you want, you can set your New Announcements in Notifications to "Right Away" to ensure that you receive any announcements. (Go to Profile>Notifications, find for new announcements and set to Right Away.)
Virtual Office Hours. All time-related information is stated in Mountain Standard Time. I have face-to-face office hours at the same time that I have virtual office hours (Instructor Information page). (If you haven't used Adobe Connect before, the first time you will be prompted to install a plug-in for your browser.)

You can schedule an appointment, rather than just dropping by online or face-to-face, by using the link for appointments on the "Instructor Information" page. Please note that there are some times listed when I am potentially available but that are not part of my scheduled office hours. These are times when I'm often working in my office and I might be available. When you make a request through MeetMe, I'll confirm whether or not I can meet that requested time.

Email. Use the email system in the LMS for communications related to this specific course. I will respond within 24 hours except over the weekends when the response time may be up to 48 hours. Please don't hesitate to contact me again if I haven't responded. (For example, if you send two separate emails in the LMS within a short time the first message maybe overlooked. Feel free to point this out to me. I will appreciate it.)

Please be advised that due to privacy and security concerns, I am unable to respond to emails from or about students that do not originate from within Canvas or an official NMSU email address.

Prerequisites

The prerequisite for this course is either BCIS 338 (Business Information Systems) or BCIS 350 (Systems Analysis and Design) with a grade of C or better or by consent of instructor.

Coursework - Online or Face-to-Face

Whether you are taking this course online or face-to-face, you are expected to log in to this course at least 3 times a week in order to keep up with the pace of the course and to keep up with any announcements or emails.

You need to set aside time to complete the assigned coursework—readings, exercises, quizzes, etc. These cannot be done at the last minute. Expect to spend an average of 3 to 5 hours per week on this class. For students in a face-to-face section, some of this required time occurs during class time. For online students, you must have the discipline to spend the required time to do the coursework.

- Are you ready for the demands of an online class? Here's a short self evaluation you can do, that might be helpful: http://distance.nmsu.edu/prospective/self_eval_dli.html

Required Technical Skills

Because of the prerequisites for this course, it is assumed that you are comfortable using a computer and commonly used business software, such as MS Word and MS Excel. If you have questions about technical requirements for the course, please contact me immediately.

To begin in this course, you must:

- Read this syllabus carefully and contact me immediately if you have any questions. You are responsible for the content and assignments in this syllabus.
- If you haven't used Adobe Connect before, the first time you will be prompted to install a plug-in for
your browser. You must be able to add that plug-in when prompted. (You use Adobe Connect if you
want to meet with me online.)
- Be proficient with Microsoft® Word and comfortable using Excel.
- Be able to send and receive emails and email attachments using the NMSU LMS (learning
management system), which currently is Canvas.
- Be able to use your NMSU email address.
- Know how to change your Canvas Notification settings.
- Maintain backups of all work you create for this course.
- Be familiar with many computer features, such as locating files on the computer hard drive, using
browsers (Chrome, Firefox, and others) and comfortable with learning new software.
- Be able to deal with Mac-to-PC issues if you own a MAC. Some support may be available through ICT
here at NMSU but the instructor does not provide technical support.

You do not need to know SAP. You will many of the features of this software during this course.

Course Organization

This course is organized by units or modules. Each module has readings which may be in the participant’s
guide for ERPsim, handouts, or PowerPoint slides. Some modules also have videos. There are activities in
each module that help you understand the terms and concepts covered. The modules are:

- Getting started
- Overview of ERP and ERPsim
- ERP & managing a business
- Reports and analytical tools
- Assessing company performance

Assignments

Individual assignments and quizzes must be completed on your own (see the scholastic dishonesty section
below). It is OK to discuss assignments with others in the course, in fact, I encourage discussions with other
students, but do your own work. It is important that you practice and master the techniques being taught.

There are team assignments. Teams will be formed by the instructor the first day of class. Teams will
practice using SAP together before the "real" simulation begins. The practice session will last 3 quarters and
the extended simulation will run for 7 or 8 quarters. Each team will make a presentation to the class (and
guests) at the end of the semester about the team's performance during the simulation. Teammates will
complete peer evaluations at the end of the semester. These are confidential but average scores will be
available to students. The peer evaluation score is 5% of a student's overall grade.

Graduate students: Graduate students complete one additional assignment for this course, which is a
five-page report about the performance of the company the student helped manage. This is done at the end
of the semester in conjunction with the team presentations.

Attendance

- Attendance is important to doing well in this class.
- Attendance is required on days when we run the simulation because this is when student teams must
  operate their business. Each person will have an important role to play in their team's company
decisions. There will be a 5% penalty of the overall course points for each absence during the simulation runs (i.e. half a letter grade).

- Attendance is required during company presentations at the end of the semester. This applies even if your company is not presenting on a particular day. There will be a 3% penalty of the overall course points for being absent the day other companies present and a 10% penalty of the overall course points for being absent the day your company’s presentation is done.

In addition to lecture and discussion there will be several hands-on exercises using SAP. If a student misses a class, it is up to the student to find out what was covered by talking to other students, getting someone’s notes, and checking the class Canvas site. The student may get specific assignments from the instructor or get answers to specific questions after reviewing notes for the missed class.

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**Course or Institutional Policies**

**Grading Policy.** The grading is weighted for different types of work and the percentages are shown below.

<table>
<thead>
<tr>
<th></th>
<th>Weight in Overall Grade</th>
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<tbody>
<tr>
<td>Quizzes</td>
<td>10%</td>
</tr>
<tr>
<td>Two Exams</td>
<td>40%</td>
</tr>
<tr>
<td>Assignments (group &amp; individual)</td>
<td>20%</td>
</tr>
<tr>
<td>Team Peer Evaluations</td>
<td>5%</td>
</tr>
<tr>
<td>ERPsim Performance</td>
<td>5%</td>
</tr>
<tr>
<td>Company Presentation</td>
<td>20%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
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The exams are a combination of several multiple choice questions, a few fill-in-the-blank, and hands-on problems.

I will give you feedback/grade on assignments within 7 days of the due date. If I cannot meet this turn-around time, I’ll post information about the delay.

Grades will be assigned as follows:
- 98% through 100%: A+
- 92% through 97.9%: A
- 90% through 91.9%: A-
- 88% through 89.9%: B+
- 82% through 87.9%: B
- 80% through 81.9%: B-
- 78% through 79.9%: C+
- 72% through 77.9%: C
- 70% through 71.9%: C-
- 60% through 69.9%: D
- below 60%: F

**Late Work**

- Online quizzes are not accepted late.
- Some assignments will be accepted within 24 hours of the due date. There will be a 20% late
penalty. Beyond 24 hours after the due date, assignments are not accepted.
- Some assignments will not be accepted late and the assignment information online will indicate this.

Incomplete Grades. The grade of "I" may only be assigned if the student is unable to complete the course due to circumstances beyond the student's control that develop after the last day to withdraw from the course.

Class Withdrawals. It is your responsibility to know important dates such as the final day to withdraw from classes. You must officially withdraw from any class that you intend to drop.

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Course Schedule

A separate document provides a weekly outline of the course schedule. There is a link to this from the course homepage.

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Netiquette

Here are some guidelines for working with others in an online course. Here is a link to an overview of these guidelines.

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Academic Integrity

The Student Code of Conduct defines academic misconduct, non-academic misconduct and the consequences or penalties for each. The Student Code of Conduct is available in the NMSU Student Handbook online: http://deanofstudents.nmsu.edu/student-handbook/1-student-code-of-conduct/

Academic misconduct is explained here: http://deanofstudents.nmsu.edu/student-handbook/1-student-code-of-conduct/3-academic-misconduct.html

Plagiarism. Plagiarism is using another person’s work without acknowledgment, making it appear to be one’s own. Intentional and unintentional instances of plagiarism are considered instances of academic misconduct and are subject to disciplinary action such as failure on the assignment, failure of the course or dismissal from the university. The NMSU Library has more information and help on how to avoid plagiarism at http://lib.nmsu.edu/plagiarism/.

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Technology Requirements

Computer Hardware & Software

- Access to a Windows or Macintosh desktop computer or laptop with Internet access, sound, and speakers
- Canvas Learning Management System
- Microsoft Office 2007 or higher or open-source software that will produce Microsoft compatible files.
- Adobe Reader (for reading PDF files)
Learning Management System

- Instructure Canvas
- Canvas Instructions

Canvas Announcements. I will use Announcements to send time sensitive information to the entire class. Because you can set your own notification preferences in Canvas, you will need to make sure you receive announcements daily. You are required to set your notifications for New Announcements to be Right Away.

Web Browsers. Use the following browsers in Canvas. Please remember to update the web browser you are using to access Canvas. Internet Explorer is not recommended for use with Canvas at this time.


Canvas does not fully support mobile devices; While there is a free Canvas mobile app available through iTunes store, a lot of functionality is unavailable when using a mobile phone. When you take this course, it is assumed you have access to a computer or laptop for full access to functionality in this course.

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Learner Support

Accessibility Support. Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act (ADA) covers issues relating to disability and accommodations. If a student has questions or needs an accommodation in the classroom (all medical information is treated confidentially), contact:

Trudy Luken, Director, Student Accessibility Services (SAS); Corbett Center, Rm. 244
Phone: (575) 646-6840 -- E-mail: sas@nmsu.edu -- Web site: www.nmsu.edu/~ssd

NMSU policy prohibits discrimination on the basis of age, ancestry, color, disability, gender identity, genetic information, national origin, race, religion, retaliation, serious medical condition, sex, sexual orientation, spousal affiliation and protected veterans status. Furthermore, Title IX prohibits sex discrimination to include sexual misconduct, sexual violence, sexual harassment and retaliation. For more information on discrimination issues, Title IX or NMSU's complaint process contact:
Gerard Nevarez, Executive Director or Agustin Diaz, Associate Director
Office of Institutional Equity (OIE); O'Loughlin House
Phone: (575) 646-3635 -- E-mail: equity@nmsu.edu -- Web site: http://www.nmsu.edu/~eeo/

Academic Services Support. NMSU provides academic support to students in a variety of ways. Here are some of these resources.

- The Student Writing Center offers free tutoring for undergraduate and graduate writers at any level of experience. Contact information and hours are at: http://english.nmsu.edu/resources/writingcenter/index.html

- Free campus Tutoring – There are undergraduate tutors from a variety of disciplines who are available to assist students. Campus Tutoring is on the west end of the first floor of Corbett Center. For more information, contact Student Success at 575.646.6050 or go to: http://ssc.nmsu.edu/

- The College of Business provides an "Academic Survival Kit" for writing and presentations at: http://business.nmsu.edu/students/survival-kit
Student Services Support. The College of Business and NMSU, in general, provide services to help students with advising. Be wise, don't self-advice. Talk to an advisor each semester to keep your educational plan on track.

- The College of Business Advising Center is at Guthrie 109. More information is at: http://business.nmsu.edu/student-services/
- NMSU Advising: http://advising.nmsu.edu/
- NMSU has other services that help students with information about financial assistance and career planning.
- Career Services: http://careerexploration.nmsu.edu/

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Technical Support

The ICT Customer Service Center will help you with your information technology (IT) and telecommunications needs at NMSU. The ICT Customer Service Center hours of operation are from 8:00 am until 5:00 pm Monday through Friday Mountain Time. You can contact customer service at 646-1840 or via e-mail at helpdesk@nmsu.edu.

For questions about Canvas, you can also go to the Student Technology Help web page and Student Resources.

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Accessibility of eLearning Tools

Canvas. Our learning management system (LMS) is Canvas which provides a user experience that is easy, simple, and intuitive. Special attention has been paid to making Canvas screen-readable. Here is the voluntary product accessibility template (VPAT) for Canvas. The National Federation of the Blind granted Canvas the Gold Level Web Certification in 2010.

SoftChalk. Many of the Web pages in this course were created using SoftChalk. Here is an overview of SoftChalk's VPAT statement of how it complies with the U.S. Section 508 accessibility standard.

Oracle. We will use two Oracle product during this course. Here is a link to the VPAT statement for the free, stand-alone from Oracle called SQL Developer Data Modeler and to the VPAT for the developer tool called Application Express.

Microsoft. Microsoft Office Project will be used in this course. Here is a link to the VPAT statement for this product.

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Syllabus Modifications Statement

It is my intention to adhere to the information provided here in the syllabus and in the course schedule. However, sometime changes are necessary. For example, scheduling changes typically come up when a department or college meeting is called that conflicts with my scheduled office hours. I will notify you of changes as soon as possible through the Announcements tool in Canvas.