MANAGEMENT INFORMATION SYSTEMS
The University of Texas at Tyler – College of Business and Technology
Spring Semester – 2015

COURSE NUMBER  MANA 3330 Section 002

COURSE TITLE  Management Information Systems

INSTRUCTOR  Dr. Mary Helen Fagan

REQUIRED RESOURCES
1. Textbook: Management Information Systems for the Information Age, 9th ed. by Haag and Cummings. Published by McGraw Hill, Irwin: ISBN-13 9780073376851. You must have the book to succeed in this class. (See Blackboard for information on purchasing options.)
2. Clicker: We will be using a device called a “clicker” in class during the semester. A clicker enables you to respond to questions during class by pressing a button on the device. You can purchase or rent your Turning Point Technologies Respensecard NXT RCXR-03 clicker from the UT Tyler bookstore. You must have this clicker and bring it with you to every class to succeed in this class.
3. Computer and Internet Access: This class makes extensive use of Blackboard. Therefore you must have a reliable computer and Internet service or you should plan to use the computer lab in the Business Building in order to succeed in this class.

PREREQUISITE  TECH 2323 or equivalent (computer literacy course)

CLASS MEETING  T 6:00-8:45 Note: When class does not meet face to face during the regularly scheduled class time, learning activities will be conducted online through Blackboard (a hybrid format).

COURSE DESCRIPTION  This course is survey of the tools and techniques for the gathering of business information and structuring and manipulation of data to support managerial decision making. Main topic areas include decision support system technology, artificial intelligence tools, expert systems and business applications such as SAP.

COURSE OBJECTIVES
- Understand the key role that information systems play in the success of modern business enterprises.
- Describe the key characteristics of decision support systems and systems that use artificial intelligence to support business decision making.
- Understand the various ways in which electronic commerce can be used to support customers, business partners, government entities and employees.
- Describe how system development methodologies and professional systems management practices can help ensure the success of organizational information systems.
- Understand the key factors that affect personal privacy and information security and how these risks can be addressed.
- Describe some of the major emerging trends and technologies that will impact the future implementation of organizational information systems.

CONTACT INSTRUCTIONS/  The best and preferred way to reach me quickly is via email at mfagan@uttyler.edu. In order to ensure I get your email and can respond to you in a timely manner, please ensure that you:
OFFICE HOURS

1) send your email from the Patriot email account, and
2) put “MANA 3330 Section 002” in your email’s subject line along with a brief summary of
your email topic.

NOTE: If you have an urgent need to speak to me, please contact Deborah Brasher, our
department administrative associate, at 903 565-5585 and leave a message and your contact
phone number(s) with her. I will contact you as soon as I can.

My office hours are on Wednesdays from 2:00-5:00. My office is in Business 135. However,
I have an open door policy so please feel free to stop by and see me at any other time when I
am in my office. Also, if you can’t meet with me during my office hours, please speak to me
during class or email me to set up another good time for us to meet face to face or by using
the Zoom teleconferencing software.

WITHDRAW
DATES

• January 26th is the last day for all schedule changes and to withdraw from the course
without penalty (Census Day).
• March 23rd is the last date during the semester to withdraw from one or more courses
with an automatic “W” for your course grade.

TEACHING
METHOD

The course objectives will be achieved through a combination of lecture, classroom
discussion, problem solving exercises and assignments (both in and out of class). Successful
achievement of the course objectives will require you to attend class, follow instructions
carefully, and complete your work by the due dates.

EVALUATION

<table>
<thead>
<tr>
<th>ITEM</th>
<th>VALUE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>16%</td>
</tr>
<tr>
<td>Exam 1</td>
<td></td>
</tr>
<tr>
<td>Exam 2</td>
<td></td>
</tr>
<tr>
<td>Exam 3</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>42%</td>
</tr>
<tr>
<td>Assignments (all assigned learning activities performed in class, out of class, and via Blackboard, including clicker points, online quizzes, etc.)</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>10%</td>
</tr>
<tr>
<td>Comprehensive final exam</td>
<td></td>
</tr>
<tr>
<td>TOTAL</td>
<td>100%</td>
</tr>
</tbody>
</table>

NOTE: Every incident of suspected scholastic dishonesty will be addressed according university
guidelines. Please be very clear that the academic penalties I will recommend will be either: 1) no
credit or reduced credit for the assignment or test in question or 2) a failing grade or reduced grade
for the course. (Please see http://www.uttyler.edu/judicialaffairs/scholasticdishonesty.php).

GRADE
DETERMINATION

<table>
<thead>
<tr>
<th>YOUR PERCENTAGE EARNED OUT OF TOTAL POSSIBLE POINTS</th>
<th>FINAL COURSE GRADE YOU WILL EARN</th>
</tr>
</thead>
<tbody>
<tr>
<td>90 to 100%</td>
<td>= A</td>
</tr>
<tr>
<td>80 to 89%</td>
<td>= B</td>
</tr>
<tr>
<td>70 to 79%</td>
<td>= C</td>
</tr>
<tr>
<td>60 to 69%</td>
<td>= D</td>
</tr>
<tr>
<td>Below 60%</td>
<td>= F</td>
</tr>
</tbody>
</table>

NOTE: The final grade percentage will not be rounded up. This means there will be no curve at the
end of the course when grades are determined. Please speak to me at any time if you have questions or
concerns regarding your grades in the course and how they are determined.
The class activities and assessments have been designed to help enable you to master the learning outcomes associated with this course. The course policies have also been designed to help ensure that you achieve the desired learning outcomes. It is critically important that you read the details provided below and are clear about what you can expect from me and what is expected from you in this class. Please talk to me if you have any questions or concerns.

**Exams**

Exams will consist of multiple choice and true/false questions covering the assigned reading in the textbook and additional material covered in class which is not in the textbook (i.e., non-textbook material discussed during class).

The final exam is comprehensive and mandatory if you have not made a 70 or above on all three exams AND the assignment portion of your grade. If you have made a 70 or above on each of the three exams AND you have a 70 or above on the assignment portion of your overall grade then you can: 1) choose to take this comprehensive exam during finals week or 2) you can choose to have the average of your grades on the three regular exams recorded instead as the score for your final exam grade.

Policies regarding exams:

- **Policies for taking an exam in advance of the scheduled exam date**

  If you know ahead of the scheduled exam date that you will miss an exam due to work (such as a requirement to travel out of town), a pre-planned activity (such as an athletic event), or due to another serious issue (such as a planned hospitalization), you need to notify me in advance so you can take the exam ahead of the scheduled date. If you must miss a scheduled exam due to religious observance and/or university sponsored events and activities, you must follow the procedures outlined in the catalog (and reproduced in the University Policies section of this document) regarding instructor notification in order to be able to schedule your exam before the scheduled exam is given in class. Please discuss any issues that might require you to take an exam ahead of the scheduled date with me as soon as they arise. I would like to have at least two weeks prior notice, if possible, in order to schedule an exam for you ahead of the date specified in the syllabus.

- **Make-up exams will only be given under extenuating conditions and at the instructor’s discretion.**

  The following are considered extenuating conditions: hospitalization, medical emergency, physical injury, or the death of an immediate family member. Unless you are physically unable to do so, you must notify me BEFORE THE EXAM via email or a phone call that you have an emergency situation that means you will not be present for the scheduled exam (leave a message at 903 566-7187 or with Ms. Brasher at 903 565-5585). Then, as soon as possible, you MUST provide adequate documentation of your medical issue or the death of an immediate family member in order for a make-up exam to be scheduled. With my approval of the documentation of extenuating circumstances, then a make-up exam must be taken within three days of your medical release or return
from a funeral, etc. If these conditions are not met to the instructor’s satisfaction, then you will receive a zero for the missed exam.

Assignments

There will be a variety of in and out of class assignments throughout the course of the semester.

In-class assignments include quizzes over each assigned chapter reading and other activities (e.g., questions regarding a video or demonstration shown during class, exercises that are introduced during class, etc.). Most of these in-class assignments will require the use of a Turning Point Technologies Responsecard NXT RCXR-03 clicker and therefore you are expected to bring this clicker with you to every class in order to participate and earn credit for these activities.

Out of class assignments will require you to complete a task outside of class and to bring your completed work with you to class and/or submit your work via Blackboard.

You are responsible for: 1) paying close attention to the syllabus assignments, due dates, as well as communication and instructions provided in class and via Blackboard, and 2) asking questions in a timely and proactive manner if you are confused or have some problem with an assignment.

Policies regarding assignments:

- In-class quizzes and assignments

Quizzes and learning assignments/activities that occur during class cannot be done ahead of time or made up afterwards. For example, if we have a quiz over the chapter reading assignment or if we watch a video and then have a quiz over it in class and you miss this class, then you have missed this quiz/learning activity and there is no substitute for the in-class event. Also, if you are late to class and miss part or all of an assignment, you will not be able to receive credit for what you miss. If you are not able to participate in an activity because you forgot your clicker (or your work), you will not be able to earn any credit for those activities as a result. Since these assignments make up a significant portion of your overall class grade, you should plan to attend class, be on time, bring your clicker and be prepared in order to do well on these learning activities.

Note: As you will see below in the section “Notes regarding class conduct”, I ask that you put away all electronic devices and ensure that they do not make any noise during class. If you have a personal situation where you feel you must have an electronic device out on your desk so that you can use it during class, please talk to me about the circumstances before class. Otherwise, I reserve the option to not credit you with any of the assignment points that you would have earned during this class period if I observe you interacting with an electronic device during class (unless and until you complete a make-up assignment related to this topic and turn it into me for grading). After we discuss this expectation in more detail in class, please speak with me if you have any concerns regarding your ability to not use an electronic device during our face-to-face class sessions.
Online and out-of-class assignments

The instructions and deadlines for out-of-class assignments will be given in class and posted on Blackboard. In order to succeed in this course, you will need to plan ahead to complete these tasks by the specified deadlines. If you miss a deadline then you will not earn credit for the assignment. Deadlines will not be extended for individuals, but may occur if a serious problem (such as a system outage) affects the ability of the entire class to complete an assignment/quiz on time.

One important out-of-class assignment that will be ongoing throughout the course of the semester is online discussion in Blackboard. The purpose of the online MIS Topics class discussion board is to facilitate thoughtful responses to topics that are introduced during class which may have limited time for in-class discussion. Also, people who do not prefer to speak up during class may find the discussion board to be a useful means for sharing their viewpoint. The MIS Topics discussion board will also provide a means for discussion of learning activities/topics outside of class meetings. This will be particularly important when learning activities are conducted via Blackboard (in a hybrid format). At the end of the semester I will evaluate your contributions to the MIS Topics discussion board and your score on this assignment will be part of the assignment portion of your overall course grade. In order to earn full credit for this learning activity you must: 1) make a minimum of eight substantive posts to the MIS topics discussion board during the semester, 2) make four substantive posts before the 7th week of the semester (2/24), and 3) meet the grading criteria outlined in the discussion board grading rubric posted in Blackboard. The instructions and expectations will be discussed in class and will also be posted in Blackboard. Please ask me if you have any questions about this important semester-long out-of-class online assignment.

Since assignments make up a significant portion of your grade, you need to make sure you are clear on what is due, when it is due, and plan ahead and ask questions, if needed, to make sure you are on-track.

Optional make-up opportunity

I understand that despite your best intentions you may not be able to attend every class or ensure you always have your clicker/work with you in class, etc. I understand that you may forget to take an online quiz by the deadline, complete an online assignment, or have a computer problem right before work is to be completed that interferes with your ability to do your best work. I understand that you may be concerned that things which are beyond your control (e.g., being ill) may cause you to miss class/work and fail to earn credit for associated learning activities. My approach to this situation is to provide one make-up opportunity at the end of the semester which will enable everyone in the class to earn some additional assignment points (approximately equivalent to one week’s worth of assignment points). Any assignment points earned from this optional make-up opportunity will be added to the assignment portion of your overall grade (see the “EVALUATION” section above). Note: If you have not missed any assignment points throughout the entire semester, then any points earned on this optional make-up opportunity will count as extra credit points toward the assignment portion of your class grade.
Notes regarding class conduct

I expect you to attend class and to attend to what is going on in class, be prepared for class and that you will conduct yourself in a professional manner. I do not anticipate any problems in regard to classroom conduct. However, based upon my past experiences I feel it is important to be explicit and clear about what is expected in order to avoid any confusion or the need to deal with class conduct issues in class as the semester progresses. Therefore, please make note of the following expectations:

- Working on a computer during class is not allowed (unless it is required due to a documented disability).
- Likewise, all electronic devices (cell phones, iPads, etc.) must be put away during class and deactivated so that they do cause any distraction during our class meeting.
  - If you have unique circumstances where you feel you must leave your communications device on during a class period, please let me know about this need so that you can handle the situation without creating a disruption (e.g., sit by the door so you can leave if you expect an urgent communication that must be dealt with during class).
  - Please note that I am very serious about this expectation regarding class conduct. If you chose to interact with an electronic device during class then it may negatively affect your grade in the class (please see note in the “Assignments” section above).
- I also expect you not to disrupt class by talking to others while class is going on. When the instructor is speaking or when students are presenting their work or discussing class topics, please pay attention to the speaker and do not engage in side conversations with classmates.
- Basically, everyone is expected to help maintain an appropriate academic climate by refraining from all actions which disrupt the learning environment (e.g., ostentatiously not paying attention, leaving and reentering the classroom inappropriately, etc.). If disruptive behavior occurs repeatedly during class, I will ask you to please speak to me after class and to perhaps change your classroom seating location.
- Again, I do not expect that there will be any issues in regard to these class conduct expectations. I appreciate your assistance in helping us create the best possible learning environment during the time we are together in class this semester.

Please ask me if you have any questions and/or concerns about these course details and policies.

CLASS SCHEDULE

This is a tentative class schedule and all dates and assignments on this schedule are subject to revision/change during the semester as schedule/circumstances warrant. If the class schedule changes: 1) an updated copy of the syllabus will be posted on Blackboard and 2) an announcement will be posted on the class Blackboard web site and an email sent to everyone in the class. It is your responsibility to make sure you frequently check these information sources and attend class to ensure you are up-to-date on any changes as the semester progresses.

<table>
<thead>
<tr>
<th>DATE</th>
<th>TOPICS</th>
<th>ASSIGNMENTS / DUE DATES</th>
</tr>
</thead>
</table>

6 | Page
<table>
<thead>
<tr>
<th>Week</th>
<th>T –</th>
<th>Activity</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Week 1</td>
<td>1/13</td>
<td><strong>Course Introduction and Overview</strong>&lt;br&gt;<strong>Module 1</strong>: Getting Started&lt;br&gt;<strong>Start Module 2</strong>: The Big Picture (Ch. 1 and 2)&lt;br&gt;<strong>Discuss Ch. 1</strong>: The Information Age in Which You Live</td>
<td>Complete the tasks in the “Module 1: Getting Started” folder located in the Course Documents section of Blackboard by the deadlines.&lt;br&gt;Bring your clicker to class to earn points on in-class quizzes and assignments (part of assignment portion of your overall grade). <strong>NOTE</strong>: this is expected for every class and so this reminder will not be repeated for every class in the syllabus after this point.</td>
</tr>
<tr>
<td>Week 2</td>
<td>1/20</td>
<td><strong>Continue Ch. 1</strong>&lt;br&gt;<strong>Discuss Ch. 2</strong>: Major Business Initiatives</td>
<td><strong>DUE</strong> before the start of class: Read Chapter 1 in textbook.&lt;br&gt;<strong>NOTE</strong>: January 26th is the deadline for all schedule changes related to registering for a class.</td>
</tr>
<tr>
<td>Week 3</td>
<td>1/27 HYBRID CLASS</td>
<td><strong>Continue Ch. 2</strong>&lt;br&gt;Note: This will be a hybrid class as we will not meet face-to-face on this class day.</td>
<td><strong>DUE</strong> before the start of class: Read Chapter 2 in textbook.&lt;br&gt;Online assignment: Complete tasks for Ch. 2 “CRM at Target” online assignment (in Module 2, Ch. 2 folder) by deadline.</td>
</tr>
<tr>
<td>Week 4</td>
<td>2/3</td>
<td><strong>Start Module 3</strong>: IS Applications (Ch. 3, 4 and 5)&lt;br&gt;<strong>Discuss Ch. 3</strong>: Databases and Data Warehouses&lt;br&gt;Review for Exam #1</td>
<td><strong>DUE</strong> before the start of class: Read Chapter 3 in textbook.</td>
</tr>
<tr>
<td>Week 5</td>
<td>2/10</td>
<td><strong>Exam 1</strong>: Covers lecture and materials in chapters 1, 2 and 3</td>
<td></td>
</tr>
<tr>
<td>Week 6</td>
<td>2/17</td>
<td><strong>Discuss Ch. 4</strong>: Analytics, Decision Support, and Artificial Intelligence</td>
<td><strong>DUE</strong> before the start of class: Read Chapter 4 in textbook.</td>
</tr>
<tr>
<td>Week 7</td>
<td>2/24</td>
<td><strong>Discuss Ch. 5</strong>: Electronic Commerce</td>
<td><strong>DUE</strong> before the start of class: Read Chapter 5 in textbook.&lt;br&gt;Mid-semester milestone: make sure that you are on track to meet the expectations for satisfactory progress on the “MIS Topics” discussion board.</td>
</tr>
<tr>
<td>Week 8</td>
<td>3/3</td>
<td><strong>Start Module 4</strong>: IS Management (Ch. 6 and 7)&lt;br&gt;<strong>Discuss Ch. 6</strong>: Systems Development&lt;br&gt;Review for Exam #2</td>
<td><strong>DUE</strong> before the start of class: Read Chapter 6 in textbook.</td>
</tr>
<tr>
<td>Week 9</td>
<td>3/10 &amp; 3/12 SPRING BREAK</td>
<td><strong>Exam 2</strong>: Covers lecture and materials in chapters 4, 5 and 6</td>
<td><strong>NOTE</strong>: March 23rd is the last day to withdraw from class with an automatic W.</td>
</tr>
<tr>
<td>Week 10</td>
<td>3/17</td>
<td><strong>Discuss Ch. 7</strong>: Infrastructure, Cloud Computing, Metrics and Business Continuity Planning</td>
<td><strong>DUE</strong> before the start of class: Read Chapter 7 in textbook.</td>
</tr>
<tr>
<td>Week 11</td>
<td>3/31</td>
<td><strong>Start Module 5</strong>: Issues and Future Trends (Ch. 8 and 9)&lt;br&gt;<strong>Discuss Ch. 8</strong>: Protecting People and Information</td>
<td><strong>DUE</strong> before the start of class: Read Chapter 8 in textbook.</td>
</tr>
<tr>
<td>Week 12</td>
<td>4/7</td>
<td><strong>Discuss Ch. 9</strong>: Emerging Trends and Technologies</td>
<td><strong>DUE</strong> before the start of class: Read Chapter 9 in textbook.</td>
</tr>
<tr>
<td>Week 13</td>
<td>4/14</td>
<td><strong>Module 6</strong>: Special Topics&lt;br&gt;Discuss Special Topic&lt;br&gt;Review for Exam #3</td>
<td></td>
</tr>
</tbody>
</table>
Week 14
T - 4/21
Exam 3 - Covers lecture and materials in chapters 7, 8 and 9
• DUE before the start of class: complete all posts on the “MIS Topics” discussion board. The discussion board will be closed at the start of class on this day.

Week 15
4/28 – 4/30
Comprehensive Final Exam

ADDITIONAL INFORMATION FROM THE COLLEGE OF BUSINESS AND TECHNOLOGY

COLLEGE OF BUSINESS STATEMENT OF ETHICS

The ethical problems facing local, national and global business communities are an ever-increasing challenge. It is essential the College of Business and Technology help students prepare for lives of personal integrity, responsible citizenship, and public service. In order to accomplish these goals, both students and faculty of the College of Business and Technology at The University of Texas at Tyler will:

- Ensure honesty in all behavior, never cheating or knowingly giving false information.
- Create an atmosphere of mutual respect for all students and faculty regardless of race, creed, gender, age or religion.
- Develop an environment conducive to learning.
- Encourage and support student organizations and activities.
- Protect property and personal information from theft, damage and misuse.
- Conduct yourself in a professional manner both on and off campus.

ACADEMIC DISHONESTY STATEMENT

The faculty expects from its students a high level of responsibility and academic honesty. Because the value of an academic degree depends upon the absolute integrity of the work done by the student for that degree, it is imperative that a student demonstrates a high standard of individual honor in his or her scholastic work.

Scholastic dishonesty includes, but is not limited to, statements, acts or omissions related to applications for enrollment of the award of a degree, and/or the submission, as one’s own work of material that is not one’s own. As a general rule, scholastic dishonesty involves one of the following acts: cheating, plagiarism, collusion and/or falsifying academic records. Students suspected of academic dishonesty are subject to disciplinary proceedings.

University regulations require the instructor to report all suspected cases of academic dishonesty to the Dean of Students for disciplinary action. In the event disciplinary measures are imposed on the student, it becomes part of the students’ official school records. Also, please note that the handbook obligates you to report all observed cases of academic dishonesty to the instructor.

INFORMATION ON UNIVERSITY POLICIES

STUDENTS RIGHTS AND RESPONSIBILITIES

To know and understand the policies that affect your rights and responsibilities as a student at UT Tyler, please follow this link: http://www.uttyler.edu/wellness/StudentRightsandResponsibilities.html

GRADE REPLACEMENT AND FORGIVENESS AND CENSUS DATE POLICIES

Students repeating a course for grade forgiveness (grade replacement) must file a Grade Replacement Contract with the Enrollment Services Center (ADM 230) on or before the Census Date of the semester in which the course will be repeated. Grade Replacement Contracts are available in the Enrollment Services Center or at http://www.uttyler.edu/registrar. Each semester’s Census Date can be found on the Contract itself, on the Academic Calendar, or in the information pamphlets published each semester by the Office of the Registrar.

Failure to file a Grade Replacement Contract will result in both the original and repeated grade being used to calculate your overall grade point average. Undergraduates are eligible to exercise grade replacement for only three course repeats during their career at UT Tyler; graduates are eligible for two grade replacements. Full policy details are printed on each Grade Replacement Contract.

The Census Date is the deadline for many forms and enrollment actions that students need to be aware of. These include:
- Submitting Grade Replacement Contracts, Transient Forms, requests to withhold directory information, approvals for taking courses as Audit, Pass/Fail or Credit/No Credit.
- Receiving 100% refunds for partial withdrawals. (There is no refund for these after the Census Date)
- Schedule adjustments (section changes, adding a new class, dropping without a “W” grade)
• Being reinstated or re-enrolled in classes after being dropped for non-payment
• Completing the process for tuition exemptions or waivers through Financial Aid

STATE-MANDATED COURSE DROP POLICY
Texas law prohibits a student who began college for the first time in Fall 2007 or thereafter from dropping more than six courses during their entire undergraduate career. This includes courses dropped at another 2-year or 4-year Texas public college or university. For purposes of this rule, a dropped course is any course that is dropped after the census date (see Academic Calendar for the specific date). Exceptions to the 6-drop rule may be found in the catalog. Petitions for exemptions must be submitted to the Enrollment Services Center and must be accompanied by documentation of the extenuating circumstance. Please contact the Enrollment Services Center if you have any questions.

DISABILITY SERVICES
In accordance with federal law, a student requesting accommodation must provide documentation of his/her disability to the Disability Support Services counselor. If you have a disability, including a learning disability, for which you request an accommodation, please contact the Disability Services office in UC 3150, or call (903) 566-7079.

STUDENT ABSENCE DUE TO RELIGIOUS OBSERVANCE
Students who anticipate being absent from class due to a religious observance are requested to inform the instructor of such absences by the second class meeting of the semester.

STUDENT ABSENCE FOR UNIVERSITY SPONSORED EVENTS AND ACTIVITIES
If you intend to be absent for a university-sponsored event or activity, you (or the event sponsor) must notify the instructor at least two weeks prior to the date of the planned absence. At that time the instructor will set a date and time when make-up assignments will be completed.

SOCIAL SECURITY AND FERPA STATEMENT
It is the policy of The University of Texas at Tyler to protect the confidential nature of social security numbers. The University has changed its computer programming so that all students have an identification number. The electronic transmission of grades (e.g., via e-mail) risks violation of the Family Educational Rights and Privacy Act; grades will not be transmitted electronically.

EMERGENCY EXITS AND EVACUATION
Everyone is required to exit the building when a fire alarm goes off. Follow your instructor’s directions regarding the appropriate exit. If you require assistance during an evacuation, inform your instructor in the first week of class. Do not re-enter the building unless given permission by University Police, Fire department, or Fire Prevention Services.

TECHNICAL SUPPORT
If you experience technical problems or have a technical question about this course, you can obtain assistance by emailing itsupport@patriots.uttyler.edu
When you email IT Support, be sure to include a complete description of your question or problem including:
• The title and number of the course
• The page in question If you get an error message, a description and message number
• What you were doing at the time you got the error message
You may also visit the Help Tab in Blackboard for helpful information