

Grants Collection

Kennesaw State University



UNIVERSITY SYSTEM
OF GEORGIA

Lei Li, Rebecca Rutherford, Svetlana Peltsverger,
Richard Halstead-Nussloch, Guangzhi Zheng, and Zhigang Li

IT Service Delivery





Grants Collection

Affordable Learning Georgia Grants Collections are intended to provide faculty with the frameworks to quickly implement or revise the same materials as a Textbook Transformation Grants team, along with the aims and lessons learned from project teams during the implementation process.

Each collection contains the following materials:

- **Linked Syllabus**
 - The syllabus should provide the framework for both direct implementation of the grant team's selected and created materials and the adaptation/transformation of these materials.
- **Initial Proposal**
 - The initial proposal describes the grant project's aims in detail.
- **Final Report**
 - The final report describes the outcomes of the project and any lessons learned.



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Initial Proposal

Application Details

Manage Application: Textbook Transformation Grants: Round Eleven

Award Cycle: Round 11

Internal Submission Deadline: Tuesday, January 23, 2018

Application Title: 365

Application ID: 002092

Submitter First Name: Lei

Submitter Last Name: Li

Submitter Title: Professor

Submitter Email Address: lli13@kennesaw.edu

Submitter Phone Number: 470-578-3915

Submitter Campus Role: Proposal Investigator (Primary or additional)

Applicant First Name: Lei

Applicant Last Name: Li

Applicant Email Address: Lli13@kennesaw.edu

Applicant Phone Number: (470)578-3915

Primary Appointment Title: Professor of Information Technology

Institution Name(s): Kennesaw State University

Co-Applicant(s): Rebecca Rutherford, Svetlana Peltsverger,
Richard Halstead-Nussloch, Guangzhi
Zheng, Zhigang Li

Submission Date: Tuesday, January 23, 2018

Proposal Title: 365

Proposal Category: No-Cost-to-Students Learning Materials

Final Semester of Instruction: Fall 2018

Are you using an OpenStax textbook?: No

Team Members (Name, Email Address):

Lei Li, Professor of Information Technology, lli13@kennesaw.edu

Rebecca Rutherford, Interim Assistant Dean, College of Computing

and Software Engineering, Department Chair for Information Technology, and Professor of Information Technology, brutherf@kennesaw.edu.

Svetlana Peltsverger, Interim Associate Dean of the College of

Computing and Software Engineering and Professor of

Information Technology, speltsve@kennesaw.edu.

Richard Halstead-Nussloch, Professor of Information Technology, rhalstea@kennesaw.edu.

Guangzhi Zheng, Associate Professor of Information Technology, gzheng@kennesaw.edu.

Zhigang Li, Instructional Designer & Part-Time Assistant

Professor of Information Technology, zli8@kennesaw.edu

Sponsor, (Name, Title, Department, Institution):

Department of Information Technology, Kennesaw State University

Course Names, Course Numbers and Semesters Offered:

IT 6103 IT Policy and Law, spring, summer, and fall

IT 6413 IT Service Delivery, spring, summer, and fall

IT 6423 IT System Acquisition and Integration, spring, summer, and fall

IT 6863 Database Security & Auditing, fall

IT 7113 Data Visualization, spring and summer

List the original course materials for students (including title, whether optional or required, & cost for each item):

IT 6103 , Essentials of Business and Online Commerce Law, 1st edition, Henry R. Cheeseman, Prentice Hall, ISBN 13: 9780131440470, \$224.05, Required. MSIT elective course. IT 6413, Brady Orand and Julie Villarreal, (2011) Foundations of IT Service Management with ITIL 2011, 2nd edition, ISBN 13: 9781466231320, \$29, Required. MSIT required course. IT 6423 , Embedded, no-cost, but outdated course materials authored by original course designer covering both IT system acquisition/procurement and IT system integration, \$100 Estimated value. Required. MSIT required course. IT 6863, 1). Securing SQL Server, 3rd Edition, Protecting Your Database from Attackers by Denny Cherry ISBN: 9780128012758, 2015, \$49.95; 2). Oracle Privacy Security Auditing: by Arup Nanda & Donald K Burleson (Author) ISBN ISBN-13: 978-0991638697, 2014, \$59.95, total \$110, Required. MSIT elective course. IT 7113, 1). Tableau 10 Business Intelligence Cookbook, ISBN 9781786465634, \$50; 2). Information Dashboard Design: Displaying Data for At-a-Glance Monitoring 2nd Edition \$40; 3). Show Me the Numbers: Designing Tables and Graphs to Enlighten Second Edition \$45, total \$135, Required. MSIT elective course.

Average Number of Students per Course Section: 19

Number of Course Sections Affected by Implementation in Academic Year: 19

Average Number of Students Per Summer Semester: 13

Average Number of Students Per Fall Semester: 26

Average Number of Students Per Spring Semester: 23

Total Number of Students Affected by Implementation in Academic Year: 397

Requested Amount of Funding: 30000

Original per Student Cost: \$285.35 Assuming a student take the two required courses and one elective. IT 6413-\$29, IT 6423-\$100, and the average cost of 3 electives is: 156.35. The total is \$285.35 = \$29+\$100+\$156.35.

Post-Proposal Projected Student Cost: 0

Projected Per Student Savings: \$285.35

Projected Total Annual Student Savings: \$39,332.50

Creation and Hosting Platforms Used ("n/a" if none):

Creation platform - D2L Brightspace

Hosting platform - Kennesaw State University faculty web page

Project Goals:

The Master of Science in Information Technology (MSIT) is the largest graduate program at Kennesaw State University and currently has over 260 students in the MSIT and affiliated graduate certificate programs. In this project, we propose to take a department-wide effort to replace the textbooks used in five MSIT courses with no-cost-to-students learning materials that offer equivalent or better educational effectiveness.

The impact of this project will be profound. Having graduated more than 500 students since 2009, the MSIT program has been a big contributor to the much-needed IT workforce for the State of Georgia. More importantly, the MSIT program is also a great enabler for underrepresented students and people who want to change their job fields in the middle of their career: Approximately, 34% of students in the MSIT program are female, 60% are minority students, and around 40% of the students entered MSIT without background in computing. High quality curriculum and affordability are two key factors for the success of the MSIT program. We strive to make it more affordable to better support the career-changing students and further boost female and minority participation in our program. We have transformed six MSIT courses using no-cost learning material in previous ALG grants and the responses from our students are overwhelmingly positive. The proposed transformation efforts will not only greatly increase the affordability of our MSIT program, but also better prepare our students for the job market with free, up-to-date and well-designed learning material.

Statement of Transformation:

The traditional textbooks used in four of the five proposed MSIT courses are not only costly, but also not very effective in facilitating student learning. Information technology is a fast changing field and we have to constantly update our curriculum to stay on the cutting edge which involves creating new courses and revising existing courses.

The dynamic nature of the technology imposes several challenges to the traditional textbook model: 1). It's often difficult to find an appropriate textbook for an IT course. The textbooks used in four out of five proposed MSIT courses are professional books which aren't specifically written for higher education. Instructors usually have to create supplemental material such as PowerPoint slides themselves. 2) An IT course may include a wide range of topics that often requires more than one book which significantly increases the textbook costs for students. For example, IT 6863 Database Security and Auditing requires two books and IT 7113 Data Visualization uses three books. IT6423 covers both IT system acquisition and IT system integration, and thus will require at least two texts to replace the current materials. 3). Traditional textbook can't keep up with the fast-evolving pace of technology. For example, a new technology may come out right after a textbook get published and it will take a long time for a new version to reflect the change. Moreover, the new edition will not only cost more but also decrease the resale value of the older edition. 4). Other situations may make a textbook obsolete. For instance, IT6423 system acquisition and integration used to have a well fit textbook provided by the original course author. However, that course author has left the university and is not in a position to update the materials he embedded into the learning management system. Now, for the current round of MSIT course updating, the students in IT6423 probably will be required to purchase two external textbooks.

This project aims to replace the textbooks used in the proposed MSIT courses with no-cost-to-students learning materials that offer equal or higher educational effectiveness. We believe the proposed transformation is an economical and viable solution to address the challenges imposed by the traditional textbook model.

Firstly, the learning materials for the proposed MSIT courses are widely and readily available on the World Wide Web today and many of these resources are publicly accessible, free, or with an open license to use. These materials include open and free tutorials, books, videos, labs, software, and services. For example, IT 6413 covers Information Technology Infrastructure Library (ITIL) and there is a vast amount of information about ITIL available on the Web.

Secondly, Web content can better reflect the latest trends and industrial development than the traditional textbooks as technology is changing rapidly, so is the content of Web resources. We are already using contents from the Web as supplemental materials to the textbook. For example, currently in the IT6423 course, many of the student exercises have them search the

web for supplemental material covering the latest methods and materials on quickly changing aspects of IT systems acquisition and integration. These include sourcing strategies, e.g., make, buy, rent, subscribe, cloud, etc. and finding contemporary examples of IT Requests for Proposals (RFPs).

Thirdly, the materials from the Web are generally more interactive. The interactive content will not only engage the students, but also improve their learning experience. For example, IT 6863 Database Security & Auditing uses an interactive online Structured Query Language (SQL) editor (https://www.w3schools.com/sql/trysql.asp?filename=trysql_select_all) for student to review SQL concepts and complete a series of labs to create a project that can be added to their professional portfolio.

Fourthly, developing and assembling a set of learning materials ourselves allow us to better align the course contents not only with the outcomes of each course, but also with the outcomes of MSIT program. For example, in IT 7113, there is no one textbook covering all learning outcomes designed; thus, selected content from three textbooks are needed. Using the materials compiled by the instructor actually better serve the learning outcomes of the course.

Lastly, our project team is well prepared for the proposed transformation. The downsides of using Web resources are that they are often disorganized, may contain inaccurate information, may be changed or deleted without notices. However, our team members are not only subject matter experts in IT fields, but also are proficient educators who on average have more than 10 years teaching experience. We will select, organize and integrate resources from the Web and transform the information into instructionally sound learning materials for the proposed courses. We also created a sustainable plan to periodically review the developed no-cost-to-student learning materials. All courses in the department are reviewed every three years as part of the continuous improvement process. In addition, several team members have either successfully completed ALG grants or are involved in grants from round 1 (round 1, #42, #44, round 2, #119, round 8, #302, round 10, #334, M10). As the results, we have transformed six MSIT courses using no-cost-to-student learning material which is very well received by the students. Building on our previous success and lessons learned, we are well positioned to continue transformation efforts and further increase the cost-saving benefits to the students in our program.

Transformation Action Plan:

With a coordinated effort, our team of investigators plan the following activities to transform the proposed MSIT courses using no-cost-to-student learning materials.

Research and identify no cost readings for each of the learning modules in each course. The reading list includes both required readings and optional readings. All of these readings will be publicly accessible, free to use, or openly licensed.

Research and identify no cost materials that can be shared across the courses.

Develop study guides and lecture notes for students' use to review course content and key

learning points.

Adopt or develop all assignments, exercises and lab materials that are no cost to students to replace the ones in the textbooks.

Develop test banks to replace the ones in the textbooks if necessary.

Update the syllabus to include major resources and no cost materials.

Re-develop the proposed courses in our learning management system, D2L Brightspace.

The developed course material will be organized based on the template provided by ALG and will be made available to public for adoption

The responsibilities of each investigator are described in the table below.

Investigator Responsibilities

Primary Investigator	Course	Responsibilities
Dr. Lei Li	IT 6413	Project Lead. Subject Matter Expert and developer; instructor of record
Dr. Rebecca Rutherford	IT 6103	Subject Matter Expert and developer; instructor of record
Dr. Svetlana Peltsverger	IT 6863	Subject Matter Expert and developer; instructor of record
Dr. Richard Halstead-Nussloch	IT 6423	Subject Matter Expert and developer; instructor of record
Dr. Guangzhi Zheng	IT 7113	Subject Matter Expert and developer; instructor of record
Dr. Zhigang Li	All Courses	Provide Instructional Design and Hosting Support.

Quantitative & Qualitative Measures: We plan to assess the effectiveness of our proposal in two ways: 1) qualitatively, we will design a survey and gather inputs from the students after they used the no-cost learning material; 2) quantitatively, we will compare students' performance data gathered from sections using traditional textbooks and sections using no-cost learning material. The investigators will collect student performance data such as pass rates from the five proposed courses in 2017. This data will be used as a baseline for comparison of student performance in courses with alternative no cost material. The detailed assessment plan is shown in the table below. For each of the measurement, the investigators are going to conduct two levels of analysis: Comparing them to the preset goals. 80% is the aimed passing rate as the courses involved are graduate courses. Comparing them to those from past offerings where costly textbooks were used. We will obtain the data from the sections last taught using the textbooks.

Project Assessment Plan

Timeline:

The major milestones of the proposal are illustrated in the table below.

Project Major Milestone

Milestone dates	Milestone
03/01/2018	1). Complete baseline gathering of statistics.
05/05/2018	1). Complete course level materials redesign (mainly course syllabus) for IT 6103, IT 6413, IT 6423, IT 6863, and IT 7113. 2). Complete project progress report.
07/15/2018	1). Complete the module level development including reading, lecture notes, video, exams, labs, and assignments for IT 6103, IT 6413, IT 6423, IT 6863, and IT 7113.

07/30/2018	<ol style="list-style-type: none"> 1). Update the D2L Brightspace course sites are updated using the developed no cost learning material for IT 6103, IT 6413, IT 6423, IT 6863, and IT 7113. 2). Complete project progress report.
08/12/2018	<ol style="list-style-type: none"> 1). A survey instrument to collect students' feedback on the effectiveness of the no cost materials are created
12/02/2018	<ol style="list-style-type: none"> 1). Complete the course offering for IT 6103, IT 6413, IT 6423, IT 6863, and IT 7113. 2). Complete the survey data collection for IT 6103, IT 6413, IT 6423, IT 6863, and IT 7113. 3). Complete student evaluation for IT 6103, IT 6413, IT 6423, IT 6863, and IT 7113.
12/15/2018	<ol style="list-style-type: none"> 1). Complete data collection and analysis for the whole project. 2). Compile and submit project final report.

Budget:

The funding mainly compensates our team of investigators' work and activity beyond normal teaching load or other job responsibilities in order to successfully complete the project. The role each PI and the corresponding compensation are listed as follows. For each proposed course, course architects approximately will spend at least 80 hours in developing the no-cost learning material and instructor of records, will spend 20 hours in course assessment. Instructional support will devote at least about 30 hours in assisting course architects. Thus, we request the budget of this project as follows.

Budget for Investigators Compensation

Team Member	Role	Investigators compensation
Dr. Lei Li	IT 6413 developer & instructor	\$5000
Dr. Rebecca Rutherford	IT 6103 developer & instructor	\$5000
Dr. Svetlana Peltsverger	IT 6863 developer & instructor	\$5000
Dr. Richard Halstead-Nussloch	IT 6423 developer & instructor	\$5000
Dr. Guangzhi Zheng	IT 7113 developer & instructor	\$5000
Dr. Zhigang Li	All courses support	\$1,000

Investigators compensation: $\$5000 * 5 + 1,000 = \$26,000$

Travel & Other Expense: \$2500. \$800 is the expense for two team members attend the Kickoff Meeting at Middle Georgia State University in Macon, GA. \$1700 is budgeted for attending another conference.

Equipment (computers and tablets): \$1500

Total Budget: \$30,000

Only open source software or free software will be used in this project thus there is no additional spending on software.

Sustainability Plan:

The IT department implements a course architect system for all courses. Each course is assigned to a faculty as the course architect who is responsible for the content of the course and teaches the course regularly. All of our investigators except the instructional designer is a course architecture for the corresponding courses. Our team member will develop the no-cost-to-student learning material for the proposed courses and teach the courses for the first time using the new material. As a course architect, our team member will also make sure a course is continuously taught using developed no-cost learning material in the future semesters even the course might have a different instructor.

Moreover, the developed course content is not only available at learning management system, but also archived at department server. It's also our department policy that there are at least two faculty who regularly teach a course. This further ensures the developed learning material will be continuously used and updated even there is a personnel turnover.

The IT department also have well established course continual improvement plan. Each course is assessed each semester after being taught, and a course will be formally evaluated and updated every three years or earlier if the need arises. A course architect is in charge of those assessment efforts. Thus, we are committed to continuously update the no-cost learning material in the proposed courses based on research, assessment results and feedback from students and alumni. As shown in their support letters, our transformation efforts also have strong supports from our department chair and the dean of our colleges which further ensure the sustainability of our transformation efforts.



January 19, 2018

ALG Grant Committee
University System of GA

Dear Colleagues:

This letter is in support of the Proposal “Building an Affordable Masters of Science in Information Technology (MSIT) Program Using No-Cost-to-Student Learning Material” submitted from Kennesaw State University, Information Technology department faculty. As Department Chair for Information Technology, I clearly see the need for bringing down costs for our students. The ALG grants assist faculty to prepare no-cost courses that allow students to take courses without the monetary burden of expensive textbooks.

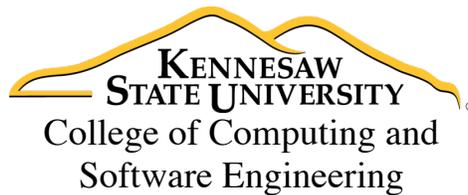
Several faculty in the Information Technology Department at Kennesaw State University have successfully carried out ALG grants for several of our graduate Information Technology courses. The current proposal addresses both required and elective courses in the IT MSIT curriculum. The savings already realized from the previous ALG grants encouraged our faculty to develop this new ALG grant proposal to help our students save even more money.

I strongly support this proposal. This is a very sustainable proposal as we have a large Information Technology graduate degree program-the largest on the Kennesaw State University campus. Many of our students take courses online as well as in-class. Creating the no-cost for textbook version of our MSIT courses will allow students for many years to realize savings from not buying textbooks. As Information Technology material is constantly changing, the concept of not relying on just textbooks for courses is extremely important to our field.

This is a very solid proposal. All faculty participating in the previous ALG grants completed their courses and offered them successfully. Papers for several conferences, and workshops about the previous grants have been created and presented. This concept has been well received in the information technology academic community. I believe that this new ALG proposal will have the same student satisfaction and success that the previous ALG grants did. This new proposal will have a unique impact as it addresses HIT courses. Thank you for your consideration for this proposal.

Sincerely,

Rebecca H. Rutherford, Ed.D.
Interim Assistant Dean of the College of Computing & Software Engineering, Department
Chair for Information Technology, Professor of Information Technology
brutherf@kennesaw.edu



January 18, 2018

Dear Affordable Learning Georgia (ALG) Grant Reviewers,

It is my pleasure to write this letter in support of the proposal titled “Building an affordable Masters of Science in Information Technology (MSIT) Program Using No-Cost-to-Student Learning Material” submitted by Drs. Li, Rutherford, Peltsverger, Halstead-Nussloch, Zheng, and Li from our Information Technology (IT) Department at Kennesaw State University.

In this project, the primary investigators will work as a team to replace existing, costly textbooks in five graduate information technology related courses with no-cost-to-students learning materials. Their efforts will significantly lower the cost of education for students, saving nearly \$37k per year at KSU alone and impacting nearly 400 students per year. Additionally, this will generate a positive impact on the retention, progression, and graduation for the College of Computing and Software Engineering, specifically helping us maintain excellence and throughput for the largest graduate program at KSU, the MSIT program. Additionally, given the rapid change of the IT field, having digital materials available to students will improve the ability to keep them updated with the latest advances in the field of information technology.

The proposers have past experience with a successful ALG projects, thus the quality and success of this project is highly likely. The investigators in this project are also designated course architects who are responsible for the development and the maintenance of the to-be-transformed courses.

In conclusion, I wholeheartedly support this effort to improve access to our MSIT program. This proposal has the full support of the College of Computing and Software Engineering.

Sincerely,

A handwritten signature in black ink, appearing to read "Jon A. Preston". The signature is fluid and cursive.

Dr. Jon A. Preston
Interim Dean
College of Computing and Software Engineering
Kennesaw State University

**Affordable Learning Georgia Textbook Transformation Grants
Round Eleven
For Implementations beginning Summer Semester 2018
Running Through Fall Semester 2018**

Proposal Form and Narrative

- *The proposal form and narrative .docx file is for offline drafting and review. Submitters must use the InfoReady Review online form for proposal submission.*
- **Note: The only way to submit the proposal is through the online form in Georgia Tech's InfoReady Review at:**
<https://gatech.infoready4.com/#competitionDetail/1757803> .
- *Italicized text is provided for your assistance; please do not keep the italicized text in your submitted proposal. Proposals that do not follow the instructions may be returned.*

Submitter Name	Lei Li
Submitter Title	Professor of Information Technology
Submitter Email	Lli13@kennesaw.edu
Submitter Phone Number	(470)578-3915
Submitter Campus Role	<i>Proposal Investigator</i>
Applicant Name	<i>Lei Li, Primary Investigator</i>
Applicant Email	Lli13@kennesaw.edu
Applicant Phone Number	(470)578-3915
Primary Appointment Title	Professor of Information Technology
Institution Name(s)	Kennesaw State University

Team Members	<p>Lei Li, Professor of Information Technology, lli13@kennesaw.edu</p> <p>Rebecca Rutherford, Interim Assistant Dean, College of Computing and Software Engineering, Department Chair for Information Technology, and Professor of Information Technology, brutherf@kennesaw.edu.</p> <p>Svetlana Peltsverger, Interim Associate Dean of the College of Computing and Software Engineering and Professor of Information Technology, speltsve@kennesaw.edu.</p> <p>Richard Halstead-Nussloch, Professor of Information Technology, rhalstea@kennesaw.edu.</p> <p>Guangzhi Zheng, Associate Professor of Information Technology, gzheng@kennesaw.edu.</p> <p>Zhigang Li, Instructional Designer & Part-Time Assistant Professor of Information Technology, zli8@kennesaw.edu</p>
Sponsor, Title, Department, Institution	<p><i>Department of Information Technology, Kennesaw State University</i></p>
Proposal Title	<p>Building an affordable Masters Science in Information Technology (MSIT) Program Using No-Cost-to-Student Learning Material</p>
Course Names, Course Numbers and Semesters Offered	<p>IT 6103 IT Policy and Law, spring, summer, and fall</p> <p>IT 6413 IT Service Delivery, spring, summer, and fall</p> <p>IT 6423 IT System Acquisition and Integration, spring, summer, and fall</p> <p>IT 6863 Database Security & Auditing, fall</p> <p>IT 7113 Data Visualization, spring and summer</p>
Final Semester of Instruction	<p><i>Fall 2018</i></p>

Average Number of Students Per Course Section	19	Number of Course Sections Affected by Implementation in Academic Year	19	Total Number of Students Affected by Implementation in Academic Year	397
Average Number of Students Per Summer Semester	13				
Average Number of Students Per Fall Semester	26				
Average Number of Students Per Spring Semester	23				
Award Category (pick one)	<input checked="" type="checkbox"/> No-or-Low-Cost-to-Students Learning Materials <input type="checkbox"/> Specific Core Curriculum Courses				
Are you planning on using an OpenStax textbook?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No				
List the original course materials for students (including title, whether optional or required, & cost for each item)	<p>IT 6103, Essentials of Business and Online Commerce Law, 1st edition, Henry R. Cheeseman, Prentice Hall, ISBN 13: 9780131440470, \$224.05, Required. MSIT elective course.</p> <p>IT 6413, Brady Orand and Julie Villarreal, (2011) Foundations of IT Service Management with ITIL 2011, 2nd edition, ISBN 13: 9781466231320, \$29, Required. MSIT required course.</p> <p>IT 6423, Embedded, no-cost, but outdated course materials authored by original course designer covering both IT system acquisition/procurement and IT system integration, \$100 Estimated value. Required. MSIT required course.</p> <p>IT 6863, 1). Securing SQL Server, 3rd Edition, Protecting Your Database from Attackers by Denny Cherry ISBN: 9780128012758,</p>				

	<p>2015, \$49.95; 2). Oracle Privacy Security Auditing: by Arup Nanda & Donald K Bursleson (Author) ISBN ISBN-13: 978-0991638697,2014, \$59.95, total \$110, Required. MSIT elective course.</p> <p>IT 7113, 1). Tableau 10 Business Intelligence Cookbook, ISBN 9781786465634, \$50; 2). Information Dashboard Design: Displaying Data for At-a-Glance Monitoring 2nd Edition \$40; 3). Show Me the Numbers: Designing Tables and Graphs to Enlighten Second Edition \$45, total \$135, Required. MSIT elective course.</p>
Requested Amount of Funding	\$30,000
Original Per Student Cost	<p>\$285.35</p> <p>Assuming a student take the two required courses and one elective. IT 6413- \$29, IT 6423-\$100, and the average cost of 3 electives is: 156.35. The total is \$285.35 = \$29+\$100+\$156.35.</p>
Post-Proposal Projected Per Student Cost	\$0
Projected Per Student Savings	\$285.35
Projected Total Annual Student Savings	\$39,332.50

Table 1 Student Enrollment in 2018

Course	Spring 18	Summer 18	Fall 2018	Total sections	Total Number
IT 6103	15	15	20	3	50
IT 6413	40 (8,32)	25 (9,16)	60 (25,35)	6	125
IT 6423	44 (11,33)	25 (9,16)	55 (25,30)	6	124
IT 6863			45 (20,25)	2	45
IT 7113	38	15		2	53
Total	137	80	180	19	397

Note: 1). Spring 2018 number are enrollment number up to date. Summer and fall 2018 enrollment number are projected numbers based on past enrollment and growth of our program. 2) the number before the parenthesis the total number of semester in a semester. The numbers inside the parenthesis are the enrollment numbers of each section.

Table 2. Summary of Savings with No-Cost Learning Material

Course	Textbook Used	Cost per Student	Projected Enrollment	Projected Costs
IT 6103	Essentials of Business and Online Commerce Law, 1st edition, Henry R. Cheeseman, Prentice Hall, ISBN 13: 9780131440470	\$224.05	50	\$11,202.50
IT 6413	Brady Orand and Julie Villarreal, Foundations of IT Service Management with ITIL 2011, 2 nd edition, ISBN 13: 9781466231320.	\$29	125	\$3,625.00
IT 6423	Note: These texts would replace existing embedded materials that are in need of update: IT Systems Acquisition/Procurement: Wilson, R. Mastering Risk and Procurement in Project Management. 2015 ISBN 978-0133837902 IT Systems Integration: Myerson, P.A. Supply Chain and Logistics Management Made Easy, 2015, ISBN 978-0133993349	\$100 estimated value of the embedded textbook	124	\$12,400.00
IT 6863	1. Securing SQL Server, 3rd Edition, Protecting Your Database from Attackers by Denny Cherry ISBN: 9780128012758, 2015, \$49.95 2. Oracle Privacy Security Auditing: by Arup Nanda & Donald K Burleson (Author) ISBN ISBN-13: 978-0991638697, 2014, \$59.95	\$110	45	\$4,950.00
IT 7113	1. Tableau 10 Business Intelligence Cookbook, \$50, ISBN 9781786465634 2. Information Dashboard Design: Displaying Data for At-a-Glance Monitoring 2nd Edition \$40 3. Show Me the Numbers: Designing Tables and Graphs to Enlighten Second Edition \$45	\$135	53	\$7,155.00

Total:			\$39,332.5 0
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NARRATIVE

1.1 PROJECT GOALS

The Master of Science in Information Technology (MSIT) is the largest graduate program at Kennesaw State University and currently has over 260 students in the MSIT and affiliated graduate certificate programs. In this project, we propose to take a department-wide effort to replace the textbooks used in five MSIT courses with no-cost-to-students learning materials that offer equivalent or better educational effectiveness.

The impact of this project will be profound. Having graduated more than 500 students since 2009, the MSIT program has been a big contributor to the much-needed IT workforce for the State of Georgia. More importantly, the MSIT program is also a great enabler for underrepresented students and people who want to change their job fields in the middle of their career: Approximately, 34% of students in the MSIT program are female, 60% are minority students, and around 40% of the students entered MSIT without background in computing. High quality curriculum and affordability are two key factors for the success of the MSIT program. We strive to make it more affordable to better support the career-changing students and further boost female and minority participation in our program. We have transformed six MSIT courses using no-cost learning material in previous ALG grants and the responses from our students are overwhelmingly positive. The proposed transformation efforts will not only greatly increase the affordability of our MSIT program, but also better prepare our students for the job market with free, up-to-date and well-designed learning material.

1.2 STATEMENT OF TRANSFORMATION

The traditional textbooks used in four of the five proposed MSIT courses are not only costly, but also not very effective in facilitating student learning. Information technology is a fast changing field and we have to constantly update our curriculum to stay on the cutting edge which involves creating new courses and revising existing courses.

The dynamic nature of the technology imposes several challenges to the traditional textbook model: 1). It's often difficult to find an appropriate textbook for an IT course. The textbooks used in four out of five proposed MSIT courses are professional books which aren't specifically written for higher education. Instructors usually have to create supplemental material such as PowerPoint slides themselves. 2) An IT course may include a wide range of topics that often requires more than one book which significantly increases the textbook costs for students. For example, IT 6863 Database Security and Auditing requires two books and IT 7113 Data Visualization uses three books. IT6423 covers both IT system acquisition and IT system integration, and thus will require at least two texts to replace the current materials. 3). Traditional textbook can't keep up with the fast-evolving pace of technology. For example, a new technology may come out right after a textbook get published and it will take a long time for a new version to reflect the change. Moreover, the new edition will not only cost more but also decrease the resale value of the older edition. 4). Other situations may make a textbook obsolete. For instance, IT6423 system acquisition and integration used to have a well fit textbook provided by the original course author. However, that course author has left the university and is not in a position to update the materials he embedded into the learning management system. Now, for the current round of MSIT course updating, the students in IT6423 probably will be required to purchase two external textbooks.

This project aims to replace the textbooks used in the proposed MSIT courses with no-cost-to-students learning materials that offer equal or higher educational effectiveness. We believe the proposed transformation is an economical and viable solution to address the challenges imposed by the traditional textbook model.

Firstly, the learning materials for the proposed MSIT courses are widely and readily available on the World Wide Web today and many of these resources are publicly accessible, free, or with an open license to use. These materials include open and free tutorials, books, videos, labs, software, and services. For example, IT 6413 covers Information Technology Infrastructure Library (ITIL) and there is a vast amount of information about ITIL available on the Web.

Secondly, Web content can better reflect the latest trends and industrial development than the traditional textbooks as technology is changing rapidly, so is the content of Web resources. We are already using contents from the Web as supplemental materials to the textbook. For example, currently in the IT6423 course, many of the student exercises have them search the web for supplemental material covering the latest methods and materials on quickly changing aspects of IT systems acquisition and integration. These

include sourcing strategies, e.g., make, buy, rent, subscribe, cloud, etc. and finding contemporary examples of IT Requests for Proposals (RFPs).

Thirdly, the materials from the Web are generally more interactive. The interactive content will not only engage the students, but also improve their learning experience. For example, IT 6863 Database Security & Auditing uses an interactive online Structured Query Language (SQL) editor (https://www.w3schools.com/sql/trysql.asp?filename=trysql_select_all) for student to review SQL concepts and complete a series of labs to create a project that can be added to their professional portfolio.

Fourthly, developing and assembling a set of learning materials ourselves allow us to better align the course contents not only with the outcomes of each course, but also with the outcomes of MSIT program. For example, in IT 7113, there is no one textbook covering all learning outcomes designed; thus, selected content from three textbooks are needed. Using the materials compiled by the instructor actually better serve the learning outcomes of the course.

Lastly, our project team is well prepared for the proposed transformation. The downsides of using Web resources are that they are often disorganized, may contain inaccurate information, may be changed or deleted without notices. However, our team members are not only subject matter experts in IT fields, but also are proficient educators who on average have more than 10 years teaching experience. We will select, organize and integrate resources from the Web and transform the information into instructionally sound learning materials for the proposed courses. We also created a sustainable plan to periodically review the developed no-cost-to-student learning materials. All courses in the department are reviewed every three years as part of the continuous improvement process. In addition, several team members have either successfully completed ALG grants or are involved in grants from round 1 (round 1, #42, #44, round 2, #119, round 8, #302, round 10, #334, M10). As the results, we have transformed six MSIT courses using no-cost-to-student learning material which is very well received by the students. Building on our previous success and lessons learned, we are well positioned to continue transformation efforts and further increase the cost-saving benefits to the students in our program.

1.3 TRANSFORMATION ACTION PLAN

With a coordinated effort, our team of investigators plan the following activities to transform the proposed MSIT courses using no-cost-to-student learning materials.

- Research and identify no cost readings for each of the learning modules in each course. The reading list includes both required readings and optional readings. All of these readings will be publicly accessible, free to use, or openly licensed.
- Research and identify no cost materials that can be shared across the courses.
- Develop study guides and lecture notes for students' use to review course content and key learning points.
- Adopt or develop all assignments, exercises and lab materials that are no cost to students to replace the ones in the textbooks.
- Develop test banks to replace the ones in the textbooks if necessary.
- Update the syllabus to include major resources and no cost materials.
- Re-develop the proposed courses in our learning management system, D2L Brightspace.
- The developed course material will be organized based on the template provided by ALG and will be made available to public for adoption

The responsibilities of each investigator are described in the table below.

Investigator Responsibilities

Primary Investigator	Course	Responsibilities
Dr. Lei Li	IT 6413	Project Lead. Subject Matter Expert and developer; instructor of record
Dr. Rebecca Rutherford	IT 6103	Subject Matter Expert and developer; instructor of record
Dr. Svetlana Peltsverger	IT 6863	Subject Matter Expert and developer; instructor of record
Dr. Richard Halstead-Nussloch	IT 6423	Subject Matter Expert and developer; instructor of record
Dr. Guangzhi Zheng	IT 7113	Subject Matter Expert and developer; instructor of record
Dr. Zhigang Li	All Courses	Provide Instructional Design and Hosting Support.

1.4 QUANTITATIVE AND QUALITATIVE MEASURES

We plan to assess the effectiveness of our proposal in two ways: 1) qualitatively, we will design a survey and gather inputs from the students after they used the no-cost learning material; 2) quantitatively, we will compare students' performance data gathered from sections using traditional textbooks and sections using no-cost learning material.

The investigators will collect student performance data such as pass rates from the five proposed courses in 2017. This data will be used as a baseline for comparison of student performance in courses with alternative no cost material. The detailed assessment plan is shown in the table below.

For each of the measurement, the investigators are going to conduct two levels of analysis:

1. Comparing them to the preset goals. 80% is the aimed passing rate as the courses involved are graduate courses.
2. Comparing them to those from past offerings where costly textbooks were used. We will obtain the data from the sections last taught using the textbooks.

Project Assessment Plan

Source	Description
Student performance measures	<p>This data is from the overall class performance based on the grading of student works. Metrics include:</p> <ul style="list-style-type: none"> • Class average, grades distribution, pass rate for each grading item. • Overall letter grades distribution, pass rate, withdraw rate, and fail rate. • Percentage of students meeting or exceeding learning outcomes
Specific survey on no-cost learning materials.	<p>The survey will be distributed at the end of the semester to collect student feedback. It consists of a mixture of quantitative and qualitative measures including:</p> <ul style="list-style-type: none"> • Student perception and attitude toward no cost materials • Quantitative ratings of the no cost materials used in this course • Qualitative comments and suggestions
Student evaluation of the instructor	<p>Formal student evaluation of the instructor can also provide information about teaching effectiveness using no cost materials.</p> <p>This evaluation is based on standardized forms for every course.</p>

1.5 TIMELINE

The major milestones of the proposal are illustrated in the table below.

Project Major Milestone

Milestone dates	Milestone
03/01/2018	1). Complete baseline gathering of statistics.
05/05/2018	1). Complete course level materials redesign (mainly course syllabus) for IT 6103, IT 6413, IT 6423, IT 6863, and IT 7113. 2). Complete project progress report.
07/15/2018	1). Complete the module level development including reading, lecture notes, video, exams, labs, and assignments for IT 6103, IT 6413, IT 6423, IT 6863, and IT 7113.
07/30/2018	1). Update the D2L Brightspace course sites are updated using the developed no cost learning material for IT 6103, IT 6413, IT 6423, IT 6863, and IT 7113. 2). Complete project progress report.
08/12/2018	1). A survey instrument to collect students' feedback on the effectiveness of the no cost materials are created
12/02/2018	1). Complete the course offering for IT 6103, IT 6413, IT 6423, IT 6863, and IT 7113. 2). Complete the survey data collection for IT 6103, IT 6413, IT 6423, IT 6863, and IT 7113. 3). Complete student evaluation for IT 6103, IT 6413, IT 6423, IT 6863, and IT 7113.
12/15/2018	1). Complete data collection and analysis for the whole project. 2). Compile and submit project final report.

1.6 BUDGET

The funding mainly compensates our team of investigators' work and activity beyond normal teaching load or other job responsibilities in order to successfully complete the project. The role each PI and the corresponding compensation are listed as follows. For each proposed course, course architects approximately will spend at least 80 hours in developing the no-cost learning material and instructor of records, will spend 20 hours in course assessment. Instructional support will devote at least about 30 hours in assisting course architects. Thus, we request the budget of this project as follows.

Budget for Investigators Compensation

Team Member	Role	Investigators compensation
Dr. Lei Li	IT 6413 developer & instructor	\$5000
Dr. Rebecca Rutherford	IT 6103 developer & instructor	\$5000
Dr. Svetlana Peltsverger	IT 6863 developer & instructor	\$5000
Dr. Richard Halstead-Nussloch	IT 6423 developer & instructor	\$5000
Dr. Guangzhi Zheng	IT 7113 developer & instructor	\$5000
Dr. Zhigang Li	All courses support	\$1,000

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Investigators compensation: $\$5000 * 5 + 1,000 = \$26,000$

Travel & Other Expense: \$2500. \$800 is the expense for two team members attend the Kickoff Meeting at Middle Georgia State University in Macon, GA. \$1700 is budgeted for attending another conference.

Equipment (computers and tablets): \$1500

Total Budget: \$30,000

Only open source software or free software will be used in this project thus there is no additional spending on software.

1.7 SUSTAINABILITY PLAN

The IT department implements a course architect system for all courses. Each course is assigned to a faculty as the course architect who is responsible for the content of the course and teaches the course regularly. All of our investigators except the instructional designer is a course architecture for the corresponding courses. Our team member will develop the no-cost-to-student learning material for the proposed courses and teach the courses for the first time using the new material. As a course architect, our team member will also make sure a course is continuously taught using developed no-cost learning material in the future semesters even the course might have a different instructor.

Moreover, the developed course content is not only available at learning management system, but also archived at department server. It's also our department policy that there are at least two faculty who regularly teach a course. This further ensures the developed learning material will be continuously used and updated even there is a personnel turnover.

The IT department also have well established course continual improvement plan. Each course is assessed each semester after being taught, and a course will be formally evaluated and updated every three years or earlier if the need arises. A course architect is in charge of those assessment efforts. Thus, we are committed to continuously update the no-cost learning material in the proposed courses based on research, assessment results and feedback from students and alumni. As shown in their support letters, our transformation efforts also have strong supports from our department chair and the dean of our colleges which further ensure the sustainability of our transformation efforts.

1.8 REFERENCES & ATTACHMENTS

Two letters of support from the Dean of College of Computing and Software Engineering and the chair of Information Technology Department are attached.

Syllabus

IT 6413 IT Service Delivery Course Syllabus

Instructor

Lei Li, Ph.D. Professor

E-mail: lli@kennesaw.edu

Office Phone: 470-578-3915

Office Location: Marietta Campus, Atrium Building J-364

Office Hours: TBD.

Virtual Office Hours: video conference by appointment.

Course Communication

Effective communication is the key to the success of both online and hybrid classes. Please use following guideline for class communication.

- **Email me or text me** (xxx-xxx-xxxx), don't call this number unless it's emergency). Email is the best way to reach me. Use D2L email if possible. My KSU email (lli@kennesaw.edu) should only be used when you don't have access to D2L site. Your emails and texts are GUARANTEED to be replied WITHIN 12 HOURS.
- When email me using accounts other than D2L email, put the course and section number in the subject line. Emails without proper subject line will not be replied.
- Avoid using personal email to contact me. Sensitive information (such as your grades) can ONLY be sent to D2L email or KSU email account.

Course Description

Classroom & Meeting Time: Wednesdays 6:30pm -7:45pm.

Credit hours: 3 Class Hours 0 Laboratory Hours 3 Credit Hours

Prerequisites: IT 5423.

Required Textbook

No textbook will be used. The learning material will be provided in D2L course site.

Course Objectives

By the end of this course, you should be able to:

1. Discuss the primary objectives of the IT service delivery function.
2. Provide a detailed description of the Information Technology Infrastructure Library (ITIL)
3. Critically evaluate the suitability of ITIL in a given situation
4. Formulate appropriate service level agreements
5. Analyze to what extent a given IT service organization has implemented the various ITIL disciplines, and recommend ways in which the organization may be able to improve its IT Services

Minimum Technical Requirements

- This class uses D2L as hosting site. Run a [system check](#) to ensure your computer work with D2L. Check out UITS D2L training: <http://uits.kennesaw.edu/support/d2ltraining.php>
- Internet Connection. A high-speed Internet connection such as DSL or cable Internet access is highly recommended. You can also use computer labs on campus to complete the coursework.



Minimum Technical Skills Requirement

Students entering this course are expected to have following technical skills:

- General computer literacy. Students should be proficient with the basic functions of standard software packages (e.g., MS Word, MS Excel, MS PowerPoint, and Adobe Reader) and standard players (e.g., QuickTime, Windows Media Player). These programs will need to be accessible to students through home use or other computer access. A list of primers on many of these technologies is available at https://apps.kennesaw.edu/portal/prod/app_uni_cdoc_publ/documents/
- A working knowledge of the D2L learning management system is required for participation in online courses.

Course Organization

For the online section, there is no scheduled face-to-face meetings. For the on-campus section, we meet twice a week. Regardless the format of class, the content of this course is organized by weekly modules. Each weekly module starts on Monday and ends on Sunday. The weekly module will be available to students one week ahead of the time. A weekly unit usually includes followings items.

1. A study guide - an overview of what are covered, learning objectives and a to-do-list.
2. Assigned readings from the textbook and supplemental material such as PowerPoint slides;
3. Information of due items such as quizzes, discussions and projects. All items are usually due on Sunday 11:59pm. And the due date may change during the course of the semester. Always refer to course calendar in the D2L course site for accurate due date.

Grading

Team Projects	34%
Quizzes and Discussions	24%
Midterm Exam	20%
Final Exam	22%
Total	100%

Grade Conversion: A: (90-100), B: (80-89), C: (70-79), D: (60-69), F: (0-59)

Grade Indicator: this is a special grading item in the grade book. It summarizes your overall grade up to date. The indicator will be updated after each major assignment/exam grade release. Always be aware of your grade indicator.

Quizzes, Projects & Exams Policy

- All projects **MUST** be submitted through D2L (<https://kennesaw.view.usg.edu/>) course website by the deadline. Email submission will **NOT** be accepted. Any assignment that is less than 24 hours late is subject to 10% penalty. Any assignment that is more than 24 hours late will **NOT** be accepted.
- All quizzes and exams **MUST** be completed on D2L website by the deadline. The quizzes exams can't be opened/submitted after the deadline.
- Team projects – students will work in groups (4 or 5 people per group) on two team projects throughout the semester.
- If you must miss an exam due to illness, you must e-mail or call me *before* the scheduled time. Failure to notify the instructor prior to the scheduled time will produce an automatic zero for the exam. **NO makeup test except for emergencies with proof (e.g. doctor's slip)**

Grading Items Turnaround Time

- The grades for the quizzes and exams will be available 48 hours after the due date

- The grades for labs/assignments/projects will be available 72 hours after the due date

Proctored Exam

The final exam of this course must be proctored exam. 1) For hybrid section, students can take the exam at KSU scheduled time at KSU campus. Due to the limited number of seats, online students must have the instructor's approval if they wish to use this option; 2) Online students take the exam at a scheduled time at <http://www.proctoru.com/> Note that it requires registration with proctorU.com, scheduling the exam and a payment of a nominal fee for this service, for which the student will be responsible. PLEASE CONTACT THE INSTRUCTOR ASAP IF YOU HAVE ANY QUESTIONS.

Course Schedule

Below is an outline of the content and activities in each module of the course. Course schedule is tentative and subject to change. Use D2L calendar for accurate due dates of grading items.

Week	Date	Course Contents	Notes
1	8/13 – 8/19	Course Orientation	
2	8/20 – 8/26	Introduction to ITIL and Service Management	Group formation
3	8/27 – 9/2	Service Strategy Financial Management (supplemental material)	
4 & 5	9/3 – 9/16	Service Design 9/3 – Labor day	Team project phase 1
6	9/17 – 9/23	Team Project Working Time	
7	9/24 – 9/30	Midterm Exam (Introduction, Service strategy, and Service Design)	Team project phase 2
8	10/1 – 10/7	Team Project Continue 10/3 - Last Day to Withdraw Without Academic Penalty	
9 & 10	10/8 – 10/21	Service Transition	
11 & 12	10/22 – 11/4	Service Operation	Team project phase 3
13	11/5 – 11/11	ITIL Assessment (supplemental material) Team Project Continues	
14	11/12 - 11/18	Continual Service Improvement	
15	11/19 – 11/25	Fall Break – No Classes	
16	11/27 – 12/4	Team Project Continue. 12/3 – Last day of class Final Exam (comprehensive): time to be announced	Team project phase 4

Course Expectations

Student Responsibility

For this online class, you should expect to spend seven to eight hours each week on coursework:

- Check KSU email regularly;
- Login D2L course website frequently to access the course material (at least every other day);
- Follow the weekly study guide in the learning module;
- Study the assigned material such as virtual lectures, textbook chapters and the PowerPoint slides;
- Complete assigned quiz/assignment/discussion/project on time.

Tips for Effective Online Learning

For an online class, students can really enjoy the benefits of learning at your own pace and at the place of your choice. Below are some tips for effective online learning.

- **Check D2L course website frequently.** It's recommended that students should login D2L course site **AT LEAST** every other day. Always be aware of current status of the course. Take advantage of the posted learning material such as recorded lectures.
- **Work with the instructor closely.** If you have any question, contact the instructor immediately. You can either email or text me and your message is guaranteed to be replied within 12 hours.
- **Start your work early.** If you can start a task early, don't start late. Assuming you spend the same amount of time completing the task, starting later will be much more stressful than starting early. Never start until the last minute! You'll have no turnaround time if you need help or something happens.
- **Keep up with the work.** Don't fall behind. If you do, contact the instructor immediately for what you need to do. The instructor may also contact you if he is concerned. Respond to the instructor's inquiry promptly.

Class Communication Rules

In any classroom setting there are communication rules in place that encourage students to respect others and their opinions. In an online environment, the do's and don'ts of online communication are referred to as **Netiquette**. As a student in my course you should:

- Be sensitive and reflective to what others are saying.
- **Avoid typing in all capitals** because it is difficult to read and is considered the electronic version of 'shouting'.
- Don't flame - These are outbursts of extreme emotion or opinion.
- Think before you hit the post (enter/reply) button. You can't take it back! Don't use offensive language.
- Use clear subject lines.
- Don't use abbreviations or acronyms unless the entire class knows them. Be forgiving. Anyone can make a mistake.
- Keep the dialog collegial and professional, humor is difficult to convey in an online environment.
- Always **assume good intent** and **respond accordingly**. If you are unsure of or annoyed by a message, wait 24 hours before responding.

Policies

Accessibility Statement

- The accessibility statement of the learning management system of this course, Desire to Learn, is

- available at <https://www.d2l.com/accessibility/>
- Android Studio accessibility statement:
<https://developer.android.com/studio/intro/accessibility.html>
- Wireshark provide an accessibility Toolkit allowing accessibility technologies to interact with a graphical user interface. More information is available at:
https://www.wireshark.org/docs/wsdg_html/

Privacy Statement

The privacy policy of the learning management system of this course, Desire to Learn, is available at: <https://www.d2l.com/legal/privacy/>

Attendance Policy

Attendance and participation in class are expected. If you have any problems with attendance (or something else), contact me **BEFORE** they become a problem.

The instructor is required to file an engagement report by **[date to be determined]**. Students who never login D2L course web site or only complete little to none course work will be considered as “**NOT ENGAGED STUDENT**”. Instructor will send an email to those students for verification before file the report. Not engaged students will be **DROPPED** from the class

Academic Honesty

Every KSU student is responsible for upholding the provisions of the Student Code of Conduct, as published in the Undergraduate and Graduate Catalogs. Section II of the Student Code of Conduct addresses the university’s policy on academic honesty, including provisions regarding plagiarism and cheating, unauthorized access to university materials, misrepresentation/falsification of university records or academic work, malicious removal, retention, or destruction of library materials, malicious/intentional misuse of computer facilities and/or services, and misuse of student identification cards. Incidents of alleged academic misconduct will be handled through the established procedures of the Department of Student Conduct and Academic Integrity (SCAI), which includes either an “informal” resolution by a faculty member, resulting in a grade adjustment, or a formal hearing procedure, which may subject a student to the Code of Conduct’s minimum one semester suspension requirement. See also <http://www.kennesaw.edu/scai/content/ksu-student-code-conduct>.

Students are encouraged to study together and to work together on class assignments and lab exercises; however, the provisions of the STUDENT CONDUCT REGULATIONS, II. Academic Honesty, KSC Undergraduate Catalog will be strictly enforced in this class. Examples of cooperation are **OK**: talking with someone about approaches to the assignment, discussing a particular problem that you are having.

- Examples of cooperation are **NOT OK**: taking someone else's assignment and modifying it, examining someone else's solution in detail.
- Any cases involving suspected academic dishonesty result in a grade of **ZERO** for the assignment. This penalty applies to all students involved.

Committing plagiarism is considered an act of academic dishonesty and will be taken very seriously. Any instances where academic dishonesty is suspected will result in an automatic grade of a zero for all students involved. Further disciplinary action may be taken such as suspension or expulsion from the University.

Grade Appeals and Student Complaints

KSU desires to resolve student grievances, complaints and concerns in an expeditious, fair and amicable manner. For complaints regarding this course, please contact the professor. If the issue is not resolved, contact the department chair.

Withdrawal Policy

The last day to withdraw without academic penalty Wednesday **10/3/2018**. Ceasing to attend class or oral notice thereof DOES NOT constitute official withdrawal from the course. Students who simply stop attending classes without officially withdrawing usually are assigned failing grades. Students wishing to withdraw after the scheduled change period (add/drop) must obtain and complete a withdrawal form from the Academic Services Department in the Registrar's Office.

Enrollment Policy

Only those students who are enrolled in the class may attend lectures, receive assignments, take quizzes and exams, and receive a grade in the class. If a student is administratively withdrawn from this course, they will not be permitted to attend class nor will they receive any grade for the class.

Electronic Devices

In order to minimize the level of distraction, all beepers and cellular phones must be on quiet mode during class meeting times. Students who wish to use a computer/PDA for note taking need prior approval of the instructor since key clicks and other noises can distract other students. Recording of lectures by any method requires prior approval of the instructor. Students using a laptop in class should not check their email, browse the web, or in other way detract from the focus of the class.

Reasonable Accommodations

Students with qualifying disabilities under the Americans with Disabilities Act (ADA) and/or Section 504 of the Rehabilitation Act who require "reasonable accommodation(s)" to complete the course may request those from Office of Student Disability Services. Students requiring such accommodations are required to work with the University's Office of Student Disability Services not individual faculty members or academic departments. A student anticipating a need for accommodation, must submit documentation requesting an accommodation in a timely fashion to permit time for a determination prior to submitting assignments or taking course quizzes or exams. Students may not request retroactive accommodation. Students should contact the office as soon as possible in the term for which they are seeking accommodations. Student Disability Services is located in the Carmichael Student Center in Suite 267. For more information, please call 470-578-2666 or visit the Student Disabilities Services websites at www.kennesaw.edu/stu_dev/sds http://www.kennesaw.edu/stu_dev/dsss/dsss.html

Student Privacy (FERPA)

Students have certain rights to privacy. <http://registrar.kennesaw.edu/resources/ferpa.php>

The University's online learning system and email system are designed to prevent unauthorized individuals from gaining access to sensitive information or information protected by federal or state law. We will communicate regarding course matters through the University's designated technology learning system or Kennesaw state email system.

KSU Sexual Misconduct Policy & Ethics Statement

KSU will not tolerate sexual misconduct or sexually exploitative or harassing behavior of any kind. <https://policy.kennesaw.edu/content/sexual-misconduct-policy>.

You are expected to respect religious, cultural, and gender differences.

Classroom Behavior

Students are reminded to conduct themselves in accordance with the Student Code of Conduct, as published in the Undergraduate and Graduate Catalogs. Every KSU student is responsible for upholding the provision. Students who are in violation of KSU policy will be asked to leave the classroom and may be subject to disciplinary action by the University.

Reference Requirement

When you quote or base your ideas on other people's work (e.g., from articles, journals, magazines, books, websites, etc.) in assignments or discussions, you **MUST** cite the source you used. When you direct quote, you must put others' words in quotation marks and cite the source(s). When reading that source contributed to the ideas presented in your paper, you must give the authors proper credit. Students are recommended to use APA style for their references.

- APA style guide: <http://owl.english.purdue.edu/owl/resource/560/01/>

Student Course Evaluation:

A standard questionnaire (described below) will be administered during the last two weeks of the semester in all classes. Additional questions developed by the college or instructor(s) may be included as well. It is important that each student provide meaningful feedback to the instructor(s) so that changes can be made in the course to continually improve its effectiveness. We value student feedback about the course, our teaching styles, and course materials, so as to improve our teaching and your learning. At a minimum, the following two questions will be asked: 1) Identify the aspects of the course that most contributed to your learning (include examples of specific materials, exercises and/or the faculty member's approach to teaching and mentoring), and 2) Identify the aspects of the course, if any, that might be improved (include examples of specific materials, exercises and/or the faculty member's approach to teaching and mentoring).

Helpful Resources

Writing Center

The KSU Writing Center helps students in all majors improve their writing. Experienced, friendly writing assistants help with topic development, revision, research, documentation, grammar, and more. For more information or to make an appointment, visit writingcenter.kennesaw.edu or stop by English Building, Room 242 (Kennesaw campus) or Johnson Library, Room 121 (Marietta campus).

Library

The KSU Library System assists all students, faculty and staff with their research, including using library databases to find articles, accessing books and other materials in our catalog, and for specialized research needs. Librarians are available for in-person walk-up assistance at library help desks, one-on-one research appointments, and 24x7 via library chat. For more information on library locations, hours, and how to access our services please visit <http://library.kennesaw.edu/>

Student Email and Web Account Access:

KSU uses a central authentication server that will allow one username and password to be used by all KSU users to access an increasing variety of applications (email, WebCT etc.) This unified network identification is referred to as your "NetID". The source for university-provided email and web space for students is located at <http://students.kennesaw.edu>. Students have access to this system once they have established their NetID. This system will provide email service through a web based interface.

How to Activate your NetID:

To activate your NetID go to <http://netid.kennesaw.edu> and click on the "Sign up Now!" link. You will be asked to provide information to verify your identity and set your password. This password will only be for NetID enabled applications.

How to Look Up a NetID:

After you have activated your NetID, you can look up other users by logging into <http://netid.kennesaw.edu> and clicking on Directory Search.

How to Send Email:

Your NetID in combination with the new email address would look like netid@students.kennesaw.edu.

Web Address:

For student web address, your NETID in combination with the new server address would look like <http://students.kennesaw.edu/~netid>. If you have problems please call the Service Desk at ext. 6999 or e-mail service@kennesaw.edu.

Owl Printing System:

The Owl Print system (student network printing/copying solution) is in place in the KSU library as well as all the open labs and lab/electronic classroom combinations across campus. Students must have an Owl Print card to use printing/copying services.

Other Student Resources

For issues with technical difficulties, please contact the **Student Helpdesk**:

- Email: studenthelpdesk@kennesaw.edu
- Call: 470-578-3555

Additional Technology Resources

- [Student Service Desk and Help Center](#)
- [Browser Checker](#)
- [USG Desire2Learn Help Center](#)
- [ITS Documentation Center](#)
- [Check Service Outages](#)
- [Maintenance Schedule](#)

Academic Resources

- [Academic Tutoring Services](#)
- [Disability Resources](#)
- [ESL Study and Tutorial Center](#)
- [Library](#)
- [The Writing Center](#)

Student Support and Wellness Resources

- [Career Services Center](#)
- [Counseling and Psychological Services](#)

Work Cited

- The learning material used in this course is based on the textbook. The source of other external learning material is clearly listed in the D2L course site.
- The course policies list in this syllabus are cited from Kennesaw State University student handbook: <http://catalog.kennesaw.edu//content.php?navoid=2481&catoid=32>
- There is reference requirement for students' work. APA citation style is recommended. Check out Policy section of the syllabus for details.

Final Report

GuanAffordable Learning Georgia Textbook Transformation Grants

Final Report

To submit your Final Report, go to the Final Report submission page on the ALG website:

http://affordablelearninggeorgia.org/site/final_report_submission

Final report submission requires four files:

- This completed narrative document
- Syllabus or syllabi
 - (if multiple files, compress into one .zip folder)
- Qualitative/Quantitative Measures data files
 - (if multiple files, compress into one .zip folder)
- Photo of your team or a class of your students w/ at least one team member, minimum resolution 800x600px
 - (nearly all smartphones take photos larger than this size by default)

Follow the instructions on the webpage for uploading your documents. Based on receipt of this report, ALG will process the final payment for your grant. ALG will follow up in the future with post-project grantee surveys and may also request your participation in a publication, presentation, or other event.

General Information

Date: 12/18/2018

Grant Round: 11

Grant Number: #365

Institution Name(s): Kennesaw State University

Project Lead: Lei Li

Team Members (Name, Title, Department, Institutions if different, and email address for each):

- Lei Li, Professor of Information Technology, lli13@kennesaw.edu
- Rebecca Rutherford, Interim Assistant Dean, College of Computing and Software Engineering, Department Chair for Information Technology, and Professor of Information Technology, brutherf@kennesaw.edu.
- Svetlana Peltsverger, Associate Dean of the College of Computing and Software Engineering and Professor of Information Technology, speltsve@kennesaw.edu.
- Richard Halstead-Nussloch, Professor of Information Technology, rhalstea@kennesaw.edu.

- Guangzhi Zheng, Associate Professor of Information Technology, gzheng@kennesaw.edu.
- Zhigang Li, Assistant Professor of Information Technology, zli8@kennesaw.edu

Course Name(s) and Course Numbers:

- IT 6103 IT Policy and Law: Rebecca Rutherford
- IT 6413 IT Service Delivery: Lei Li
- IT 6423 IT System Acquisition and Integration: Richard Halstead-Nussloch
- IT 6863 Database Security & Auditing: Svetlana Peltsverger
- IT 7113 Data Visualization: Guangzhi Zheng
- General instructional support: Zhigang Li

Semester Project Began: Spring 2018

Final Semester of Implementation: Fall 2018

Total Number of Students Affected During Project:

Course	Enrollment
IT 6103	13
IT 6413	15
IT 6423	42
IT 6863	18
IT 7113	38
Total	126

1. Narrative

A. Describe the key outcomes, whether positive, negative, or interesting, of your project.

Include:

- Summary of your transformation experience, including challenges and accomplishments
- Transformative impacts on your instruction
- Transformative impacts on your students and their performance

Our transformation effort is a great success. We have developed and implemented no-cost-to-student learning material for the five proposed courses. The URLs of the learning material are listed in table one. 126 students have been impacted by our efforts. As shown in table two, students' opinions on the learning materials we created are overwhelmingly positive. Our

assessment data shows that, the no-cost learning materials we developed are as effective as the textbooks used previously in the corresponding courses.

Table 1. URL of No-Cost Learning Material

Course	URL of No-Cost Learning Material	Developer
IT 6103 IT Policy and Law	http://ksuweb.kennesaw.edu/~lli13/6103/IT6103.html	Dr. Rebecca Rutherford
IT 6413 IT Service Delivery	http://ksuweb.kennesaw.edu/~lli13/IT6413.html	Dr. Lei Li
IT 6423 IT System Acquisition and Integration	http://ksuweb.kennesaw.edu/~rhalstea/ALG/IT6423/	Dr. Richard Halstead-Nussloch
IT 6863 Database Security & Auditing	http://ksuweb.kennesaw.edu/~speltsve/alg/IT6863_alg.html	Dr. Svetlana Peltsverger
IT 7113 Data Visualization	http://idi.kennesaw.edu/it7113/	Dr. Gugangzhi Zheng

Table 2. Students' Opinion on No-Cost Learning Material

Statements	Score
In general, the learning modules were organized	4.60
The content, links and other leaning module materials were sufficient to help me learn.	4.55
I liked not having to buy a textbook and instead used the materials that were provided and free.	4.64
I prefer using selected open source/free learning materials rather than a paid textbook for this course.	4.58
Overall, compared to a potential paid textbook, open resource learning materials provided the necessary assistance to learn the material.	4.60
I would take another course that uses open/free learning materials.	4.69

Note: in the survey, students are asked to express their opinion on a list of question using a 5-point Likert scale where 1 is strongly disagree, 3 is neutral, and 5 is strongly agree.

From the instructors' perspectives, collecting and organizing the learning materials ourselves not only enable us to better respond to the dynamic nature of the information technology field, but also give us the flexibility to customize the course content to better serve our students. On the other hand, the transformation activities require significant efforts and time commitment

from the faculty to collect, organize, create, and maintain no-cost learning materials that offer equivalent or better learning experience as the textbooks. Our transformative efforts in replacing textbooks in the proposed courses will not happen without the strong support from the ALG grant.

With our sustainability plan, the no-cost learning material will be continually used and hundreds and thousands of students from Kennesaw State University will enjoy the cost savings and enhanced learning experience in the future.

B. Describe lessons learned, including any things you would do differently next time.

IT6863

What worked well: Adding points to a lab grade for proactive posting questions about reading. It helped to find additional resources in timely manner.

What could have worked better: Some vendor provided tutorials even the simple ones need to be adapted to the level of the students. For example, <https://docs.microsoft.com/en-us/sql/relational-databases/security/auditing/write-sql-server-audit-events-to-the-security-log-required-additional-two-pages-of-instruction>.

IT 6103 IT Policy and Law

What worked well: The links and videos seemed to work well with the students. The instructor created content also provided additional material for them to use. The discussions were quite interesting from the students and provided additional ideas for students to respond to.

General comments:

Another constant feedback from students is the availability of some web resources. Web resources URLs are constantly changing. This requires the developer to monitor these resources and update them on a regular basis. Our course architect/coordinator model works very well to sustain these open source materials used in our courses.

2. Quotes

- Provide three quotes from students evaluating their experience with the no-cost learning materials.

"I think the ever evolving nature of technology warrants using current documentation, papers, and articles for technical Computer Science related courses rather than textbooks, which are often many years old. I'm all for the cost savings of open source no-cost learning material for the fiscal benefit as well as the fact that they are often more contemporary and relevant than textbooks". – an IT 6863 student.

“Rather than textbook, sometimes the materials helps us a lot. Also we gain much knowledge by researching rather than just following the textbook”. – an IT 6423 student.

“The no-cost learning material plan is working. It has been a pleasure not having the cost of text books and still receiving a valuable learning experience. I would prefer a textbook just because. I still purchase books and send post cards. I can not say that digital content impact my learning experience at all. Thank you”. – an IT 6103 student.

3. Quantitative and Qualitative Measures

3a. Uniform Measurements Questions

The following are uniform questions asked to all grant teams. Please answer these to the best of your knowledge.

Student Opinion of Materials

Was the overall student opinion about the materials used in the course positive, neutral, or negative?

Total number of students affected in this project: 126

1. Positive: 93.15 % of 73 number of respondents
2. Neutral: 4.11 % of 73 number of respondents
3. Negative: 2.74 % of 73 number of respondents

Student Learning Outcomes and Grades

Was the overall comparative impact on student performance in terms of learning outcomes and grades in the semester(s) of implementation over previous semesters positive, neutral, or negative?

Student outcomes should be described in detail in Section 3b.

Course	Enrollment	Student average GPA	
		Semester with no-cost material	Semester with textbooks
IT 6103	13	3.76	3.74
IT 6413	15	3.73	3.75
IT 6423	42	3.76	3.53
IT 6863	18	3.4	3.2
IT 7113	38	3.68	3.68

Choose One:

- Positive: Higher performance outcomes measured over previous semester(s)
- Neutral: Same performance outcomes over previous semester(s)
- Negative: Lower performance outcomes over previous semester(s)

Student Drop/Fail/Withdraw (DFW) Rates

Was the overall comparative impact on Drop/Fail/Withdraw (DFW) rates in the semester(s) of implementation over previous semesters positive, neutral, or negative?

Drop/Fail/Withdraw Rate:

Depending on what you and your institution can measure, this may also be known as a drop/failure rate or a withdraw/failure rate.

Course	Enrollment	Drop/Fail/Withdraw Rate Comparison	
		Current semester	Previous semester
IT 6103	13	0%	1%
IT 6413	15	0%	3%
IT 6423	42	4%	5%
IT 6863	18	23%	16%
IT 7113	38	0%	0%

_____ % of students, out of a total _____ students affected, dropped/failed/withdrew from the course in the final semester of implementation.

Choose One:

- Positive: This is a lower percentage of students with D/F/W than previous semester(s)
- Neutral: This is the same percentage of students with D/F/W than previous semester(s)
- Negative: This is a higher percentage of students with D/F/W than previous semester(s)

3b. Measures Narrative

In this section, summarize the supporting impact data that you are submitting, including all quantitative and qualitative measures of impact on student success and experience. Include all measures as described in your proposal, along with any measures developed after the proposal submission.

In this project, we used multiple channels of data to measure the success of our transformative efforts.

Quantitatively, we compared students' DFW rates, grades, and success in learning objectives. The DFW rates are taken from student registration system. The student grades and success in learning objectives are assessed Faculty Course Assessment Report (FCAR). Faculty in IT department at Kennesaw State University are required to create a FCAR for every course they teach for each semester. The FCAR includes students' grade and success in achieving the learning outcomes.

Qualitatively, we developed a survey to collect students' opinion on the learning materials used in the courses. Students rated their experience using a 5-point Likert scale. Students were also given the opportunity to enter any comments they may have. A copy of the survey results is attached separately.

Based on the assessment data we collected, the learning materials we created offered the same level of the learning effectiveness as the textbooks. Students' performance outcomes and DFW in general stayed the same pre-implementation and post-implementation.

4. Sustainability Plan

- *Describe how your project team or department will offer the materials in the course(s) in the future, including the maintenance and updating of course materials.*

The IT department at KSU implemented a course architect system for all courses. A course architect updates course content based on research, publications and feedback from students and alumni. Each instructor of record is a course architect for the corresponding courses. A course architect develops and maintains the course materials and teaching plans. He/she also teaches the course at least once a year to make sure all resources are valid and make necessary changes. This makes sure all no-cost materials and resources are highly sustainable in the future offerings of this course.

5. Future Plans

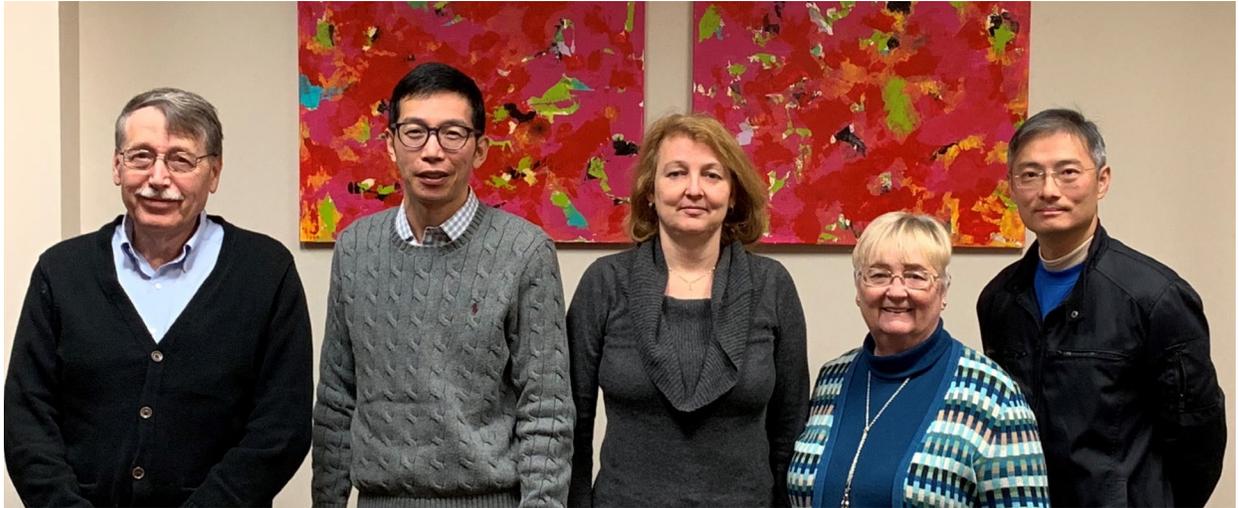
- *Describe any impacts or influences this project has had on your thinking about or selection of learning materials in this and other courses that you will teach in the future.*
- *Describe any planned or actual papers, presentations, publications, or other professional activities that you expect to produce that reflect your work on this project.*

Information technology is a dynamic field where existing technology frequently get updated and new technology constantly comes out. Due to this reason, the no-cost learning material model naturally fits better for IT curriculum than the traditional textbook model. The faculty in the IT department already completed several individual and transform-at-scale grants. The positive feedback from the students and our own development and implementation process inspire more faculty in the IT to get involved with developing no cost learning material for their courses.

Dr. Becky Rutherford presented a paper at the EDSIG conference fall 2018 on creating no-textbook courses in STEM areas.

6. Description of Photograph

- *On the Final Report Submission page, you will be submitting a photo. In this document, list the names of the people shown in this separately uploaded photograph, along with their roles.*



From left to right: Dr. Richard Halstead-Nussloch (developer & instructor of record), Dr. Lei Li (project lead, developer & instructor of record), Dr. Svetlana Peltsverger (developer & instructor of record), Dr. Rebecca Rutherford (developer & instructor of record), Dr. Guangzhi (Jack) Zheng (developer & instructor of record).