



## Walters State Community College Course Syllabus

### Course Information

**Course Number and Name:** CITC 2335 Systems Analysis and Design

**Section ID:** 80660.202380

**Semester and Year:** Fall 2023

**Credit Hours:** 3

**Start Date:** August 21, 2023

**End Date:** December 08, 2023

**Course Format:** DVC - Desktop Video Course

**Catalog Course Description:** This course examines established and evolving methodologies for the analysis, design, and development of business information systems. Students practice software engineering principles and documentation techniques through case studies. Prerequisite(s): CITC 1303, CITC 1300, and CISP 1010. **F** (NIT)

**Meeting Details:** MW; 11:10AM - 12:35PM; DVC

**Course Drop Deadline:** October 27, 2023

### Instructor Information

**Name:** Mark Buckner

**Role:** Assistant Professor of Computer Information Technology

**Office Location:** TECH 248B

**Office Hours:** Please see eLearn for office hours schedule

**Office Phone:** 423-585-2666

**Email:** Mark.Buckner@ws.edu

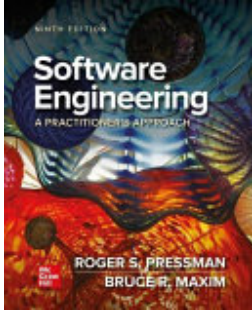
**Supervisor Name:** Lois Blais, Chair of Computer Information Technology

**Supervisor Phone:** 423-585-2658

**Secretary Name:** Tammy Jones/Kathy McFarling

**Secretary Phone:** 423-585-2644/423-585-6972

### Required Textbook(s) and Materials



**Software Engineering**

**Subtitle:** A Practitioner's Approach

**ISBN:** 9781259872976

**Authors:** Roger S. Pressman, Bruce R. Maxim

**Publisher:** McGraw-Hill

**Publication Date:** 2019-01-01

**Edition:** 9th

**Additional Information**

Can be purchased used.

## Supplemental or Optional Materials

- [Microsoft Teams](#)

## Student Learning Outcomes/Objectives

- Demonstrate an understanding of general concepts of system analysis and design.
- Construct a plan by using project management tools for system study through teamwork and cooperation.
- Develop an understanding of the system's life cycle and the tools and techniques available to the analyst.
- Create requirements definition documents using a variety of case studies.
- Create use cases, and other UML models using modeling tools.

## Instructional Approach and Methods

This course is delivered simultaneously in both conventional and hybrid formats. In both formats, some course materials/activities may be online and require some Internet access. Online components may include access to course content, course notes, resources, and assessments. Times and room numbers will be listed and provided in students' schedules.

CITC-2335-001 follows the **conventional** course format:

Students attend class in-person for lecture and/or lab instruction.

CITC-2335-A01 follows the **desktop video course** (DVC) format:

Desktop Video Courses (DVC) follow traditional meeting schedules as described in the Schedule Planner and the course syllabus through virtual meeting platforms. To complete all requirements for these courses, students must have reliable access to the Internet via a DSL or higher broadband connection. Minimum requirements include: a computer with a webcam, a speaker, and a microphone, or students will need a tablet. A USB headset with microphone and ear buds are recommended for use with mobile devices. Students may access the Internet through campus WiFi and computer facilities at the college's library on the Morristown, Niswonger, and Sevierville campuses or anywhere else they have Internet access. The College is not responsible for obtaining or maintaining students' individual equipment or software for accessing the Internet.

- **Webcam.** Students must have a webcam and ensure it remains on for the duration of all class meetings. Students not following this requirement will be considered absent (see Attendance Policy below).
- **Microphone headset.** Students must have a means of communicating effectively with the instructor and other students during class meetings.
- **Stable Internet access.** Students must have a stable Internet access to ensure effective participation during class meetings.

The rules above will be strictly enforced.

## Assessment, Evaluation and Testing Procedures

### Grading Scale

Final grades are calculated base on the percentages below.

Grade Item	Percentage of Final Grade
Quizzes	10%
Chapter Questions	20%
Labs	60%
Final Exam	10%

### Quizzes

Quizzes measure ongoing understanding of course materials and are administered online via eLearn.

**Late/missed quizzes cannot be made-up.**

### Labs/Projects

Labs/projects reinforce understanding of course material. Labs/projects must be submitted by their

assigned due date via eLearn. **No late lab/projects submissions can be accepted.**

## Exams

Exams measure course milestones. This course includes one exam: a final exam.

Students must be present for all exams. Exams may not be made-up except for extreme circumstances (e.g., accidents, serious illness, etc.). Missed exam require documentation explaining the circumstances causing the absence. **In the event of an emergency, please notify the instructor prior to missing an exam.**

## Grading Scale

Letter Grade	Percentage
A	90-100%
B	80-89%
C	70-79%
D	60-69%
F	0-59%

## Assignments

See the **Assessment, Evaluation and Testing Procedures** section.

## Course and Class Policies/Procedures

### Attendance Policy

Students are expected to attend all class meetings and actively participate in classroom activities. Numerous studies and personal experience has shown that students who do not regularly attend class have a greatly reduced likelihood of completing a course successfully. Missing more than 10% of class meetings may result in a letter-grade reduction. Missing more than 20% of class meetings may result in automatic failure. Students are responsible for catching-up on missed materials and assignments.

### Classroom Decorum

The instructor's primary objective is for students to learn, understand, and apply all presented materials. Students are expected to be organized and prepared for each class meeting. **Class being promptly at its designated time.** Arriving to class late creates a distraction for other students and disrupts the flow of class.

Once class has started, please be courteous and give your attention to the instructor. Students should respect their classmates and take care to not disrupt the learning of others. Students creating significant or repeated distractions may be dismissed from class. Mutual respects should extend to all class-related activities and interactions with peers, faculty, and staff.

Please refrain from any disruptive behavior whilst in the classroom. Disruptive behavior in the classroom can be defined as behavior that obstructs or disrupts the learning environment (e.g., offensive language, harassment of students and professors, repeated outbursts, etc.). While in the classroom, avoid text messaging and use of any electronic noise or light emitting device which may disturbs others (e.g., cell/smart phones, tablets, or other mobile devices, laptop computers, games, etc.). Please refer to Walter State's [Student Handbook](#) for more information regarding classroom rules and regulations.

### **Instructor Assistance**

The instructor is available to assist students during schedule office hours (see eLearn for schedule), other times by appointment, via Walters State e-mail, or via Microsoft Teams (including video conferencing).

### **Out-of-Class Communications**

A [Microsoft Teams](#) group shall be used for ALL out-of-class communications (please avoid using eLearn's messaging system). Details for signing-up for the course Microsoft Teams group can be found on the course eLearn page. **All communications are expected to be professional.**

**Unprofessional communications will not be tolerated.**

## **Academic Honesty**

Faculty expect all students to refrain from acts of academic misconduct including but not limited to:

1. Plagiarism - refers to using another person's ideas or writing without giving proper credit to the original source. Indulging in this type of conduct will subject the student to disciplinary sanctions, which may be imposed through the regular institutional procedures of Walters State Community College as outlined in the Student Handbook. Plagiarism will result in a grade of "0" for the paper/exam/presentation. Student Conduct and Disciplinary Sanctions contained in the college Catalog/Student Handbook apply (see policy 04:18:02 Disciplinary Sanctions).

Plagiarism includes, but is not limited to the following:

- a. Using cut/paste tool from original document with no references given.
- b. Copying another student's work and submitting it as one's own.
- c. Forging or otherwise altering signatures.
- d. Giving or falsifying academic documents or materials.

2. Cheating - construed as attempting to deceive or mislead which includes, but is not limited to the following:
- a. Utilizing old tests, projects, notes or written papers.
  - b. Providing unauthorized information to a fellow student about exam content.
  - c. Receiving unauthorized aid from any source with quizzes, examinations, or other assignments.
  - d. Seeking information in an unacceptable manner during/preceding an exam or other assigned work (cheat sheet, verbal exchange, looking at another person's paper or electronic device, utilizing headphones, using textbook when the test/quiz is not an open book test/quiz, using textbook test bank etc.).
  - e. Consulting with a classmate or others when taking a computerized test.
  - f. Disregarding other specific policies and procedures outlined for a particular class.
  - g. Utilizing unapproved technology/electronic equipment during testing (i.e.: mobile devices such as cell phones, smart devices, or tablets, etc.).
  - h. Using the same Internet Protocol network address (IP address) as another student for testing without approval from the course faculty.
3. The use of any generative artificial intelligence (AI) tool, such as OpenAI's ChatGPT, Google's Bard, or any other pre-trained language model (commonly referred to as "chatbot"), must be cited for any assignment where it has been used and may not be used unless specifically allowed by your instructor. Please see your instructor or the course policies within the syllabus if you have questions.

## Student Resources

### TUTORING SERVICES

Students in need of tutoring assistance are encouraged to contact the Office of Student Tutoring located as follows:

- Morristown Campus - Student Services Building Room L107 - (423) 585-6920
- Niswonger Campus - GRNV 226 - (423) 798-7982
- Sevierville Campus - MMH Room 210 - (865) 286-2787
- Claiborne Campus - Room 123A - (423) 851-4761

Specific tutoring assistance in mathematics and writing is available in-person and online as follows:

- Morristown Campus - English Learning Lab - HUM 120 - (423) 585-6970

[Walters State English Learning Lab \(opens in new window\)](#)  
[ws.edu/academics/humanities/writing-lab](http://ws.edu/academics/humanities/writing-lab)

- Morristown Campus - Mathematics Lab - MBSS 222 - (423) 585-6872

[Walters State Mathematics Learning Lab \(opens in new window\)](#)  
[ws.edu/academics/mathematics/learning-lab](http://ws.edu/academics/mathematics/learning-lab)

## TECHNOLOGY SUPPORT

Students who need assistance with computing and technology issues should contact the IET Helpdesk by phone at Morristown: (423) 318-2742; Niswonger: (423) 798-8186; or Sevierville: (865) 286-2789 or on-line access.

[Walters State Helpdesk \(opens in new window\)](#)  
[helpdesk.ws.edu](http://helpdesk.ws.edu)

## STUDENTS WITH DISABILITIES SUPPORT SERVICES

Students with disabilities must register with Student Support Services each semester in the Student Services Building, Room U134 (phone (423) 585-6892) if they need any special facilities, services, or consideration.

[Walters State Student Support Services \(opens in new window\)](#)  
[ws.edu/student-services/disability/](http://ws.edu/student-services/disability/)

## SUICIDE PREVENTION STATEMENT

Walters State is committed to and cares about all students. Support services are available for any person at Walters State who is experiencing feelings of being overwhelmed, hopelessness, depression, thinking about dying by suicide, or is otherwise in need of assistance. For immediate help, contact the National Suicide Prevention Lifeline by calling or texting 9-8-8 or the Trevor Lifeline at 1-866-488-7386. Veterans may also contact the Veterans Crisis Line at 1-800-273-8255 (press 1) or Text 838255.

Walters State has a relationship in place with the following community agencies to provide services (may include crisis referral services, prevention screenings, etc.):

- Cherokee Health Systems 423-586-5032
- Frontier Health 423-467-3600

## College Policies

## **STUDENTS HANDBOOK AS OFFICIAL GOVERNING DOCUMENT**

This class is governed by the policies and procedures stated in the current Walters State Community College Student Handbook. All students attending Walters State Community College, regardless of the time, location, or format of the class, must abide by the rules and regulations outlined in the current Walters State Catalog/Student Handbook and the current Walters State Timetable of Classes.

[Walters State Catalog \(opens in new window\)](http://catalog.ws.edu/)  
[catalog.ws.edu/](http://catalog.ws.edu/)

[Walters State Timetable of Classes \(opens in new window\)](http://ws.edu/admissions/registration/)  
[ws.edu/admissions/registration/](http://ws.edu/admissions/registration/)

## **PURPOSE, LIMITATIONS AND MODIFICATION OF SYLLABUS**

This syllabus sets forth the expectations for the course content, work, and grading as well as expectations for student performance and conduct. The syllabus does not constitute a contract between the student and the instructor or the College. The information contained here is subject to change at any time. The instructor reserves the right to modify this syllabus at any time with written notification to the students. Though changes are possible, it is expected that the course will be conducted as described in this syllabus for the semester/year specified in the Course Information section of the syllabus. This syllabus is only valid for the semester/year specified and course requirements are not guaranteed for future semesters.

## **COURSE GROUND RULES**

- Students must attend the first day of on-ground class or contact the instructor prior to the first class. Failure to do this may result in being dropped from the class. Excessive absences may substantially lower the course grade.
- Regular class attendance is a student's obligation for any course regardless of format. (See the Walters State Catalog/Student Handbook). If a student misses class, it is his or her responsibility to contact the instructor regarding missed assignments and/or activities and to be prepared for the next class assignment.
- Students enrolled in web courses must follow the course attendance policy defined for online attendance during the first week of class and throughout the term. Failure to do this may result in being dropped from the class during week one OR may result in the accrual of absences which may negatively impact the student's grade in the course.
- Students who have not paid fees on time and/or are not correctly registered for this class and whose names do not appear on official class rolls generated by the Walters State student information system (MyWS) will not be allowed to remain in class or receive credit for this course.



- Electronic devices must not disrupt the instructional process or college-sponsored academic activity. Use of electronic devices is prohibited unless use of the device is relevant to the activity and use is sanctioned by the faculty member in charge. Electronic devices that are not relevant to the activity or sanctioned by the faculty member in charge should be set so that they will not produce an audible sound during classroom instruction or other college-sponsored academic activity.

## **FINANCIAL AID**

Students receiving any type of financial aid or scholarship should contact the Financial Aid Office before making any changes to their schedule. Schedule changes without prior approval may result in loss of award for the current term and future terms.

All forms of student Financial Aid may be jeopardized or lost due to the lack of Satisfactory Academic Progress in one or multiple courses. Lack of Satisfactory Academic Progress may negatively impact a student's degree/certificate completion pace and further jeopardize Financial Aid eligibility.

## **CANCELLATION OF CLASSES AND ACADEMIC CONTINUITY**

For information related to the cancellation of classes due to inclement weather or other events, please check the Senators Emergency Text system or the college's Web site at:

[Walters State Homepage \(opens in new window\)](#)

[ws.edu/home/](http://ws.edu/home/)

[Walters State Facebook page \(opens in new window\)](#)

<https://www.facebook.com/WaltersState/>

[Walters State Twitter page \(opens in new window\)](#)

<https://twitter.com/waltersstate>

or call the college's student information line, 1-800-225-4770, option 1; the Sevier County Campus, (865) 774-5800, option 7; the Niswonger Campus (423) 798-7940, option 7; or the Claiborne County Campus, 423-636-6200, option 7. Also, please monitor local TV and radio stations for further announcements.

When an event or disaster interrupts the scheduled operations of the college and the ability to proceed with the academic course activities as planned, the college and your instructor may alter the course plan outlined in the syllabus. Should an event occur, students should refer to their course e-Learn pages and/or class materials previously delivered to receive guidance from their instructor. Students should continue to monitor the official college channels of communication listed in the above paragraph. If you would like to sign up for the Senators Emergency Text system, please go to the following Web site:

[Senator Emergency Text System \(opens in new window\)](#).  
[ws.edu/set/](#)

Dual Enrollment students attending on a high school campus should refer to the high school inclement weather cancellations.

## **LEARNING MANAGEMENT SYSTEM**

Brightspace (commonly known as eLearn or D2L) is the college's Learning Management System (LMS).

Brightspace is committed to accessibility by "deliver[ing] a learning experience that meets the needs of all people, regardless of age or ability." [Brightspace Accessibility Standard \(opens in new window\)](#)

Brightspace is also committed to guarding student data and privacy. [Brightspace Privacy Policy \(opens in new window\)](#)