Spring 2019
INSC 542: Social Informatics
School of Information Sciences, University of Tennessee at Knoxville
Class Meetings: Friday, 5:05-6:20 pm EST on ZOOM
This hybrid course meets for a shorter class period but requires asynchronous coursework and participation, which equals the requirements of a regular graduate-level course.
ZOOM Course ID/Link: https://tennessee.zoom.us/j/699621987

Devendra Potnis, PhD, Associate Professor

Instructor

Office Hours: By Appointment

dpotnis@utk.edu (best choice for contact)

451 Communications Bldg.

1345 Circle Park Drive

Knoxville, TN 37996-0341

SIS Office: 865.974.2148

Fax (SIS): 865.974.4667

COURSE DESCRIPTION

Social consequences of information and communication technologies (ICT) at micro-(e.g., personal level), meso-(e.g., organizational level) and at macro-level (e.g., information society studies), and applications of ICT for businesses, government, and society are covered by the umbrella term "social informatics." It is a highly multi-disciplinary area worth exploring, since it will expose you to a range of contemporary global issues and phenomena shaped by ICT-mediated information.

COURSE OBJECTIVES

- This course equips students with the knowledge necessary to identify, analyze, and report various ICT-related issues faced by society, governments, and organizations.

- This course covers key topics in social informatics including economics of information, diffusion of innovations in information society, digital divide and information divide, gender issues related to the design and deployment of ICT, role of social media in shaping communication patterns at work and in personal contexts, electronic-Governance, applications of mobile technologies for businesses, and information ethics, privacy, and digital censorship.

- The course deliverables provide a unique opportunity for students to apply knowledge acquired through case-studies, research articles, reports, lecture slides, videos, etc.

- Finally, the course prepares students for comps, e-Portfolio, and thesis.

STUDENT LEARNING OUTCOMES

Students who complete this course will be capable of…

- Analyzing and applying information policies, and information-related laws that influence the delivery of information resources throughout society.
- Complying with the changing responsibilities of the information professional in a culturally diverse and networked global society.

- Identifying critical professional issues in a variety of organizational, cultural, societal, disciplinary, transdisciplinary, and historical contexts.

Date	Topics	Deliverables
Jan 11	Fundamentals of Social Informatics	
	Society in Information Age & Networked Society	
Jan 18	Information Producers vs. Information Consumers	Introduce Yourself (2%)
	Information Gatekeeping & Gatekeepers of Information	Create a blog dedicated to Social Informatics (5%)
	Gatekeeping Rationales: Access, Protection, Preservation of Cultures, Change Agent & Linking	Discussion 1A (3%)
	Social Networking and Our Small Worlds in Information Society	
	Going Viral: What does it mean to go viral? Factors that make information go viral, characteristics of social networks that shape virality, and impact of information flow on us during virality	
	Libraries and Open Access Journals	
Jan 25	Everyday life Innovations & Building Competitiveness in Information Society	Discussion 1B (2%)
	Incentives for Innovations: Types of Innovations & Role of Information in Innovations	First Blog Entry (5%)
	Diffusion of Innovations in Information Society	
	Frugal Engineering	
Feb 1	Technology in Information Age: Ubiquitous Computing, ICT-mediated Communication	Discussion 2A (3%)
	Information in Information Divide	Second Blog Entry (5%)
	Digital Divide: Exploring "Infrastructure, Access, Skills & Application" Linkage	
	Solutions to Information Divide & Digital Divide	
Feb 8	Gender Issues in Information Society: Gender Segregation in Employment, Violence against Women, etc.	Discussion 2B (2%)
	Mainstreaming Gender in Information Society	Third Blog Entry (5%)
	IT Careers for Women	
	Women & Media: Content & Voicing Concerns on Digital Platform, Virtual Politics, etc.	

Feb 15	Virtues of a "Good" Teacher for Your Children in Information Age	Discussion 3A (3%)
	Changes promoted by ICT in Education: Teaching, Record Keeping, Resource Development, Communication, Curriculum Design, & Evaluation	Fourth Blog Entry (5%)
	Understanding & Coping with Information Age Mindset of Students	
Feb 22	Democracy & Social Media	Discussion 3B (2%)
	Fundamentals of electronic-Governance & mobile-Governance	Fifth Blog Entry (5%)
	e-Inclusion & e-Participation of Citizens	
Mar 1	ICTs in Libraries: Digital References, IM for Reference Librarians, etc.	Discussion 4A (3%)
	Library 2.0 = Library + Web 2.0 for virtual communication, contribution, and collaboration	Sixth Blog Entry (5%)
Mar 8	ICT-mediated Information to Alleviate Poverty	Discussion 4B (2%)
	Business Informatics	
	Best Models for Financial Inclusion in Developing Nations	
Mar 15	Economics of Information and Measuring Information Economy	Discussion 5A (3%)
	Information/Knowledge Economy: Employment, Workforce & Access to Information	
	Careers in "Big Data" – data mining, visualization, management, and modeling techniques	
	SPRING BREAK	
Mar 29	Information Security	Discussion 5B (2%)
	Information Ethics, Privacy & Digital Censorship	
	Intellectual Property: Copyrights, Creative Commons Licenses, Patents, Trademarks, & Trade Secrets	
Apr 5	Field Project Presentation I and Q&A (15%) Group # 1 to 5	
Apr 12	Field Project Presentation II and Q&A (15%) Group # 6 to 10	
	SPRING RECESS	

Apr 26	Field Project Presentation III and Q&A (15%) Group # 11 to 15	Peer Assessment of Blogs (5%)
May 3	No Class (Classes End on Apr 26)	Field Project Report (10%) Peer Assessment of Field Projects (5%) Peer Assessment of Group Member (3%)

GRADE DISTRIBUTION

Deliverables	% of Total Grade
Introduction	2%
Blogging	35%
Peer Assessment of Blogs (Nominate "Best Social Informatics Blog" with Rationale)	5%
Discussions on Real-World Problems from Social Informatics Perspective	25%
Field Project Group Presentation	15%
Field Project Group Report	10%
Peer Assessment of (Field Project) Group Member	3%
Peer Assessment of Field Projects (Nominate "Best Field Project" with Rationale)	5%
"Best Social Informatics Blog" Award (Extra Credit)	*2%*
"Best Field Project" Award (Extra Credit)	*1%*

COURSE DESIGN

This course adopts an active learning approach. Students are required to complete readings, attend all class lectures, complete graded activities and assignments, and participate in asynchronous class activities, and group and individual activities. The amount of knowledge and skills you will gain from this course will depend on the amount of time and work you invest every week. Information sharing and processing, and collaboration are essential components of learning.

COMMUNICATION

- The course instructor is required to communicate with students through UTK email address. If you prefer to use another address, consult the OIT Helpdesk to obtain directions for forwarding your UTK mail to your preferred address if you don't wish to check both accounts.
- Feel free to contact me for questions or to share ideas! To ensure quick response, start your message subject line with **INSC 542**. I will reply to your messages as soon as I can.

- This course is offered in a virtual mode using Canvas & Zoom. The delivery of the course content will include lectures, videos, discussions, live demonstrations, and hands-on training activities. All lecture slides will be posted on Canvas. Read the class announcement posted on Canvas to stay current with course matters.
- Submit assignments on Canvas. Do not email them to the instructor.

COMPUTING REQUIREMENTS

You must have adequate computing skills, including but not limited to use of word processing, Web browsers, e-mail, listservs, Canvas, and Zoom software. You must learn how to submit your assignments using Bb. The Office of Information Technology (OIT) provides training classes in using varied technologies for students at no charge (advance registration is required).

You must obtain a UT email account, and subscribe to the SIS student listserv. In addition, you must have the PowerPoint Reader or the regular PowerPoint software installed on your computer in order to download the lecture notes from Canvas.

CLASS ATTENDANCE POLICY

It is assumed that each student be present and speak in class. Missing more classes or failing to participate will lower your grade; frequent participation will raise the grade.

Regular attendance is required and necessary. A substantial portion of your grade will be based on in-class work and participation. Unexplained absences will affect your grade. Contact me as soon as possible if you cannot attend class. If you will be absent from class, you must:

- Inform me in advance or as soon as possible after class

- Submit any work due from the missed class period

- Listen to class recording

- Obtain notes, handouts, etc. from Bb

- Check with classmates for notes, announcements, etc.

Acceptable reasons for absence from class include:
- Illness

- Serious family emergencies

- Special curricular or job requirements (e.g., judging trips, field trips, professional conferences)

- Military obligation

- Severe weather conditions

- Religious holidays

- Participation in official university activities such as music performances, athletic competition or debate

- Obligations for court imposed legal obligations (i.e., jury duty, subpoena)

Missing more than one class meeting for reasons other than those listed above will have a negative impact on your course participation grade.

INCLEMENT WEATHER

"*The chancellor (or appointed representative) may officially close or suspend selected activities of the university because of extreme weather conditions. When a decision to close is made, information is distributed to the campus community, shared with local media, and posted on the front page at http://utk.edu.* (Hilltopics, p. 55)(http://hilltopics.utk.edu/files/Hilltopics%202015-16.pdf). SIS will cancel classes when UT is closed. Please check the SIS student listserv (UTKSIS-L@LISTSERV.UTK.EDU) for messages about closing.

DISABILITIES THAT CONSTRAIN LEARNING

Any student who feels he or she may need an accommodation based on the impact of a disability should contact the Office of Disability Services (ODS) at 865-974-6087 in 100 Dunford Hall to document their eligibility for services. ODS will work with students and faculty to coordinate reasonable accommodations for students with documented disabilities.

CIVILITY

Civility is genuine respect and regard for others: politeness, consideration, tact, good manners, graciousness, cordiality, affability, amiability and courteousness. Civility enhances academic freedom and integrity, and is a prerequisite to the free exchange of ideas and knowledge in the learning community. Our community consists of students, faculty, staff, alumni, and campus visitors. Community members affect each other's well-being and have a shared interest in creating and sustaining an environment where all community members and their points of view are valued and respected. Affirming the value of each member of the university community, the campus asks that all its members adhere to the principles of civility and community adopted by the campus: http://civility.utk.edu/.

CCI DIVERSITY STATEMENT

The College of Communication and Information recognizes that a college diverse in its people, curricula, scholarship, research, and creative activities expands opportunities for intellectual inquiry and engagement, helps students develop critical thinking skills, and prepares students for social and civic responsibilities. All members of the College benefit from diversity and the quality of learning, research, scholarship and creative activities is enhanced by a climate of inclusion, understanding and appreciation of differences and the full range of human experience. As a result, the College is committed to diversity and equal opportunity and it recognizes that it must represent the diversity inherent in American society. The College is acutely aware that diversity and fairness are foundations that unite the College's faculty, staff, students, and the larger communication and information community.

INSTRUCTOR STATUS AS A TITLE IX MANDATORY REPORTER

University of Tennessee faculty are committed to supporting our students and upholding gender equity laws as outlined by Title IX. Please be aware that if you choose to confide in a faculty member regarding an issue of sexual misconduct, dating violence, or stalking, we are obligated to inform the University's Title IX Coordinator, who can assist you in connecting with all possible resources both on- and off-campus. If you would like to speak with someone confidentially, the Student Counseling Center (865-974-2196) and the Student Health Center (865-974-3135) are both confidential resources.

For additional resources and information, visit **titleix.utk.edu**.

ACADEMIC INTEGRITY

Students should be familiar and maintain their *Academic Integrity* described in
http://hilltopics.utk.edu/files/Hilltopics%202015-16.pdf , p. 15 as: "*Study, preparation and presentation should involve at all times the student's own work, unless it has been clearly specified that work is to be a team effort. Academic honesty requires that the student present his or her own work in all academic projects, including tests, papers, homework, and class presentation. When incorporating the work of other scholars and writers into a project, the student must accurately cite the source of that work.*"

Students should abide by the **Honor Statement** described in the same Hilltopics, p. 73:

 "*An essential feature of The University of Tennessee is a commitment to maintaining an atmosphere of intellectual integrity and academic honesty. As a student of the University, I pledge that I will neither knowingly give nor receive any inappropriate assistance in academic work, thus affirming my own personal commitment to honor and integrity.*"

PLAGIARISM

Plagiarism in any of its several forms is intolerable, and attention to matters of documentation in <u>all</u> written work is expected and required. Inadvertence, alleged lack of understanding, or avowed ignorance of the various types of plagiarism are not acceptable excuses.

Specific examples of plagiarism are:

1. Copying without proper documentation (quotation marks and a citation) written or spoken words, phrases, or sentences from any source;

2. Summarizing without proper documentation (usually a citation) ideas from another source (unless such information is recognized as common knowledge);

3. Borrowing facts, statistics, graphs, pictorial representations, or phrases without acknowledging the source (unless such information is recognized as common knowledge);

4. Collaborating on a graded assignment without the instructor's approval;

5. Submitting work, either in whole or in part, created by a professional service and used without attribution (e.g., paper, speech, bibliography, or photograph).

Students who may be unsure of the nature of plagiarism should consult the instructor or a guide for writing research reports. (Additional resources are available at http://www.lib.utk.edu/instruction/plagiarism.)

Infractions of academic integrity are penalized according to the severity of the infraction but **may include a course grade of "F."**

ASSIGNMENTS AND GRADING

Student work is assigned a grade based on quality of thought and writing style, thoroughness of research and of references, appropriateness of length, and originality. Only exceptional work will receive an "A" grade. Deliverables that are received after the due date will be assigned a lower grade than would otherwise be received. All sources must be cited, quotations must be in quotation marks and attributed correctly. Not doing so constitutes plagiarism.

DUE DATES AND LATE ASSIGNMENTS

Assignments should be submitted to the "assignments" area of Bb and are due (officially) at 5:05 p.m. EST on the due date listed on the syllabus. I will download the submissions from Bb early the next morning. **I will ONLY download course deliverables from Canvas ONCE.**

- Ten percent of Total Grade will be deducted for every 24-hour period the deliverable (e.g., assignments, online discussion entries, etc.) is not turned in.
- In case of emergency, please contact the instructor before the due date to avoid losing points for the late submission.

INCOMPLETES

Based on adopted University of Tennessee-Knoxville and SIS policy, a grade of *I* (Incomplete) is reserved for emergencies that prevent the student from completing the course on time. Incompletes are granted only under "the most unusual of circumstances" and solely at the discretion of the instructor. Plan your semester's course of study carefully to insure sufficient time to complete the required work.

For students who simply "disappear" without contacting the instructor and without completing the required form, an "F" is submitted.

EVALUATION
Semester grades will be assigned according to the following scale:

A	93≤	(4 quality points per semester hour) superior performance.
A-	90-92.99	(3.7 quality points per semester credit hour) intermediate grade performance.
B+	88-89.99	(3.5 quality points per semester hour) better than satisfactory performance.
B	83-87.99	(3 quality points per semester hour) satisfactory performance.
B-	80-82.99	(2.7 quality points per semester credit hour) intermediate grade performance.
C+	78-79.99	(2.5 quality points per semester hour) less than satisfactory performance.
C	70-77.99	(2 quality points per semester hour) performance well below the standard expected of graduate students.
D	60-69.99	(1 quality point per semester hour) clearly unsatisfactory performance and cannot be used to satisfy degree requirements.
F	59.99≥	(No quality points) extremely unsatisfactory performance and cannot be used to satisfy degree requirements.
I		(No quality points) a temporary grade indicating that the student has performed satisfactorily in the course but, due to unforeseen circumstances, has been unable to finish all requirements. An I is not given to enable a student to do additional work to raise a deficient grade. The instructor, in consultation with the student, decides the terms for the removal of the I, including the time limit for removal. If the I is not removed within one calendar year, the grade will be changed to an F. The course will not be counted in the cumulative grade point average until a final grade is assigned. No student may graduate with an I on the record.
S/NC		(Carries credit hours, but no quality points) S is equivalent to a grade of B or better, and NC means no credit earned. A grade of Satisfactory/No Credit is allowed only where indicated in the course description in the *Graduate Catalog*. The number of Satisfactory/No Credit courses in a student's program is limited to one-fourth of the total credit hours required.
P/NP		(Carries credit hours, but no quality points) P indicates progress toward completion of a thesis or dissertation. NP indicates no progress or inadequate progress.
W		(Carries no credit hours or quality points) indicates that the student officially withdrew from the course.

COURSE EVALUATION

You will be invited to evaluate the course at the end of the term. Please participate in this valuable process. I also invite your comments throughout the course and read all comments, suggestions, and recommendations.

ASSIGNMENTS: DESCRIPTION

This table identifies the MSIS Program Outcome(s) addressed in course assignment(s):

Assignment	MSIS Program Learning Outcome
Field Project	Learning Outcome 5. Identify critical professional issues in a variety of organizational, cultural, societal, disciplinary, transdisciplinary, and historical contexts.
Blogging	Learning Outcome 5. Identify critical professional issues in a variety of organizational, cultural, societal, disciplinary, transdisciplinary, and historical contexts.

Assignment	Value	Due Date
Introduce Yourself	2%	Jan 18
Create a blog dedicated to Social Informatics	5%	Jan 18
Discussion 1A	3%	Jan 18
First Blog Entry	5%	Jan 25
Discussion 1B	2%	Jan 25
Discussion 2A	3%	Feb 1
Second Blog Entry	5%	Feb 1
Discussion 2B	2%	Feb 8
Third Blog Entry	5%	Feb 8
Discussion 3A	3%	Feb 15
Fourth Blog Entry	5%	Feb 15
Discussion 3B	2%	Feb 22
Fifth Blog Entry	5%	Feb 22
Discussion 4A	3%	Mar 1

Assignment	Value	Due Date
Sixth Blog Entry	5%	Mar 1
Discussion 4B	2%	Mar 8
Discussion 5A	3%	Mar 15
Discussion 5B	2%	Mar 29
Field Project Presentation I and Q&A	15%	Apr 5, 12, or 26
Peer Assessment of Blogs	5%	Apr 26
Field Project Report	10%	May 3
Peer Assessment of Field Projects	5%	May 3
Peer Assessment of Group Member	3%	May 3
TOTAL	**100%**	

DISCLAIMER

Please be aware revisions may be made to this syllabus over the course of the semester, and as such, the content contained within may be subject to change.

Last Updated: Feb 8, 2019