



CGS2531 Problem Solving Using Computer Software

Summer 2019

Comment from previous students after taking the class

I believe the new abilities I have learned through the office tools were quite substantial and honestly unexpected. I thought I knew a lot about these programs but was completely unaware of their full potential. Also, I feel that I learned a lot about solving open-ended problems and finding new ways to make creative solutions.

I think that learning how to use pivot tables was a really important skill

I will be able to utilize the skills that I obtained for Word, Excel, and PowerPoint in future coursework.

Course Description

(Credits: 3) A problem-solving introduction and thorough exploration of word processing, spreadsheet management, data analysis, graphical display of data, and multimedia presentations. The problem-solving approach also aids students in their specific majors through software applications requiring major-specific professional communication skills in written, graphical, and presentation forms.

Pre-Requisites & Co-Requisites: none

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SLOs and Course Goals

In this course you will be introduced and will build on the following Student Learning Outcomes (SLOs) of the Business School:

Content

- Demonstrate knowledge and understanding of elements of economics, financial accounting, marketing, operations management, organizational behavior, business law, information technology, business statistics, and social responsibility.
- Demonstrate proficiency in the use of business-related software applications

Critical thinking

- Specify and implement a framework for identifying a business problem and develop alternative solutions and a set of evaluation criteria.
- Assess the outcomes of a course of action and make appropriate adjustments

Communication

- Write business documents clearly, concisely and analytically.
- Speak in groups and in public clearly, concisely and analytically, with appropriate use of visual aids

Mathematics

In this course, you will receive credit for mathematics because it provides instruction in computational strategies in fundamental mathematics such as: solving equations,

logic, statistics, algebra, inductive and deductive reasoning. The course includes formulating mathematical models and arguments, using mathematical models to solve problems and applying mathematical concepts effectively to real-world situations



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According to the SLOs for the school of business, **the course goals for CGS2531** are:

- Students will use Excel, Word, and PowerPoint to aid in their problem-solving process.
- Students will apply the problem-solving framework to address real-world problems
- Students will analyze real-world data, such as applying business statistics techniques and mathematical models and create data visualizations for problem-solving
- Students will demonstrate professional, inclusive communication

You will use these course goals in the final assignment.

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Instructor:



I am Dr. John Mendoza-Garcia. I am so excited and honored to be your guide in this class. I received my Ph.D. from Purdue University in Engineering Education. I am married and have a beautiful daughter who is my inspiration. My hobbies are all activities I can do with my daughter and family. Some of those are traveling, hiking, and biking.

Email: jmendozagarcia@ufl.edu
 Office location: NSC-226
 Telephone: +1(352)-294-0485
 Office hours (starting on week 02):
 Wednesday 10:30 am – 12m

What to expect from me as your

instructor: I will do everything I can to help you succeed in this class. I will do my best in responding to your questions on discussion boards and e-mails before the due dates in a 24 hours range. Although I might not respond on weekends, vacation breaks, or outside of business hours.

I will provide peer mentors who can help you to go about the assignments and will work with them to make sure you are graded fairly. If several of you have a similar question, I will create videos to help all the students who have similar questions.

Communication with your instructor

I will hold online office hours using **zoom**. Please, meet me to talk about a special situation you are experiencing that is impacting your performance in my class, or in case you have questions about the assignments.

I prefer Zoom than the phone.

You can also communicate with me in an asynchronous way: [1] email: I prefer the Canvas email, but you can also contact me through my UF email. [2] Discussion boards. The conversations here are not private. I prefer the discussion boards for questions that are assignment related. So other students with the same questions can get a quick answer.

Undergraduate peer mentors:

Peer mentors will have two different roles:

- Assist students in the development of the assignments through online office hours and answering questions on the discussion board.
- Grade student's work.
- Peer teachers will be helping any student and will grade different students across all the assignments.

The undergraduate peer mentors will hold online consultation hours weekly, and you can attend any of these. Their office hours will be announced at the beginning of the semester.

Consultation hours



Each of the peer mentors will hold online consultation hours weekly, and you can attend any of these hours. Schedules: **To Be Determined (TBD)**

Course Evaluation

This is important!

You will find that the course is divided into modules. Modules have different types of assessments.

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- Quizzes: assess your memory and understanding
- Assignments: assess your ability to apply the concepts and use them to analyze cases.
- Content related discussion boards: assess your analysis and critical thinking in regards to using the content of the course in the future. It also develops your inclusive communication.
- Reflections and self-assessments: provide opportunities to develop reflective practice.
- Peer reviews: Contributes to your critical thinking, inclusive communication, and learning of the content. It also develops the professional skill of providing feedback to peers.

Materials you will need to review every week:

- Weekly messages from me (your instructor)
- Written instructions for the assignments.
- Videos explaining the assignments.
- Videos helping you to go about the assignments.

This is important!

Students who do best in the course are those who watch all the videos.

Course Assessment

Quizzes – 30 points

There are 9 open-book individual quizzes:

- Course quizzes : 5 points (syllabus + netiquette)

- Problem Solving Process: 2.5 points
- Basic Excel quizzes: 12.5 points
- Descriptive statistics: 5 points
- Regression: 5 points

Notes about quizzes

- Quizzes can be taken at any time before the deadline.
- You can take the quizzes two times.
- For your grade calculation, the system will only consider the highest grade.
- No points can be awarded after the deadline.
 - Quizzes are timed.
 - If you start a quiz, there is no way to stop it. So, before you start a quiz, make sure you are prepared to take it, otherwise, you will lose one of your opportunities.

Extra-time in quizzes for students with special needs:

e-mail me your current DRC request as soon as possible, or at least 1 week before the quiz deadline to get your extra time added.

Assignments – 60 points

There will be several assignments across this course. In each, you will need to submit one or more files to fulfill the requirements. As stated before, no extra time will be granted for assignments.

Students with special needs: Please, plan ahead. Since assignments are not timed and are published several days before the due dates, you will have plenty of time to work on the assignments if you plan ahead and start early. Accordingly, no extra-time will be granted for assignments (You will get extra-time for quizzes).

Participation – 10 points



It is important that students share with others to build knowledge and understanding of the different course topics. In this online course, you will be asked to participate in different discussion boards and respond to other students' participation.

This is important!

Note: This course has two types of discussion boards. [1] Participation assignment related ones, in these discussions students must respond to prompts related to open-ended problems. [2] Assignments related discussion boards in which students ask questions about the assignment. Students' participation in the latter is not valid to get participation points.

Certification

Excel Certification: if a student shows approval of Exam 77-727 Excel 2016: Core Data Analysis, Manipulation, and Presentation, or approval of an exam in a more advanced level, the Basic Excel quizzes (n = 4) will be waived or the current grade would be exchanged. In that case, the student will get the maximum number of possible points in the Basic Excel quizzes (12.5 points in total).

Word Certification: if a student shows approval of Exam 77-725 Word 2016: Core Document Creation, Collaboration and Communication (or a more advanced level), she/he will get all the points for the

formatting documents in Word assignment (5 points in total).

Find Vouchers for the certification Exams in Canvas.

In Canvas, you will find a list of the assignments with their due dates. The deadlines listed are the latest you can submit the assignment (be aware that Canvas shows two dates: the due date, and the date until the assignment is available for late submission – 1 day later). Please, install the Canvas student App and activate the notifications.

You can submit your assignment any time before that date. As such, no extra time will be granted unless you have a special situation that happened unexpectedly. Otherwise, you should work ahead so you do not fall behind. Athletes, please contact me if you need an early release of assignments or assistance on early submission. Your assignment will be graded after the due date have passed.

Policy on course evaluation

This is important!

If one or more of the following is (are) true for the deliverable you submit, you will be able to resubmit, but you will get the late penalty.

- It has a virus,
- It is corrupt in Canvas
 - This is how a corrupt file can look in Canvas.
 - [~\\$jmendozagarcia_Word_Ass04_Report_on_Regression.docx](#)
 - If it is corrupt when clicking on the file, the Software shows an error

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message or shows no error but it does not open.

A file can get corrupted because of a malfunction of your computer or a network communication problem. Usually, when the file is corrupt in Canvas, the document name starts with the symbol tilde ~.

- The file you submitted was the wrong one.



This is important!

Please, make sure that we can grade the file you want us to grade.



These are some tips to avoid having a corrupt or the wrong file on Canvas: do not wait until the last minute to

try to upload your assignments or take your quizzes (Battle Murphy's Law!), and instead:

1. Make sure you have no virus
2. Upload your document early (you can submit an assignment from day 1 they are published).
3. Log out, and log back in
4. Download your assignment and open it. Can you see it? If you can, there is a high probability that we can too.

We will only grade what is available in Canvas, and that was submitted through the assignment description section.

Deliverables will not be accepted by the Canvas e-mail, by the regular e-mail, or by any other online sharing media unless you are authorized by the instructor.

Likewise, if you complete the assignment several minutes or hours before the due date, but you miss submitting it before the due date, you can submit it later, but before the assignment is closed. In this case, you will get the late penalty.

We will only grade your last submission, so make sure that you either submit only once or if you submit more than once, that your last submission has the right file(s) and it is complete.

Example, if in an assignment you need to submit 2 different documents, you must submit both files in one submission.

However, if after verifying your submission you find out that one file is corrupt or is missing, you should submit again the two files in a second submission.

We will grade your last submission, so any previous submission will not be considered. In addition, if your first submission was before the due date, but your last submission is after the due date (1 second to 23:59 hours late), your deliverable will be graded with the late policy.

Late policy on assignments

This is important!

We understand, sometimes life gives us unexpected situations and in that case, it is impossible to get on top of our duties. Thinking that sometimes students for diverse reasons could miss one or more due dates, I have decided to give you the opportunity to get 50% of the points of the assignment if you submit it between 1

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second and 23 hours 59minutes and 59 seconds hours late.

Example: Assignment deliverable was late (for example at 12 am and 5 seconds) and it is worth 15 points. The grade in that assignment was 12. With the 50% discount (7.5 points) your grade would be $12 - 7.5 = 4.5$. 😞

23 hours 59 minutes and 59 seconds after the due date, the deliverable will not be accepted, and you will get 0 points in that assignment.

Missing a Quiz due date?

Make sure that does not happen to you. In that quiz, you will get 0 points, and there is no way you can take it past the deadline.

Is there any possibility of an Exception?

Yes, but exceptions to the late policy are only allowed per university policy.

Grading Scale:

| Percent | Grade | Grade Points |
|--------------|-------|--------------|
| 92 - 100 | A | 4.00 |
| 90.0 - 91.99 | A- | 3.67 |
| 88 - 89.99 | B+ | 3.33 |
| 82 - 87.99 | B | 3.00 |
| 80.0 - 81.99 | B- | 2.67 |
| 76.7 - 79.99 | C+ | 2.33 |
| 73.4 - 76.6 | C | 2.00 |
| 70.0 - 73.3 | C- | 1.67 |
| 66.7 - 69.9 | D+ | 1.33 |
| 63.4 - 66.6 | D | 1.00 |
| 60.0 - 63.3 | D- | 0.67 |
| 0 - 59.9 | E | 0.00 |

This is important!

Grades will not be rounded-up
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Here you can find [the current UF grading policies for assigning grade points](#)

Grading Dispute Procedure: You must submit any grading disputes to me (John Mendoza-Garcia) within one week of your assignment grade being posted. So, once your grade is posted, please review the peer mentor comments and follow up immediately with me if you have a legitimate grading dispute. Please be aware that I will regrade the assignment, which can cause your grade to go up or down. Please submit a justification as to why you think your assignment needs to be regraded.

Please do not use phrasing such as "I worked so hard on this assignment, I deserved more points!", in professional practice what counts are the results of your output, some projects you work on will take more effort, some less effort, but you have a set of requirements to meet.

Meeting Times/ Course Schedule:



This is an asynchronous online course, there are no set meeting times. All lecture

videos and course materials are delivered online through Canvas, the UF course management system; LinkedIn Learning, and other online resources. Students can work ahead since lecture videos and assignments are listed well ahead of the due dates of each assignment.

Material & Supply Fees: none

Textbook:

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No text book to buy

Software:



Students will need to be able to install the Office software package if they don't already have access but that the fundamentals of using Office will be taught.

Microsoft Office 365, or Office 2016; with Word, Excel, and PowerPoint.

While you are a UF student, you can obtain free access to Office 365 from the UF IT website at [gator cloud](https://gatorcloud.com/).

Hardware

- Microphone and camera.
- Since you will be learning how to use advanced features of Excel, you will need a reliable computer.



Internet connection

This is an online course. For succeeding in this course, you will need a reliable high-speed internet connection.

Technical issues

In case you experience technical difficulties, please contact the help desk at <http://helpdesk.ufl.edu/>

Attendance and Expectations: Since this is an online course, there is no attendance requirement. However, I expect you to be engaged in the course. Therefore, it is expected that you watch the course videos, the weekly messages, and engage with the other students of the course in the discussion boards and the peer reviews. It is also expected that you work on the assignments and take the quizzes.

Requirements for class attendance and make-up exams, assignments, and other work in this course are consistent with university policies that can be found at <https://catalog.ufl.edu/ugrad/current/regulations/info/attendance.aspx>



Diversity and Inclusion Statement:

I seek to create an environment in which each student is treated equally, fairly and do my best to give you encouragement based on your learning needs, and if necessary, your special needs. This happens regardless of race, gender, ethnicity, sexual orientation, or place of birth. I also seek to provide support and encouragement to minority students like first-generation college students, Blacks, Latinos, and those from the LGBTQIA communities. To accomplish this, I would need your help:

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- If you have a name and/or set of pronouns that differ from those that appear in your official University of Florida records, please let me know!
- If you feel like your performance in the class is being impacted by your experiences outside of class, please contact me. I want to be a resource for you. Remember that you can also submit anonymous feedback (which will lead to me making a general announcement to the class, if necessary to address your concerns).
- Although I took training to become Ally, I consider that I am still in the process of learning about diverse perspectives and identities. If something was said or written in this course (by anyone) that made you feel uncomfortable, please let me know. (Again, anonymous feedback is always an option).
- Some local and international students may struggle with my accent, the music of my speaking, or the grammar of my speaking. Since English is my second language, I understand this process of adapting the ear to understand other nationalities accents. I experienced it myself when I was learning English with other non-native English speakers, or when I talk to Americans or other internationals who have Spanish as their second language. Accordingly, feel free to ask for repetition or clarification. I will be happy to provide it.

University’s honesty policy regarding cheating, plagiarism, etc.

UF students are bound by The Honor Pledge which states, “We, the members of the University of Florida community, pledge to hold ourselves and our peers to the highest standards of honor and integrity by



abiding by the Honor Code. On all work submitted for credit by students at the University of Florida, the following pledge is either required or implied: “On my honor, I have neither given nor received unauthorized aid in doing this assignment.” The Honor Code (<http://www.dso.ufl.edu/sccr/process/student-conduct-honorcode/>) specifies the number of behaviors that are in violation of this code and the possible sanctions. Furthermore, you are obligated to report any condition that facilitates academic misconduct to appropriate personnel. If you have any questions or concerns, please consult with the instructor or TAs in this class.

For example, quizzes are open book. So, I expect you to work on the quizzes individually. I also expect that you help each other, but that you do not provide the answers to your questions to other students. I expect that you work on the assignment from scratch.

All assignments are checked using Turnitin for the originality of composition.





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Note that failure to comply with this commitment will result in disciplinary action compliant with the UF Student Honor Code Process. See the process at this [link](#)

Accommodation for Students with Special Needs: Students with special needs requesting accommodations should first register with the Disability Resource Center (352-392-8565, www.dso.ufl.edu/drc/) by providing appropriate documentation. Once registered, students will receive an accommodation letter which must be presented to the instructor when requesting an accommodation. Students with special needs should follow this procedure as early as possible in the semester.

Once you present your DRC letter, you will get extra-time in quizzes. However, in assignments, you will not get extra-time. This is because the longest assignments are doable in less than 10 hours. You will have around 40 hours to complete the weekly assignments. Please, start working on the assignments early.

UF Counseling Services: Resources are available on-campus for students having personal problems or lacking clear career and academic goals. The resources include:

- UF Counseling & Wellness Center, 3190 Radio Rd, 352-392-1575, counseling services and mental health services. <https://counseling.ufl.edu/>

- Field and Fork Food Pantry. Find more information at this [link](#).
- Career Resource Center, Reitz Union, 352-392-1601, career and job search services.
- Sexual Assault Recovery Services (SARS) Student Health Care Center, 392-1161.
- U Matter, We Care: If you or a friend is in distress, please contact umatter@ufl.edu or 352 392- 1575 so that a team member can reach out to the student
- University Police Department, 392-1111 (or 9-1-1 for emergencies). <http://www.police.ufl.edu/>

Commitment to a safe and inclusive learning environment

The Herbert Wertheim College of Engineering values broad diversity within our community and is committed to individual and group empowerment, inclusion, and the elimination of discrimination.

It is expected that every person in this class will treat one another with dignity and respect regardless of gender, sexuality, disability, age, socioeconomic status, ethnicity, race, and culture.

If you feel like your performance in class is being impacted by discrimination or harassment of any kind please contact your instructor or any of the following:

- Your academic advisor or Graduate Program Coordinator
- Robin Bielling, Director of Human Resources, 352-392-0903, rbielling@eng.ufl.edu
- Curtis Taylor, Associate Dean of Student Affairs, 352-392-2177, taylor@eng.ufl.edu
- Toshikazu Nishida, Associate Dean of Academic Affairs, 352-392-0943, nishida@ufl.edu



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Sexual Discrimination, Harassment, Assault, or Violence

If you or a friend has been subjected to sexual discrimination, sexual harassment, sexual assault, or violence contact the **Office of Title IX Compliance**, located at Yon Hall Room 427, 1908 Stadium Road, (352) 273-1094, title-ix@ufl.edu

Software Use: All faculty, staff, and student of the University are required and expected to obey the laws and legal agreements governing software use. Failure to do so can lead to monetary damages and/or criminal penalties for the individual violator. Because such violations are also against University policies and rules, disciplinary action will be taken as appropriate. We, the members of the University of Florida community, pledge to uphold ourselves and our peers to the highest standards of honesty and integrity.

Academic Support

E-learning technical support, 352-392-4357 (select option 2) or e-mail to

Learningsupport@ufl.edu.
<https://lss.at.ufl.edu/help.shtml>.

Career Connections Center, Reitz Union, 392-1601. Career assistance and counseling.
<https://career.ufl.edu/>

Library Support, <http://cms.uflib.ufl.edu/ask>. Various ways to receive assistance with respect to using the libraries or finding resources

Course Evaluations: Students are expected to provide feedback on the quality of instruction in this course by completing online evaluations that will be available in Canvas at the end of the semester.

Evaluations are typically open during the last two or three weeks of the semester, but students will be given specific times when they are open. Summary results of these assessments are available to students

at <https://evaluations.ufl.edu/results/> ([Links to an external site.](#))