

School of Information Management

INFO 407: THE VIRTUAL WORKPLACE

Second Trimester 2005

COURSE OUTLINE

Contact Details

Course Coordinator:	Name:	Dr Pak Yoong
	Room:	EA225, Easterfield Building, Kelburn Campus
	Tel:	463 5878
	Email:	pak.yoong@vuw.ac.nz
	Fax	463 5446
Office hours:	By appointment	

Class Times and Room Numbers

Dates:	4th July to 7th October, 2005
Lectures:	Thursday, 9:00 am – 12:50 pm; Venue: EA 001

Course Description and Objectives

In the Virtual Workplace, individuals and groups will use a variety of technologies to assist them in communicating, collaborating, and coordinating their activities across distance, time and culture. This course examines the impact the Virtual Workplace has on individuals, groups and societies. In particular, the course provides an opportunity for students to examine the technologies and issues associated with working and learning in the Virtual Workplace and to identify strategies for managing them.

On satisfactory completion of this course, students should be able to:

1. identify aspects of virtual work within the context of the NZ business environment,
2. describe an application of virtual work in a specific business organisation, and
3. develop a theoretical understanding of virtual work and its impact on individuals, groups and society.

Text book and readings

Textbook: There is no recommended textbook for this course.

References: A list of reference material and a set of readings will be supplied in class.

Assessment Requirements

Project Assignment #	Due Date	% of final mark
Project Assignment 1	11 August 2005	60
Project Assignment 2	6 October 2005	40

Details of the assessment requirements will be specified in each assignment.

Penalties

In fairness to other students, assignment work submitted after the deadline will incur a 10% penalty for each actual day (prior to 1.00 pm) late. In the event of bereavement or prolonged illness affecting your ability to meet the deadline, discuss your situation with the Course Co-ordinator. You must verify your claim, e.g., produce a medical certificate. In doing so, you consent to your supporting documentation being checked by the Course Co-ordinator. Extensions will only be granted under these conditions.

Course Content

Lecture Schedule for 1st Half of 2nd Trimester (subject to changes)

Topic	Articles
<u>Week 1: 7 July</u> 1. Introduction to the course 2. The nature of virtual work and network organisations 3. Assignment 1	1. Watson-Manheim, M. B., Crowston, K. & Chudoba, K. M. (2002). A new perspective on virtual work: analysing discontinuities in the work environment. In <i>Proceedings of the 35th Hawaii International Conference on Systems Sciences</i> , (Published on CD-ROM). 2. Snow, C., Miles, R. & Coleman, H. (1992). Managing 21 st century network organisations. <i>Organizational Dynamics</i> , 2(3), 5-16. 3. Franke, U. (2001). The concept of virtual web organisations and its implications on changing market conditions. <i>Electronic Journal of Organizational Virtualness</i> 4(1), 43-64.
<u>Week 2: 14 July</u> 1. Media richness and virtual teams 2. Working in project teams	4. Maznevski, M. & Chudoba, (2000) Bridging space over time: global virtual team dynamics and effectiveness. <i>Organization Science</i> , 11(5), 473-494. 5. Daft, R., Lengel, R. & Trevino, L. (1987). Message Equivocality, Media Selection, and Manager Performance: Implications for Information Systems. <i>MIS Quarterly</i> , 11(3), 355-366. 6. Dennis, A. R., & Valacich, J. S. (1999). Rethinking Media Richness: Towards a Theory of Media Synchronicity. In <i>Proceedings of the 32nd Hawaii International Conference on System Sciences</i> . (Published on CD-ROM).
<u>Week 3: 21 July</u> 1. Media richness 2. Site visit	7. Watson, J., Keats, D. & Yoong, P. (2005). Online knowledge sharing and media selection in a community organisation: An application of the Theory of Media Synchronicity. In <i>Proceedings of the Community Informatics Research Network (CIRN) 2005 Conference</i> , (forthcoming).
<u>Week 4: 28 July</u> 1. Media selection and business processes 2. Site visit debrief	Same articles as Weeks 2 and 3.
<u>Week 5: 4 August</u> 1. Human interactions and virtual work 2. Working in project teams	8. Pauleen, D. & Yoong, P. (2001). Facilitating Virtual Team Relationships via Internet and Conventional Communication Channels. <i>Journal of Internet Research: Electronic Networking Applications and Policy</i> , 11(3), 190-202. 9. Jarvenpaa, S. L., Knoll, K., & Leidner, D.E. (1998). Is anybody out there? Antecedents of trust in global virtual teams. <i>Journal of Management Information Systems</i> , 14(4), 29-64.
<u>Week 6: 11 August</u> 1. Presentation of individual reports 2. Team report briefing	10. Szerdy, J. & McCall, M. (1997). How To Facilitate Distributed Meetings Using EMS Tools. In D. Coleman. (Ed.) <i>Groupware: Collaborative Strategies for Corporate LANs and Intranets</i> , 207-230, Prentice Hall: Upper Saddle River. 11. Kayworth, T. & Leidner, K. (2002). Leadership effectiveness in global virtual teams. <i>Journal of Management Information Systems</i> , 18(3), 7-40.
Mid trimester break: 15 to 26 August	The lecture schedule for the 2 nd half of the trimester will be available after Week 6.

Reference books:

1. Crandall, F. and Wallace, M. (1998). Work & rewards in the virtual workplace: a "new deal" for organizations & employees. New York: AMACOM. (QA76.9 H85 C891 W).
2. Dave, C. (1998). Groupware, workflow and intranets: reengineering the enterprise with collaborative software. Boston: Digital Press.(Library: HD66.2 C433)
3. Duarte, D. and Snyder, N. (1999). Mastering virtual teams: strategies, tools, and techniques that succeed. Jossey-Bass, San Francisco.
4. Igbaria, M and Tan, M (1998). The Virtual Workplace. Hershey: Idea Group Pub.(HD2336.3 V819)
5. Jackson, P. (1999). Virtual working: social and organisational dynamics. London: Routledge.
6. Lipnack, J. and Stamps, J. (1997). Virtual teams: reaching across space, time, and organizations with technology. New York: Wiley. (HD66.2 L764 V).
7. Oravec, J. (1996). Virtual individuals, virtual groups: human dimensions of groupware and computer networking. New York: Cambridge University Press. (QA76.9 H85 O63 V).
8. Pauleen, D. (2003). Virtual Teams: Projects, Protocols and Processes. Hershey: Idea Press Publishing.
9. Rabelo, R., Afsarmanesh, H. and Camarinha-Matos, L. (2001). E-business and virtual enterprises: managing business-to-business cooperation. IFIP TC5/WG5.3 Second IFIP Working Conference on infrastructures for Virtual Organizations. Boston: Kluwer Academic.

Mandatory Course Requirements

In order to pass the course students must have

- correctly enrolled in the course; and
- obtained an overall average of 50%.

Important Notes:

- No extension is possible based on a student's workload. You are expected to manage your workload to ensure there is sufficient time to complete assessments as required.
- You are expected to back up your work – From time to time files are lost, computers crash, etc., so it is critical that you get into the habit of backing up important files (on floppy disk or ZIP disk, for example).
- Do not leave printing, etc. to the last minute – The printers can be overloaded in the labs (especially on the day an assignment is due). Be smart and print it BEFORE the due date. Extensions will not be granted if your file is languishing in the print queue!
- Working together – You are encouraged to discuss aspects of assignment work with others. However, when it is time to develop your solution & write your assignment, **the words and diagrams you use must be ENTIRELY your own**. In this way, we will have your perspective on the topic - not someone else's! Markers have been instructed to check for signs of plagiarism and joint efforts.

Communication of Additional Information

Additional information will be communicated to students via the Blackboard system and through announcements in lectures

Other Relevant Information

Faculty of Commerce and Administration Offices

Railway West Wing (RWW) - FCA Student Administration Office

The Student Administration Office is located on the ground and first floors of the Railway West Wing. The ground floor counter is the first point of contact for general enquiries and FCA forms. Student Administration Advisers are available to discuss course status and give further advice about FCA qualifications.

Easterfield (EA) - FCA/Law Kelburn Office

The Kelburn Campus Office for the Faculties of Commerce & Administration and Law is situated in the Easterfield Building - it includes the ground floor reception desk (EA005) and offices 125a to 131 (Level 1). The office, will be open from 9:00 am to 5:00 pm during Trimester 2, offers the following:

- Duty tutors for student contact and advice.
- Information concerning administrative and academic matters.
- FCA Student Administration forms (e.g. application for academic transcripts, requests for degree audit, COP requests).
- Examinations-related information during the examination period.

Please note:

There will be a Student Administration Adviser, from the RWW office, based in EA005 from Monday 27 June to Friday 1 July (9:00 am to 5:00 pm) and from Monday 4 July to Friday 22 July (11:00 am to 1:00 pm).

General University Policies and Statutes

Students should familiarise themselves with the University's policies and statutes, particularly those regarding assessment and course of study requirements, and formal academic grievance procedures.

Student Conduct and Staff Conduct

The Statute on Student Conduct together with the Policy on Staff Conduct ensure that members of the University community are able to work, learn, study and participate in the academic and social aspects of the University's life in an atmosphere of safety and respect. The Statute on Student Conduct contains information on what conduct is prohibited and what steps can be taken if there is a complaint. For queries about complaint procedures under the Statute on Student Conduct, contact the Facilitator and Disputes Advisor. This Statute is available in the Faculty Student Administration Office or on the website at: www.vuw.ac.nz/policy/StudentConduct.

The policy on Staff Conduct can be found on the VUW website at: www.vuw.ac.nz/policy/StaffConduct.

Academic Grievances

If you have any academic problems with your course you should talk to the tutor or lecturer concerned or, if you are not satisfied with the result of that meeting, see the Head of School or the Associate Dean (Students) of your Faculty. Class representatives are available to assist you with this process. If, after trying the above channels, you are still unsatisfied, formal grievance procedures can be invoked. These are set out in the Academic Grievances Policy which is published on the VUW website:

www.vuw.ac.nz/policy/AcademicGrievances.

Academic Integrity and Plagiarism

Academic integrity is about honesty – put simply it means **no cheating**. All members of the University community are responsible for upholding academic integrity, which means staff and students are expected to behave honestly, fairly and with respect for others at all times.

Plagiarism is a form of cheating which undermines academic integrity. Plagiarism is **prohibited** at Victoria.

The University defines plagiarism as follows:

Plagiarism is presenting someone else's work as if it were your own, whether you mean to or not.

'Someone else's work' means anything that is not your own idea, even if it is presented in your own style. It includes material from books, journals or any other printed source, the work of other students or staff, information from the Internet, software programmes and other electronic material, designs and ideas. It also includes the organization or structuring of any such material.

Plagiarism is not worth the risk.

Any enrolled student found guilty of plagiarism will be subject to disciplinary procedures under the Statute on Student Conduct (www.vuw.ac.nz/policy/studentconduct) and may be penalized severely. Consequences of being found guilty of plagiarism can include:

- an oral or written warning
- suspension from class or university
- cancellation of your mark for an assessment or a fail grade for the course.

Find out more about plagiarism and how to avoid it, on the University's website at:

www.vuw.ac.nz/home/studying/plagiarism.html.

Students with Disabilities

The University has a policy of reasonable accommodation of the needs of students with disabilities. The policy aims to give students with disabilities an equal opportunity with all other students to demonstrate their abilities. If you have a disability, impairment or chronic medical condition (temporary, permanent or recurring) that may impact on your ability to participate, learn and/or achieve in lectures and tutorials or in meeting the course requirements, then please contact the Course Coordinator as early in the course as possible. Alternatively you may wish to approach a Student Adviser from Disability Support Services to confidentially discuss your individual needs and the options and support that are available.

Disability Support Services are located on Level 1, Robert Stout Building, or phoning 463-6070, email: disability@vuw.ac.nz. The name of your School's Disability Liaison Person can be obtained from the Administrative Assistant or the School Prospectus.

Student Support

Staff at Victoria want students' learning experiences at the University to be positive. If your academic progress is causing you concern, please contact the relevant Course Co-ordinator, or Associate Dean who will either help you directly or put you in contact with someone who can.

The Student Services Group is also available to provide a variety of support and services. Find out more at www.vuw.ac.nz/st_services/ or email student-services@vuw.ac.nz.

VUWSA employs two Education Coordinators who deal with academic problems and provide support, advice and advocacy services, as well as organising class representatives and faculty delegates. The Education Office is located on the ground floor, Student Union Building, phone 463 6983 or 463 6984, email education@vuwsa.org.nz.

Maori and Pacific Mentoring programme (Manaaki Pihipihinga)

This is a free programme of mentoring for Maori and Pacific students doing first year courses within the Faculty of Commerce and Administration. Weekly one hour mentoring sessions: drafting and editing assignments/discussing any questions that you might have from tutorials or lectures and going over every aspect of essay writing, either in small group sessions or on a one-to-one basis.

This includes:

- A computer suite hooked up to cyber commons for students to use to produce their assignments.
- Regular skill-based workshops with a learning adviser from Student Learning Support Services.
- Networking with other Maori and Pacific support groups throughout the university.

For more information please contact:

Melissa Dunlop, Programme Coordinator

Ph: 463 6015 or Email: Maori-Pacific-Mentoring@vuw.ac.nz