

NEW COURSE FORM

1. General Information.

- a. Submitted by the College of: Communications and Information Studies Today's Date: 8/31/11
- b. Department/Division: School of Library & Information Science
- c. Contact person name: Jeffrey T Huber Email: jeffrey.huber@uky.edu Phone: 859-257.2334
- d. Requested Effective Date: Semester following approval OR Specific Term/Year¹: _____

2. Designation and Description of Proposed Course.

- a. Prefix and Number: LIS 658
- b. Full Title: Knowledge Management
- c. Transcript Title (if full title is more than 40 characters): _____
- d. To be Cross-Listed² with (Prefix and Number): _____
- e. Courses must be described by at least one of the meeting patterns below. Include number of actual contact hours³ for each meeting pattern type.
- | | | | | | | | | | |
|-------------|----------|-------------------------|------------|------------|-------------------------|------------|----------|--------------|-----------|
| 3.0 Lecture | _____ | Laboratory ¹ | _____ | Recitation | _____ | Discussion | _____ | Indep. Study | _____ |
| _____ | Clinical | _____ | Colloquium | _____ | Practicum | _____ | Research | _____ | Residency |
| _____ | Seminar | _____ | Studio | _____ | Other – Please explain: | _____ | | | |
- f. Identify a grading system: Letter (A, B, C, etc.) Pass/Fail
- g. Number of credits: 3
- h. Is this course repeatable for additional credit? YES NO
- If YES: Maximum number of credit hours: _____
- If YES: Will this course allow multiple registrations during the same semester? YES NO
- i. Course Description for Bulletin: Organizational knowledge is a valuable strategic asset. Knowledge management refers to the systematic management of an organization's knowledge assets so that they can be leveraged for sustainable advantage. This course examines how knowledge is created, captured, organized, diffused, and implemented in an organization. Topics covered include knowledge management processes and practices, corresponding technologies, collaboration tools, and people and cultural issues.
- j. Prerequisites, if any: _____
- k. Will this course also be offered through Distance Learning? YES⁴ NO
- l. Supplementary teaching component, if any: Community-Based Experience Service Learning Both

¹ Courses are typically made effective for the semester following approval. No course will be made effective until all approvals are received.

² The chair of the cross-listing department must sign off on the Signature Routing Log.

³ In general, undergraduate courses are developed on the principle that one semester hour of credit represents one hour of classroom meeting per week for a semester, exclusive of any laboratory meeting. Laboratory meeting, generally, represents at least two hours per week for a semester for one credit hour. (from SR 5.2.1)

⁴ You must *also* submit the Distance Learning Form in order for the proposed course to be considered for DL delivery.

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3. Will this course be taught off campus? YES NO

4. Frequency of Course Offering.

a. Course will be offered (check all that apply): Fall Spring Summer

b. Will the course be offered every year? YES NO

If NO, explain: _____

5. Are facilities and personnel necessary for the proposed new course available? YES NO

If NO, explain: _____

6. What enrollment (per section per semester) may reasonably be expected? 25

7. Anticipated Student Demand.

a. Will this course serve students primarily within the degree program? YES NO

b. Will it be of interest to a significant number of students outside the degree pgm? YES NO

If YES, explain: Knowledge management is relevant to most majors and disciplines as knowledge assets and the process of information gathering, storage, access, and retrieval continues to be an ever-important commodity.

8. Check the category most applicable to this course:

Traditional – Offered in Corresponding Departments at Universities Elsewhere

Relatively New – Now Being Widely Established

Not Yet Found in Many (or Any) Other Universities

9. Course Relationship to Program(s).

a. Is this course part of a proposed new program? YES NO

If YES, name the proposed new program: Information Studies Minor

b. Will this course be a new requirement⁵ for ANY program? YES NO

If YES⁵, list affected programs: Graduate Certificate in Risk Sciences

10. Information to be Placed on Syllabus.

a. Is the course 400G or 500? YES NO

If YES, the *differentiation for undergraduate and graduate students must be included* in the information required in **10.b**. You must include: (i) identification of additional assignments by the graduate students; and/or (ii) establishment of different grading criteria in the course for graduate students. (See SR 3.1.4.)

b. The syllabus, including course description, student learning outcomes, and grading policies (and 400G-/500-level grading differentiation if applicable, from **10.a** above) are attached.

⁵ In order to change a program, a program change form must also be submitted.

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Signature Routing Log

General Information:

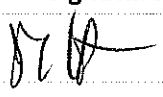
Course Prefix and Number: LIS 658

Proposal Contact Person Name: Jeffrey Huber Phone: 7-2334 Email: jeffrey.huber@uky.edu

INSTRUCTIONS:

Identify the groups or individuals reviewing the proposal; note the date of approval; offer a contact person for each entry; and obtain signature of person authorized to report approval.

Internal College Approvals and Course Cross-listing Approvals:

Reviewing Group	Date Approved	Contact Person (name/phone/email)	Signature
SUS Faculty	9/2/11	Jeff Huber / 7-2334 jeffrey.huber@uky.edu	
		/ /	
		/ /	
		/ /	
		/ /	

External-to-College Approvals:

Council	Date Approved	Signature	Approval of Revision ⁶
Undergraduate Council			
Graduate Council			
Health Care Colleges Council			
Senate Council Approval		University Senate Approval	

Comments:

⁶ Councils use this space to indicate approval of revisions made subsequent to that council's approval, if deemed necessary by the revising council.

Distance Learning Form

This form must accompany every submission of a new/change course form that requests distance learning delivery. This form may be required when changing a course already approved for DL delivery. **All fields are required!**

Introduction/Definition: For the purposes of the Commission on Colleges Southern Association of Colleges and Schools accreditation review, *distance learning* is defined as a formal educational process in which the majority of the instruction (interaction between students and instructors and among students) in a course occurs when students and instructors are not in the same place. Instruction may be synchronous or asynchronous. A distance learning (DL) course may employ correspondence study, or audio, video, or computer technologies.

A number of specific requirements are listed for DL courses. **The department proposing the change in delivery method is responsible for ensuring that the requirements below are satisfied at the individual course level.** It is the responsibility of the instructor to have read and understood the university-level assurances regarding an equivalent experience for students utilizing DL (available at <http://www.uky.edu/USC/New/forms.htm>).

Course Number and Prefix: LIS 658	Date: 8/31/2011
Instructor Name: Not known	Instructor Email: for contact please use jeffrey.huber@uky.edu
Check the method below that best reflects how the majority of course of the course content will be delivered.	
Internet/Web-based <input checked="" type="checkbox"/>	Interactive Video <input type="checkbox"/> Hybrid <input type="checkbox"/>

Curriculum and Instruction	
1.	<p>How does this course provide for timely and appropriate interaction between students and faculty and among students? Does the course syllabus conform to University Senate Syllabus Guidelines, specifically the Distance Learning Considerations?</p> <p>Daily interaction will be possible through Blackboard discussion boards and email. Syllabus conforms to Senate guidelines. Syllabus includes statement on timeliness of response to email inquiries.</p>
2.	<p>How do you ensure that the experience for a DL student is comparable to that of a classroom-based student's experience? Aspects to explore: textbooks, course goals, assessment of student learning outcomes, etc.</p> <p>Many items from traditional face to face courses will be retained for this class, including course goals, required texts, assigned readings, and course evaluation parameters. Assessment will be accomplished through similarly appropriate assignments such as essays, projects and course participation. Additionally, the course will make use of online collaboration tools such as discussion boards, email, Adobe Connect, Flash video presentations and other communication methods to improve the overall experience.</p>
3.	<p>How is the integrity of student work ensured? Please speak to aspects such as password-protected course portals, proctors for exams at interactive video sites; academic offense policy; etc.</p> <p>Each student's Blackboard account is tied into their myUK account. Assignments, such as papers, will be handled much the same as they would in a face to face course in terms of being evaluated for possible issues in regards to the academic offense policy. Written work will be rigorously assessed for evidence of plagiarism and appropriate electronic tools will be used to facilitate this. (e.g., SafeAssign).</p>
4.	<p>Will offering this course via DL result in at least 25% or at least 50%* (based on total credit hours required for completion) of a degree program being offered via any form of DL, as defined above?</p> <p>Yes.</p> <p>If yes, which percentage, and which program(s)?</p>

Abbreviations: TASC = Teaching and Academic Support Center DL = distance learning DLP = Distance Learning Programs

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	<p>100%; Risk Sciences Certificate</p> <p>*As a general rule, if approval of a course for DL delivery results in 50% or more of a program being delivered through DL, the effective date of the course's DL delivery will be six months from the date of approval.</p>
5.	<p>How are students taking the course via DL assured of equivalent access to student services, similar to that of a student taking the class in a traditional classroom setting?</p> <p>Our program's long history with remote students has provided us with much experience in making student services as accessible as possible. Our program uses a listserv for program announcements and we employ a full-time student affairs officer who regularly communicates with our students, regardless of location. We've also begun a Blackboard organization to further assist in providing student services to remote participants. Additionally, we encourage students to use services such as Distance Learning Library Services when appropriate.</p>
Library and Learning Resources	
6.	<p>How do course requirements ensure that students make appropriate use of learning resources?</p> <p>In order to successfully complete assignments, class participation requirements, and projects, students will have to use their textbook, course readings and supplementary materials available through UK Libraries.</p>
7.	<p>Please explain specifically how access is provided to laboratories, facilities, and equipment appropriate to the course or program.</p> <p>Students will not require access to equipment outside of a personal computer and appropriate software. Students will primarily use the services of UK's Distance Learning, UK Distance Learning Library and electronic access to UK Libraries.</p>
Student Services	
8.	<p>How are students informed of procedures for resolving technical complaints? Does the syllabus list the entities available to offer technical help with the delivery and/or receipt of the course, such as the Teaching and Academic Support Center (http://www.uky.edu/TASC/index.php) and the Information Technology Customer Service Center (http://www.uky.edu/UKIT/)?</p> <p>Students are informed via the syllabus and given contact information for technical issues.</p>
9.	<p>Will the course be delivered via services available through the Teaching and Academic Support Center?</p> <p>Yes <input checked="" type="checkbox"/></p> <p>No <input type="checkbox"/></p> <p>If no, explain how students enrolled in DL courses are able to use the technology employed, as well as how students will be provided with assistance in using said technology.</p>

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10.	<p>Does the syllabus contain all the required components, below? <input checked="" type="checkbox"/> Yes</p> <p>Instructor's <i>virtual</i> office hours, if any.</p> <p>The technological requirements for the course.</p> <p>Contact information for TASC (http://www.uky.edu/TASC/; 859-257-8272) and Information Technology Customer Service Center (http://www.uky.edu/UKIT/; 859-257-1300).</p> <p>Procedure for resolving technical complaints.</p> <p>Preferred method for reaching instructor, e.g. email, phone, text message.</p> <p>Maximum timeframe for responding to student communications.</p> <p>Language pertaining academic accommodations:</p> <ul style="list-style-type: none"> ○ "If you have a documented disability that requires academic accommodations in this course, please make your request to the University Disability Resource Center. The Center will require current disability documentation. When accommodations are approved, the Center will provide me with a Letter of Accommodation which details the recommended accommodations. Contact the Disability Resource Center, Jake Karnes, Director at 859-257-2754 or jkarnes@email.uky.edu." <p>Information on Distance Learning Library Services (http://www.uky.edu/Libraries/DLLS)</p> <ul style="list-style-type: none"> ○ Carla Cantagallo, DL Librarian ○ Local phone number: 859 257-0500, ext. 2171; long-distance phone number: (800) 828-0439 (option #6) ○ Email: dllservice@email.uky.edu ○ DL Interlibrary Loan Service: http://www.uky.edu/Libraries/libpage.php?lweb_id=253&llib_id=16
11.	<p>I, the instructor of record, have read and understood all of the university-level statements regarding DL.</p> <p>Instructor Name: TBD Instructor Signature:</p>

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School of Library
& Information Science

LIS 658 Knowledge Management

Instructor

TBD

Title

Address

email

Phone

Preferred method of contact

Office Hours

- Scheduled Hours
- Contact me via e-mail to schedule an appointment to meet. I will frequently respond as soon as possible, usually within 24 hours.
- Virtual office hours

CLASS INFORMATION

Course Format: This is an online course, but asynchronous class discussion via Blackboard is required to facilitate a sense of community.

Course Requirements

You will need access to an appropriate computer with broadband Internet connection.

Blackboard

The Blackboard course management system will be used to facilitate the class. Please visit <http://www.uky.edu/Blackboard/> to learn about this system and the login requirements.

COURSE INFORMATION

Course Description

Organizational knowledge is a valuable strategic asset. Knowledge management (KM) refers to the systematic management of an organization's knowledge assets so that they can be leveraged for sustainable advantage. This course examines how knowledge is created, captured, organized, diffused, and implemented in an organization. Topics covered include knowledge management processes and practices, corresponding technologies, collaboration tools, and people and cultural issues.

Learning Outcomes:

Students completing the course will be able to:

- Understand the core dimensions of knowledge, knowledge management and knowledge management systems and the difference between them
- Understand the importance of appropriately interpreting an organization's explicit, tacit and embedded knowledge so it can be effectively shared and reapplied
- Be able to explain the different theoretical perspectives governing the practice of KM (techno-

- centric, organizational, ecological)
- Be able to analyze and describe knowledge processes relative to organizational characteristics, structure, culture, communication, innovation and technology
 - Be able to describe the different types of knowledge management systems used for different types of organizational knowledge processes
 - Be able to define and explicate technologies and tools used to support the functionalities and processes of knowledge management
 - Be able to evaluate best and worst case practices for KM initiatives

Course Overview

The following broad topical areas will be covered in this course:

- Knowledge management definitions and theoretical frameworks
- Characteristics of knowledge-intensive organizations and knowledge workers
- Identification, measurement and management of organizational intellectual capital
- The use of knowledge management systems to create and sustain a knowledge sharing culture
- Implementation of knowledge management tools and technologies
- Evaluation of organizational knowledge management initiatives

Course Methodology

Each week, students will be expected to:

1. Review the week's learning objectives
2. Complete all assigned readings
3. Read and understand any additional supplementary material that may be provided from time to time
4. Participate in the Discussion Boards*
5. Complete and submit all assignments by their due dates**

* Students are expected to participate in the discussion board topics, which will be posted at the beginning of each week. The topics will relate to the course readings and supplementary material assigned. Students will be evaluated based on the substance, facts, ideas, opinions, tone, and style of their responses. Responses will be monitored for inappropriate comments.

** Students will also be expected to complete **three** assignments.

Required Reading

Textbook

Awad, E. M., & Ghaziri, H. (2010). *Knowledge Management* (2nd Ed.), North Garden, VA: International Technology Group, LTD. (ISBN: 978-0-692- 004883-3).

Other Readings

In addition to the textbook, you will be required to read supplementary material. This reading material will be available via e-Reserves. To access the material, click on "e-Reserves" on the left panel on the Blackboard course site. Browse the list and select LIS 658.

STUDENT EVALUATION

Grading Parameters

Assignment 1	Reaction paper	50
Assignment 2	Case Study	100
Assignment 3	Case Study (Group work)	150
Participation	Weekly Discussion Board	50

Assignments

All assignments must be submitted by 9 a.m. Eastern Standard Time on the due dates identified. Late submissions will not be accepted except for extenuating circumstances and **prior** approval by the instructor.

Grading Scale

[90% – 100%] = **A (Exceptional Achievement)**

[80% – 89%] = **B (High Achievement)**

[70% – 79%] = **C (Average Achievement)**

[0% – 69%] = **E (Fail)**

Participation

Students are expected to participate in and complete weekly discussion board topics to earn participation points. A total of **fifteen** discussion forums will be initiated over the course of the semester, i.e., one discussion topic per week. You are required to make a post to **every** forum, each of which will be graded on the basis of their quality. A quality post will include a substantive and thoughtful contribution to the discussion board topic. "I agree with the author" will not be deemed a credit-worthy response.

I encourage you to complete your discussion posts and other work in *Notepad* and then paste it to Blackboard. If work is composed online and there is a technology-related failure, it will likely be lost.

Please note: *New discussion board topics will be posted by midnight at the start of each week.*

Absences/Attendance

SLIS faculty-adopted policy on excused absence will be employed.

Submission Guidelines for Course Assignments

Compose all of your written work offline using a word processing program and upload the completed document into Blackboard. Your assignments **must** be fully referenced and cited using **APA** guidelines. The preferred word processing application is MSWord. Please do not cut and paste your assignment into the submission box. Failure to follow these guidelines will negatively impact your grade for the assignment.

TECHNOLOGY INFORMATION & RESOURCES

Distance Learning Students are expected to have a minimum level of technological acumen and the availability of technological resources. Students must have regular access a computer with a reliable Internet connection and audio capabilities. Internet Explorer 7 (IE) or Firefox 2.x are the recommended browsers for those using a Windows-based PC. Those using Firefox 3.x may encounter problems with assignment uploads. Those using an Apple computer with MAC OS X (10.5.x) may use Firefox 3.x or Safari 3.x.

Please be certain that your computer and/or browser allow you to view Adobe Reader documents (.pdf). Microsoft Office and other software products are free for students:

<https://iweb.uky.edu/MSDownload/>.

As your instructor, I am your first go-to person for technology problems. If you need more immediate assistance, please contact TASC or UKIT.

Teaching and Learning Services Center (TASC)

<http://www.uky.edu/TASC/>; 859-257-8272

Information Technology Customer Service Center (UKIT)

<http://www.uky.edu/UKIT/>; 859-257-1300

Library Services

Distance Learning Services

<http://www.uky.edu/Libraries/DLLS>

- Carla Cantagallo, DL Librarian
- Local phone number: 859 257-0500, ext. 2171; long-distance phone number: (800) 828-0439 (option #6)
- Email: dllservice@email.uky.edu
- DL Interlibrary Loan Service: http://www.uky.edu/Libraries/libpage.php?lweb_id=253&llib_id=16

Course Reserves

http://www.uky.edu/Libraries/page.php?lweb_id=23<ab_rank=3

GENERAL COURSE POLICIES

Policies concerning academic integrity, excused absences and academic accommodations due to disability are available online at: <http://www.uky.edu/CIS/SLIS/academics/policies.pdf>