COURSE MANAGEMENT SYSTEM

CASE STUDY 1

Case Study on the Course Management System

Soul S. Muntean

Old Dominion University

Abstract

The paper will outline the case study done on the team that was put together to evaluate the universities course management system, weather budget cuts are to be made to run the old system or allocate funds to certain areas and build a new course management system. We will then look at the participants and why they were picked and explore multiple discipline displayed with charts included.

*Keywords*: Course Management System (CMS), Discipline, viewpoint, perspective,

Case Study on the Course Management System

As technology progresses universities and public schools offer different ways for students to learn and teachers to teach. As tech grows so dose new ways to learn. Most universities and public schools offer learning opportunities in an online environment. Students at ODU have had to use programs like Blackboard and now recently switch over to Canvas to complete the online portions or if they are fully online complete the course over the web. In this study Blasé university used a program called Greenboard which allows professors to teach to students online and for the students to learn and complete assignments on. The university subscription to Greenboard is going to run out in four months, President Roberts has put together a team of nine people from different departments of the school to come up with a solution to this problem. Due to price increase on Greenboard the university can no longer afford to pay for it without making serious budget cuts. The team of nine is tasked with finding a solution for the issue, weather it may be to cut the budget in one area or buy, build their own course management system. However, each member of the group failed to have good communication skills in a civilized manner, they let heir pride and knowledge of their own discipline get the best of them and argue on who’s viewpoint was correct.

Each participant plays their own role they come from various departments of the campus and thus bringing their viewpoints and discipline into perspective. Jenny who is the vice president for academic affairs was appointed the group leader some of her background includes that she taught at the university for several years as an English professor and served as a department chair before she was promoted to her current position as vice president. I believe she was picked because she is known for her organizational abilities, and the fact that she has experience chairing with other committees and helping the university gain accreditation. The next person chosen in this group was Addie, her background is education and instructional technology she's known by others to be motivated and ambitious and always interested in high profile projects she's known for her ability to get things done. I believe she was chosen for this project not only for her abilities as stated above but she is also the dean of distance education therefore she would understand how the course management system should function. Also given her background in instructional technology and design, she has a lot to offer to the table. The next participant Bill is the director of Information Tech Services he is said to have legendary skills when it comes to information system technology and is credited for bringing the university out of its dark ages. I believe that he was brought on this course management system to apply his skills and discipline because and out of the participants would understand what is needed for the technology to run and what is required to make it work within the university. Sid is a professor in mechanical engineering I believe that he was put on this group to be somewhat of a compromise The school has already been suffering from funding in this investment in a new course management program would be costly. It is also sad that his equipment for the lab was long overdue for an overhaul and or replacement. Charlotte is an assistant professor in psychology I think that she was brought more into the group not for the academic purposes but for her own gain for research it is possible that the group just wanted her opinion. Another participant is Kelly and the reason why I believe she was added in this case study was because that she works directly under bill and is the current manager of greenboard since she knows it she would be able to make smooth transitions on whatever the decision is to by a new course management system or build one from scratch. The next participant’s name is Mindy she is a senior and works alongside Kelly and his pursuing a night degree I believe that she was brought into the group to shadow Kelly and Bill and gain experience. Jean-Pierre was most likely picked for this case

study to add in extra opinions where he is a music teacher and there are tools that are going to be required where his students in order to interact with his music teachings online. Juan I believe was also added for the same reason he needs his system to be up to date in order for him to post his published course material he is also working in the college business department and has taught finance and accounting so I believe his discipline would be used in order to adequately look at the universities budget involving the case for the course management system.

# The Disciplines

Jenny:

|  |  |  |  |
| --- | --- | --- | --- |
| **Discipline** | **classification** | **historical background** | **worldview and perspective** |
| English | *Humanities* | Albert Baugh, a notable  English professor at the University of Pennsylvania notes amongst his published works[1] that around 85% of Old English is no longer in use; however, surviving elements form the basis of the Modern English language today.  Old English can be further subdivided into the following:   Prehistoric or  Primitive[2] (5th to 7th Century) – available literature or documentation referencing this period is not available aside from limited examples of [Anglo-Saxon runes](https://en.wikipedia.org/wiki/Anglo-Saxon_runes); | English believes that cultures, past and present, cannot be adequately understood without understanding and appreciation the literature produced by the culture (Repko, p.  155). |

Addie:

|  |  |  |  |
| --- | --- | --- | --- |
| **Discipline** | **classification** | **historical background** | **worldview and perspective** |
| Education  Instructional Technology | *Professions*  *Applied Fields* | On April 23, 1635, the first public school in what would become the United States was established in Boston, Massachusetts.  Known as the  Boston Latin School, this boys-only public secondary school was led by schoolmaster Philemon Pormont, a Puritan settler. The Boston Latin School was strictly for college preparation. It was modeled after the Free Grammar  School of Boston, England. The English school taught Latin and Greek and was centered on the humanities. Some of the Boston Latin School’s most well-known alumni include John Hancock and Samuel Adams. Benjamin Franklin was a dropout! The  Boston Latin School is still a fully functioning public school, with students enrolled in grades 7-12.  Instructional technology **emerged in the form of visual media in the early 1900's in school museums**. Exhibits including items such as film, photographs and other visual aids were used to guide learning (Reiser, 2001). | Educators view learning as a very necessary developmental process, that is brought forth by critical thinking and progress (Repko, 2017).  According to the U.S.  Department of  Education, schools can use educational technology to support both teaching and learning by infusing the classroom with valuable digital tools, expanding course offerings, increasing student engagement, and accelerating learning. |

Billy, Kelly, Mindy

|  |  |  |  |
| --- | --- | --- | --- |
| **Discipline** | **classification** | **historical background** | **worldview and perspective** |
| Information Technology Computer Science | *Applied fields*  *Natural sciences* | The term was first published in the **1958** Harvard Business Review when authors Harold J. Leavitt and Thomas C. Whisler said “the new technology does not yet have a single established name. We shall call it  Information Technology.” | IT is one of the most important jobs today, with IT personal they keep your software safe from hackers and viruses. |
| Sid: |  |  |  |
| **Discipline** | **classification** | **historical background** | **worldview and perspective** |
| Engineering | *Applied fields* | In 1950, G.W. Gilman was  the first  major contributor to systems engineering, and made an effort to teach it at Massachusetts  Institute of  Technology (Gorod, 2008).  Robert  E. Machol and Harry H. Goode  recognized the need for a  new  method through the systems design, analysis, and approach  (Gorod,  2008). Around 1990 a professional organization was founded to study systems engineering, and then two years later, the Air Force updated the first handbook which gave an understandable approach to systems engineering (Gorod, 2008). | Any form of engineering can have varying views or perspectives, depending on who is asked (Petersen, 2013). However, one common thing most engineers  share is that any method  to solve an issue is viable if it leads to the desired end result (Petersen, 2013). |

Charlotte:

|  |  |  |  |
| --- | --- | --- | --- |
| **Discipline** | **classification** | **historical background** | **worldview and perspective** |
| psychology | *social science* | A lot of psychological theory can be traced back to sentiments in western society. Erich Fromm, in  1941, saw  that normal development included  “strong motives towards  autonomy”  (Gergen, 1973). | Psychologists see human behavior as conforming to a certain construct that all humans internally develop throughout their lives, and the mental mechanisms of our minds (Repko, 2017). |
| Jean-Pierre: |  |  |  |
| **Discipline** | **classification** | **historical background** | **worldview and perspective** |
| Music | *Fine Arts* | The music of prehistoric cultures is first firmly dated to **c.** **40,000 BP** of the Upper Paleolithic by evidence of bone flutes, though it remains unclear whether or not the actual origins lie in the earlier Middle Paleolithic period (300,000 to 50,000 BP). | The study of music involves two different perspectives: composition and performance (Repko, 2017). Another big part of studying music involves how it has evolved over history (Repko, 2017).. |
| Jaun: |  |  |  |
| **Discipline** | **classification** | **historical background** | **worldview and perspective** |
| Business | *Social Science* | The first business education degrees were created in the United States in **the 1880s**. Business school founders wanted to formalize the education of future business leaders, just like medical schools created standards for doctors. | This discipline makes apparent their motives for the production of goods and services, with individual functioning, in accordance with one's moral duty besides their desires (Repko, 2017). |

Now I will talk about the name for kiss opponents and how their disciplines related to the case study and on my opinion of why I think they were chosen for this case, and also why they might have the conflicts that they did. her journey her background was originally in English professor before becoming vice president. I think that she would be A great note taker and because of her organizational skills she would be able to keep everyone together unfortunately this was not the case she would also be a frustrated and tap her nut rolls raise her voice and treat the rest of the people in this study like her students.

Addie Has worked in two different professions both are related to education I believe that she was picked because she understands the requirements needed from the students and the teachers and have good judgment for how the learning process should go she would have a good educated opinion on what type of system disk or needs based off of her knowledge in the field of industrial technology. If she would have been more patient and not get so angry maybe there would have been a better outcome with her argument with bill.

It personnel look at information from a critical analysis standpoint, Bill, Kelly and Mindy are a part of Bill's team. Kelly is bills shadow and she would argue with Addie, and that would cause problems between the faculty of the university and the and they would bicker back and forth. The IT department had already begun testing a new course management system but it did need further testing wow the IT department is knowledgeable in the skills that they have they should have been more respectful to the faculty and people are faculty should have been more respectful and understanding to the IT department.

Engineers generally think outside the box they will have the perspective that there is a plausible solution in every situation and they will analyze multiple solutions to a problem. In

SIDS case however his only goal was not for the course management system but he was more worried about his lab equipment in the IT department modifying his lab equipment to function better, it did not seem that he gave any consideration to the course management system and that he only cared if the IT department would take care of his needs.

Charlotte uses her understanding of psychology in her approach to the issue at hand, when discussing with the group she got on Bills case for not allowing other students and other schools from their university to test the new program that Bills team built. She understood the difference between the thought process of students while music students have a different understanding of technology than IT department students they might not understand how the technology works.

When it came to the music professor you wanted to know the performance aspect of the course management system that the IT department team was working on, the professor made claims that they're refusing to understand the needs of the educators and that the technology was not yet ready for the course his students need something reliable and tools that they can use and understand.

For Juans perspective He needed a program that would run other public publishers’ material because he would buy programs and upload it to the greenboard system, this new technology that the IT department was building he was there to put in his input and understand what possible limitations or complications that this technology might run into.

# References

Jarrodtaylor. (2020, October 22). A brief history of the English language. Retrieved September 15, 2022, from https://www.oxfordinternationalenglish.com/a-brief-history-of-the-

# english-language/

Repko, A. F., Szostak, R., & Buchberger, M. P. (2017). Introduction to interdisciplinary

studies (2nd ed.). Los Angeles: Sage.

Apr 23, 1635 CE: First Public School in America. (n.d.). Retrieved September 15, 2022, from https://education.nationalgeographic.org/resource/first-public-school-america

Sutori. (n.d.). Retrieved September 15, 2022, from https://www.sutori.com/en/story/a-history-ofinstructional-technology--rGSrxTj8U4dDCsvvRvDTD6Tg

How instructional technology can improve the learning process. (n.d.). Retrieved

September 15, 2022, from https://online.lsu.edu/newsroom/articles/how-instructional-

technology-can-improve-learning-process/

The History of Information Technology: Complete I.T. (2021, March 02). Retrieved

September 15, 2022, from https://www.complete-it.co.uk/the-history-of-informationtechnology/#:~:text=The%20term%20was%20first%20published,shall%20call%20it%20Inform

# ation%20Technology.%E2%80%9D

Gorod, A., Sauser, B., & Boardman, J. (2008). System-of-Systems Engineering

Management: A Review of Modern History and a Path Forward. *IEEE Systems, 2*(4), 484-499. doi:10.1109/JSYST.2008.2007163

Kelly, J. (2021, November 05). The history of Business Education. Retrieved September 15,

2022, from https://www.theclassroom.com/history-business-education-6778425.html