

# Management Information Systems

AP/ADMS 2511 - Section E  
Fall 2025

## COURSE OUTLINE

### COURSE INSTRUCTOR/CONTACT AND TIMES

Dr. Cristobal Sanchez-Rodriguez, adms2511@yorku.ca

Office hours: Mondays 1:00 - 2:00 PM (via Zoom, the link will be posted to eClass) or by appointment.

Course delivery format and examinations: Asynchronous lectures (recordings will be posted to eClass) except for examinations (ONCA). Midterm and final examinations are in person.

Online (work at your own time).

Class location: eClass (<https://yorku.ca/eClass>) (eClass website will be open one week before the first week of class) but lectures will be posted on a weekly basis.

Send email from inside the YorkU.ca domain only. Email from outside the YorkU.ca domain may be blocked. Always close your email correspondence with your name, student number, and class section.

### LAND ACKNOWLEDGEMENT

York University recognizes that many Indigenous Nations have longstanding relationships with the territories upon which York University campuses are located that precede the establishment of York University. York University acknowledges its presence on the traditional territory of many Indigenous Nations. The area known as Tkaronto has been care taken by the Anishinabek Nation, the Haudenosaunee Confederacy, and the Huron-Wendat. It is now home to many First Nation, Inuit, and Métis communities. We acknowledge the current treaty holders, the Mississaugas of the Credit First Nation. This territory is subject of the Dish with One Spoon Wampum Belt Covenant, an agreement to peaceably share and care for the Great Lakes region (LA&PS Land Acknowledgement).

### ORGANIZATION OF THE COURSE:

Please note that this is a course that except for examinations depends on fully online teaching and learning. Classes will run asynchronously, meaning that there are no specific times for students and professor to meet online for lectures. Students can complete the readings and course activities at their own pace and based on their time availability but are expected to submit their coursework and exams by the due date.

**Midterm and final exams will be held in-person.**

**CALENDAR COURSE DESCRIPTION AND PREREQUISITES:**

Overview of information systems and technology: how information systems are selected, designed and managed to provide information needed to run organizations successfully. Topics include the strategic role of information systems; ethical considerations; technology; information systems risks; and security control considerations.

**Prerequisite:** AP/ADMS 1000 3.00. Course credit exclusion: AP/ADMB 2511 3.00.

Students are personally responsible for ensuring that they have the required prerequisites as stated in the course outline or in the course calendar. Students who do not have the prerequisites are at risk of being dropped from the course at any time during the course. The department will not be responsible for refunds resulting from students being dropped from a course due to a lack of the appropriate prerequisites.

**TECHNICAL REQUIREMENTS FOR TAKING THE COURSE:**

Several platforms or software will be used in this course (e.g., eClass, Salesforce, PowerPoint, Adobe Acrobat, Word, Zoom) through which students will interact with the course materials and the course director/TA, as well as with one another.

Here are some useful links for computing information, resources, and help:

- [Student Guide to eClass](#)
- [Zoom@YorkU Best Practices](#)
- [Zoom@YorkU User Reference Guide](#)
- [eLearning Getting Started \(LA&PS eServices\)](#)
- [Student Guide to Remote and Online Learning](#)
- [Student eLearning](#)

You will need a stable, higher-speed Internet connection to work with the class website and online quizzes. To determine Internet connection and speed, there are online tests, such as [Speedtest](#), that can be run. If you need technical assistance, please consult the [University Information Technology \(UIT\) Student Services](#) web page or write to [askit@yorku.ca](mailto:askit@yorku.ca)

**COURSE LEARNING OBJECTIVES**

The purpose of this course is to provide an overview of the role of information systems in today's organizations and business environment. Specifically, upon completing this course you should be able to:

1. Effectively use IS (information systems) terminology in oral and written communication.
2. Explain the strategic role of IS by using Porter's competitive forces and value chain models. Consider how IS are used to respond to competitive forces.
3. Relate the components of business processes to the importance of IS for effective and efficient business process management.

4. Be aware of the main ethical and privacy issues related to IS. Identify basic IS security risks and evaluate different types of IS security controls that could mitigate them.
5. Describe the main technical elements of a company's IT (information technology) infrastructure. Relate recent developments in hardware, software, networks, and databases to the IT governance process.
6. Explain the differences between data, information, and knowledge with examples. Discuss the role of data governance in managing information assets.
7. Describe the main characteristics of the different types of eCommerce, social computing, functional area information systems and inter-organizational systems.
8. Provide applied examples of how the use of IT systems facilitate achieving organizational goals.
9. Explain the role of big data and AI (artificial intelligence) for organizations. Discuss how types of business analytics and AI are used by functional areas, considering potential ethical issues of their use.
10. Describe different IS acquisition strategies and explain the roles that a user can play in each stage of the systems acquisition or development process.
11. Develop and implement applications using Salesforce to apply the terms and techniques discussed in the course.

## REQUIRED COURSE TEXT / MATERIALS

### TEXTBOOK

Rainer, Prince, Sánchez-Rodríguez, Ebrahimi, and Splettstoesser (2024) "Introduction to Information Systems: Supporting and Transforming Business, Sixth Canadian Edition, John Wiley & Sons Canada Ltd, Toronto. Canada.

You can purchase this textbook from York University's bookstore in one of the following ways:

- Day1Digital eBook for 150 Day access via the course website link \$57 (HST Exempt) - If you miss the Opt-In in the first 2 weeks, please reach out [askyub@yorku.ca](mailto:askyub@yorku.ca) to request a manual Opt-In. (*Recommended*)
- OR eBook (for 150 days) with Wiley Plus \$111.82 including HST
- OR printed book with Wiley Plus \$185.26 including HST
- OR additional purchase options available from the publisher

Used textbooks may be used for this course if they are the correct edition. Note that Wiley Plus is optional (not used by the course).

### MAX LABS PROJECT SALESFORCE ASSIGNMENTS

Cost U.S. \$19.99. Note that assignment 1a does not require purchase of the data file. Further instructions are available on our eClass/Moodle web site. If you are experiencing financial hardship, please let the instructor know as we can receive support for this fee from Max Labs.

Software requirements: The free developer edition of Salesforce is required. Instructions for downloading this software are included in the 1a Max Labs assignment.

For further information see the assignments section of this course outline.

Course Learning Materials	Cost	Availability
TEXTBOOK	CAD \$57.0	
MAX LABS PROJECT SALESFORCE ASSIGNMENTS	U.S. \$19.99	

**COURSE EVALUATIONS**

**Course Evaluation Chart**

Course work	Description and Due Date (See also class website)	Weight
Discussion board / Business Builders	Individual. To be completed online, submitted before 11:00 a.m. Tuesday of each week. Best 5 will be counted.	5%
Weekly quizzes	Individual multiple-choice quizzes to be completed online, submitted before 11:00 A.M. Tuesday of each week. Refer to individual sessions for due dates. Best 10 of 11 will be counted.	10%
Max Lab Assignments	Thursdays at 11:00 am, see details below by session weeks. Max Labs Assignment Lab 1a, due Session 4 Max Labs Assignment Lab 1b, due Session 5 Max Labs Assignment Lab 2a, due Session 8 Max Labs Assignment Lab 2b, due Session 9 Max Labs Assignment Lab 3a, due Session 10 Max Labs Assignment Lab 3b, due Session 11	18%  (3% each)
Midterm Examination	Saturday, October 18 at 9:30 AM - 11:45 AM Location TBA Students who miss the midterm examination may write the alternative examination on Tuesday, October 28 at 7 PM to 9:15 PM with appropriate documentation. Location TBA, Duration: 2 hours 15 minutes (135 minutes) TIME AND DATE OF EXAMS IS SUBJECT TO ROOM AVAILABILITY and will be confirmed	27%
Final Examination	Cumulative, covering the entire course. During regular examination schedule, December 4-19 DATE AND TIMES TBA	40%
Total		100%

All assignments are submitted via eClass. Examinations are in person.

**Discussion Board participation**

Weekly participation is to be completed on eClass under the course Discussion Board. Students are expected to submit one original post to the questions posted by the professor. Posts can include examples of recent news (last two years) relevant to Canadian business. Link to the newspaper or magazine article would need to be provided, and a specific reference to the textbook chapter is required, including chapter, section, and page in the textbook. The post should include a description of no more than 150 words of how it is related to the chapter material. There will be no make up for missed discussion board participation.

**Online weekly quizzes**

Weekly quizzes are available on our eClass course website. There will be no make up for missed quizzes.

**Max Labs Assignments**

To complete the six Max Labs Project assignments the developer edition of Salesforce.com will be used (available from the Salesforce website). Resource materials for the Max Labs Project are available from the Max Labs web site (cost US \$19.99), and details on how to obtain these resources are part of Lab 1 b. The process for signing up for Salesforce.com as well as how to complete the lab assignments will be posted on eClass.

**Late Work Policy**

There is a penalty of 20% from the original total grade for each day late.

**Midterm exam (in person)**

If the midterm examination is missed due to an illness or other extenuating circumstance, the student should supply appropriate supporting documentation to the instructor no later than the next business day after the missed midterm in order to obtain permission to write the midterm at the alternative date. **IMPORTANT:** students who miss both the originally scheduled examination date and the accommodated date have the option to withdraw from the course with no grade received or continue in the course and receive a grade of zero for the midterm. Students registered with Counselling and Disability Services need to book their examination at least one month prior to the date of the examination

**Missing other coursework**

If a student misses any other coursework, they will receive a grade of "0" for that piece of course work unless discussed and approved with the course director with appropriate documentation prior to the due date.

**How to Use Citations in this Course**

Resources to help with citations:

- [I need to cite and reference, Learning Commons](#)
- [Drop-in Research Support](#), YorkU Libraries
- [Writing Centre](#)
- [SPARK Student Papers & Academic Research Kit](#)

## Grading

The grading scheme for this course conforms to the 9-point system used in undergraduate programs at York University. For a full description of the York grading system, visit the York University [Academic Calendar](#).

Grade	Grade Point	Percent Range	Description
A+	9	90-100	Exceptional
A	8	80-89	Excellent
B+	7	75-79	Very Good
B	6	70-74	Good
C+	5	65-69	Competent
C	4	60-64	Fairly Competent
D+	3	55-59	Passing
D	2	50-54	Marginally Passing
E	1	(marginally below 50%)	Marginally Failing
F	0	(below 50%)	Failing

Final course grades submitted by an instructor are subject to review by the teaching unit in which the course is offered and by the Faculty Council or Faculty Committee on Academic Policy and Planning. Final course grades may be adjusted to conform to program or Faculty grades distribution profiles. Normally, grades appear on grade reports and transcripts as soon as they are submitted to the Registrar's Office.

### EXPANDED COURSE DESCRIPTION:

This course provides an overview of information systems and how such systems are selected, designed and managed to provide information needed to run organizations successfully. Students will consider the strategic role of information technology and systems within organizations and in a competitive business environment, as well as the ethical implications of information systems. This course will examine the technical foundations of information systems, their impact on organizational design, management, and their impact on knowledge accumulation and decision-making. Information systems risks, security and control issues are also covered.

**COURSE SCHEDULE:**

**Important Dates**

Explore the York University [Academic Calendar](#) to find a list of important dates, such as class start/end dates, drop deadlines, holidays and more.

- Last date to add a course without permission of instructor: September 16, 2025
- Last date to add a course with permission of instructor: September 23, 2025
- Last date to drop a course without receiving a grade: November 4, 2025
- If you withdraw between November 5 and the end of classes (December 2), the course remains on your transcript without a grade and is notated as “W”.

**Weekly Course Schedule**

Session Description and Learning Objectives	Readings, Assignments, Quizzes and Due Dates
<p><b>Session 1 - Week of September 3 to 9</b>  <i>Information Systems and the Modern Organization</i>  <u>Learning Objectives:</u></p> <ul style="list-style-type: none"> <li>• Understand course evaluation methods, assignment structure and the nature of plagiarism</li> <li>• Identify the reasons you need to be an informed user and how this relates to the difficulty of managing information resources and interacting with the information systems department</li> <li>• Describe information technology jobs</li> <li>• Explain the nature and purpose of data items, information and knowledge and how they are used</li> <li>• Examine the basic components of an information system and interrelationships among components</li> <li>• Explain how IT affects organizations, managers, employees and society</li> </ul>	<p><b>READ Chapter 1</b></p> <p><i>Complete Practice Questions- Details on eClass</i></p> <p><i>Reminder:</i></p> <p>Quiz 1, Due Before Tuesday, September 16 at 11 AM</p>
<p><b>Session 2 - Week of September 10 to 16</b>  <i>Types of Information Systems: Concepts, Management and Strategy</i>  <u>Learning Objectives:</u></p> <ul style="list-style-type: none"> <li>• Discuss the importance of planning for information technology, and the link between IT planning, business planning and strategy</li> <li>• Explain business process management and the role IT plays as an enabler</li> </ul>	<p><b>READ Chapter 2</b></p> <p><i>Complete Practice Questions- Details on eClass</i></p> <p><i>Reminder:</i></p>

<ul style="list-style-type: none"> <li>• Examine business pressures and how organizations respond to them with the use of IT</li> <li>• Explain the role of IT in building competitive advantage using Porter’s five forces model and value chain model</li> <li>• Assess which strategies for competitive advantage could match selected organizations</li> <li>• Discuss the alignment between business strategy and IT and the role of information technology governance</li> </ul>	<p>Quiz 2, Due Before Tuesday, September 16 at 11 AM (same due date for first two quizzes)</p>
<p>Session 3 - Week of September 17 to 23 <i>Ethics, Privacy, Information Security and Controls</i> <u>Learning Objectives:</u></p> <ul style="list-style-type: none"> <li>• Discuss the role of ethics in the corporate environment and the major ethical issues raised by the use of information systems</li> <li>• Describe privacy and explain how IT affects privacy</li> <li>• Discuss privacy of information and anti-spam legislation in Canada and the implications for IT</li> <li>• Explain the main threats and risks to information security and information systems</li> <li>• Describe the purpose and nature of different types of IS security controls and provide examples of each</li> <li>• Link controls to the threats they could mitigate or prevent</li> <li>• Explain the roles of business continuity planning and of information systems auditing</li> <li>• Identify behavioural and computer-based actions you could take to protect your information assets using a risk-based approach</li> </ul>	<p>READ Chapters 3 and 4</p> <p><i>Complete Practice Questions- Details on eClass</i></p> <p><i>Reminder:</i></p> <p>Quiz 3, Due Before Tuesday, September 23 at 11 AM</p>
<p>Session 4 - Week of September 24 to 30 <i>Data, Information and Knowledge Management</i> <u>Learning Objectives:</u></p> <ul style="list-style-type: none"> <li>• Describe the difficulties of managing data and how they can be mitigated by data governance</li> <li>• Distinguish among clickstream data, transactional data and master data; apply types of usage to cases</li> <li>• Use the data hierarchy and build E-R (entity relationship) diagrams</li> <li>• Explain the characteristics of relational database management systems and their role in information reporting</li> <li>• Explain the nature of big data, data warehouses and data marts, their advantages, disadvantages, control objectives and how they facilitate business analytics</li> </ul>	<p>READ Chapter 5, including the Appendix</p> <p><i>Complete Practice Questions- Details on eClass</i></p> <p><i>Reminder:</i></p> <p>Max Labs Assignment Lab 1a due on Thursday, September 25 at 11 AM</p> <p>Quiz 4, Due Before Tuesday, September 30 at 11 AM</p>

<ul style="list-style-type: none"> <li>• Explain the knowledge management system cycle and describe the role of knowledge management systems in managing explicit and tacit knowledge</li> <li>• Provide an example of an SQL query; use E-R diagrams and explain how normalization is accomplished using database joins</li> </ul>	
<p><b>Session 5 - Week of October 1 to 7</b>  <i>Managing Computer Hardware and Software</i>  <u>Learning Objectives:</u></p> <ul style="list-style-type: none"> <li>• Discuss the computer hierarchy and explain its impact on IT usage</li> <li>• Define the main hardware and software components of an information system and consider how they are used for business applications</li> <li>• Explain the characteristics and uses of different types of information systems storage</li> <li>• Discuss the differences between system software and application software with examples</li> <li>• Discuss the advantages and disadvantages of open source software</li> <li>• Describe the types of cloud computing, providing examples of how they are used for differing enterprise computing goals</li> <li>• Discuss the benefits of and concerns with cloud computing.</li> <li>• Examine strategic issues related to hardware, software and cloud computing to enable effective IT architectures</li> </ul>	<p>READ Technology Guides 1, 2 and 3</p> <p><i>Complete Practice Questions- Details on eClass</i></p> <p><i>Reminder:</i>  Max Labs Assignment Lab 1b due on Thursday, October 2 at 11 AM</p> <p>Quiz 5, Due Before Tuesday, October 7 at 11 AM</p>
<p><b>Fall Reading Week - October 11 to 17</b></p>	<p>No classes. Study for midterm exam</p>
<p><b>Session 6 - Midterm (Covering Sessions 1 to 5 inclusive)</b>  Saturday, October 18 at 9:30 am to 11:45 am  Location TBA  (duration 2 hours and 15 minutes)  TIME AND DATE OF EXAMS IS SUBJECT TO ROOM AVAILABILITY</p> <p>Students who miss the midterm examination may write the alternative examination on Tuesday, October 28 at 7 PM to 9:15 PM with appropriate documentation.</p> <p>See “About the grading scheme” section of this course outline for more details</p>	<p><i>Practice midterm exam and read the study tips</i></p>

<p>Session 7 - Week of October 22 to 28  <i>Harnessing Telecommunications Networks, Web 2.0 and Social Computing</i>  <u>Learning Objectives:</u></p> <ul style="list-style-type: none"> <li>• Describe the hardware, software and standards that comprise modern networks</li> <li>• Explain the telecommunications and network technologies that comprise a telecommunications system and that support the Internet, intranets and extranets</li> <li>• Discuss the origins and potential future of the Internet</li> <li>• Discuss the main applications of network technologies in businesses for the purposes of discovery, communication, collaboration and education</li> <li>• Describe Web 2.0 tools and types of sites</li> <li>• Describe the benefits and risks of social commerce and methods used for shopping socially</li> <li>• Explain the impact of social networking on organizations, including innovative uses for marketing, customer service and human resources</li> </ul>	<p>READ Chapters 6 and 9</p> <p><i>Complete Practice Questions- Details on eClass</i></p> <p><i>Reminder:</i></p> <p>Quiz 6, Due Before Tuesday, October 27 at 11 AM</p>
<p>Session 8 - Week of October 29 to November 4  <i>Utilizing E-business and E-Commerce; Wireless Technologies</i>  <u>Learning Objectives: E-business and E-Commerce</u></p> <ul style="list-style-type: none"> <li>• Describe and provide examples of the different types of e-commerce, their mechanisms and e-commerce business models for organizations, consumers and employees</li> <li>• Explain the different types of electronic payment methods and evaluate their risks and benefits</li> <li>• Describe ethical and legal issues associated with e-business</li> </ul> <p><i>Wireless Technologies</i></p> <ul style="list-style-type: none"> <li>• Describe and evaluate the main types of wireless transmission media and networks</li> <li>• Describe the major threats to wireless networks</li> <li>• Examine the Internet of Things and assess which sensors could be used</li> <li>• Consider the effects of global positioning systems on the application of mobile computing and mobile commerce</li> </ul>	<p>READ Chapters 7 and 8</p> <p><i>Complete Practice Questions- Details on eClass</i></p> <p><i>Reminder:</i></p> <p>Max Labs Assignment Lab 2a due before Thursday, Oct 30 at 11 AM</p> <p>Quiz 7, Due Before Tuesday, November 4 at 11 AM</p>
<p>Session 9 - Week of November 5 to 11  <i>Using Information Systems within the Organization</i>  <u>Learning Objectives:</u></p> <ul style="list-style-type: none"> <li>• Review the different types of information systems and their users</li> </ul>	<p>READ Chapter 10</p> <p><i>Complete Practice Questions- Details on eClass</i></p>

<ul style="list-style-type: none"> <li>• Examine the benefits and limitations of transaction processing systems, functional area information systems, and ERP (enterprise resource planning) and ERP II systems</li> <li>• Provide examples of these systems for typical organizations, stating how they would be used</li> <li>• Discuss functional area information systems' reports and their uses</li> <li>• Explain how ERP supports cross-functional business processes</li> </ul>	<p><i>Reminder:</i> Max Labs Assignment Lab 2b due Thursday, November 6 at 11 AM</p> <p>Quiz 8, Due Before Tuesday, November 11 at 11 AM</p>
<p>Session 10 - Week of November 12 to 18 <i>Customer relationship management, supply chain management and information technology</i> <u>Learning Objectives:</u></p> <ul style="list-style-type: none"> <li>• Explain the basic concepts of CRM (customer relationship management) and SCM (supply chain management)</li> <li>• Describe the functions and business applications of multiple types of CRM</li> <li>• Describe problems along the supply chain and how IT can be used to solve them</li> <li>• Describe EDI (electronic data interchange) and discuss its advantages and disadvantages</li> <li>• Explain how EDI, extranets and portals support SCM</li> <li>• Summarize the combined effects of automated CRM and SCM on businesses</li> </ul>	<p>READ Chapter 11</p> <p><i>Complete Practice Questions- Details on eClass</i></p> <p><i>Reminder:</i></p> <p>Max Labs Assignment Lab 3a due Thursday, November 13 at 11 AM</p> <p>Quiz 9, Due Before Tuesday, November 18 at 11 AM</p>
<p>Session 11 - Week of November 19 to 25 <i>The Power of Business Analytics</i> <u>Learning Objectives:</u></p> <ul style="list-style-type: none"> <li>• Describe roles performed by managers and explain the functions that IT plays in supporting decision making</li> <li>• Describe the business analytics process and its supporting pillars</li> <li>• Provide the statistical procedures used to facilitate descriptive, predictive, and prescriptive analytics and relate these to effective use of business intelligence</li> <li>• Describe tools used for data presentation that support business analytics and business intelligence (dashboards and data visualization technologies)</li> <li>• Contrast the capabilities of natural and artificial intelligence (AI) systems and the impact on organizations</li> <li>• Discuss the advantages, disadvantages and provide examples of machine learning, deep learning, neural networks, and other types of artificial intelligence</li> </ul>	<p>READ Chapter 12 and 14</p> <p><i>Complete Practice Questions- Details on eClass</i></p> <p><i>Reminder:</i></p> <p>Max Labs Assignment Lab 3b due Thursday, November 20 at 11 AM</p> <p>Quiz 10, Due Before Tuesday, November 25 at 11 AM</p>

<p>Session 12 - Week of November 26 to December 2  <i>Acquiring Information Systems and Applications</i>  <u>Learning Objectives:</u></p> <ul style="list-style-type: none"> <li>• Justify the importance of information technology planning</li> <li>• Describe the processes used to justify IT investments</li> <li>• Discuss the advantages and disadvantages of eight strategies for acquisition of IT applications</li> <li>• Describe the six processes in the traditional systems development process and discuss its advantages and disadvantages</li> <li>• Evaluate the advantages and disadvantages of alternative systems development methods and tools</li> <li>• Decide which acquisition method is best for different requirements or businesses</li> </ul>	<p>READ Chapter 13</p> <p><i>Complete Practice Questions- Details on eClass</i></p> <p><i>Reminder:</i></p> <p>Quiz 11, Due Before Tuesday, December 2 at 11 AM</p>
<p>Session 13 -- Final Examination                  During regular examination schedule, December 4-19 DATE AND TIMES TBA, Cumulative: Covering Sessions 1 - 12 See “Relevant university regulations” section of this course outline for more details.</p>	<p><u>DO</u> Practice final exam and weekly practice questions</p>

**RELEVANT UNIVERSITY REGULATIONS**

**Course Policies**

Please review the course policies in this section. All students are expected to familiarize themselves with the following information:

- [Student Rights & Responsibilities](#)
- [Academic Accommodation for Students with Disabilities](#)

**Deferred Exams:** Deferred standing may be granted to students who are unable to write their final examination at the scheduled time or to submit their outstanding course work on the last day of classes. Details can be found at

<http://myacademicrecord.students.yorku.ca/deferred-standing>

Any request for deferred standing on medical grounds must comply with University regulations. **APS forms are NOT required for ADMS 2511 assignments or examinations.**

In order to apply for deferred standing (**even without a DSA**), students must register at <https://sas-app.laps.yorku.ca/> followed by handing in a completed DSA form and

supporting documentation directly to the main office of the School of Administrative Studies (282 Atkinson) and add your ticket number to the DSA form. The DSA and supporting documentation must be submitted no later than five (5) business days from the date of the exam. These requests will be considered on their merit and decisions will be made available by logging into the above-mentioned link. No individualized communication will be sent by the School to the students (no letter or e-mails).

Students **who submit a request in compliance with University regulation** or with approved DSA will be able to write their deferred examination during the School's deferred examination period. No further extensions of deferred exams shall be granted. The format and covered content of the deferred examination may be different from that of the originally scheduled examination. The deferred exam may be closed-book, cumulative and comprehensive and may include all subjects/topics of the textbook whether they have been covered in class or not. Any request for deferred standing on medical grounds must include an Attending Physician's Statement form; a "Doctor's Note" will not be accepted.

**School of Administrative Studies deferred exams for the Fall 2025 term will be scheduled in the second half of January 2026.**

**Reappraisals:** Students may, with sufficient academic grounds, request that a final grade in a course be reappraised (which may mean the review of specific pieces of tangible work). Non-academic grounds are not relevant for grade reappraisals; in such cases, students are advised to petition to their home Faculty. Students are normally expected to first contact the course director to discuss the grade received and to request that their tangible work be reviewed. Tangible work may include written, graphic, digitized, modeled, video recording or audio recording formats, but not oral work. Students need to be aware that a request for a grade reappraisal may result in the original grade being raised, lowered or confirmed. For reappraisal procedures and information, please visit the Office of the Registrar site at: <http://myacademicrecord.students.yorku.ca/grade-reappraisal-policy>

## Academic Integrity

Academic integrity is a fundamental and important value of York University. To maintain a fair and honest learning environment, you are responsible for understanding and upholding academic integrity in all courses and academic activities. You are encouraged to connect with reliable [on-campus resources](#) that support your coursework and academic honesty. To better understand the serious consequences of breaching academic honesty policies, familiarize yourself with the [Senate Policy on Academic Conduct](#). You can learn more about upholding academic integrity in your courses by exploring [SPARK: Academic Integrity Module](#), [LA&PS Academic Honesty](#) and [Academic Integrity for Students](#).

## Generative Artificial Intelligence (GenAI)

Students are not permitted to use generative artificial intelligence (AI) in this course. Submitting any work created (in whole or part) through the use of generative AI tools will be considered a violation of York University's [Senate Policy on Academic Conduct](#). Using AI apps such as ChatGPT, GPT-3, DALL-E, translation software among others to complete academic work **without your instructor's knowledge or permission**, is considered to be a breach of academic honesty. For more information, please review [AI Technology & Academic Integrity: Information for Students](#).

If you're not sure whether using an AI app for your academic work is acceptable, it is recommended that you:

- Carefully review the guidelines for your assessments
- Check for any messages from your instructor on eClass
- Ask your instructor or TA if they are permitting the use of these tools

## Turnitin

To promote academic integrity in this course, students will normally be required to submit their written assignments to Turnitin (via the course's eClass site) for a review of textual similarities and the detection of possible plagiarism. In so doing, students will allow their material to be included as source documents in the Turnitin.com reference database, where they will be used only for the purpose of detecting plagiarism. The terms that apply to the University's use of the Turnitin service are described on the Turnitin.com website. York students may opt out of using Turnitin. If you wish to opt out, you should contact your instructor as soon as possible.

## Accessibility

York University is committed to creating a learning environment which provides equal opportunity to all members of its community. If you anticipate or experience any barriers to learning in this course, please discuss your concerns with your instructor as early as possible. For students with disabilities, contact [Student Accessibility Services](#) to coordinate academic accommodations and services. Accommodations will be communicated to Course Directors through a Letter of Accommodation (LOA). Accommodations for tests/exams normally require three (3) weeks (or 21 days) before the scheduled test/exam to arrange.

## Religious Observance Accommodation

York University is committed to respecting the religious beliefs and practices of all members of the community and making reasonable and appropriate [accommodations](#)

to adherents for observances of days of religious significance. Should any of the dates specified in this syllabus for course assignments, tests, or deadlines conflict with a date of religious significance, please contact the instructor not less than two (2) weeks (or 14 days) prior to the date for which accommodation is sought. If the requested accommodation is for an exam or falls within the formal examination periods, you must complete and submit a Religious Accommodation Agreement at least three (3) weeks (or 21 days) before the start of the exam period.

## Intellectual Property

Course materials are designed for use as part of this particular course at York University and are the intellectual property of the instructor unless otherwise stated. Third-party copyrighted materials (such as book chapters, journal articles, music, videos, etc.) have either been licensed for use in this course or fall under an exception or limitation in Canadian copyright law. Students may not publish, post on an Internet site, sell, or otherwise distribute any course materials or work without the instructor's express permission. Course materials should only be used by students enrolled in this course.

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## Student Support and Resources

York University offers a wide range of student supports resources and services, including everything from writing workshops and peer mentorship to wellness support and career guidance. Explore the links below to access these on-campus resources:

- Academic Advising is available to provide students support and guidance in making academic decisions and goals.
- Student Accessibility Services are available for support and accessibility accommodation when required.
- Student Counselling, Health & Wellbeing offers workshops, resources, and counselling to support your academic success.
- Peer-Assisted Study Sessions (PASS) Program provides student study sessions for students to collaborate and enhance their understanding of course content in certain courses.
- Student Numeracy Assistance Centre at Keele (SNACK) supports students in courses involving math, stats, and Excel.

- [The Writing Centre](#) provides multiple avenues of writing-based support including drop-in sessions, one-to-one appointments, a Multilingual Studio, and an Accessibility Specialist.
- [Centre for Indigenous Student Services](#) offers a community space with academic, spiritual, cultural, and physical support, including writing and learning skills programs.
- [ESL Open Learning Centre \(OLC\)](#) supports students with building proficiency in reading, writing, and speaking English.
- [Learning Skills Services](#) provides tips for time management, effective study and learning habits, keeping up with coursework, and other learning-related supports.
- [Learning Commons](#) provides links to supports for time management, writing, study skills, preparing for exams, and other learning-related resources.
- [Roadmap to Student Success](#) provides students with timely and targeted resources to help them achieve academic, personal, and professional success.
- [Office of Student Community Relations \(OSCR\)](#) is responsible for administering the [Code of Student Rights & Responsibilities](#) and provides critical incident support.
- [Peer Mentorship](#) helps students transition through their first year by connecting them with upper-year students. The mentors can help find supports and resources. They also lead a community hub on campus.
- [goSAFE](#) is staffed by York students and can accompany York community members to and from any on-campus location, such as the Village Shuttle pick-up hub, parking lots, bus stops, or residences.

For a full list of academic, wellness, and campus resources visit [Student Support & Resources](#).

Effective date: August 21, 2025