Fall 2017
INSC Course 530: Information Access & Retrieval
The School of Information Sciences
The University of Tennessee
Class Meetings: Thursdays, 6:30 EST
ZOOM 675-419-443/https://tennessee.zoom.us/j/675419443
UTK Syllabus, Provost’s Office:
http://tenntlc.utk.edu/the-syllabus/

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COURSE DESCRIPTION

Catalog Description:
Information access, retrieval, and use. Information seeking, user interfaces, information services and tools.
Database structure, search engines, query logic, and evaluation of retrieval system performance. Required Course.

Course Description:
This course is an introduction to various types of information retrieval systems. It covers various formats and
access methods of information sources and services. Students will be introduced to search principles and
techniques employed in three types of information retrieval systems: (1) Print systems, (2) Proprietary databases
that are command-driven, menu-driven, and GUI-based, and (3) Web search engines.

While the content described in this syllabus will be covered, changes may occur as the course progresses. These
changes will be based on your level of learning the content and your adequate knowledge of and skills in using
the information retrieval systems covered in this class. The LIS world is constantly changing, so new
resources/readings may be introduced as the course progresses.

STUDENT OUTCOMES:
This course is part of the required curriculum that is determined by the SIS faculty to contain basic knowledge
required by any information professional. The course is intended to prepare students for specialized electives such
as IS531, Sources and Services for the Social Sciences.

Upon the completion of this course, students should be able to:
• describe various types of information and reference services;
• identify selection and evaluation tools for information sources and services;
• describe answer-providing tools and map appropriate tools to user queries;
• discuss and compare various interface options for information systems;
• explore and compare query logic and mechanics used in various information retrieval systems;
• discuss various models of user information seeking behavior;
• describe the user mediation process and how to interact with users across various cultures;
• compare information retrieval transfer cycle in proprietary databases and Web engines/directories;
• evaluate the performance of selected information retrieval systems;
• identify resources and guidelines for providing virtual reference services; and
• discuss issues and ethics in providing information service

COURSE DESIGN

Overview: Like the other two core courses (INSC 510 and INSC 520), this course demands that students spend a significant amount of time outside of the classroom reading the required materials, performing the assignments, and communicating with other students to complete team activities. The knowledge you gain in this course will equip you with the skills needed to use appropriate mediation techniques to solve a variety of information problems for a variety of users.

Class location & computing facilities: This course is delivered via distance using BlackBoard software. Students are expected to have access to a computer. Students may use the SIS student computer lab for your out-of-class computing needs. Hodge's library has computer lab that you can use when the SIS is closed.

Course Environment: Class sessions will be a combination of lectures, class discussion, and individual and group work. Much of the benefit from this class will come from the work you put into it outside of class hours. Most weeks, there will be hands-on assignments and online exercises in using IR systems.

REQUIRED TEXTS:

COMMUNICATION
I am required to communicate with you through your UTK email address. If you prefer to use another address, consult the OIT Helpdesk to obtain directions for forwarding your UTK mail to your preferred address if you don’t wish to check both accounts.

COMPUTING REQUIREMENTS
You must have adequate computing skills, including but not limited to use of word processing, Web browsers, e-mail, listservs, Blackboard, and Collaborate software. You must learn how to submit your assignments using Bb. The Office of Information Technology (OIT) provides training classes in using varied technologies for students at no charge (advance registration is required).

You must obtain a UT email account and subscribe to the SIS student listserv. In addition, you must have the PowerPoint Reader or the regular PowerPoint software installed on your computer in order to download the lecture notes from Blackboard.

CLASS ATTENDANCE POLICY
If you have more than two absences, it will affect your class participation grade unless you have contacted me with a valid reason and appropriate documentation for missing class (you will lose 100% of the maximum class participation grade; i.e., 10% of your final grade). If you miss class, you are expected to listen to the class playback via BlackBoard (although your absence will still be counted against you). If you will be missing a class, let me know.

INCLEMENT WEATHER
“The chancellor (or appointed representative) may officially close or suspend selected activities of the university because of extreme weather conditions. When a decision to close is made, information is distributed to the campus community, shared with local media, and posted on the front page at http://utk.edu. (Hilltopics, p. 55) (http://hilltopics.utk.edu/files/Hilltopics%202015-16.pdf). SIS will cancel classes when UT is closed. Please check the SIS student listserv (UTKSIS-L@LISTSERV.UTK.EDU) for messages about closing.
DISABILITIES THAT CONSTRAIN LEARNING

Any student who feels he or she may need an accommodation based on the impact of a disability should contact the Office of Disability Services (ODS) at 865-974-6087 in 100 Dunford Hall to document their eligibility for services. ODS will work with students and faculty to coordinate reasonable accommodations for students with documented disabilities.

CIVILITY

Civility is genuine respect and regard for others: politeness, consideration, tact, good manners, graciousness, cordiality, affability, amiability and courteousness. Civility enhances academic freedom and integrity, and is a prerequisite to the free exchange of ideas and knowledge in the learning community. Our community consists of students, faculty, staff, alumni, and campus visitors. Community members affect each other’s well-being and have a shared interest in creating and sustaining an environment where all community members and their points of view are valued and respected. Affirming the value of each member of the university community, the campus asks that all its members adhere to the principles of civility and community adopted by the campus: http://civility.utk.edu/.

CCI DIVERSITY STATEMENT

The College of Communication and Information recognizes that a college diverse in its people, curricula, scholarship, research, and creative activities expands opportunities for intellectual inquiry and engagement, helps students develop critical thinking skills, and prepares students for social and civic responsibilities. All members of the College benefit from diversity and the quality of learning, research, scholarship and creative activities is enhanced by a climate of inclusion, understanding and appreciation of differences and the full range of human experience. As a result, the College is committed to diversity and equal opportunity and it recognizes that it must represent the diversity inherent in American society. The College is acutely aware that diversity and fairness are foundations that unite the College's faculty, staff, students, and the larger communication and information community.

ACADEMIC INTEGRITY

Students should be familiar and maintain their Academic Integrity described in http://hilltopics.utk.edu/files/Hilltopics%202015-16.pdf, p. 15 as: “Study, preparation and presentation should involve at all times the student's own work, unless it has been clearly specified that work is to be a team effort. Academic honesty requires that the student present his or her own work in all academic projects, including tests, papers, homework, and class presentation. When incorporating the work of other scholars and writers into a project, the student must accurately cite the source of that work.”

Students should abide by the Honor Statement described in the same Hilltopics, p. 73:

“An essential feature of The University of Tennessee is a commitment to maintaining an atmosphere of intellectual integrity and academic honesty. As a student of the University, I pledge that I will neither knowingly give nor receive any inappropriate assistance in academic work, thus affirming my own personal commitment to honor and integrity.”

PLAGIARISM

Use the Turabian or Chicago Style Manual for citing sources. Cheating and plagiarism are violations of scholarly and professional ethics and University policy; don't do it! If you cheat or plagiarize, you will fail the course and could face further actions. Further information is available in Hill Topics, the UTK student handbook.
**PREPARATION OF WRITTEN WORK**

Provide the following information for each assignment you submit. Additional guidelines for completing each assignment will be provided.

- Name
- IS 530 Assignment label (e.g., Assignment 1: Reference Observation)
- Page numbers.

**DUE DATES AND LATE ASSIGNMENTS**

Submit the assignments via BlackBoard before the start of class on the due date. I will not accept late assignments unless I have been advised in advance and given a good rationale for lateness. Those assignments that are accepted as late assignments will earn reduced credit of at least one grade step (i.e. an A- becomes a B+) and perhaps more than one grade step depending on the tardiness.

**INCOMPLETES**

Based on adopted University of Tennessee-Knoxville and SIS policy, a grade of I (Incomplete) is reserved for emergencies that prevent the student from completing the course on time. Incompletes are granted only under "the most unusual of circumstances" and solely at the discretion of the instructor. Plan your semester’s course of study carefully to insure sufficient time to complete the required work.

For students who simply "disappear" without contacting the instructor and without completing the required form, an "F" is submitted.

**ASSIGNING GRADES**

Please note that I do not assign letter grades for individual assignments, but will mark your paper with my comments and provide a point score based on the possible points earned for that assignment. If you’d like to compute a letter grade based on the score provided, divide your score by the total points possible for the assignment and refer to the scale on pp. 5-6 of the syllabus for the corresponding letter grade. For example, if you earned 23/25 points on an assignment, your percentage grade would be 92/100=B+. Your final grade will be based on total points earned/100 possible points over the course of the semester.

**EVALUATION**

+ Semester grades will be assigned according to the following scale:

<table>
<thead>
<tr>
<th></th>
<th>93-100%</th>
<th>Excellent</th>
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</thead>
<tbody>
<tr>
<td>B+</td>
<td>87-92%</td>
<td>Very Good</td>
</tr>
<tr>
<td>B</td>
<td>80-86%</td>
<td>Good</td>
</tr>
<tr>
<td>C+</td>
<td>76-79%</td>
<td>Marginal</td>
</tr>
<tr>
<td>C</td>
<td>70-75%</td>
<td>Below graduate level</td>
</tr>
<tr>
<td>I</td>
<td>(no quality points) a temporary grade indicating that the student has performed satisfactorily in the course but, due to unforeseen circumstances, has been unable to finish all requirements. An I is not given to enable a student to do additional work to raise a deficient grade. The instructor, in consultation with the student, decides the terms for the removal of the I, including the time limit for removal. If the I is not removed within</td>
<td></td>
</tr>
</tbody>
</table>
one calendar year, the grade will be changed to an F. The course will not be counted in the cumulative grade point average until a final grade is assigned. No student may graduate with an I on the record.

<table>
<thead>
<tr>
<th>Grade</th>
<th>Description</th>
</tr>
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<tbody>
<tr>
<td>S/NC</td>
<td>(carries credit hours, but no quality points) S is equivalent to a grade of B or better, and NC means no credit earned. A grade of Satisfactory/No Credit is allowed only where indicated in the course description in the Graduate Catalog. The number of Satisfactory/No Credit courses in a student's program is limited to one-fourth of the total credit hours required.</td>
</tr>
<tr>
<td>P/NP</td>
<td>(carries credit hours, but no quality points) P indicates progress toward completion of a thesis or dissertation. NP indicates no progress or inadequate progress.</td>
</tr>
<tr>
<td>W</td>
<td>(carries no credit hours or quality points) indicates that the student officially withdrew from the course.</td>
</tr>
</tbody>
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**COURSE EVALUATION**

You will be invited to evaluate the course at the end of the term. Please participate in this valuable process. I also invite your comments throughout the course and read all comments, suggestions, and recommendations.

**ASSIGNMENTS: DESCRIPTION**

<table>
<thead>
<tr>
<th>Activity</th>
<th>Points</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Participation</td>
<td>10</td>
<td>ongoing</td>
</tr>
<tr>
<td>Assignment 1</td>
<td>20</td>
<td>9/14</td>
</tr>
<tr>
<td>Quiz 1</td>
<td>15</td>
<td>10/26</td>
</tr>
<tr>
<td>Assignment 2</td>
<td>20</td>
<td>11/16</td>
</tr>
<tr>
<td>Assignment 3</td>
<td>20</td>
<td>12/7</td>
</tr>
<tr>
<td>Quiz 2</td>
<td>15</td>
<td>12/14</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>100</td>
<td></td>
</tr>
</tbody>
</table>

**DISCLAIMER**

Please be aware revisions may be made to this syllabus over the course of the semester, and as such, the content contained within may be subject to change.