

<u>Course Information:</u>	CO/BS/CIS9999: THIS USER GUIDE APPLIES TO ALL COURSES, ALL SEMESTERS
<u>Class Type:</u>	Specific to InClass, Hybrid, Online, Distance Education, or Independent Study Orientation/See Course Management System (CMS)
<u>Project Type:</u>	Individual Project, Group Project or Hybrid Projects (Project across two classes)
<u>Supporting Documentation:</u>	See <i>Sample Case Study with Full Format (SCSFF)</i> [SAMPLE ONLY]

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Course Description: **CO/BS/CIS9999: THIS USER GUIDE APPLIES TO ALL COURSES, ALL SEMESTERS**

Note: This user guide is to provide an outline for the design and development of your demonstrated technology, whatever that technology may be. This resource will guide you through a document creation which is precisely what is needed to validate the technology and/or process you have selected to study, report, and present. *Applicable to the individual course(s) for which this User Guide may apply. For example, if you are taking a case study course this UG applies; if you are taking an online course, this UG applies; etc. This guide is how to document your project properly and in publishable form, whether in print or in e-resources.* **GOAL: demonstrate a technology and document your demonstration to validate your work.**

Why is project documentation important? ‘Listen’ to the following example:

Before joining my current organization, I had never heard people talking about documentation as a separate area worthy of much attention. The general opinion was that anybody who was free could do it—whether creating plans (e.g., the QA plan, test plan, or SCM plan), templates for reviews, status reports, time sheets, or the user manual. Having special technical writers was considered a good idea, but a luxury. *An Eye-Opener.* During the interview for my current job, I talked at length about everything from software process to management and metrics collection. I did not stress documentation, even though it is my core area. I felt that talking about documentation would sound like I had no other skills, because I considered it the least marketable skill. Even when my interviewer asked about my documentation work and experience, and then started to tell me why he thought that documentation can make or break a project, I did not think he took it seriously. Nevertheless, I joined the company to head the documentation area. The day I joined, our managing director sent a message to everybody saying that no documents—internal or external—would leave the company without my review. He gave an example of how a well-written, thirty-page document fetched us a million-dollar project. “We knew we could deliver if we got the project, and the bridge between us and the project was our proposal. We understood this and worked hard on this. We took extra efforts to express ourselves fully with a professional and holistic appeal and that paid off. We got the project,” he told me later. This was a first for me: I saw someone at the top who felt documentation was an important part of quality assurance!

Documentation? What’s That? We have all read a lot about technology, quality, certification, testing, automation tools, and processes. But how many of us have seen articles on documentation? There are few, not because documentation is not important, but because we have not yet realized its potential. There is still a perception in some that documentation is less significant than analysis, design, or coding. But we should appreciate the fact that documentation projects have levels of maturity, just like the software process. The book, *Managing Your Documentation Projects* by Joann T. Hackos, is one of the best books on how project documentation can be standardized and how standardized project documentation improves a project’s quality. When compared to those levels, many software companies would not qualify as low-level documentation organizations, having only ad hoc documentation practices and no documentation experts. Most companies do not give a fraction of the importance to the documentation process that they give to their software development processes. The fact is, careful documentation can save an organization time and money. Unless you are able to produce a document that makes the user comfortable and agreeable, no matter how superior your product might be, people will refuse to accept it. In my opinion, Microsoft’s MSDN is one of the finest product guides ever produced. Given the scale of products they offer, they would be lost without an established documentation standard. Today, even with their massive size, Microsoft launches products with professional documentation. Some may dismiss this by saying they have the resources that others lack. But did they always have the resources? At some point they placed a priority on documentation. That is one of the reasons that all their products are self-contained and successful. That saves millions of dollars, not only for Microsoft, but also for all kinds of businesses today.

Small companies also can gain by developing good documentation staff and practices. Often, a proposal fails to convert to a project because the proposal documentation lacks concise and expressive language, professional organization and polish. It may not be their inability to deliver, but their inability to express their capability. For many, documentation is only about creating user manuals and online help, and even that documentation lacks an established process. When a project nears completion, a writer is called upon to document it. Someone sits with the technical writer and quickly runs through the application, telling the technical writer to prepare a user manual and to “please call on me if you have any questions...” The technical writer does their best to prepare a manual for the application. Then come the calls for more training or help over the phone, and half of the support staff will be answering queries on the user manual itself. Think how much time would have been saved if the documentation had been considered an important part of the process from the beginning. Doing it is important! It’s not that we don’t know how to do the documentation right. We just don’t think it’s important. The simplest thing one can do is to involve documentation people from project initiation and let them understand the project dynamics, technology, domain, and objective. We need to make sure the person who does the documentation—whether internal or external—understands the document audience well, and the purpose and objectives of creating the document. Once this is done, the documentation will be organized and articulated in a way that makes sense to the readers. The idea behind this is to take a proactive approach toward documentation. We will surely be better off planning our project documentation and executing it when the writers know the purpose and stay involved throughout the lifecycle. To set our documentation standards in place, we need to integrate our software processes with our project documentation requirements; specifically, the various documents and records we create for our quality conformance purposes should adhere to set document standards. There might be the understanding that “we already have templates that we follow.” But I am not talking about the process we follow for certification’s sake (e.g., ISO or CMM). I am talking about synchronizing our real quality assurance with our documentation standards and other processes. Hence, it is very important that both our QA and documentation processes go hand-in-hand and that both departments work in synchrony. It actually has to be a synchrony triad—the processes defined by QA, followed by the technical people, and documented as per the standards.

Remember that change happens slowly. This morning, I spoke to our team of project owners and told them it is important to follow whatever standard templates and styles we publish. As I was enjoying my cup of coffee with a sense of satisfaction thinking about the morning session, I received a call from one of the project owners. He congratulated me on all my endeavors to bring order to the chaotic environment, and then he came to the point: “Kumar, I have a document to be reviewed. I wish I had time to format it in line with the dot template you sent me the other day; but I think you will appreciate that I have an important design review to attend. Can I send you the document and ask that one of your technical writers format it according to our style before it is reviewed?” I hung up the phone with a very hesitant “Yes.” Old habits die hard, but if we are persistent and patient, our efforts will pay off, and others will appreciate the importance of documentation to quality assurance. **About the Author:** Kumar Raman was a business journalist with a leading national economic daily in India. He has varied newspaper experience, picking up knowledge in domains such as finance, banking, insurance, stock markets, etc. In information technology, he has worked on both Microsoft and Java platforms, playing a variety of roles from analyst programmer to quality facilitator to project leader. He now heads the documentation for Arkin Systems, a leading producer of industrial grade software and one of the leading private software export firms in India. Kumar Raman works with Arkin Systems Pvt Ltd (Chennai, India), as Documentation Lead. He can be reached at kumarr@arkinsys.com.

Resources:

<http://managementhelp.org/evaluatn/casestdy.htm>

<http://www.studygs.net/casestudy.htm>

<http://www.ica-sae.org/trainer/english/p9.htm>

<http://misnt.indstate.edu/harper/CASEGUIDE.htm>

http://articles.techrepublic.com.com/5100-10878_11-5965124.html

<http://www.export.gov/sellingonline/whatisecommerce.asp>

http://ecommerce.networksolutions.com/ecommerce_what_is_ecommerce.asp

http://www.mbda.gov/?section_id=5&bucket_id=125&content_id=2485&well=entire_page

[http://msdn.microsoft.com/en-us/library/ms243128\(VS.80\).aspx](http://msdn.microsoft.com/en-us/library/ms243128(VS.80).aspx)

[http://msdn.microsoft.com/en-us/library/ms181234\(VS.80\).aspx](http://msdn.microsoft.com/en-us/library/ms181234(VS.80).aspx)

<http://www.devshed.com/c/a/Administration/Organizing-a-Team-Project/>

This User Guide (UG) is offered as a guide and support mechanism by which you may gauge your progress and/or success in your projects, regardless of type of project, e.g., case study, group project, e-portfolio, etc.

General Guidelines: (You should reference often the SCSFF in the CMS). Your document, which is an extension of your project, is the validation tool used to tell others what you have accomplished. In order to validate your project, your document should be written in **APA (this course)** or Chicago-style format. The Appendix in this document will demonstrate how to cite sources for each type of writing style. The validation-document you create should range in total pages from fifteen (15) pages to approximately 30 to 70 pages, depending on whether you are the ***sole team member*** or ***part of a group effort; for team projects which include more than one person or which covers more than one class***, your project document should be significantly more in depth and, therefore, be increased in page numbers/content inclusion. For team projects, for example, which covers one class, you should expect to produce a publishable project document/validation which is between 30 and 45 pages; if your team project covers more than one class, your project document should range between 45 and 75 pages. The following table will give you the general guidelines for the number of pages you should prepare (see Table 1):

Table 1: Number of Pages by Type of Project

Type of Project	Number of Individuals	Bound: Pages (range)	Total Points
Case Study/Efolio/Design	1	Yes: 15 – 30	300 per person*
Case Study/Efolio/Design	2	Yes: 20 – 40	300 per person*
Team Project: 1 Course	2 or more	Yes: 25 – 45	300 per person*
Team Project: > 1 Course	2 or more w/> 1 course	Yes: 45 – 75+	300 per person w/group and individual assessments*
<p>• NOTE: the 400 points: 300 for the documentation, 100 Points for the presentation (50 PowerPoint/50 Poster) [see http://www.posterpresentations.com/ for templates.]</p>			

All project types and document types are required to be bound and be “professional-grade ready” to present to your instructor and/or review by a select panel of experts. The details of this process are listed below and you should consult this UG often, as it will support the success of not only your project, but also of your success in documentation to validate your project. If you are conducting this class in an online format, your “bound” requirement will be a fully-written document in MS-Word or compatible word processor with the requirements as stipulated in this UG. The Presentation will be a set of PowerPoint slides and a PosterSession document, both of which will be reviewed and evaluated/assessed from a Conference Presentation Peer-reviewed process. These three items are explained in this UG and a rubric is provided for each type. In other words, you will have three (3) items completed for this course: (1) a professional, publications-format document to validate the technology or process being demonstrated; (2) a PowerPoint set for presentation; and (3) a PosterSession document(s) in a format for a conference.

Thanks,
Ken Scott, Ed.D.
Learning Community Facilitator
Chief Project Director
Chief Information Officer

1. Professionally Bound Document to Validate the Technology or Process Being Demonstrated:

General Document Layout (5 Points):

- a. Margins for the document are to be 1 inch, top, bottom, left, and right;
- b. Font: Times New Roman, 12 Point;
- c. Spacing: Double spacing, except for quotes imbedded within the document which will be single spaced and double indented at .5 inch, and applicable areas of the Appendix which will vary accordingly;
- d. Header: Should be the title of the project, right-justified, Times New Roman, 10 Point font size;
- e. Footer: Should include team member name(s) and page numbers, Times New Roman, 10 Point font size.

Page 1 (5 Points): The first page of the project is the cover page. This page will include the course name and title, the date of submission, the date of its presentation, the member(s) of your team, their function in the project, phone number for each individual, and email. In addition to this information, you are to prepare an abstract which should be written on the last 1/3 of the page. The abstract should be a statement of no more than 125 words total.

Page 2 (5 Points): You are to prepare a *Statement of Participation* in which the individual, individual team member or group team members officially state that their project is ready for presentation in PowerPoint and PosterSession format, as well as the bound-document. This page requires the name(s), signature(s), and date(s) at the time the signatures were provided to indicate that on this date, the project is ready for presentation.

Special notice: DO NOT USE YOUR ACTUAL SIGNATURES: IN LIEU OF THIS LEGAL ITEM, YOU MUST USE A SCRIPT FONT TO SUBSTITUTE FOR YOUR ACTUAL SIGNATURE(S).

Page 3 (10 Points): Beginning on page 3, your Table of Contents should begin. This TOC may cover 1, 2, 3, or 4 pages; however, regardless of the number of pages used for the TOC, it must be properly formatted with dot leaders, and the left column and right column should have the categories of: **Content(s):** and **Page:** respectively.

From this point in the UG, the pages will vary and therefore are indicated as xx-yy.

Pages xx-yy: (5 Points): Executive Summary. The Executive Summary is a one-page SINGLE SPACED overview of the project. The Executive Summary gives sufficient detail for a reader to understand the overall intent of the project, the basic function of the project, and the outcomes derived from the proposal or the project completion.

Pages xx-yy: (10 Points): Problem Statements. The Problem Statements are on a separate page following the Executive Summary. The Problem Statements are to offer statements for what is being accomplished in the project. There are no requirements for these questions, except to state that you should limit your questions to between 3 – 5 questions for the entire project. More than the 3 – 5 range, and the project becomes excessively large in scope. Use the Problem Statements to focus on the key areas of development, investigation, or analysis. Be sure that in your Summary/Conclusions/Implications section, you show the questions again and respond to your own question by indicating how your project has answered these questions.

Pages xx-vv: (200 Points): Body of Paper w/tables/figures/text. The Body of Paper is where the actual documentation process takes place. For example, the first section in the Body of Paper should be the Introduction, which is to offer the reader **informational-access** into your project. The Introduction is where you state the intent of the project and give reasons for why this project is being conducted. If money is involved such as a grant, say so; if the project is a duplication of a previously conducted project, say so; in other words, use the Introduction to capture the interest of your reader about what is being presented in your project documentation.

The Body of Paper is where you select headings which drive the project. For example, if you are going to research and document the purpose of Recruitment and Retention, for example, you would want to include a section with the title similar to, Recruitment and Retention: A Brief Historical Perspective, followed by another section, titles, Recruitment and Retention: Currents Trends in Community Colleges...or something similar. From here, your headings determine what you are doing in the sections of the project. If you have ten areas that you are doing in the project, your report should have AT LEAST ten headings to document what is being done in these ten areas. As a relaxed format for this class only, it is perfectly okay to note somewhere in the document who is doing what and indicate this information is some kind of tabular format for ease of reading and interpretation. If you are the only individual in this project, the cover page will suffice.

You should see Table 1 for the number of pages in the Body of Paper specific to the other pages needed by individual teams or by actual team projects or individual participants. For example, if you are on a team project which is for 2 classes, your Body of Paper will be much more involved and extensive than if this project is being conducted by an individual not participating as a team member.

In the Body of Paper, you should make use of tables, charts, images, screen shots, etc. DO NOT attempt to fill the Body of Paper with excessive screen shots, or tables, or images. These items are NECESSARY, but they do not “tell” the reader how you documented your project; for this to occur, you need to have descriptive text, not cut-copy-paste items which fill up 51 pages or 28 pages, or however many are in the Body of Paper. The Body of Paper is double-spaced, less any direct quotes over 25 characters. When this occurs, you are to use single spacing and indent on each margin of .5. The remainder is double-spaced text.

Note: The Body of Paper is to be formatted according to APA-style Manual or Chicago-style Manual. IF YOU HAVE NO CLUE ON HOW THIS IS DONE, CONSULT YOUR LEARNING COMMUNITY FACILITATOR EARLY and reference the Appendix for examples of citing sources.

Pages xx-vv: (15 Points): Summary, Conclusions & Implications. Once the Body of Paper is concluded, the last pages of descriptive text will be the summary of the project, the conclusions you and/or the team have reached, and any implications you believe this project may have brought to light. This page can cover several pages, but the point here is to be sure that you address each of these items and they must be clear and address your Problem Statements. Remember to restate your Problem Statements to ensure you have responded to each type. For example, if one of your statements was, “Was I successful in the design of my e-portfolio?”, and you feel that you were not, then respond by stating the rationale of why not. Not all projects are failures because the data or process was not what was expected by the researcher or creator. Research and design is about outcomes, in whatever form they may result.

Pages xx-yy: (10 Points): Sources Properly Cited. Any material you used to support your project, whether it is from a book, newspaper, peer journal, or even an interview, you must cite these as sources. The proper format of these can be demonstrated in a few minutes; thus, if you do not know how to do this, contact your Learning Community Facilitator. Also, if you are using a CMS which applies the Library Research Log (LRL), be sure to include these sources in the LRL according to the number of entries as noted on the Grade Scale Rubric.

Pages xx-yy: (10/10:20 Total Points): Appendix Cover Page/Additional Tables, Images, Charts, etc. This is a 1 page “cover” sheet which indicates that the Appendices are beginning. On this page, you should list items in the appendix, such as additional items, letters from clients, or whatever goes in the Appendix. Immediately after the Appendix cover page, you will have the actual items in the Appendix. I would suggest that you do include supporting items in the Appendix of this project/proposal, which is not included in Body of Text.

Pages xx-yy: (5/10: 15 Total Points): Initialed Project Rubric Guide, PowerPoint/Poster, Spell Check, Grammar: For this final set of materials in the project, you and/or your team will need to sign the Project Validation Form, included in this UG; also, you will need to include a “handout” version of your PowerPoint slides and/or Poster Session materials, as well as ensure that you have taken care to use MS Word tools for spelling, grammar, etc.

PowerPoint/PosterSession: 50/50: Total 100 Points.

***** See Table 2 to view how the Projects will be evaluated/scored. *****

Table 2 Project Rubric Guide (PRG)

Page Number(s)	Item(s) on Page(s)	Points Possible
General Document Layout:	Margins, Header, Footer, Font, and Spacing	5/5/400
Page 1	Cover Page Properly Formatted	5/10/400
Page 2	Statement of Presentation	5/15/400
Page 3 (starts on 3, may be 3 – 7)	Properly Formatted Table of Contents with Dot Leaders	10/25/400
Page xx-yy (1 Page)	Executive Summary	5/30/400
Page xx-yy (1 Page)	Problem Statements	10/40/400
Pages xx-yy (see Table 1)	Body of Paper w/tables/figures/text (see Table 1)	200/240/400
Page xx-yy	Summary, Conclusions & Implications Page	15/255/400
Page xx-yy	Sources Properly Cited	10/265/400
Page xx-yy	Appendix Page (may be noted as APPENDICES)	10/275/400
Pages xx-yy	Additional tables, images, charts, etc	10/285/400
Page xx-yy	Initialed Project Rubric Guide	5/290/400
Applicable Use of Grammar	Spell Check, Grammatik, etc.	10/300/400
File Attachment (Appendix)	PowerPoint	50/350/400
File Attachment (Appendix)	PosterSession	50/400/400
Note: Pages may vary as needs of the researcher dictate.	Total Points for the Project Document:	400 Points

General Review/Recap/Redux of the Project Documentaiton:

- a. **Problem Statements:** The topic of your paper is to become your “guiding light” for which you will use to keep you on the right path to success. Three examples: 1) assume that your topic is: *RedHat Fedora Core 5/6 as an Open Source Alternative as Compared to Microsoft Windows Using Netcraft to Measure Public Domain Sites*: your outcome might be to study open source compared to Microsoft and use actual data to accept/reject the case study hypothesis (your topic in italics); 2) *The Cell Phone: A Communications Revolution*: your outcome is to make a case that cell phones have actually created a communications revolution; and, 3) *The Internet: Friend or Foe*: outcome is to make a case that the Internet has more advantages than disadvantages;
- b. **Cover Page:** The cover page should include, as a minimum, your FULL NAME, date of the report, the name of the college or university, full name/number of the course, “Statement of Research”, which is the topic/hypothesis statement of the project, professor’s name, and defense date (**to be discussed**); these are to be designed by the team; **the ABSTRACT is REQUIRED as already specified.**
- c. **Table of Contents:** The table of contents should be formatted as TABLE OF CONTENTS centered on the top of the page; the left column is the title of the item on the page and the right column is the page number. All left column and right column items should be merged via dot leaders (creation of dot leaders is included in the Course Documents under *How To Create Dot Leaders in MS Word*);
- d. **Executive Summary:** The Executive Summary is a concise summarization of your case study to include the purpose, outcome, and any details to provide the reader a “quick set of facts” to understand what the entire case study is all about.
- e. **Case Study/Research Questions (See Problem Statements).** These items are included so that you may define what questions you are trying to answer. For example, are you seeking to compare two things; state a case for/against a technology; persuade an audience that a technology is valuable; etc. You should have a minimum of one question and no more than five questions. [**see Topic or Hypothesis Statement**]. (See Part a)
- f. **Body of Paper with MINIMUM REQUIRED One Table and One Figure.** It is imperative that you be aware of plagiarisms, which means you cannot directly use another person’s ideas, words, or materials, without citing it in the body of the paper and sources/resources page. To do so is **not a good idea**, as intellectual stuff is protected under copyright laws. The body of the paper should have headings for sections, cited sources, some reasonable flow of logic correlated to your table and figure, and should resemble a discussion as if you are making a case for your case study questions as if to say, “I agree with this or I don’t agree with this...and here’s why for either direction you go.” The body of the paper will be reviewed as if a conversation were taking place. At the end of this “conversation”, the “professor-concurrent learner” is going to ask himself or herself an important question: “Did this person (author of the case study) make a case for or against the topic he or she was investigating? And if so, was the “professor-concurrent learner” swayed in the direction of the author of this case study?” You see, the body of the paper is an opportunity for you—as the author—to convince someone else that you believe in or don’t believe in a topic; or to study an event, technology, or process to make a convincing case for/against the event, technology, or process. Of course, in the interest of making the case, the content and context of the body of the case study should be structured, logical, spell-checked, and set within the

margins of 1” left, 1” top, bottom, and right. **Any questions may be directed to the “professor-concurrent learner” at anytime PRIOR to the date submitted.**

- g. **Summary Page:** The summary page is intended to provide a quick reference from the author of the case study as to the results of the case study. Was the objective met, not met, undecided, not enough materials, resources confused the case study author, and so forth.
- h. **Sources:** The sources section is exactly what it appears to be – a proper citing of the sources used in the case study, to include proper references to the Internet. However, the balance in the case study is to use peer reviewed material AND the Internet. All Internet sources will make the case study **NULL AND VOID**, so please—if you do not know what a peer-reviewed journal or reference is, ASK YOUR “professor-concurrent learner.” Sources have a very special format, so if you are using Chicago style or APA will determine what format is to be used. **Appendix Page:** The Appendix page is a single page with the words APPENDIX or APPENDICES or APPENDIXES about 2 inches from the top of the page and centered on the page. That’s all it is...
- i. **REPEATED FOR EMPHASIS Sources:** The sources section is exactly what it appears to be – a proper citing of the sources used in the case study, to include proper references to the Internet. However, the balance in the case study is to use peer reviewed material AND the Internet. All Internet sources will make the case study **NULL AND VOID**, so please—if you do not know what a peer-reviewed journal or reference is, ASK YOUR “professor-concurrent learner.” Sources have a very special format, so if you are using Chicago style or APA will determine what format is to be used.
- j. **Additional Tables, Images, Charts:** If you have used these, they need to be in the Appendix.
- k. **Signed (Your initials apply in this requirement) Case Study Rubric Guide:** Student Case Study Rubric Guide Validation Form (SCSRGVF). **[Name may vary in this document.]**
- l. **PowerPoint Presentation.** This case study requires a PowerPoint presentation to present your study to an audience. The audience may be the **“professor-concurrent learner”** or a designated panel of experts or a visitor who is very aware of the area of your case study. The slide set should not quote your case study, but should be a set of “talking points” from which to present your case study in a 15-minute presentation. Q&A is very likely in the case study presentation. Your PowerPoint set is valued at 50 Points, and should be clear, and summarize your topic, study, e-portfolio, research, or case study. The number of slides is at your discretion; however, you are discouraged from creating 100 slides or 50 slides; a range—just a suggestion—should be somewhere between 12 – 20; **[See Moodle for a Slide Set example];** **PosterSession:** A poster session is a set of slides, if you will allow this corollary, to post on a large board at a conference. Individuals then stop by and ask you questions of varying degrees of complexity. The purpose here is not to have you create a 72x60 poster and have it printed and mailed to me...NOOOOOO... I will include the web site to access the templates. From the template, you will create a Poster and save it. It will be scaled once printed, but for creation, the poster will appear as a page for you to add items, modify, cut/paste materials, etc. More on this as the course progresses. **[See Moodle for a PosterSession example]**

Once you have completed this case study and are ready to submit to the **“professor-concurrent learner”**, you should continue to the next page where you will complete the information as requested. Thank you for your hard work on the case study, project, efolio, etc, etc.

Project Rubric Guide Validation Form (SCSRGVF)

The Case Study/Technical Paper submitted herein is the sole work of the author(s) as noted on the cover page of the submitted document. To the best of my ability and experience, I have used materials appropriate to the case study and have cited those sources to the best of my ability and experience. It has been my intent to avoid using intellectual property of any individual, organization, or other entity, for which I did not give credit in the case study. Date Submitted: _____

Printed Full Name of Author(s):

Initials of Author(s):

Respond to the following statement:

I believe I/we have met the goal of my/our case study as indicated by the Case Study Questions:
_____ (Author's Initials)

I do not think I/we met the goal of my/our case study as indicated by the Case Study Questions:
_____ (Author's Initials)

Comments from the Author(s): (Please use the space provided below).

Sample Topics for Case Studies, Projects, e-Portfolios, Research, etc.:

1. *RedHat Fedora Core 5/6 as an Open Source Alternative as Compared to Microsoft Windows Using Netcraft to Measure Public Domain Sites;*
2. *The Cell Phone: A Communications Revolution;*
3. *The Internet: Friend or Foe;*
4. *ISP: The Connection and How It Works;*
5. *WEB 2.0: Instant Messaging or a Global Trap;*
6. *Open Source Software: A Review of the Literature;*
7. *Student Services: A Case Study;*
8. *The College Website: A Case Study;*
9. *Recruitment & Retention: A Case Study*
10. *A Proposal to Convert the Existing CIS Program to an Online CIS Program*
11. *Why Frogs Don't Fly: No Case Study Needed*
12. *The E-Portfolio: A Personal Case Study*
13. *Never use this number... ☺*
14. *The Design of the Personal E-Portfolio: Theory and Application*
15. *E-Portfolio Content: How Much is Enough to Avoid User Misuse*
16. *A Step-by-Step Validation of the Personal E-Portfolio*
17. *And all others...et al.*