Students learn about the overall management process in Principles of Management and quantitative methods in Business Statistics. This course may seem very different from other management courses in the degree program. One major difference of this course is the use of quantitative tools in managing organizations.

This course applies the various aspects of Planning, Organizing, Leading, and Controlling in the context of Operations Management. Thus, the syllabus is arranged around those four major management tasks.

**Course Description**
Concepts and techniques in management of productive activity in service systems and in manufacturing systems. Prerequisites: MGT 272, MTH220 or equivalent, and junior standing.

Topics covered include capacity, decision analysis, forecasting, inventory, job design, layout, linear programming, location, project management, quality control, scheduling, and queuing analysis.

**Program Learning Outcomes**
Program learning outcomes define the knowledge, skills, and abilities students are expected to demonstrate upon completion of an academic program. These learning outcomes are regularly assessed to determine student learning and to evaluate overall program effectiveness. You may access the program learning outcomes for particular courses at [http://cobweb.sfasu.edu/plo.html](http://cobweb.sfasu.edu/plo.html).

**Course Objectives**
The objectives of the course are to develop the student’s understanding of:

1. the scope of Operations Management (OM),
2. OM terminology and appropriate usage,
3. interactions between OM and other functional areas of the organization,
4. various OM techniques, practices, theories and models at an introductory level in both manufacturing and service environments,
5. quantitative techniques used for decision-making and basic concepts governing management of OM activities,
6. logically analyzing and integrating knowledge to work with and apply OM models and theories,
7. current domestic and global issues associated with OM, and
8. the foundation necessary to pursue more advanced work in OM.
PLANNING

Required Materials
   a. Loose-leaf and soft cover copies are available at lower cost.
   b. International versions are not always the same – recommend avoiding.
3. Calculator (recommend TI-30XATM, TI-36XATM, BA II PLUS™, or BA II PLUS™ Professional).
4. Compatible browser and computer system.
5. Microsoft Excel® and Word® required for homework assignments (Office 365 available).
6. Adobe Acrobat® Reader, download available at no charge.
7. Reliable Internet connection – wireless connections are discouraged for online exams/quizzes.
8. SFASU email account and SFASU Desire2Learn system access (D2L).
9. Syllabus and Detailed Course Schedule. Current version posted in D2L.
10. Additional topic materials may be assigned (posted in D2L and/or distributed in class).

Navigating the Course
Syllabus: Thoroughly read this syllabus to ensure you understand course policies and requirements. Keep a copy of the syllabus and Detailed Course Schedule for reference.

Use of Personal Computers: Students assume ALL responsibility for personal computer operating condition and personal Internet connection functionality. Based on experience with online course materials, a high-speed Internet connection (cable, DSL, FIOS/fiber, etc.) is strongly recommended. Technical difficulties with a student’s personal computer and/or Internet connection are beyond the University’s control and are NOT a valid reason for a “make-up” on any course activity. Students are responsible for ensuring personal computers meet D2L requirements and that personal computers and Internet connections function properly to meet course deadlines.

Online Learning and D2L: Learn how to use D2L and Connect as soon as possible. Most online issues are overcome through familiarity with the systems. Enrollment in the course implies each student possesses basic computer skills and knowledge of navigating through online information and websites. This includes, but is not limited to, logging into the course, navigating course materials, uploading assignments, posting to discussions, taking exams/quizzes, collaborating with group tools, and sending email messages with attachments. Students must be able to use their SFA email account to contact the professor and send file attachments, if needed. Go to https://d2l.sfasu.edu to access the course. Relevant announcements, course material and grades will be posted in the D2L course. If you experience a problem, first and foremost, do not panic. Usually, issues are easily resolved, and the professor will work to resolve any as quickly and fairly as possible.

For D2L technical issues, contact the Technical Support Center (TSC) Help Desk immediately (for example, “D2L seems to be down. I need to take a quiz.”). The Help Desk has previously encountered and resolved various issues for students. McGraw-Hill also has dedicated Connect Technical Support online and via phone.

If you experience content issues (D2L or Connect), email the professor immediately (e.g. “I can’t access Module 2”). This is for your protection and provides documentation of the issue and helps to resolve it as quickly as possible. The Help Desk does not have access to open content.
PLANNING (continued)

**Attendance and Participation**
Online attendance and participation is expected in the course. Extend absence from the online environment may be “excused” only if it is for a reason acceptable to the professor (for example, business trip to location with no internet) and acceptable written documentation is provided prior to the absence. Minor illnesses, car trouble, malfunctioning alarm clocks, and most other reasons are NOT acceptable reasons for an absence to be “excused.” This is generally not an issue with online classes.

**ORGANIZING**

**Course Format**
Lesson modules are conducted using the textbook, assignments, activities, additional readings, videos, and/or cases, which are presented through D2L and Connect. Students must complete quizzes, exams, and other assignments by the due dates in the course schedule or announced in D2L.

**Event Timing**
All times for this course are in US Central Time (CDT or CST depending on date). Check times and dates carefully (see course schedule). Many tasks have a No Later Than (NLT) deadline which means students can complete the task any time between when the task is made available and the deadline. Students should feel free to work ahead especially regarding reading the textbook. Some tasks, such as exams, have a very specific availability period. Late work is not accepted, thus plan accordingly.

This is not a “self-paced” course. **Work not completed by the respective deadline (including quizzes and exams) will receive a grade of zero.** The rare exception (i.e., having a baby, family member returning from deployment, or last minute business obligation) requires clear, written documentation proving the delay was reasonable and beyond the student’s control. Such documentation must be provided to the instructor within one week of the incident. Exam makeups addressed below in the “Exam Make-up Requests” section.

**Course Withdrawal and Attendance**
The professor does not drop students from the course. If a student decides it is necessary to drop the course, follow the relevant guidelines of the University. As long as you are actively participating in the course (e.g. “attending” course, taking quizzes/exams, participating in discussions, etc.) and you follow the University’s withdrawal procedures, students can withdraw with a W during the W/WF signature period. Students who withdraw who are not actively participating may receive a WF.

**Assignments and Evaluation**

**Syllabus Quiz:** The syllabus quiz covers pertinent syllabus information for this course and consists of multiple choice questions related to the syllabus and course policies. It has a **20 minute time limit.** You have one attempt for the quiz. Once the quiz starts, it must be completed. The points count toward your course grade so prepare accordingly. **You must complete the syllabus quiz before posting your Self-Introduction or accessing the course materials in Module 1.**

**Student Self-Introductions and Online Identity:** Under Course Tools>Discussions is a discussion board to post your personal introduction to the class. You cannot post your introduction until you have completed the Syllabus Quiz. This does not need to be extensive it is simply to let you know who is taking the class in case you want to organize a study group. You must also post either a recent photo in your D2L profile or an “avatar” that represents either your first or last name. These are both due the first week of class.
ORGANIZING (continued)

Assignments and Evaluation (continued)

Student Information Form: The Student Information Form is due the first week of class. It asks for background information and additional contact information in case D2L or SFA email is down.

Introduction to Connect Assignment: The “Introduction to Connect” assignment will be available under Getting Started in Content. This assignment is not graded but should activate your Connect account. Students can purchase the access code at that time if a code has not been purchased. Students may activate a 14-day trial account if desired. All students will have to purchase a code eventually to be able to complete all of the assigned Homework (see below).

Homework (HW): Homework assignments in Connect are based on material within a particular chapter. Some content areas are quantitatively oriented; therefore, quantitative problems are assigned as homework. Homework assignments will close (lock) on dates specified in Detailed Course Schedule.

Homework does not have a time limit other than completing it by the due date. Students are allowed unlimited attempts on each homework assignment. The homework is primarily quantitative and each student is responsible for solving the problems and submitting answers through Connect for course credit. Homework may be submitted at any time before the closing date/time. Late submissions are not accepted. Your “best 10” homework assignments will count toward your grade but students should attempt every homework to help prepare for quizzes and exams, and try to earn the maximum points.

D2L and Connect periodically refresh sometimes creating delays as server traffic increases; therefore, do not wait until the last minute to complete an assignment. Plan for system delays. You can submit your chapter homework answers more than once (unlimited number of submissions). Assignments are due at the date/time indicated in the Detailed Course Schedule. Late submissions will not receive credit.

Homework make-up: There will be no make-ups for any homework unless they comply with University policy (e.g. D2L down, severe weather, official university activities, etc.). Resolved on case-by-case basis.

Quizzes (QZ): Students take quizzes in D2L related to chapter topics and assignments. These quizzes may include multiple-choice, true/false, matching, and/or short answer questions. Students should thoroughly read and study each chapter and related assignments before taking a quiz. Online quizzes are “open book,” however, time limits are placed on quizzes, and it is unlikely every answer can be found quickly in the text/notes. Therefore, students should prepare for quizzes as if they are “closed book” like exams. Instructions for taking each quiz will be available on each quiz. Students can take a chapter quiz only once. Once a quiz starts, it must be completed. Quizzes are not available times other than listed in the Detailed Course Schedule. Late quizzes are not accepted. Your “best 15” quizzes count toward your grade but students should take every quiz to help prepare for exams, and try to earn the maximum points.

If you have technical problems during a quiz, please contact the D2L/SFA Help Desk immediately and send the professor an email. The Help Desk can document issues and possibly help you correct computer settings (see “Use of Personal Computers”). The techs will try to determine what occurred (caused by: student’s ISP, our ISP, D2L, student accessing other websites during quiz/exam, etc.) and will advise me of the outcome, if any further action is required. Subsequently, once the detailed information from the Help Desk is provided, a determination will be made whether a quiz is reset based on that information, University policy, applicable law, and past practice.

Quiz make-up: There will be no make-ups for quizzes unless they comply with University policy (e.g. D2L down, severe weather, official university activities, etc.). Resolved on case-by-case basis.
ORGANIZING (continued)

Assignments and Evaluation (continued)

Module Exams (EX): Three proctored examinations primarily consist of multiple-choice questions, but may also include true/false, matching, short answer, and/or essay questions. Exams cover class lectures, discussions, assignments, assigned readings, and other materials in the course (i.e. handouts/slides, guest speakers, in-class activities, case studies, quizzes, videos, etc.). Everything related to the course is testable. Questions consist of both qualitative and quantitative questions and are representative of the material presented throughout each module.

Exams are administered in D2L on dates/times indicated in the Detailed Course Schedule. Students have a test taking window to complete each module exam. All module exams are closed book/closed notes. Module exams have only one attempt. Once an exam starts, it must be completed in one sitting. No credit is awarded for exams submitted after the deadline. See “Exam Proctoring” section below.

Course exams are designed to test more than basic knowledge. Most questions challenge you not only to remember what was covered in the course materials but also to test your understanding and application of the material. Do not underestimate time required to prepare for exams. Exams are “closed book” with strict time limits. Only calculators (no phones or other electronics) may be used during exams.

Module exam scores will not be immediately released. Unlike quizzes, module exam scores will NOT be released until (1) the availability period has ended, (2) all questions have been graded, and (3) the professor has reviewed statistics for the exam. Any adjustment of Module Exam #1, #2, #3, and #4 scores will be made soon after the testing period, not at the end of the course. Students will see a D2L announcement indicating that exam scores are posted.

Module exam questions, answers to missed questions, correct answers, etc. will NOT be returned in D2L or any other form other than in person or via phone for those not located in the Nacogdoches area. Students who want to review an exam need to make an appointment with the professor. Please email (rogerspp@sfasu.edu) to arrange an appointment to review an exam.

Exam Make-up Requests: Contact the professor immediately if you believe you will miss an exam. Make-ups are possible only if the absence is for a university excused absence and arrangements are made in advance (a possible exception is absences due to an emergency). Once tests are returned to the class, make-up exams will not be given. The final exam will not be given prior to the official scheduled time assigned by the University.

If you have technical issues during an exam, ProctorU will contact me directly. Once detailed information from the proctor is provided, a determination will be made whether or not an exam is reopened based on that information, University policy, applicable law, and past practice.

**IMPORTANT:** Students who elect to take the exam through ProctorU may only answer questions while connected to the proctor at ProctorU. Should the exam session be disconnected, the student must immediately cease answering questions and re-connect. Questions answered while disconnected from the proctor will NOT COUNT toward the student’s exam grade. Anyone who is disconnected and unable to re-connect within a reasonable period of time should email the professor with details of what happened. The issue will be addressed, but not necessarily right away.
ORGANIZING (continued)

Assignments and Evaluation (continued)

Exam Proctoring: For this course, all students are required to take the three (3) module exams with either ProctorU or in a designated, proctored computer classroom on campus. Exams are closed book with strict time limits enforced.

Students must indicate which method will be used for each by the deadlines specified in the Detailed Course Schedule. Both options require positive identification to take an exam. More information on ProctorU is provided in the D2L Resources module. Further details will be provided before each exam.

Students using ProctorU (https://www.proctoru.com) for Exam 1 and Exam 2 must pay a proctoring fee (approximately $20-25 per exam if appointment is scheduled more than 72 hours in advance; late fees are charged $5-15 if appointment is scheduled less than 72 hours in advance). There is normally no additional cost to students for final exam (Exam 3) proctoring. Students have the option to take the final exam (Exam 3) with either ProctorU or in a designated, proctored computer classroom on campus. More information will be provided regarding the final later in the semester.

Student Responsibility and Time Requirements
The course contains extensive online content covering the same information students in the face-to-face lecture course receive, requiring students to engage in the online modules for at least three hours per week. In addition, students should be reading the textbook, completing multiple quantitative assignments, and completing quizzes and exams over course content. For every hour students spend engaging with online content, they should spend at least two hours completing associated activities and assignments for every one hour spent. At a minimum, these activities might require students to engage online for three hours per week with six additional hours completing assignments/assessments and studying the topics.

It is your responsibility to be aware of, complete, and submit assignments as required.

Recommended Study Approach
Course material is delivered in three separate modules. Each module has multiple chapters/topics.

Under each chapter/topic, the following items are posted in D2L: learning objectives, topic notetaker or instructor’s PowerPoint slides, homework assignments, and quiz/quizzes. Each is designed to help you learn the material presented in the chapter. Additional online resources are available in the content pages within the online course. By studying the text, online materials, and homework to develop an understanding of the topic, you should be ready for the quizzes. Quizzes and homework help prepare you for module exams.

To achieve the level of success you desire and since the module quizzes and exams have time limits, it is important to fully prepare for each quiz and exam by studying all of the assigned material. Previous semesters’ results indicate that student grades are maximized for students who prepare for each content area as you would for a face-to-face course. Students should schedule adequate time to complete the tasks in each module. This course is not “cram-able” especially with regard to exams. Numerous topics and quantitative methods are presented throughout which require students to spend time to understand and assimilate the new knowledge.
LEADING

Student Responsibilities

1. Commit to excellence in your educational pursuit.

2. Refer to syllabus and course schedule throughout the semester.

3. Activate Connect account. You do this the first time you connect to Connect from inside D2L.

4. Assignments will close (lock) on dates specified in the Detailed Course Schedule. Complete all assignments by deadlines.

5. Communicate with relevant parties about absences, course content, etc.

6. Daily check your SFASU student email, D2L Course News and the D2L course updates list.

7. Email professor from SFASU student email only. Email from D2L and other sources may not receive a reply.

8. Don’t expect instant email response. Email usually answered within 24 hours or less (Monday-Friday). If response not received after 48 hours, please resend message in case it was blocked (see #7).

9. Professor does not drop students from course. Students are responsible for withdrawal following University policies and procedures, if unable to complete the course.

Professor’s Expectations

1. Students are expected to prepare for learning like a face-to-face class:
   a. Read learning objectives for each chapter and chapter summary as an overview.
   b. Read each chapter before “class” lecture/discussion where topic is covered.
   c. Print Notetaker and/or PowerPoint slides from D2L (under Content) to take notes during “class” lecture/discussion.
   d. Read chapter again after “class” lecture/discussion and add notes to any topics (details, examples, definitions, etc.).
   e. Complete Connect Homework assignment after “class” lecture/discussion.
   f. Take Quizzes online after “class” lecture/discussion and after completing any Homework assignments.

2. Complete/attempt all Homework problems individually before visiting the tutor or professor for assistance.

3. Do not underestimate time required to prepare for exams. This material is dense and “cramming” generally has not worked well in the past.
LEADING (continued)

Student Behavior (University Policy 10.4)
Classroom behavior should not interfere with the instructor’s ability to conduct the class or the ability of
other students to learn from the instructional program (see the full Student Conduct Code at
behavior will not be tolerated. Students who disrupt the learning environment may be asked to leave
class and may be subject to judicial, academic, or other penalties. This prohibition applies to all
instructional forums, including electronic, classroom, labs, discussion groups, field trips, etc.

The instructor shall have full discretion over what behavior is appropriate/inappropriate in the
classroom. Students who do not attend class regularly or who perform poorly on class projects/exams
may be referred to the iCare Early Alert Program. This program provides students with
recommendations for resources or other assistance that is available to help SFA students succeed.

Any disrespectful or disruptive behavior – including, but not limited to: sleeping, reading, side
discussions, overt disruptions, harassing behavior (face-to-face, online, or via email), etc. – may result in
dismissal from the class, and/or a referral to the Office of Student Conduct.

Students with disabilities
To obtain disability related accommodations, alternate formats and/or auxiliary aids, students with
disabilities must contact the Office of Disability Services (ODS), Human Services Building Room 325,
468-3004 / 468-1004 (TDD) as early as possible in the semester. Once verified, ODS will notify the
course instructor and outline the accommodation and/or auxiliary aids to be provided. Failure to
request services in a timely manner may delay your accommodations. For additional information, go to
http://www.sfasu.edu/disabilityservices/.

Withheld Grades Semester Grades Policy (5.5)
Ordinarily, at the discretion of the instructor of record and with the approval of the academic
chair/director, a grade of WH will be assigned only if the student cannot complete the course work
because of unavoidable circumstances. Students must complete the work within one calendar year
from the end of the semester in which they receive a WH, or the grade automatically becomes an F. If
students register for the same course in future terms the WH will automatically become an F and will be
counted as a repeated course for the purpose of computing the GPA.

Contacting the Professor
Appointments: If students want to meet, it is best to make an appointment via email. Making an
appointment ensures availability to meet specifically with a student and anyone else will be asked to
wait. Other responsibilities may require being away from the office during office hours. Arrangements
to meet with students most days can be made, if an appointment is requested far enough in advance.

Phone: Contact via phone should be used as a last resort if SFA email is inaccessible. The professor may
not be able to take a call immediately even during office hours. For specific questions, please email for a
direct response. This is especially important regarding assignment or course requirement clarification as
well as grades. If warranted, an announcement may be posted to the course if the information requested
is relevant to all students.
LEADING (continued)

Contacting the Professor (continued)

Email: Email is the only way to ensure a message is received. Only use your SFA student email account (no personal/business accounts or D2L email). **Non-student email accounts may not receive a reply.** Generally, expect a response within 24 hours Monday through Friday (usually less). Emails sent over the weekend/holidays are answered the next business day. Please be patient. If a response is not received after 48 hours, please resend message in case it was blocked.

Include course number (MGT 371-500 or MGT 371 Online) and descriptive subject line. For example, “MGT 371-500 - Question 3 on HW 1.” This allows faster message sorting to respond to students as quickly as possible.

**Example Email – Appointment Request**

To: rogerspp@sfasu.edu  
From: AwesomeStudent@sfasu.edu  
Subject: MGT 371 Online - Appointment Request  
Date: February 7, 2019

Good afternoon Dr. Rogers,

Is an appointment Tuesday, February 12 at 2:00pm available to discuss my grades?

Sincerely,
First name Last name

**Example Email – Course Policy/Procedure Clarification**

To: rogerspp@sfasu.edu  
From: ProactiveStudent@sfasu.edu  
Subject: MGT 371-500 - Question about Homework  
Date: January 24, 2018

Good morning Dr. Rogers,

Two questions about HW:
1) Does this mean I must purchase an access code for online HW assignments?
2) Are there tutoring resources for HW and course content?

Sincerely,
First name Last name
CONTROLLING

Course Updates/Changes
Students continuing in the course accept the requirements as outlined in this syllabus. Students are accountable for observing course requirements and policies including any updates made in class, on D2L, or via email. Changes are sometimes necessary to help students. In effect, the professor reserves the right to figure out better ways to help guide student learning by making changes, if the situation warrants. While every attempt is made to provide an accurate overview of the course, circumstances and events may make it necessary to modify the course during the semester. Any changes to the course are at the discretion of the professor with advance notice during class and/or via electronic communications (D2L, email, etc.).

Obviously, the better students perform course tasks, the more students receive, particularly when considering grades. The time to decide whether to stay in the course is now, not later. Carefully assess what is required in this course and decide accordingly.

Academic Integrity (4.1)
Honesty is a fundamental precept in all academic activities. Academic misconduct in any form is contrary to the purposes and functions of the University and is therefore unacceptable. Students have a special obligation to observe the highest standards of honesty.

Abiding by university policy on academic integrity is a responsibility of all university faculty and students. Faculty members promote academic integrity in multiple ways including instruction on the components of academic honesty, as well as abiding by university policy on penalties for cheating and plagiarism.

Academic Dishonesty
Academic dishonesty includes both cheating and plagiarism.

Cheating includes but is not limited to (1) using or attempting to use unauthorized materials on any assignment or exam; (2) falsifying or inventing any information, including citations, on an assigned exercise; and/or (3) helping or attempting to help another in an act of cheating or plagiarism.

Plagiarism is presenting the words or ideas of another person as if they were one’s own. Examples of plagiarism include but are not limited to (1) submitting an assignment as if it were one's own work when it is at least partly the work of another; (2) submitting a work that has been purchased or otherwise obtained from the Internet or another source; and/or (3) incorporating the words or ideas of an author into one's paper without giving the author credit.

Penalties may include but are not limited to reprisal, no credit for the assignment or exam, resubmission of the work, make-up exam, failure of the course, or expulsion from the university. Incidents will be dealt with per university policy. Please read the complete policy at http://www.sfasu.edu/policies/student_academic_dishonesty.pdf.

As indicated above, a student who aids cheating/plagiarism (including failure to take reasonable steps to prevent copying) is as guilty as the cheater.

Reminder: Homework, quizzes and exams are to be completed individually. Unless otherwise specified students may discuss homework with other students, the course tutor, or professor, but must complete each assignment individually. Discussion of quiz and exam content with other than the instructor will be considered an incident of cheating.
CONTROLLING (continued)

Intellectual Property: United States copyright law protects my posted web material, the material of the textbook author(s), and materials from other authors that I have permission to post. It is each author's original work. Whereas you are authorized to take notes, thereby creating a derivative work from the material, the authorization extends only to making one set of notes for your own personal use and no other. You are not authorized to provide your notes to others or to make any commercial use of them (such as selling them) without express prior permission from every author. In turn, I will not use your work without your permission.

Evaluation and Grading
Grades posted in D2L are unofficial. Official grades are kept in a secure location. Official grades and D2L grades should be equivalent. Please contact the professor as soon as possible to discuss discrepancies. The goal is to resolve any issue as soon as possible during the semester rather than after the course ends.

<table>
<thead>
<tr>
<th>Tasks</th>
<th>Possible Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exam 1 (EX1)</td>
<td>300</td>
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<tr>
<td>Exam 2 (EX2)</td>
<td>300</td>
</tr>
<tr>
<td>Exam 3 (EX3)</td>
<td>300</td>
</tr>
<tr>
<td>Homework (Best 10 x 15pts)</td>
<td>150</td>
</tr>
<tr>
<td>Quizzes (Best 15 x 10pts)</td>
<td>150</td>
</tr>
<tr>
<td>TOTAL Possible Points</td>
<td>1200*</td>
</tr>
</tbody>
</table>

*Note: Final grade may be reduced by up to 10% for a lack of professionalism and an additional 20 points for failure to post your online identity (recent photo or avatar).

A primary purpose of completing a business degree is to prepare graduates to work as professionals in different types of organizations. Therefore, it is crucial students learn to conduct themselves professionally as described below. If a student is not exhibiting an appropriate level of professionalism, a meeting with the professor may be scheduled to address the issue. If a lack of professionalism persists, up to 10% may be deducted from the student's final course grade.

Final Grades and Description
Course grade is calculated as a percentage of the total possible points with the following scale applied:

- **A** 1080 to 1200 – Your manager would be impressed and remember you for promotion opportunities.
- **B** 960 to 1079 – Your manager would be satisfied and consider your work adequate.
- **C** 840 to 959 – Your manager would be disappointed and begin to watch your work habits.
- **D** 720 to 839 – Your manager would be troubled by the poor quality of work or by the sloppiness and would not consider you for any promotion; probably place you on probation.
- **F** 719 and below – Your manager would look for someone to replace you; your work habits do not merit a paycheck nor meet the standards of the organization.

*Course grades are calculated using a point system, not a percentage (i.e. no rounding).*
Professionalism (or How to be Successful in this Class)

Professionalism – n. the skill, good judgement, and polite behavior that is expected form a person trained to do a job well.

1. Know course requirements and professor’s expectations.
2. Read material before “class” to create more productive, interactive class sessions and improve learning.
3. If a student chooses “to not attend class”, it is recommended the student drop the course and take at a more convenient time.
4. Take notes during “class.” Add to those notes based on assignments, activities, videos, and discussions.
5. Notify professor via email regarding long-term absences (week or more that might affect ability to complete assignments on-time).
6. Be in a positive frame of mind regarding class; becoming interested in topics covered improves learning and retention.
7. Contact your professor with questions regarding the material or course.
8. Meet with course tutor to ask questions.
9. Schedule dedicated time each day/week to work on this course. Treat it like a face-to-face class that requires attendance.
10. Try not to get behind in this course. Each of you has many demands on your time (i.e. work, family, school, etc.). This is not a “self-paced” course. There are specific deadlines each week.
11. Network with classmates for study groups or at least be able to ask each other questions about class.
12. Create and send professional emails to professor and other students.
13. Interact with others in a professional manner whether online or face-to-face.
14. Act professional, and you will be treated as one.

Act Professional and You Will Be Treated As One

It is useful to avoid common mistakes in the professor-student relationship.

(1) **Do not ask for a deal.** Each semester a student asks for a deal not available to all students (e.g. exam retake or extra points at semester’s end). It is unethical to ask for points that were not earned and speaks poorly of the student’s integrity and the professor’s, if granted. If a bonus opportunity is available, everyone will know because it will be offered to the entire class.

(2) **Do not ask to take an exam which was missed during the time offered.** Such a request is unfair to other students who made sure to meet the schedule. See Exam Make-up Requests for exceptions.

(3) **Do not ask to extend deadlines for homework or quizzes, because you (or your team) missed the deadline.** Honoring such a request is unfair to other students unless there is a documented emergency that prevented task completion. Exams are limited, however, Homework and Quizzes are not considered limited as you have a week (or more) to complete them. If there is a delay with posting a file or other information, then deadlines will be extended accordingly.
<table>
<thead>
<tr>
<th>Week starting</th>
<th>Assigned Reading</th>
<th>Assignments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aug 28</td>
<td>Chapter 1 – Introduction to Operations Management</td>
<td>Admin. Tasks Ch 1 QZ Ch 2 HW Ch 2 QZ</td>
</tr>
<tr>
<td></td>
<td>Chapter 2 – Competitiveness, Strategy, and Productivity</td>
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<td>Sept 4</td>
<td>Supplement 5 – Decision Theory</td>
<td>Supp 5 HW Supp 5 QZ Ch 4 / Supp 4 HW Ch 4 / Supp 4 QZ</td>
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<tr>
<td></td>
<td>Chapter 4/Supplement 4 – Product and Service Design / Reliability</td>
<td></td>
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<tr>
<td>Sept 11</td>
<td>Chapter 3 – Forecasting</td>
<td>Ch 3 HW Ch 3 QZ</td>
</tr>
<tr>
<td>Sept 18</td>
<td>Chapter 6 – Process Selection and Facility Layout</td>
<td>Ch 6 HW Ch 6 QZ</td>
</tr>
<tr>
<td>Sept 25</td>
<td>Chapter 5 – Strategic Capacity Planning</td>
<td>Ch 5 HW Ch 5 QZ</td>
</tr>
<tr>
<td>Oct 2</td>
<td><strong>Exam 1 (Chapters 1, 2, 3, 4, 5, 6; Supplements 4 and 5)</strong></td>
<td><strong>ProctorU: Oct 3-Oct 5</strong> On-campus: Oct 3-Oct 4</td>
</tr>
<tr>
<td>Oct 2</td>
<td>Chapter 8 – Location Planning and Analysis</td>
<td>Ch 8 QZ</td>
</tr>
<tr>
<td>Oct 9</td>
<td>Chapter 19 – Linear Programming</td>
<td>Ch 19 HW Ch 19 QZ</td>
</tr>
<tr>
<td>Oct 16</td>
<td>Chapter 7 – Work Design and Measurement</td>
<td>Ch 7 HW Ch 7 QZ</td>
</tr>
<tr>
<td>Oct 23</td>
<td>Chapter 11 – Aggregate Planning</td>
<td>Ch 11 HW Ch 11 QZ</td>
</tr>
<tr>
<td>Oct 30</td>
<td>Chapter 13 – Inventory Management</td>
<td>Ch 13 HW Ch 13 QZ</td>
</tr>
<tr>
<td>Nov 6</td>
<td><strong>Exam 2 (Chapters 7, 8, 11, 13, and 19)</strong></td>
<td><strong>ProctorU: Nov 7-Nov 9 On-campus: Nov 7-Nov 8</strong></td>
</tr>
<tr>
<td>Nov 6</td>
<td>Chapter 12 – MRP and ERP</td>
<td>Ch 12 HW Ch 12 QZ</td>
</tr>
<tr>
<td>Nov 13</td>
<td>Chapter 9 – Management of Quality</td>
<td>Ch 9 QZ</td>
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<tr>
<td></td>
<td>Chapter 10 – Quality Control</td>
<td>Ch 10HW Ch 10 QZ</td>
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<tr>
<td>Nov 20</td>
<td>Chapter 17 – Project Management</td>
<td>Ch 17 HW Ch 17 QZ</td>
</tr>
<tr>
<td>Nov 25</td>
<td>Thanksgiving Break (Nov 25-Nov 29)</td>
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<tr>
<td>Nov 20</td>
<td>Chapter 16 – Scheduling</td>
<td>Ch 16 HW Ch 16 QZ</td>
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<td>/ Dec 4</td>
<td>Chapter 18 – Management of Waiting Lines</td>
<td>Ch 18 QZ</td>
</tr>
<tr>
<td>Dec 4</td>
<td><strong>Exam 3 (Chapters 9, 10, 12, 16, 17, and 18)</strong></td>
<td>**ProctorU: Dec 6-Dec 10 On-campus: Dec 6, 9, 10</td>
</tr>
</tbody>
</table>

**Final exam will not be given prior to official scheduled time assigned by the University.**