Note: This syllabus is provided to you as a guide for the class content and expectations this semester. It is not a contract, and it is subject to change if necessary. The current version is posted on D2L.

Students learn about the overall management process in Principles of Management, quantitative methods in Business Statistics, and business software in Management Productivity Systems. This course may seem very different from other management courses in the degree program. The major difference of this course compared to other management courses is the application of quantitative tools to manage the operations of an organization.

This course applies the various aspects of Planning, Organizing, Leading, and Controlling in the context of Operations Management. Thus, I have arranged the syllabus around those four major management tasks and it is recommended (not required) that students complete MGMT 3370 Management Principles before taking this course.

Course Description
Concepts and techniques in management of productive activity in service systems and in manufacturing systems. Prerequisites: MGMT 2372, MATH 1342, and junior/senior standing. Credit: 3 hours

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 your major and specific business courses in the Curriculum Management Handbook.

Student Learning Outcomes
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 theories and tools at an introductory level in manufacturing and service environments,
5. quantitative techniques for decision-making and basic concepts for 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 the foundation necessary to pursue more advanced work in OM.
PLANNING

Required Materials

   b. Optional - Loose-leaf version purchased any time via Connect (lower cost than new hardback).
   c. Avoid - International versions are often not the same.
2. **Proctorio+** subscription via Connect interface. **Must pay when taking the first proctored quiz/exam.**
3. Reliable internet connection – WiFi connections are highly discouraged for online quizzes/exams.
4. Computer with Chrome browser. Some tablets may not work with software used in this course.
5. Webcam (internal or external), microphone, and speakers/headphones. Webcams and microphone **required for proctored exams**. Speakers (internal/external) or headphones needed for lecture videos.
7. **Microsoft Office 365®** (available through mySFA at no charge).
8. SFASU email account and SFASU Desire2Learn/Brightspace system access (**D2L**).
10. **Syllabus** and **Course Schedule**. Current versions posted in **D2L**.
11. Recommend getting a network cable to connect your computer directly to a router for quizzes/exams.

Navigating the Course

**Syllabus**: Thoroughly read this syllabus to ensure you understand course policies, requirements, and deadlines. Keep a copy of the Syllabus and Course Schedule for reference. You will take a quiz over this information. If you have questions, please contact me (see below) for clarification.

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

**Online Learning and D2L**: Learn how to use **D2L** and **Connect** as soon as possible. If you experience an issue, first and foremost, do not panic. Usually, technical concerns are easily resolved, and I will work to do so as quickly and fairly as possible. Many online challenges are overcome through familiarity with the systems. Enrolling in the course implies students possess basic computer skills and knowledge of navigating online information and websites. This includes, but is not limited to, formatting Word® and Excel® documents, navigating course materials, uploading assignments, posting to discussions, taking exams/quizzes, sending email messages with attachments, and collaborating with group tools. Students must use their SFA Jacks email account to interact with the professor.

**Technical Assistance**: More information on **D2L** under **Communication, FAQs, and Technical Information**.

- **Brightspace/D2L**: Contact D2L student support at d2l@sfasu.edu or 936.468.1919 or [https://www.sfactl.com/student-support](https://www.sfactl.com/student-support). If you call after business hours, please leave a voicemail.
- **Connect**: Technical support is available almost 24/7. Go to their website for current support hours and methods of contact ([https://mhedu.force.com/CXG/s/ContactUs](https://mhedu.force.com/CXG/s/ContactUs)). Email me your case number.
- **Computer general support**: SFA Technical Support Center (TSC)/Help Desk is available at 936.468.HELP (4357) or helpdesk@sfasu.edu.
- **Missing content (D2L or Connect)**: Email Pamela.Rogers@sfasu.edu immediately. This provides documentation of the issue (e.g., “Ch 12 Quiz is not open.”) and helps to resolve it as quickly as possible. D2L/Connect/TSC personnel do not have access to open/reset content.
PLANNING (continued)

**Attendance and Participation**
Attendance and participation are expected at all class meetings. An absence may be “excused” if it is for a reason acceptable to the professor (for example, business travel, hospitalization, official university activity, etc.) and documentation is provided prior to the absence (unless for an emergency). Minor illnesses, car trouble, malfunctioning alarm clocks, and most other reasons are NOT acceptable reasons for an absence to be “excused.” If departure is necessary, please be as unobtrusive as possible. To notify your current faculty of an absence, complete the process outlined by the Dean of Students at https://www.sfasu.edu/thehub/sos/notification-request.

*Students are requested to not come and go during class except for emergency reasons.* During class, please do not distract others with inappropriate activities. If you must ask whether it is inappropriate, it probably is. This includes texting or any type of electronic communication on your phone, watch, or any other device. If activities distract others, including the professor, you may be asked to leave class.

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**ORGANIZING**

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

**Event Timing**
All times for this course are in US Central Time (CDT or CST whichever is currently in effect). Check times and dates carefully (see Detailed Course Schedule). Tasks have a No Later Than (NLT) deadline which means you can complete the task any time between when the task is made available (opens/unlocks) and the deadline (closes/locks). You should feel free to work ahead especially reading the textbook. Some tasks, such as exams, have a very limited availability period. Late work is not accepted and stating that you did not see a notification or item on the D2L calendar is not an acceptable reason for missing a deadline. Do not rely on D2L course notifications as they have been known to show up after a due date or not at all. Saying you did not see a notification/calendar item will not result in receiving a deadline extension.

This is not a “self-paced” course. **Work not completed by the respective deadline (homework, quizzes and exams) will receive a grade of zero.** The rare exception (i.e., hospitalization, family member returning from/leaving for deployment, or a last-minute business obligation) requires clear, written documentation proving the delay was reasonable and beyond the student’s control. To notify faculty of an absence, complete the process outlined by the Dean of Students at https://www.sfasu.edu/thehub/sos/notification-request.

**Course Withdrawal and Attendance**
The professor does not drop students from the course (for example, if you stop attending). If a student decides it is necessary to drop/withdraw from the course, please follow the University’s drop/withdrawal procedures and deadlines posted on the Registrar’s website. Students who stop participating/attending and do not drop may receive a QF at the end of the semester. QF grades may affect Financial Aid.

**Student Responsibility and Time Requirements**
Students should attend class prepared to discuss assigned topics. Attendance is tracked and connected to professionalism points. Not hearing lectures and taking notes puts you at a disadvantage on homework assignments and exams. At a minimum, these activities might require students to engage online for **2.5 to 3 hours per topic** for “class lectures” with **up to 6 additional hours** on a topic to complete textbook reading, homework assignments, activities, and quizzes/exams as well as general studying of each topic. It is your responsibility to be aware of, complete, and submit assignments as required by due dates.
**ORGANIZING (continued)**

**Assignments and Evaluation**

**Syllabus / Course Schedule Quiz:** The syllabus/schedule quiz (Getting Started) covers information for this course and consists of questions related to the syllabus, schedule, and course policies. You have one attempt for the quiz. Once the quiz starts, it must be completed within the time limit. This counts as a regular quiz grade so prepare accordingly. Some questions are manually graded so please be patient.

**Self-Introductions and Online Identity:** Introduce yourself on the Self-Introduction Discussion Board (Getting Started). See D2L instructions and example about minimum information to include. This is simply to let you know who is taking the class to grow your professional network, and so we can get to know each other. Please post a recent picture where your face is visible (head and shoulders). These pictures are small and should only include you (no couple/group photos). Failure to do these tasks may reduce your final grade.

**Student Information Form:** This form (Getting Started) asks for background information and alternate contact information in case D2L and/or SFA Jacks email goes down for an extended time period (instructions in D2L). Failure to do this task may reduce your final grade or result in missing important information and alternate course access.

**Introduction to Connect Assignment:** The “Introduction to Connect” assignment (Getting Started) is not graded but simply activates your Connect account and shows you the basics of how homework assignments are completed. Students may activate a trial account, purchase an access code directly through the site, or activate a code already purchased. When the trial period ends, each student must purchase and fully activate the account to complete Connect Homework assignments (12% of your semester grade).

**Homework (HW):** Homework (HW) assignments in Connect are based on material within a particular chapter/topic. Many content areas are quantitatively oriented; therefore, quantitative problems are assigned as HW for about 70% of the course topics. Each student is responsible for solving the problems and submitting answers through Connect for course credit.

- HW closes/locks on specific dates (in class or D2L announcement) but may be submitted before due date.
- HW does not have a time limit other than completion by the NLT due date.
- Late HW submissions are not accepted/graded.
- Two attempts are available on each HW. You must do both attempts (or score 100%) to be able to access the solutions after the due date.
- Your “best” HW assignments count toward your final grade. However, students should attempt every HW to help prepare for quizzes/exams and try to earn maximum points (see grading scale below).
- To have time to ask professor (or tutor) questions, do not wait until the final day to start the HW.

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

**In-class Activities/Quizzes (QZ):** Quizzes relate to chapter topics and assignments. Quizzes may include true/false, multiple-choice, matching, and/or fill-in-the-blank questions. Students should read and study each topic and related assignments before taking a quiz. Any in-class activities will be considered as an additional quiz for the particular topic.

- Quizzes are “open book” but with strict time limits (10-15 minutes). Recommend preparing for these as if they are “closed book” like exams to see how your learning is progressing.
- Each QZ has one attempt.
- Once a QZ starts, it must be completed.
- A QZ is available only during times listed in the Detailed Course Schedule.
- Your “best” quizzes count toward your final grade (see grading scale below). However, students should attempt every quiz to help prepare for exams and try to earn maximum points.
- Late QZ submissions are not accepted/graded.
ORGANIZING (continued)

Assignments and Evaluation (continued)

If you have technical challenges during a quiz, contact the D2L Support team. Send the professor an email with the information received from D2L Support. They can assist with D2L specific issues. If you have a problem with your computer functionality, contact the TSC/Help Desk, who may be able to help you correct basic computer issues so hopefully it does not occur in the future. TSC cannot assist with D2L specific questions. They are available for general computer/software functionality questions.

In-class Activity and Quiz make-up/reset: There will be no make-ups/resets for quizzes or in-class activities unless they comply with University policy (e.g. D2L down, severe weather, official university activities, etc.). Computers or internet connections, which malfunction, are not valid reasons for a reset. Resolved on a case-by-case basis.

Module Exams (EX): Proctored examinations primarily consist of multiple-choice questions, but may include true/false, matching, short answer, and/or essay questions. Exams cover class lectures, discussions, assigned readings, assignments, and other course materials (i.e. notetakers/slides, handouts, guest speakers, activities, case studies, quizzes, videos, etc.). All content related to the course is testable. Exams have both conceptual and quantitative questions and cover material presented throughout the text and module.

Module 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 the time required to prepare for exams.

- Exams are administered and proctored in the classroom on dates/times as announced in class or D2L announcement.
- Exams have a strict time limit. Submit the exam by the close/lock time or the exam will automatically close even if the allowed time has not been fully used (if an exam has to be proctored online).
- Module exams are closed book/closed notes.
- Module exams have one attempt.
- Once an exam starts, it must be completed in one sitting (no breaks).
- Only calculators (no phones, watches or other electronics) may be used during exams.
- Further proctoring information will be provided before the first exam, if needed. Online exams will only occur if there are extenuating circumstances for the entire class (e.g. campus shutdown, etc.)

Module exam scores are not immediately released. Unlike quizzes, module exam scores are NOT released until (1) availability period has ended, (2) all questions have been graded, (3) professor has reviewed exam statistics and proctoring report, and (4) academic integrity checks have been completed. Any adjustments to Module exam scores are made soon after the testing period, not at the end of the course. Watch for a D2L Announcement when exam scores are available. This process generally takes about one week but may take longer depending on class size.

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/Zoom (for those not located in the Nacogdoches area). Students who want to review an exam should request an appointment to discuss/review.
**ORGANIZING (continued)**

**Assignments (continued)**

**Module Exams (EX): (continued)**

**IMPORTANT:** For online exams (only used in emergency situations), students may only answer questions while connected to the proctoring system. If your exam session is disconnected, **immediately try to reconnect**. If you cannot get back into the exam, contact the Connect Support Team immediately (information on D2L). The Connect Support Team will document Connect specific issues. You should follow-up with an email to Dr. Rogers and ask Connect Tech Support to also follow-up with an email to Dr. Rogers with details of what happened (Connect Case #, resolution, etc.). You may also be directed to contact Proctorio Support if the issue relates to an incorrect setting related to that software. Depending on when you are taking the exam, a response may not be received until the following business day/next office hours. Once the student provides detailed information, a determination will be made whether or not an exam is reopened based on that information, University policy, applicable law, and past practice. **Personal computers or internet connections, which malfunction, are generally not valid reasons for an exam reset.** Resolved on a case-by-case basis.

**Exam Date Change/Make-up Requests:** Contact the professor at least 10 business days in advance (sooner is better than later) if you believe you will miss an exam. Exam date changes are possible only if the absence is for a university excused absence and arrangements are made in advance (a possible exception is an absence due to an emergency such as hospitalization). The final exam will not be given prior to the officially scheduled date and time. Once tests results are released to the class, make-up exams will not be given.

**Recommended Study Approach**
For each chapter/topic, the following items generally are posted in D2L: learning objectives, topic notetaker or instructor’s PowerPoint slides (NT), links to video lectures (VL), homework (HW) assignments, worksheets (WS), quiz/quizzes (QZ), and the SmartBook (SB). Each is designed to help you learn the material presented in the chapter. Additional online resources (like the SmartBook) are available in the content pages within the D2L course. By studying the text, online materials, and homework to develop an understanding of the topic, you should be ready for the quizzes. Reading the text, taking quizzes, completing homework, and studying all of the content helps prepare you for module exams.

Do not wait until the last minute to complete HW assignments. Expect delays as server traffic increases later in the day. Also, it will be too late to seek assistance from your instructor or tutor (if available).

To achieve the level of success you desire, it is important to fully prepare for each quiz and exam by studying all the assigned material. Previous semesters’ results indicate that student grades are maximized for students who approach studying 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 regarding exams. Numerous concepts and quantitative methods are presented throughout which require students to spend time to understand, review, practice calculations, and assimilate new knowledge. Students who review content on a regular basis tend to perform better on exams versus those who try to cram the day before.

Please reach out if you are confused or unsure about anything related to the course. Many questions can be answered via email. If it is too complicated or not clear where the confusion is, then a Zoom or in-person meeting can occur. If available, use the course tutor as a resource for asking questions. Tutors are former students who have successfully completed the course and may be able to quickly understand the source of your confusion (they’ve been there too). Your professors want you to be successful in your courses, so you do not have to retake them. I am here to help and happy to answer student questions.
LEADING

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

Student Responsibilities

1. Commit to excellence in your educational pursuit even when a course is not your “passion”.

2. Refer to the Syllabus and Detailed Course Schedule throughout the semester.

3. Activate Connect by completing your Introduction to Connect assignment.

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

5. Daily check your SFASU student email and D2L (check Announcements, D2L Calendar, and D2L course updates list). Do not rely on D2L notifications.

6. Email me from your SFASU Jacks student email only. Email from D2L or other email (Gmail, Yahoo, etc.) is unlikely to get a reply.

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

8. Don’t expect instant email response. Email is usually answered within 24 hours or less (Monday-Thursday). If a response is not received after 48 hours, please resend message in case it was blocked (see #6).

9. I do not drop students from the course. Students are responsible for following University policies/procedures.

10. Talk to me before dropping to make sure there is no way for you to pass.

11. You should prepare for learning:
   a. Print the notetaker and/or PowerPoint slides from D2L (in Content) to take notes during class lecture.
   b. Read learning objectives and chapter summary as an overview.
   c. Read (skim) each chapter before topic lecture.
   d. Attend all class lectures for the topic and take notes.
   e. Read chapter after class lecture and add notes to any topics (details, examples, definitions, etc.).
   f. Complete Connect Homework assignment after class lecture.
   g. Take Quizzes online after class lecture and after completing topic assignment(s).

12. Attempt homework problems before contacting the professor or tutor (if available) for assistance. But do reach out if you cannot figure something out. Many questions can be answered via email or Zoom.

13. You should plan 2.5 to 3 hours per topic for “class activities” (lectures, taking notes, etc.) and on average 6 hours per topic for: reading the book, completing homework, taking exams/quizzes, meeting with professor/tutor, studying the content, etc.

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

Contacting the Professor

Appointments: If students want to meet, it is best to request an appointment via email at least 24 hours (business days) in advance. Making an appointment ensures availability to meet specifically with a student and anyone else will be asked to wait. Other responsibilities may require a professor be unavailable during office hours. Arrangements to meet with students on the phone or Zoom most days can be made, if an appointment is requested with enough advance notice. You will receive a confirmation email with the time, date, and meeting location information (in-person or via phone/Zoom). When posted, you may “drop in” during in-person office hours without an appointment, however those who make appointments will take precedence.

Phone: Contact via the office 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. Office phones do not have Caller ID so please leave a clear message with your name, number, course/section you are taking, and a brief message. Voicemail is not monitored daily which may delay a response. Email is the preferred method of communication (see below).

Email: Email is the best option to ensure a message is received. Only use your Jacks SFA student email account. Email from non-Jacks email accounts (e.g., personal/business accounts or D2L email) may not receive a reply. Generally, expect a response within 24 hours Monday through Thursday (usually less). Emails sent over the weekend/holidays are answered the next business day. Please be patient. However, if a response is not received after 48 business hours (not counting weekend/holidays), please resend message in case it was blocked by the spam filter (see #6 previous page). D2L email is not used or monitored in this course.

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 in D2L if the information requested (professor’s response) is relevant to all students.

Include course number (MGMT 3371-300 or MGMT 3371 In-person) with a descriptive subject line. For example, “MGMT 3371 in-person - Question 3 on HW Ch2.” This allows faster message sorting to respond to students as quickly as possible.

Example – Appointment Request

To: Pamela.Rogers@sfasu.edu
From: Awesome.Student@jacks.sfasu.edu
Subject: MGMT 3371 In-person - Appointment Request
Date: January 25, 2024

Good afternoon Dr. Rogers,

I would like to discuss my grades. Is an appointment Wednesday, January 30 at 2:30 pm available to meet? I would prefer to meet in your office but can meet via Zoom if needed.

Sincerely,
First name Last name

Example – Course Policy/Procedure Clarification

To: Pamela.Rogers@sfasu.edu
From: Proactive.Student@jacks.sfasu.edu
Subject: MGMT 3371-500: HW and EX Questions
Date: January 18, 2024

Good morning Dr. Rogers,

Two questions:

1) Do I have to purchase a Connect subscription to complete the HW assignments?
2) Is there a tutor available for this course?

Thank you,
First name Last name
LEADING (continued)

Student Wellness and Well-being
SFA values students’ overall well-being, mental health and the role it plays in academic and overall student success. Students may experience stressors that can impact both their academic experience and their personal well-being. These may include academic pressure and challenges associated with relationships, emotional well-being, alcohol and other drugs, identities, finances, etc.

If you are experiencing concerns, please seek help. SFA provides a variety of resources to support students’ mental health and wellness. Many of these resources are free, and all of them are confidential.

On-campus Resources:

The Dean of Students Office (Rusk Building, 3rd floor lobby)
www.sfasu.edu/deanofstudents
936.468.7249
dos@sfasu.edu

SFA Human Services Counseling Clinic (Human Services Building, Room 202)
www.sfasu.edu/humanservices/139.asp
936.468.1041

The Health and Wellness Hub “The Hub” (corner of E. College and Raguet St.)
www.sfasu.edu/thehub
936.468.4008
thehub@sfasu.edu

To support the health and well-being of every Lumberjack, the Health and Wellness Hub offers comprehensive services that treat the whole person – mind, body and spirit. Services include:

- Health Services
- Counseling Services
- Student Outreach and Support
- Food Pantry
- Wellness Coaching
- Alcohol and Other Drug Education

Crisis Resources:

- Burke 24-hour crisis line: 1.800.392.8343
- National Suicide Crisis Prevention: 9-8-8
- Suicide Prevention Lifeline: 1.800.273.TALK (8255)
- johCrisis Text Line: Text HELLO to 741-741
CONTROLLING

**Academic Integrity (Policy 4.1)**

Honesty is a fundamental principle in all academic activities. Academic misconduct in any form is contrary to the purposes and functions of the University and is therefore unacceptable. Students and faculty 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.

The Code of Student Conduct and Academic Integrity outlines the prohibited conduct by any student enrolled in a course at SFA. It is the responsibility of all members of all faculty, staff, and students to adhere to and uphold this policy.

Articles IV, VI, and VII of the new Code of Student Conduct and Academic Integrity outline the violations and procedures concerning academic conduct, including cheating, plagiarism, collusion, and misrepresentation.

Cheating includes, but is not limited to: (1) Copying from the test paper (or other assignment) of another student, (2) Possession and/or use during a test of materials that are not authorized by the person giving the test, (3) Using, obtaining, or attempting to obtain by any means the whole or any part of a non-administered test, test key, homework solution, or computer program, or using a test that has been administered in prior classes or semesters without permission of the Faculty member, (4) Substituting for another person, or permitting another person to substitute for one’s self, to take a test, (5) Falsifying research data, laboratory reports, and/or other records or academic work offered for credit, (6) Using any sort of unauthorized resources or technology in completion of educational activities.

Plagiarism is the appropriation of material that is attributable in whole or in part to another source or the use of one’s own previous work in another context without citing that it was used previously, without any indication of the original source, including words, ideas, illustrations, structure, computer code, and other expression or media, and presenting that material as one’s own academic work being offered for credit or in conjunction with a program course or degree requirements.

Collusion is the unauthorized collaboration with another person in preparing academic assignments offered for credit or collaboration with another person to commit a violation of any provision of the rules on academic dishonesty, including disclosing and/or distributing the contents of an exam.

Misrepresentation is providing false grades or résumés; providing false or misleading information in an effort to receive a postponement or an extension on a test, quiz, or other assignment for the purpose of obtaining an academic or financial benefit for oneself or another individual or to injure another student academically or financially.

Homework, quizzes and exams should be completed individually. Unless otherwise specified students may discuss homework with other students, course tutor, or professor, but must complete the work for each assignment individually. Use of websites like Chegg, Socratic, Course Hero, etc. will be considered incidents of cheating.

Discussion of quiz and exam content with other than the instructor will be considered an incident of collusion and may result in a 0 on the assessment up to failure of the course.

Your face and hands must be visible at all times during online proctored quizzes/exams. When a room scan is done it must show the entire room including the work surface, etc. Failure to comply with instructions may result in academic sanctions or a requirement to take future exams one-on-one with a live human proctor.

CONTROLLING (continued)
**Course Updates/Changes**
Students continuing in the course accept the requirements as outlined in this syllabus. You are accountable for observing course requirements and policies including any updates made during class, on D2L, or through email. Changes are sometimes necessary to help students. In effect, I reserve 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.).

**Student Behavior (Policy 10.4)**
Any classroom behavior (regardless of course delivery method) that interferes with the Faculty member’s ability to conduct class, failure to conform to the Faculty member’s announced expectations for the class, or the ability of other students to learn is not allowed per University policy (see the full Student Conduct Code at [https://www.sfasu.edu/docs/policies/10.4.pdf](https://www.sfasu.edu/docs/policies/10.4.pdf)). Students who disrupt the learning environment may be asked to leave class and may be subject to judicial, academic, or other penalties.

Disrespectful or disruptive behavior whether in-person or virtually – including, but not limited to: use of banned electronic devices, sleeping, reading, side discussions, overt disruptions, harassing behavior (face-to-face, online, via email, etc.) – may result in dismissal from the class and/or a referral to the Dean of Students.

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.

**Responsible use of technology**: It is expected that students only utilize cell phones, laptops/tablets, or other technology outside of class time. Answering a call, texting, listening to music, or using a laptop/tablet for matters unrelated to the course may be grounds for dismissal from class or other penalties.

There are NO cell phones permitted to be out or in my (or your) sight during class. This class requires your engagement, and cell phones detract from that engagement. Additionally, your phone should be not only put away, but on “silent” (NOTE: vibrate is NOT silent). If your phone is out and/or in sight, you will be asked to put it away, and you will lose professionalism points off of your FINAL grade.

**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, 936.468.3004 / 936.468.1004 (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. Students with accommodations must contact the course instructor about using any of the allowed accommodations. For additional information, go to [http://www.sfasu.edu/disabilityservices/](http://www.sfasu.edu/disabilityservices/).

**Intellectual Property**
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CONTROLLING (continued)

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 coursework because of unavoidable circumstances. Students must complete the work by an agreed upon deadline 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 to compute the grade point average. For additional information, go to https://www.sfasu.edu/policies/course-grades-5.5.pdf.

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>200 (20%)</td>
</tr>
<tr>
<td>Exam 2 (EX2)</td>
<td>200 (20%)</td>
</tr>
<tr>
<td>Exam 3 (EX3)</td>
<td>200 (20%)</td>
</tr>
<tr>
<td>Exam 4 (EX4)</td>
<td>200 (20%)</td>
</tr>
<tr>
<td>Homework (Best 8 x 15pts)</td>
<td>120 (12%)</td>
</tr>
<tr>
<td>Quizzes (Best 8 x 10pts)</td>
<td>80 (8%)</td>
</tr>
<tr>
<td>TOTAL Possible Points</td>
<td>1000* (100%)</td>
</tr>
</tbody>
</table>

* Note: Final grade may be reduced by up to 50 points for failure to post your student information form, online introduction and online identity (recent profile photo) by the due date.

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

A 900 to 1000 – Your manager would be impressed and consider you for upcoming promotion opportunities.
B 800 to 899 – Your manager would be satisfied and happy to continue coaching and developing your skills.
C 700 to 799 – Your manager would consider your work adequate and encourage you to improve.
D 600 to 699 – Your manager would be disappointed with work quality and concerned about the future.
F 599 and below – Your manager would replace you even though they believe you can do the work.

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 from a person trained to do a job well.

A primary purpose of completing a business degree is preparing graduates to work as professionals in different types of organizations. Therefore, it is crucial for students to 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.
CONTROLLING (continued)

Professionalism (continued)

1. Know course requirements and expectations.
2. Read material before class meetings to create more productive/interactive class sessions and meetings with the professor with a goal of improving learning.
3. Watch all video lectures and take notes at normal speed without stopping.
4. Add to lecture notes based on assignments, activities, videos, reading, and discussions.
5. If a student chooses to not attend class (login to D2L/Brightspace daily), it is recommended the student drop the course and take it at a more convenient time.
6. Notify professor via email regarding long-term absences (3 or more days that might affect ability to complete assignments on-time).
7. Be in a positive frame of mind regarding class; becoming interested in the topics covered improves learning and retention.
8. Contact your professor with questions regarding the material or course.
9. Meet with the tutor (if available) to ask questions.
10. Schedule dedicated time each day to work on this course. Treat it like a face-to-face class that requires attendance.
11. Try not to get behind in this course. Each of you has many demands on your time (e.g., work, family, school, etc.). This is not a “self-paced” course. There are specific deadlines each week.
12. Network with classmates for study groups or to ask each other questions about class.
13. Create and send professional emails to professor, staff and fellow students.
14. Interact with others in a professional manner whether online or face-to-face.

Avoid Unprofessional Behavior

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

(1) Do not ask for a deal. Each semester some students ask for a deal not available to other students (such as, 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. Do not expect “extra credit” opportunities.

(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 Date Change/Make-up Requests section for exceptions.

(3) Do not ask to extend deadlines for homework or quizzes, because you missed the deadline. Honoring such a request is unfair to other students unless there is a documented emergency that prevented task completion. Exams have strict time limits, however, Homework and Quizzes are not considered limited as you generally 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 for every student in the class.
<table>
<thead>
<tr>
<th>Dates</th>
<th>Assigned Reading</th>
<th>Assignments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Week 1</td>
<td>Getting Started module on D2L</td>
<td>Admin. Tasks</td>
</tr>
<tr>
<td></td>
<td>Chapter 1 – Introduction to Operations Management</td>
<td>Ch 1 QZ</td>
</tr>
<tr>
<td></td>
<td>Chapter 2 – Competitiveness, Strategy, and Productivity</td>
<td>Ch 2 HW</td>
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<tr>
<td></td>
<td>Ch 2 QZ</td>
<td></td>
</tr>
<tr>
<td>Week 2</td>
<td><strong>Decision Making Tools</strong></td>
<td>Supp 5 HW</td>
</tr>
<tr>
<td>Week 3</td>
<td>Supplement 5 – Decision Theory</td>
<td>Supp 5 QZ</td>
</tr>
<tr>
<td>Week 4</td>
<td>Chapter 19 – Linear Programming</td>
<td>Ch 19 QZ</td>
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<td>Chapter 3 – Forecasting</td>
<td>Ch 3 HW</td>
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<td></td>
<td>Ch 3 QZ</td>
<td></td>
</tr>
<tr>
<td>Exam 1</td>
<td>(Chapters 1, 2, 3, 19 and Supplement 5)</td>
<td><strong>EXAM 1</strong></td>
</tr>
<tr>
<td>Week 5</td>
<td>Chapter 4 – Product and Service Design</td>
<td>Ch 4 / Supp 4 HW</td>
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<td></td>
<td>Supplement 4 – Reliability</td>
<td>Ch 4 / Supp 4 QZ</td>
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<tr>
<td>Week 6</td>
<td>Chapter 5 – Strategic Capacity Planning</td>
<td>Ch 5 HW</td>
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<td></td>
<td>Chapter 8 – Location Planning and Analysis</td>
<td>Ch 5 QZ</td>
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<td>Ch 8 QZ</td>
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<tr>
<td>Week 7</td>
<td>Chapter 6 – Process Selection and Facility Layout</td>
<td>Ch 6 HW</td>
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<td>Ch 6 QZ</td>
<td></td>
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<tr>
<td>Exam 2</td>
<td>(Chapters 4, 5, 6, 8 and Supplement 4)</td>
<td><strong>EXAM 2</strong></td>
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<tr>
<td>Week 8</td>
<td>Chapter 7 – Work Design and Measurement</td>
<td>Ch 7 HW</td>
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<td>Ch 7 QZ</td>
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<tr>
<td><strong>Spring Break (March 11-15)</strong></td>
<td></td>
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<tr>
<td>Week 9</td>
<td>Chapter 11 – Aggregate Planning</td>
<td>Ch 11 QZ</td>
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<tr>
<td><strong>Easter Break (March 28-29)</strong></td>
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<tr>
<td>Week 10</td>
<td>Chapter 12 – Inventory Management</td>
<td>Ch 12 HW</td>
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<td></td>
<td>Ch 12 QZ</td>
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<tr>
<td>Week 11</td>
<td>Chapter 13 – MRP and ERP</td>
<td>Ch 13 HW</td>
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<tr>
<td></td>
<td>Ch 13 QZ</td>
<td></td>
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<tr>
<td>Exam 3</td>
<td>(Chapters 7, 11, 12, 13)</td>
<td><strong>EXAM 3</strong></td>
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<tr>
<td>Week 12</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 10 HW</td>
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<td></td>
<td>Ch 10 QZ</td>
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<tr>
<td>Week 13</td>
<td>Chapter 17 – Project Management</td>
<td>Ch 17 HW</td>
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<td>Ch 17 QZ</td>
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<tr>
<td>Week 14</td>
<td>Chapter 16 – Scheduling</td>
<td>Ch 16 HW</td>
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<td></td>
<td>Chapter 18 – Management of Waiting Lines</td>
<td>Ch 16 QZ</td>
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<tr>
<td></td>
<td>Ch 18 QZ</td>
<td></td>
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<tr>
<td><strong>Thursday, May 9</strong></td>
<td>Exam 4 (Chapters 9, 10, 16, 17, 18) **</td>
<td>**EXAM 4 **</td>
</tr>
</tbody>
</table>

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