

**Classroom (Face-to-Face) MGMT 5311-110 Managing Operations and Service
(CRN: 10431)**

Spring 2018 – 16 Week – Jan 16 – May 11 2018
Founder's Hall (FH) 211, W 6 PM – 8:45 PM
Texas A & M University- Central Texas

INSTRUCTOR AND CONTACT INFORMATION

Instructor: Vinay Gonela

Office: Founders Hall 318 K

Phone: 254-519-5757

Email: vinay.gonela@tamuct.edu

Preferred email for course – Canvas “Inbox”

Office Hours: There will be two kinds of office hour: (1) in-office, and (2) on-line. The in-office (FH 318K) hours will be on Monday and Wednesday 9 AM – 10:30 AM and 4 PM – 5 PM. The online office hours will be Monday and Wednesday 9AM -10:30 AM, and 4 PM - 6 PM. Students can use Canvas “chat” in the menu for the online office hours. I can also be available through Microsoft office 365 Skype. My skype ID: vinay.gonela@tamu.edu. Students can connect with me to discuss course related questions. In addition, students can send any questions related to the course to my Canvas “Inbox”. I will respond to the student's questions within 36 hours. Any other questions, students can contact me through TAMUCT email: vinay.gonela@tamuct.edu. If the student needs assistance beyond the stated office hours, student can send me an email through canvas inbox and we can decide a mutually agreed time for office hours. Any deviations in office hours due to meetings and conferences will be communicated to students through instructor announcements.

Mode of instruction and course access: The course meets in classroom (face-to-face) and uses the A & M – Central Texas Learning Management System (Canvas):

<https://tamuct.instructure.com>. Students should use your MyCT account and password (i.e. xx111). All the supplemental materials will be posted in Canvas. These materials will be posted in several electronic formats such as Microsoft Word, PowerPoint, and PDF etc. Therefore, it is student's responsibility to avail the necessary software. Please feel free to contact me whenever you have difficulty in accessing the material.

Student-instructor interaction: As stated in office hours, I will be available to the students in several formats. Any interaction that require detailed discussions will be conducted through: (1) Canvas “chat” (Preferred), and (2) Microsoft office 365 Skype (My Skype ID: vinay.gonela@tamu.edu). Students can chat with me during office hours or any other mutually agreed time. In addition, students can send me any questions related to the course to my Canvas

“Inbox”. I will respond to the student's questions within 36 hours. Any other questions, students can contact me through TAMUCT email: vinay.gonela@tamuct.edu.

911 Cellular:

Emergency Warning System for Texas A&M University – Central Texas 911Cellular is an emergency notification service that gives Texas A&M University-Central Texas the ability to communicate health and safety emergency information quickly via email, text message, and social media. All students are automatically enrolled in 911 Cellular through their myCT email account.

Connect at [911Cellular](https://portal.publicsafetycloud.net/Texas-AM-Central/alert-management) [https://portal.publicsafetycloud.net/Texas-AM-Central/alert-management] to change where you receive your alerts or to opt out. By staying enrolled in 911Cellular, university officials can quickly pass on safety-related information, regardless of your location.

COURSE INFORMATION

Course Overview and description: In this course, students will study concepts, models and methods used to effectively manage the manufacturing and/or service operations of for-profit and not-for-profit organizations. Emphasis will be placed on the design and use of cross-functional operations planning, control, and support systems. Examine contemporary relevance to include supply chain management, enterprise resource planning, time-based competition, and quality improvement. Prerequisite(s): Management and statistics leveling.

Course Learning Objective (CLO): All the course objectives can be achieved by mastering each weekly objective. At the end of the course, students meet the CLOs by achieving acceptable grade of 458.5 points (70%) or above for the entire course.

CLO 1: Identify and explain effectively the dynamics of operations and services in various business operations

CLO 2: Demonstrate the effective use of operations and service management concepts, models, tools, and methodologies related to both manufacturing and services based organizations

CLO 3: Apply decision making and analytical skills to solve operations and service related problems

CLO 4: Explain sustainability concepts comprehensively as applied to business operations and services

CLO 5: Use sustainability while analyzing operations and services and Vice versa

CLO 6: Design sustainability driven business operations and services

Week based Student Learning Outcomes (W_SLO): W_SLO enable students to master the skills in each chapter. Gaining proficiency in each of the weeks objective will enable students achieve CLOs. Students gain proficiency by achieving an acceptable grade of 458.5 points (70%) or above for the entire course.

Week 1 (CLO4): After completing this week, students should be able to:

W1_SLO 1.1: Define the term Sustainability

W1_SLO 1.2: Explain triple bottom line in sustainability

Week 2 (CLO1, CLO2, CLO3, CLO6): After completing this week, students should be able to do:

W2_SLO 2.1: Define Operations management

W2_SLO 2.2: Explain the distinction between goods and services

W2_SLO 2.3: Explain the difference between production and productivity

W2_SLO 2.4: Compute single factor and multi factor productivity

W2_SLO 2.5: Identify critical variables in enhancing productivity

W2_SLO 2.6: Explain how stakeholder engagement increases productivity, sustainability and profit

Week 3 (CLO 1, CLO 2, CLO 3, CLO 4, CLO 6): After completing this week, students should be able to do:

W3_SLO 3.1: Define mission and strategy

W3_SLO 3.2: Identify three strategic approaches to competitive advantage

W3_SLO 3.3: Understand the significance of key success factors and core competencies

W3_SLO 3.4: Use factor rating to evaluate both country and outsource providers

W3_SLO 3.5: Identify and explain four global operations strategy options

W3_SLO 3.6: Develop factor rating method to determine sustainable business

Week 4 (CLO 3): After completing this week, students should be able to do:

W4_SLO 4.1: Use Gantt chart for scheduling

W4_SLO 4.2: Draw activity-on-activity (AOA) networks

W4_SLO 4.3: Complete forward and backward passes for a project

W4_SLO 4.4: Determine a critical path for a project

W4_SLO 4.5: Calculate the variances of the activity times

Week 5 (CLO 2, CLO 3, CLO 5): After completing this week, students should be able to do:

W5_SLO 5.1: Understand the three time horizons and which models apply for each

W5_SLO 5.2: Explain when to use each of the four qualitative models

W5_SLO 5.3: Apply the naïve, moving average, exponential and trend methods

W5_SLO 5.4: Compute Mean absolute deviation and mean square error

W5_SLO 5.5: Conduct a regression and correlation

Week 6 (CLO 1, CLO 2, CLO 3, CLO, CLO 5): After completing this week, students should be able to do:

W6_SLO 6.1: Define product life cycle

W6_SLO 6.2: Describe a product development system

W6_SLO 6.3: Explain how time based competition is implemented by operations management

W6_SLO 6.4: Describe how products and services are defined by operations management

W6_SLO 6.5: Explain how the customer participates in the design and delivery of services

W6_SLO 6.6: Apply decision trees to product and sustainability issues

Week 7 (CLO 3, CLO 4, CLO 5, CLO 6): After completing this week, students should be able to do:

W7_SLO 7.1: Describe corporate social responsibility

W7_SLO 7.2: Describe sustainability
W7_SLO 7.3: Explain 3Rs for sustainability
W7_SLO 7.4: Calculate design for disassembly
W7_SLO 7.5: Explain the impact of sustainable regulations on operations

Week 9 (CLO 1, CLO 2): After completing this week, students should be able to do:

W9_SLO 9.1: Define Quality and TQM
W9_SLO 9.2: Describe the ISO international quality standards
W9_SLO 9.3: Explain what six sigma is
W9_SLO 9.4: Explain how bench mark is used in TQM
W9_SLO 9.5: Explain quality robust products and Taguchi concepts
W9_SLO 9.6: Use the seven tools of TQM

Week 10 (CLO 1, CLO 2, CLO 4): After completing this week, students should be able to do:

W10_SLO 10.1: Describe four process strategies
W10_SLO 10.2: Compute cross over points for different processes
W10_SLO 10.3: Use the tools for process analysis
W10_SLO 10.4: Identify recent advances in production technology
W10_SLO 10.5: Describe systems thinking and systems approach to sustainability

Week 11 (CLO 1, CLO 2, CLO 3, CLO 5): After completing this week, students should be able to do:

W11_SLO 11.1: Identify and explain seven major factors that affect location decisions
W11_SLO 11.2: Compute labor productivity to determine the best location
W11_SLO 11.3: Apply factor rating for location decisions
W11_SLO 11.4: Use center of gravity method
W11_SLO 11.5: Understand the difference between service and industrial sector location analysis
W11_SLO 11.6: differentiate the location decisions under economic, environmental and social aspects of sustainability

Week 12 (CLO 1, CLO 2, CLO 5): After completing this week, students should be able to do:

W12_SLO 12.1: Explain the strategic importance of the supply chain
W12_SLO 12.2: Identify six sourcing strategies
W12_SLO 12.3: Explain issues and opportunities in the supply chain
W12_SLO 12.4: Describe the steps in supplier selection
W12_SLO 12.5: Explain major issues in logistics management
W12_SLO 12.6: Explain closed loop supply chain and industrial symbiosis concepts

Week 13 (CLO 1, CLO 2, CLO 3): After completing this week, students should be able to do:

W13_SLO 13.1: Conduct an ABC Analysis
W13_SLO 13.2: Explain and use cycle counting
W13_SLO 13.3: Explain and use the EOQ model for independent inventory
W13_SLO 13.4: Apply production order model
W13_SLO 13.5: Explain and use quantity discount model

Week 14 (CLO 1, CLO 2, CLO 3): After completing this week, students should be able to do:

W14_SLO 14.1: Define JIT, TPS and lean operations
W14_SLO 14.2: Define the seven wastes and the 5Ss
W14_SLO 14.3: Explain JIT partnerships
W14_SLO 14.4: Define Kanban
W14_SLO 14.5: Explain the principles of the Toyota Production System

Competency Goals Statements (certification or standards): Students meet competency requirements for this course by achieving a minimum of 458.5 points (70%) or above grade in the entire course.

Required Reading and Textbook(s):

This section presents the course material required for this course.

Required Textbook: Operations Management (Text only)

Author: Heizer

Edition: 12th

ISBN: 9780134130422

Note 1: A Student of Texas A&M University – Central Texas (TAMUCT) is not under any obligation to purchase a textbook from a university – affiliated bookstore.

Other required materials: Apart from the required textbook, students should have access to computer with Microsoft Word, PowerPoint, Excel, PDF reader along with proper internet service and browser (Required). Students can obtain a free PDF reader at <http://www.adobe.com/products/acrobat/readstep.html>. All the materials related to the course will be available in electronic format (Lecture slides, homework assignments, exams and solutions) in canvas: <https://tamuct.instructure.com>. Students are recommended to have a hand held calculator (should be able to perform square roots and above apart from addition, subtraction, multiplication and division – at a minimum) for calculations.

COURSE REQUIREMENTS

The assessments in this section will measure the CLOs and W_SLOs stated in the course information section. In this course, some of the outcomes will be measured several times using discussions, assignments, case studies, and exams.

Discussions: There will be 14 discussions out of which best 13 discussions will be considered towards final grading. Select Discussions from the menu found on the left side of the Canvas class home page. All discussions and questions will be placed in their respective topics for ease of understanding by all class members and the instructor. All entries are threaded so that you may easily see a question and the respective responses to that question. All class members are required to fully participate in the discussions by sharing their perspectives of a particular chapter or supplemental reading. Students have to post at least one new discussion and reply at least two discussions to receive full credit. **Please note that this does not mean you will post assignment and case study solutions to the assignments. Posting assignment and case study solutions to discussion will result in deduction of 20 points from final score for each instance.**

Assignments: There will be 12 assignments. Each assignment will be worth 20 points adding to

220 points. Each assignment will assess the CLOs pertaining to a particular chapter (see course outline and calendar). Each assignment will have several essay questions and problem solving questions. The rubric for the assignment essay questions and problem solving questions are available in page 18 and page 19 respectively. Students can handwrite, scan (or make image) and post the assignments to the canvas. However, make sure that the handwriting is readable. If the assignment is not readable, students will not receive any points. For assignments, students must show the work in order to receive full credit. Points will be awarded based on the correctness and quality of the work. Each assignment will assess CLOs and CH_SLOs pertaining to the chapter (see course information). However, all the assignments together will assess all the CLOs.

Case studies (CLO3, CLO4, CLO5, CLO 6): There will be three case studies. Each case study is worth 50 points adding to 150 points. The rubric for case study will be provided when case study is given. The case study must be typed in APA style. Please refer to the following link for APA style: <https://owl.english.purdue.edu/owl/resource/560/18/> . Students must show the work in order to receive full credit. Points will be awarded based on the correctness and quality of the work.

Exams (CLO1, CLO2, CLO3, CLO4, CLO5): There will be a two in-class exams. Each exam is worth 100 points. There will be a two in-class exams. Each exam is worth 100 points. Each exam consists discussion and problem solving questions adding up to 100 points. The rubrics for exam discussion question and problems are provided in page 18 and page 19 of the syllabus.

Note 2: For assignments and exams, students can chose to handwrite. However, make sure to be readable when you handwrite the assignments. If the assignment is not readable, students will not receive any points.

Note 3: Check the course outline and Calendar section for assessment due dates. All the assignments will be due on Sunday @ 11:59 PM

Late submission policy: No late submissions will be accepted for this course.

Grading Policy: Following is the grading policy that will be used for this course:

Course Evaluation: Table 1 presents the point scale for each of the activities performed in this class.

Table 1: Activity scores and percentages

Activity	Point scale	Percentages
Discussions (13)	13*5 = 65	9.92%
Assignments (12)	12*20 = 240	36.64%
Case studies (3)	50*3 = 150	22.90%
Exam 1	100	15.26%
Exam 2	100	15.26%
Total	655	100%

Grade computation: Below is the grading scale for the course. Students earn the grades by completing the scheduled activities. There will no bonus points. Failure to submit the appropriate activities will result in a failing grade.

Grading Scale:

A = 589.5 – 655 (90% - 100%) B = 524 – 589.499 (80% – 89.99%)

C = 458.5 – 523.99 (70% - 79%) D = 393 – 458.499 (60% - 69.99%)

F = 392.99 and below (59.99% and below)

Grading Criteria Rubric and Conversion

The rubrics for essay questions and problems are provided in page 18 and page 19 respectively. It should be noted that assignments, and exams will contain essay questions and problems. Therefore, essay rubric (Page 16) will be used for essay questions and problems rubric (Page 17) will be used for problems. The rubric for the case study will be given with the case study.

Posting of Grades

All the grades will be posted on canvas. Students can view the grades in the “Grades” tab. The grades will be posted within two weeks of the submission.

COURSE OUTLINE AND CALENDAR

Complete Course Calendar

Week	Reading	Homework
Week 1: Jan 16 – Jan 21	Syllabus Supplemental Reading: Research the term sustainability and triple bottom line	Discussion 1 (“ Meet and Greet”) due by 01/21@ 11: 59 PM Discussion 2 due by 01/21@ 11:59 PM (CLO 4, W1_SLO 1.1 - W1_SLO 1.2)
Week 2: Jan 22 – Jan 28	Chapter 1 Supplemental Reading: http://www.huffingtonpost.com/nadine-b-hack/stakeholder-engagement_b_1556070.html	Discussion 3 due by 01/28@ 11:59 PM Assignment 1 due by 01/28 @ 11:59 PM (CLO1, CLO2, CLO3, CLO6, W2_SLO 2.1- W2_SLO 2.6)
Week 3: Jan 29 – Feb 4	Chapter 2 Supplemental reading: http://www.hindustantimes.com/india/india-s-cities-are-faced-with-a-severe-waste-management-crisis/story-vk1Qs9PJT8l1bPLCJKsOTP.html	Discussion 4 due by 02/04 @ 11:59 PM Assignment 2 due by 02/04 @ 11:59 PM Case study 1 due by 03/04 @ 11:59 PM (CLO 1, CLO 2, CLO 3, CLO 4, CLO 6, W3_SLO 3.1- W3_SLO 3.6)
Week 4: Feb 5 – Feb 11	Chapter 3	Discussion 5 due by 02/11@ 11:59 PM Assignment 3 due by 02/11 @ 11:59 PM (CLO 3, W4_SLO 4.1- W4_SLO 4.5)
Week 5: Feb 12 – Feb 18	Chapter 4	Discussion 6 due by 02/18 @ 11:59 PM Assignment 4 due by 02/18@ 11:59 PM (CLO 2, CLO 3, CLO 5, W5_SLO 5.1- W5_SLO 5.5)
Week 6: Feb 19 – Feb 25	Chapter 5	Discussion 7 due by 02/25 @ 11:59 PM Assignment 5 due by 02/25 @ 11:59 PM (CLO 1, CLO 2, CLO 3, CLO, CLO 5, W6_SLO 6.1- W6_SLO 6.6)

Week 7: Feb 26 – Mar 4	Chapter 5S	Discussion 8 due by 03/04 @ 11:59 PM Assignment 6 due by 03/04 @ 11:59 PM Case study 2 due by 04/08 @ 11: 59 PM (CLO 3, CLO 4, CLO 5, CLO 6, W7_SLO 7.1- W7_SLO 7.6)
Week 8: Mar 5 – Mar 11	Exam 1 due by 03/07 Chapter 1, Chapter 2, Chapter 3, Chapter 4, Chapter 5 and Chapter 5S	
Week 9: Mar 12 – Mar 18	Spring Break	
Week 10: Mar 19 – Mar 25	Chapter 6	Discussion 9 due by 03/25 @ 11:59 PM Assignment 7 due by 03/25 @ 11:59 PM (CLO 1, CLO 2, W9_SLO 9.1- W9_SLO 9.6)
Week 11: Mar 26 – Apr 1	Chapter 7 Supplemental reading: https://www.youtube.com/watch?v=lhsLNBqhQkc https://www.notjustalabel.com/editorial/saving-china-with-sustainable-fashion	Discussion 10 due by 04/01 @ 11:59 PM Assignment 8 due by 04/01 @ 11:59 PM (CLO 1, CLO 2, CLO 4, W10.1_SLO 10.1- W10_SLO 10.6)
Week 12: Apr 2 – Apr 8	Chapter 8	Discussion 11 due by 04/08 @ 11:59 PM Assignment 9 due by 04/08 @ 11:59 PM Case study due by 05/06 @ 11:59 PM (CLO 1, CLO 2, CLO 3, CLO 5, W11.1_SLO 11.1- W11_SLO 11.6)
Week 13: Apr 9 – Apr 15	Chapter 11 Supplemental reading: http://www.dell.com/learn/us/en/uscorp1/corp-comm/closed-loop-recycled-content http://www.coca-colacompany.com/stories/our-	Discussion 12 due by 04/15 @ 11:59 PM Assignment 10 due by 04/15 @ 11:59 PM (CLO 1, CLO 2, CLO 5, W12_SLO 12.1- W12_SLO 12.6)

	approach-to-sustainable-packaging http://resource.co/article/industrial-symbiosis-one-mans-waste-11903	
Week 14: Apr 16 – Apr 22	Chapter 12	Discussion 13 due by 04/22 @ 11:59 PM Assignment 11 due by 04/22 @ 11:59 PM (CLO 1, CLO 2, CLO 3, W13_SLO 13.1- W13_SLO 13.5)
Week 15: Apr 23 – Apr 30	Chapter 16	Discussion 14 due by 04/30 @ 11:59 PM Assignment 12 due by 04/30 @ 11:59 PM (CLO 1, CLO 2, CLO 3, W14_SLO 14.1- W14_SLO 14.5)
Week 16: May 1 – May 6	Review	
Week 17: May 7 – May 11	Exam 2 due by 05/07 @ 11:59 PM Chapter 6, Chapter 7, Chapter 8, Chapter 11, Chapter 12, Chapter 16	

Important University Dates:

January 2018

- January 2, (Tuesday) Winter Break Ends
- January 2, (Tuesday) Priority Deadline for Admissions applications
- January 5, (Friday) VA Certification Request Priority Deadline
- January 11, (Thursday) Convocation
- January 12, (Friday) Tuition and Fee payment deadline (16 week & 1st 8 week)
- January 15, (Monday) Martin L. King Jr. Day
- January 16, (Tuesday) ADD/DROP/LATE REGISTRATION BEGINS (\$25 fee assessed for late registrants) (16 week & 1st 8 week)
- January 16, (Tuesday) Classes Begins
- January 18, (Thursday) ADD/DROP/LATE REGISTRATION ENDS (16 week & 1st 8 week)
- January 23, (Tuesday) Last day to drop 1st 8-week classes with no record
- January 31, (Wednesday) Last day to drop 16 week classes with no record

February 2018

- February 2, (Friday) Priority Deadline to Submit Graduation Application
- February 9, (Friday) Last day to drop a 1st 8-week class with a Q or withdraw with a W
- February 15, (Thursday) Last day to apply for Clinical Teaching
- February 23, (Friday) Student End of Course Survey Opens (1st 8-Week Classes)

March 2018

- March 1, (Thursday) Deadline to submit application to Teacher Education Program
- March 2, (Thursday) Deadline to Submit Graduation Application for Ceremony Participation
- March 9, (Friday) 1st 8 week classes end
- March 9, (Friday) Deadline for Admissions applications
- March 11, (Sunday) Student End of Course Survey Closes (1st 8-Week Classes)
- March 12, (Monday) Spring Break Begins
- March 12, (Monday) 1st 8-week grades from faculty due by 3pm
- March 15, (Thursday) Tuition and Fee Payment Deadline (2nd 8-week classes)
- March 16, (Friday) Spring Break Ends
- March 19, (Monday) 2nd 8 week begins
- March 19, (Monday) Summer Advising Starts
- March 19, (Monday) Class Schedule Published
- March 19, (Monday) ADD/DROP/LATE REGISTRATION BEGINS (\$25 fee assessed for late registrants) (2nd 8-week classes)
- March 21, (Wednesday) ADD/DROP/LATE REGISTRATION ENDS (2nd 8-week classes)
- March 27, (Tuesday) Last day to drop 2nd 8-week classes with no record
- March 30, (Friday) Last day to drop a 16-week course with a Q or withdraw with a W

April 2018

- April 1, (Sunday) GRE/GMAT scores due to Office of Graduate Studies
- April 2, (Monday) Scholarship Deadline
- April 2, (Monday) Registration begins
- April 5, (Thursday) Priority Deadline for International Student Admission Applications
- April 13, (Friday) Last day to drop a 2nd 8-week class with a Q or withdraw with a W*
- April 13, (Friday) Deadline for submission of final committee-edited theses with committee approval signatures to Office of Graduate Studies

April 27, (Friday) Student End of Course Survey Opens (16 Week and 2nd 8-Week Classes)

May 2018

May 7-11, Finals Week

May 11, (Friday) Last day to file for Degree Conferral (Registrar's Office)(\$20 Late Application Fee applies)

May 11, (Friday) Spring Term Ends

May 11, (Friday) Last day to withdraw from the university (16 week and 2nd 8 week classes)

May 11, (Friday) Last day to apply for \$1000 Tuition Rebate for Spring graduation (5pm)

May 12, (Saturday) Commencement Ceremony Bell County Expo Center 7:00 p.m.

May 13, (Sunday) Student End of Course Survey Closes (16 Week and 2nd 8-Week Classes)

May 14, (Monday) Minimester begins

May 15, (Tuesday) Last Day to clear Thesis Office

May 5, (Tuesday) Final grades due from faculty by 3pm (16 week & 2nd 8 week)

May 21, (Monday) Priority Deadline for Admissions applications

May 25, (Friday) VA Certification Request Priority Deadline

May 28, (Monday) Memorial Day

TECHNOLOGY REQUIREMENTS AND SUPPORT

Students should have access to computer with Microsoft Word, PowerPoint, Excel, PDF reader along with proper internet service and browser (*Required*). Students can obtain a free PDF reader at <http://www.adobe.com/products/acrobat/readstep.html>. All the materials related to the course will be available in electronic format (Lecture slides, homework assignments, exams and solutions) in canvas: <https://tamuct.instructure.com/>. Students are recommended to have a hand held calculator (should be able to perform square roots and above apart from addition, subtraction, multiplication and division – at a minimum) for calculations.

Student can choose to handwrite the assignments and exams. However, students need to scan them or take an image and post it canvas. Therefore, it is student's responsibility to obtain necessary equipment required to post the handwritten assignment.

Technology Requirements.

This course will use the TAMUCT Instructure Canvas learning management system.

Logon to TAMUCT Canvas [<https://tamuct.instructure.com>]

Username: Your MyCT username

(xx123 or everything before the "@" in your MyCT e-mail address)

Password: Your MyCT password

Technology Support.

For technology issues, students should contact Help Desk Central.

24 hours a day, 7 days a week:

Email: helpdesk@tamu.edu

Phone: (254) 519-5466

[Web Chat](http://hdc.tamu.edu): <http://hdc.tamu.edu>

When calling for support please let your support technician know you are a TAMUCT student.

For issues related to course content and requirements, contact your instructor.

UNIVERSITY RESOURCES, PROCEDURES, AND GUIDELINES

Drop Policy.

If you discover that you need to drop this class, you must complete a [Drop Request Form](https://www.tamuct.edu/registrar/docs/Drop_Request_Form.pdf) [https://www.tamuct.edu/registrar/docs/Drop_Request_Form.pdf].

Professors cannot drop students; this is always the responsibility of the student. The Registrar's Office will provide a deadline on the Academic Calendar for which the form must be completed, signed and returned. Once you return the signed form to the Registrar's Office, you must go into Warrior Web and confirm that you are no longer enrolled. If you still show as enrolled, FOLLOW-UP with the Registrar's Office immediately. You are to attend class until the procedure is complete to avoid penalty for absence. Should you miss the drop deadline or fail to follow the procedure, you will receive an F in the course, which may affect your financial aid and/or VA educational benefits.

Academic Integrity.

Texas A&M University -Central Texas values the integrity of the academic enterprise and strives for the highest standards of academic conduct. A&M-Central Texas expects its students, faculty, and staff to support the adherence to high standards of personal and scholarly conduct to preserve the honor and integrity of the creative community. Academic integrity is defined as a commitment to honesty, trust, fairness, respect, and responsibility. Any deviation by students from this expectation may result in a failing grade for the assignment and potentially a failing grade for the course. Academic misconduct is any act that improperly affects a true and honest evaluation of a student's academic performance and includes, but is not limited to, cheating on an examination or other academic work, plagiarism and improper citation of sources, using another student's work, collusion, and the abuse of resource materials. All academic misconduct concerns will be reported to the university's Office of Student Conduct. Ignorance of the university's standards and expectations is never an excuse to act with a lack of integrity. When in doubt on collaboration, citation, or any issue, please contact your instructor before taking a course of action.

Academic Accommodations.

At Texas A&M University-Central Texas, we value an inclusive learning environment where every student has an equal chance to succeed and has the right to a barrier free education. The Department of Access and Inclusion is responsible for ensuring that students with a disability receive equal access to the University's programs, services and activities. If you believe you have a disability requiring reasonable accommodations please contact the Department of Access and Inclusion at (254) 501-5831. Any information you provide is private and confidential and will be treated as such.

For more information please visit our [Access & Inclusion](https://www.tamuct.edu/student-affairs/access-inclusion.html) webpage [https://www.tamuct.edu/student-affairs/access-inclusion.html].

Texas A&M University-Central Texas supports students who are pregnant and/or parenting. In accordance with requirements of Title IX and guidance from US Department of Education's Office of Civil Rights, the Dean of Student Affairs' Office can assist students who are pregnant

and/or parenting in seeking accommodations related to pregnancy and/or parenting. For more information, please visit <https://www.tamuct.departments/index.php>. Students may also contact the institution's Title IX Coordinator. If you would like to read more about these [requirements and guidelines online](#), please visit the website [<http://www2.ed.gov/about/offices/list/ocr/docs/pregnancy.pdf>].

Title IX of the Education Amendments Act of 1972 prohibits discrimination on the basis of sex and gender – including pregnancy, parenting, and all related conditions. A&M-Central Texas is able to provide flexible and individualized reasonable accommodation to pregnant and parenting students. All pregnant and parenting students should contact the Division of Student Affairs at 254-501-5909 to seek out assistance. Students may also contact the University's Title IX Coordinator.

Tutoring.

Tutoring is available to all A&M-Central Texas students, both on-campus and online. On-campus subjects tutored include Accounting, Advanced Math, Biology, Finance, Statistics, Mathematics, and Study Skills. Tutors are available at the Tutoring Center in Warrior Hall, Suite 111.

If you have a question regarding tutor schedules, need to schedule a tutoring session, are interested in becoming a tutor, or any other question, contact Academic Support Programs at 254-519-5796, or by emailing Dr. DeEadra Albert-Green at deeadra.albertgreen@tamuct.edu.

Chat live with a tutor 24/7 for almost any subject on your computer! Tutor.com is an online tutoring platform that enables A&M-Central Texas students to log-in and receive FREE online tutoring and writing support. This tool provides tutoring in over forty subject areas. Access Tutor.com through Canvas.

University Writing Center: Located in 416 Warrior Hall, the University Writing Center (UWC) at Texas A&M University-Central Texas is a free workspace open to all TAMUCT students from 10am-5pm Monday-Thursday with satellite hours in the University Library Monday-Thursday from 6:00-9:00pm. Students may arrange a one-on-one session with a trained and experienced writing tutor by visiting the UWC during normal operating hours (both half-hour and hour sessions are available) or by making an appointment via [WOnline](#) at [<https://tamuct.mywconline.com/>]. In addition, you can email Dr. Bruce Bowles Jr. at bruce.bowles@tamuct.edu to schedule an online tutoring session. Tutors are prepared to help writers of all levels and abilities at any stage of the writing process.

While tutors will not write, edit, or grade papers, they will assist students in developing more effective composing practices. By providing a practice audience for students' ideas and writing, our tutors highlight the ways in which they read and interpret students' texts, offering guidance and support throughout the various stages of the writing process. In addition, students may work independently in the UWC by checking out a laptop that runs the Microsoft Office suite and connects to WIFI, or by consulting our resources on writing, including all of the relevant style guides. Whether you need help brainstorming ideas, organizing an essay, proofreading, understanding proper citation practices, or just want a quiet place to work, the University Writing Center is here to help!

If you have any questions about the University Writing Center, please do not hesitate to contact Dr. Bruce Bowles Jr. at bruce.bowles@tamuct.edu.

University Library.

The University Library provides many services in support of research across campus and at a distance. We offer over 200 electronic databases containing approximately 250,000 eBooks and 82,000 journals, in addition to the 72,000 items in our print collection, which can be mailed to students who live more than 50 miles from campus. Research guides for each subject taught at A&M-Central Texas are available through our website to help students navigate these resources. On-campus, the library offers technology including cameras, laptops, microphones, webcams, and digital sound recorders.

Research assistance from a librarian is also available twenty-four hours a day through our online chat service, and at the reference desk when the library is open. Research sessions can be scheduled for more comprehensive assistance, and may take place on Skype or in-person at the library. Assistance may cover many topics, including how to find articles in peer-reviewed journals, how to cite resources, and how to piece together research for written assignments.

Our 27,000-square-foot facility on the A&M-Central Texas main campus includes student lounges, private study rooms, group work spaces, computer labs, family areas suitable for all ages, and many other features. Services such as interlibrary loan, TexShare, binding, and laminating are available. The library frequently offers workshops, tours, readings, and other events. For more information, please visit our [Library website](https://tamuct.libguides.com/) [https://tamuct.libguides.com/].

OPTIONAL POLICY STATEMENTS:

A Note about Sexual Violence at A&M-Central Texas

Sexual violence is a serious safety, social justice, and public health issue. The university offers support for anyone struggling with these issues. University faculty are mandated reporters, so if someone discloses that they were sexually assaulted (or a victim of Domestic/Dating Violence or Stalking) while a student at TAMUCT, faculty members are required to inform the Title IX Office. If you want to discuss any of these issues confidentially, you can do so through Student Counseling (254-501-5955) located on the second floor of Warrior Hall (207L).

Sexual violence can occur on our campus because predators often feel emboldened, and victims often feel silenced or shamed. It is incumbent on ALL of us to find ways to actively create environments that tell predators we don't agree with their behaviors and tell survivors we will support them. Your actions matter. Don't be a bystander; be an agent of change. For additional information on campus policy and resources visit the [Title IX webpage](https://www.tamuct.edu/departments/compliance/titleix.php) [https://www.tamuct.edu/departments/compliance/titleix.php].

INSTRUCTOR POLICIES.

Following are some of the instructor related policies. Students are required to follow them over

the entire course period.

Class Policy: Instructor holds the right to change certain policies such as reading schedule, late submissions if the instructor feels it is necessary or beneficial for the class.

Office hour policy: Instructor expects the students to be punctual when scheduled for an office hour or online meeting. In addition, when a student comes to the office hour or online for course activity (assignments and case studies), the instructor expects the student have read all the material and tried the assignment at least once. If the student shows up without adequate reading, the instructor would direct the student to read the material first and come back.

Late submission policy: No late submissions will be accepted for this course.

Missed course activities: If the student misses course activities such as assignments, case studies and exams, there will be no make-up unless a formal notice is given ahead. In addition, if the students misses significant number of course activities, it is the responsibility of the student to drop-off from the course. No make-ups can be given in such circumstances.

Regrade policy: Students can request regrade of assignments, case studies and exams within a week of receiving a grade. The instructor will not accept any regrading after the week.

Netiquette: Online communication is a very critical component of any online environment, and in this course, you are expected to conduct yourself in the same respectful manner that would be followed in a face-to-face course. Be sure to abide by the following guidelines when participating in the various methods of communication with instructors and classmates:

- Think your response through before responding. Before you submit your comments, proofread your comments to prevent any misunderstandings from occurring.
- Do not capitalize everything. Capital letters may be used for the occasional EMPHASIS, but avoid typing completely in capital letters AS IT MAY APPEAR AS THOUGH YOU'RE SHOUTING!
- Keep conversations clean from foul language. The online course is an environment for positive feedback and productive dialogue. Profanity will not be tolerated.
- Use correct spelling and proper grammar. Keep your responses on topic and concise. Do not write long responses, for it will not likely be read or take up too much of another person's time.
- Do not ramble. You are not the only person behind a keyboard. Be mindful of others' feelings and treat them with the same respect that everyone deserves.
- Communicate respectfully.

In this course, you are also expected to abide by the University's student code of conduct and the policies on classroom. View the University's Student Code of Conduct online (<https://www.tamuct.edu/student-affairs/docs/tamuct-student-handbook1.pdf>). Visit the Office of Student Conduct Website here. (<https://www.tamuct.edu/student-affairs/student-conduct.html>.)

Copyright Notice.

Students should assume that all course material is copyrighted by the respective author(s). Reproduction of course material is prohibited without consent by the author and/or course instructor. Violation of copyright is against the law and Texas A&M University-Central Texas' Code of Academic Honesty. All alleged violations will be reported to the Office of Student Conduct.

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Rubric for essay questions

***Note: This rubric will be used for essay questions in assignments, and Exams**

Criteria	No work (0%)	Missing work (25%)	Needs improvement (50%)	Met Expectations (75%)	Exceeds expectation (100%)
Evidence/Content 65%	Work is not submitted	The answer has several errors in both conceptual level (textbook) and communication clarity.	The answer contains one or two basic facts that are correct (textbook), but may also have incorrect statements as well.	The answer contains most (75%) of the points that needed to be included.	The answer contains the main points and provides comprehensive understanding.
Writing mechanics 35%	Work is not submitted	Writing mechanics are a major issue.	Problems with length, format, grammar, spelling, originality, or citations.	Only minor problems with length, format, grammar or spelling, or citations. No issues with originality	No problems with length, format, grammar or spelling, originality, or citations if needed.

Rubric for problems

***Note: This rubric will be used for problems in assignment, and Exams**

Criteria	No work 0 %	Missing work 25%	Needs improvement 50%	Met expectations 75%	Exceeds expectations 100%
Communication (25%)	<ul style="list-style-type: none"> • Work is not submitted • Only final answers are presented without proper 	<ul style="list-style-type: none"> • Does not select and use important information from the problem. • Little work is evident and/or is very confusing. • Words (labels and sentences), numbers, and/or pictures are not used or do not match the problem. • Does not use correct math vocabulary and symbols. Charts, tables and/or graphs are not used, even when appropriate 	<ul style="list-style-type: none"> • Selects and uses some important information from the problem. • Work is partly complete. It may not be very clear or organized. • Tries to use words (labels and/or sentences), numbers and/or pictures to explain thinking. Some steps may be missing. • Uses some correct math vocabulary and symbols. Tries to show using charts, tables, and/or graphs if appropriate. 	<ul style="list-style-type: none"> • Selects and uses all important information from the problem. • Work is complete. Organization is fairly clear. • Uses words (labels and sentences), numbers, and pictures to explain thinking. Every step is shown. • Uses correct math vocabulary and symbols. Shows data correctly using charts, tables, and/or graphs if appropriate. 	<ul style="list-style-type: none"> • Uses appropriate information from the problem • Uses words, numbers and pictures to clearly explain thinking. Every step is shown • Uses correct math vocabulary and symbols. Shows data clearly and correctly using charts, tables, and/or graphs if appropriate.
Problem Solving (75%)	<ul style="list-style-type: none"> • No work is shown 	<ul style="list-style-type: none"> • Shows little understanding of the problem • No clear strategy was used • Work has major errors • Answer does not make sense 	<ul style="list-style-type: none"> • Shows some understanding of the problem • Tried a strategy • Work is partly correct • Answer may not make sense or solve the problem 	<ul style="list-style-type: none"> • Shows good understanding of the problem • Used a strategy that worked • Work is mostly correct. Errors, if any, are minor • Answer makes sense and solves the problem 	<ul style="list-style-type: none"> • Displays thorough understanding of the problem • Used the best strategy to solve the problem • Work is correct • Steps leading to the answer is correct • Appropriate conclusions are made