

## **Classroom (Face-to-Face) MGMT 5311-110 Managing Operations and Service (CRN: 10284)**

Spring 2018 – 16 Week – Jan 14 – May 10, 2019  
Founder's Hall (FH) 407, M 6 PM – 8:45 PM  
Texas A&M University- Central Texas

### **COURSE DATES, MODALITY, AND LOCATION**

This course meets face-to-face that meets in Founders Hall 407 on Monday 6 PM – 8:45 PM, with supplemental materials made available online through the A&M-Central Texas Canvas Learning Management System [<https://tamuct.instructure.com/>].

### **INSTRUCTOR AND CONTACT INFORMATION**

**Instructor:** Vinay Gonela

**Office:** Founders Hall 318

**Phone:** 254-519-5757

**Email:** [vinay.gonela@tamuct.edu](mailto: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. Both the office hours will be on Monday and Wednesday 9:00 AM – 12:00 PM. The in-office hours will be held in FH 318. On-line office hours will be held canvas chat, Microsoft skype, and/or phone. 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](mailto:vinay.gonela@tamu.edu). Students can connect with me to discuss course related questions. Students can also call me on 254-519-5757 for 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](mailto: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.

### **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) face-to-face meeting; (2) Canvas “chat” (Preferred), (3) Microsoft office 365 Skype (My Skype ID: [vinay.gonela@tamu.edu](mailto:vinay.gonela@tamu.edu)), and (4) Phone. Students can chat with me during office hours or any other mutually agreed time. In order to talk to me on phone, students are required to schedule an appointment through canvas “Inbox”. Students can also send me any questions related to the course to my Canvas “Inbox”. I will respond

to the student's questions within 24 hours. Any other questions, students can contact me through A&M-CT email: [vinay.gonela@tamuct.edu](mailto: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 911Cellular through their myCT email account.

In an effort to enhance personal safety on the Texas A&M University – Central Texas (TAMUCT) campus, the TAMUCT Police Department has introduced Warrior Shield by 911 Cellular. [Warrior Shield](https://www.tamuct.edu/police/911cellular.html) [https://www.tamuct.edu/police/911cellular.html] can be downloaded and installed on your mobile device from Google Play or Apple Store.

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:**

This course focuses on providing students with a broad understanding and knowledge of operations and service management concepts. Emphasis will be placed on incorporating various aspects of sustainability while designing, managing and controlling business operations and services. In addition, students will be exposed to several analytical tools, models and methodologies that are necessary to design, develop and evaluate various sustainable business operations. Some of the highlighted topics include, but not limited to: operations strategy in global environment, sustainability in supply chains, sustainable product, process and location strategies, project management and lean operations and services. (*Prerequisite: 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 633.5 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 633.5 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

**Criteria for meeting all course objectives and outcomes:** Students meet competency requirements for this course by achieving a minimum of 633.5 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 13 discussions in this course. 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 240 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 17 and page 18 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, and 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, and CLO5):** There will be a two in-class exams. Each exam is worth 100 points. Both the exams will consist of essay questions and problem solving questions. The rubrics for Exam essay questions and problems are provided in page 17 and page 18 of the syllabus.

**Project and presentation (CLO1, CLO2, CLO3, CLO4, CLO5, and CLO6):** There will be one project which will require students to write a report and give in-class presentation. The project will include either literature review or evaluate a company's business strategy such as location, process, and technology selection from a sustainability perspective. The topics might include, but not limited to closed loop supply chains, industrial symbiosis systems, waste management etc. The total points for the project will be 250 points which will include: (1) Report; (2) presentation; (3) presentation peer evaluation; and (4) team peer evaluation. The report will be 100 points and presentation will be 50 points. In addition, there will be peer evaluation of 50 points in which all your peers in class will grade your presentation. I will take the average of all the peers who graded you. There will also be 50 points in which your team will grade your contribution. The rubric for the project report and presentation will be provided during the first month of the class.

**Note 2: For assignments, 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 discussions and assignments will be due on Monday @ 11:59 PM**

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

## **COURSE REQUIREMENTS**

**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)	$13 * 5 = 65$	7.18%
Assignments (12)	$12 * 20 = 240$	26.52%
Case studies (3)	$50 * 3 = 150$	16.57%
Exam 1	100	11.05%
Exam 2	100	11.05%
Project	250	27.62%
Total	905	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 = 814.5 – 905 (90% - 100%)      B = 724 – 814.499 (80% – 89.99%)

C = 633.5 – 723.99 (70% - 79%)      D = 543 – 633.499 (60% - 69.99%)

F = 542.99 and below (59.99% and below)

### **Grading Criteria Rubric and Conversion**

The rubrics for essay questions and problems are provided in page 17 and page 18 respectively. It should be noted that assignments, and exams will contain essay questions and problems. Therefore, essay rubric (Page 17) will be used for essay questions and problems rubric (Page 18) 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 (This is a tentative calendar and can change at the instructor's discretion)

<b>Week</b>	<b>Reading</b>	<b>Homework</b>
Week 1: Jan 14 – Jan 20	Syllabus  Supplemental Reading: Research the term sustainability and triple bottom line	<b>Discussion 1 (“ Meet and Greet” ) due by 01/21@ 11: 59 PM</b> <b>Discussion 2 due by 01/21@ 11:59 PM</b> (CLO 4, W1_SLO 1.1 - W1_SLO 1.2)
Week 2: Jan 21 – Jan 27 Jan 21: MLK Jr. Holiday	Chapter 1  Supplemental Reading: <a href="http://www.huffingtonpost.com/nadine-b-hack/stakeholder-engagement_b_1556070.html">http://www.huffingtonpost.com/nadine-b-hack/stakeholder-engagement_b_1556070.html</a>	<b>Discussion 3 due by 01/28@ 11:59 PM</b> <b>Assignment 1 due by 01/28 @ 11:59 PM</b> (CLO1, CLO2, CLO3, CLO6, W2_SLO 2.1- W2_SLO 2.6)
Week 3: Jan 28 – Feb 3	Chapter 2  Supplemental reading: <a href="http://www.hindustantimes.com/india/india-s-cities-are-faced-with-a-severe-waste-management-crisis/story-vk1Qs9PJT811bPLCJKsOTP.html">http://www.hindustantimes.com/india/india-s-cities-are-faced-with-a-severe-waste-management-crisis/story-vk1Qs9PJT811bPLCJKsOTP.html</a>	<b>Discussion 4 due by 02/04 @ 11:59 PM</b> <b>Assignment 2 due by 02/04 @ 11:59 PM</b> <b>Case study 1 due by 03/04 @ 11:59 PM</b> (CLO 1, CLO 2, CLO 3, CLO 4, CLO 6, W3_SLO 3.1- W3_SLO 3.6)
Week 4: Feb 4 – Feb 10	Chapter 3	<b>Discussion 5 due by 02/11@ 11:59 PM</b> <b>Assignment 3 due by 02/11 @ 11:59 PM</b> (CLO 3, W4_SLO 4.1- W4_SLO 4.5)
Week 5: Feb 11 – Feb 17	Chapter 4	<b>Discussion 6 due by 02/18 @ 11:59 PM</b> <b>Assignment 4 due by 02/18@ 11:59 PM</b> (CLO 2, CLO 3, CLO 5, W5_SLO 5.1- W5_SLO 5.5)
Week 6: Feb 18 – Feb 24	Chapter 5	<b>Discussion 7 due by 02/25 @ 11:59 PM</b> <b>Assignment 5 due by 02/25 @ 11:59 PM</b> (CLO 1, CLO 2, CLO 3, CLO, CLO 5, W6_SLO 6.1- W6_SLO 6.6)



Week 7: Feb 25 – Mar 3	Chapter 5S	<b>Discussion 8 due by 03/04 @ 11:59 PM</b> <b>Assignment 6 due by 03/04 @ 11:59 PM</b> <b>Case study 2 due by 04/08 @ 11: 59 PM</b> (CLO 3, CLO 4, CLO 5, CLO 6, W7_SLO 7.1- W7_SLO 7.6)
Week 8: Mar 4 – Mar 10	<b>Exam 1 on 03/07</b> <b>Chapter 1, Chapter 2, Chapter 3, Chapter 4, Chapter 5 and Chapter 5S</b>	
Week 9: Mar 11 – Mar 17	Spring Break	
Week 10: Mar 18 – Mar 24	Chapter 6	<b>Discussion 9 due by 03/25 @ 11:59 PM</b> <b>Assignment 7 due by 03/25 @ 11:59 PM</b> (CLO 1, CLO 2, W9_SLO 9.1- W9_SLO 9.6)
Week 11: Mar 25 – Mar 31	Chapter 7 Supplemental reading: <a href="https://www.youtube.com/watch?v=lhsLNBqhQkc">https://www.youtube.com/watch?v=lhsLNBqhQkc</a> <a href="https://www.notjustalabel.com/editorial/saving-china-with-sustainable-fashion">https://www.notjustalabel.com/editorial/saving-china-with-sustainable-fashion</a>	<b>Discussion 10 due by 04/01 @ 11:59 PM</b> <b>Assignment 8 due by 04/01 @ 11:59 PM</b> (CLO 1, CLO 2, CLO 4, W10.1_SLO 10.1- W10_SLO 10.6)
Week 12: Apr 1 – Apr 7	Chapter 8	<b>Discussion 11 due by 04/08 @ 11:59 PM</b> <b>Assignment 9 due by 04/08 @ 11:59 PM</b> <b>Case study due by 04/22 2 @ 11:59 PM</b> (CLO 1, CLO 2, CLO 3, CLO 5, W11.1_SLO 11.1- W11_SLO 11.6)
Week 13: Apr 8 – Apr 14	Chapter 11 Supplemental reading: <a href="http://www.dell.com/learn/us/en/uscorp1/corp-comm/closed-loop-recycled-content">http://www.dell.com/learn/us/en/uscorp1/corp-comm/closed-loop-recycled-content</a> <a href="http://www.coca-colacompany.com/stories/our-">http://www.coca-colacompany.com/stories/our-</a>	<b>Discussion 12 due by 04/15 @ 11:59 PM</b> <b>Assignment 10 due by 04/15 @ 11:59 PM</b> (CLO 1, CLO 2, CLO 5, W12_SLO 12.1- W12_SLO 12.6)

	<a href="http://resource.co/article/industrial-symbiosis-one-mans-waste-11903">approach-to-sustainable-packaging http://resource.co/article/industrial-symbiosis-one-mans-waste-11903</a>	
Week 14: Apr 15 – Apr 21	Chapter 12	<b>Discussion 13 due by 04/22 @ 11:59 PM</b> <b>Assignment 11 due by 04/22 @ 11:59 PM</b> (CLO 1, CLO 2, CLO 3, W13_SLO 13.1- W13_SLO 13.5)
Week 15: Apr 22 – Apr 28	Chapter 16	<b>Discussion 14 due by 04/29 @ 11:59 PM</b> <b>Assignment 12 due by 04/29 @ 11:59 PM</b> (CLO 1, CLO 2, CLO 3, W14_SLO 14.1- W14_SLO 14.5)
Week 16: Apr 29 – May 5	<b>Project Presentation on May 29</b> <b>Project Report due on May 29 @ 11:59 PM</b>	
Week 17: May 6 – May 10	<b>Exam 2 on 05/06</b> <b>Chapter 6, Chapter 7, Chapter 8, Chapter 11, Chapter 12, Chapter 16</b>	

**Important University Dates:**

Date	Deadline
01/14	Classes Begin for Fall semester
01/16	Deadline for Add, Drop, and Late Registration for 16- and First 8-Week Classes
01/21	Martin L. King Jr. Day
01/30	Deadline to drop 16-Week Classes with No Record
03/01	Deadline for Graduation Application for Ceremony Participation
03/11 – 03/17	Spring break
04/05	Deadline to Drop 16-Week Classes with a Quit (Q) or Withdraw (W)
05/10	Deadline to Withdraw from University for 16- and Second 8-Week Classes Fall Semester Ends
05/11	Commencement Ceremony Bell County Expo Center 7:00 p.m.
05/12	Student End of Course Survey Opens (16- and Second 8-Week Classes)

## TECHNOLOGY REQUIREMENTS AND SUPPORT

### Technology Requirements

This course will use the A&M-Central Texas Instructure Canvas learning management system. Logon to A&M-Central Texas Canvas [<https://tamuct.instructure.com/>] or access Canvas through the TAMUCT Online link in myCT [<https://tamuct.onecampus.com/>]. You will log in through our Microsoft portal.

Username: Your MyCT email address. Password: Your MyCT password

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, video lectures, homework assignments, exams and solutions) in canvas: <https://tamuct.instructure.com>. Students will also be required to submit the scanned copies or images of the assignments and exams. Therefore, students are required to have scanner and/or camera to take pictures.

### Canvas Support

Use the Canvas Help link, located at the bottom of the left-hand menu, for issues with Canvas. You can select “Chat with Canvas Support,” submit a support request through “Report a Problem,” or call the Canvas support line: 1-844-757-0953.

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

### Other Technology Support

For log-in problems, students should contact Help Desk Central.

24 hours a day, 7 days a week:

Email: [helpdesk@tamu.edu](mailto:helpdesk@tamu.edu)

Phone: (254) 519-5466

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

*Please let the support technician know you are an A&M-Central Texas student.*

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## 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](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.

For more [information regarding the Student Conduct process](#),

[<https://tamuct.campuslabs.com/engage/organization/tamuct-student-conduct-panel>].

If you know of potential honor violations by other students, you may [submit a report](#),

[[https://cm.maxient.com/reportingform.php?TAMUCentralTexas&layout\\_id=0](https://cm.maxient.com/reportingform.php?TAMUCentralTexas&layout_id=0)].

**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 Office 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 Office of Access and Inclusion at (254) 519-5797. Any information you provide is private and confidential and will be treated as such.

For more information please visit our [Access & Inclusion](#) web page

[<https://www.tamuct.edu/student-affairs/access-inclusion.html>].

**Important information for Pregnant and/or Parenting Students.**

Texas A&M University-Central Texas supports students who are pregnant and/or parenting. In accordance with requirements of Title IX and related 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. Students should seek out assistance as early in the pregnancy as possible. For more information, please visit the [Student Affairs](#) web page [<https://www.tamuct.edu/student-affairs/index.html>]. 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 Associate Dean in 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. Subjects tutored on campus 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 have any other question, contact Academic Support Programs at (254) 519-5796, or by emailing Dr. DeEadra Albert-Green at [deeadra.albertgreen@tamuct.edu](mailto:deeadra.albertgreen@tamuct.edu).

Chat live with a tutor 24/7 for almost any subject from 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 40 subject areas. Access Tutor.com through Canvas.

### **University Writing Center.**

Located in Warrior Hall 416, the University Writing Center (UWC) at Texas A&M University–Central Texas (TAMUCT) is a free workspace open to all TAMUCT students from 10:00 a.m.-5:00 p.m. Monday thru Thursday with satellite hours in the University Library Monday thru Thursday from 6:00-9:00 p.m. This semester, the UWC is also offering online only hours from 12:00-3:00 p.m. on Saturdays.

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 UWC is here to help!

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 [WCOonline](#). In addition, you can email Dr. Bruce Bowles Jr. at [bruce.bowles@tamuct.edu](mailto:bruce.bowles@tamuct.edu) if you have any questions about the UWC and/or need any assistance with scheduling.

## **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 85,000 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 24 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](http://tamuct.libguides.com/index) [http://tamuct.libguides.com/index].

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## **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.

**Late submissions:** The instructor will not accept late submissions under any circumstances without appropriate documentation.

**Emergency situation:** It is the responsibility of the student to work with professor for assignment submissions under emergency. The student need to contact the professor as soon as possible, i.e., within 15 days of emergency. The professor will not accept any reasoning for non-submission after 15 days of emergency. If the student fails to complete 50% of the course without notifying the professor, then the instructor will not accept any makeups or resubmissions. In that case, the student needs to either drop the course or receive the overall earned grade.

**Academic Integrity:** If the student violates any academic integrity (that include, but 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), the student will receive the following penalty:

1<sup>st</sup> Offense: One downgrade and student has to write a 1500 word paper on academic integrity. The due date for the submission of the paper will be 3 weeks from the day of realization of violation of academic integrity by the student.

2<sup>nd</sup> Offense: The student will receive failing grade.

**Note 4: Under both offenses mentioned above, the student will be reported to university's Office of Student Conduct.**

**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/student-conduct.html>). 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**

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