AVSC 3310 MANAGING MAINTENANCE ORGANIZATIONS & PEOPLE
Texas A&M University - Central Texas
Fall 2021

COURSE DATES, MODALITY, AND LOCATION
This is a 100% online course, and uses the A&M-Central Texas Canvas Learning Management System [https://tamuct.instructure.com/].

INSTRUCTOR AND CONTACT INFORMATION
Instructor: Mr. Kelly M. Filgo
Office: Remote
Phone: 254-519-5776
Email: kelly.filgo@tamuct.edu

Office Hours:
Readily accessible through Canvas Message, which is forwarded to my email address. I will respond as soon as I am able, but that might not be immediately. Be sure to allow plenty of lead time prior to a due date if you are asking about an assignment.

Mode of instruction and course access: This course uses the A&M-Central Texas Canvas Learning Management System [https://tamuct.instructure.com]. It is 100% online.

WARRIOR SHIELD
Emergency Warning System for Texas A&M University-Central Texas
Warrior Shield 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 Warrior Shield through their myCT email account.

Connect to Warrior Shield by 911Cellular [https://portal.publicsafetycloud.net<Account/Login] to change where you receive your alerts or to opt out. By staying enrolled in Warrior Shield, university officials can quickly pass on safety-related information, regardless of your location.

COVID-19 SAFETY MEASURES
A&M-Central Texas continues to monitor the state of the ongoing COVID pandemic as we prepare to welcome our Warriors back to campus for the Fall 2021 semester. Per Governor Abbott’s Executive Order No. GA-36, the University does not require face coverings. However,
recent guidance from the US Centers for Disease Control and Prevention (CDC) recommends the use of face coverings by both vaccinated and unvaccinated individuals while indoors in areas of “substantial” or “high” transmission, due to concerns associated with the Delta variant. Bell County is currently categorized as “high transmission”

As our community prepares for the fall semester, we encourage all our Warriors to continue practicing safe habits for the health and wellbeing of you and those around you. These include:

1. Wear a face covering when recommended
2. Continue social distancing where possible
3. Get vaccinated
4. Avoid crowds and poorly ventilated spaces
5. Wash your hands often
6. Practice proper cough and sneeze etiquette
7. Clean and disinfect high touch surfaces
8. Monitor your health daily

To report potential COVID-19 exposure or a positive COVID-19 test, visit https://redcap.tamhsc.edu/surveys/?s=N38DRD4EMK

To sign up for a free COVID-19 test, available on campus after August 17, visit https://tamus.curativeinc.com/welcome

Additional resources provided by the CDC can be found online at https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html

Combined with existing environmental improvements on campus; such as touchless entry, UV treatments in the HVAC system, and enhanced cleaning schedules, consistently practicing these recommendations will help keep our Warrior community healthy.

Future updates will be posted online and sent via email as it becomes available. We look forward to seeing all our Warriors this fall semester.
COURSE INFORMATION

Course Overview and Description:
Overview of the role of management, and an introduction to leadership theory and practice. Includes defining of mission and goals, organizing work, and managing human performance.
Prerequisite: junior classification.

Course Objective or Goal:
Expose the student to management and leadership theory, and how those theories apply to creating successful aviation maintenance teams.

Student Learning Outcomes (SLOs)
Upon completion of this course, the student will be able to:
1. Explain the difference between management and leadership
2. Compare management styles
3. Select appropriate leadership styles for different situations
4. Develop a personal theory of management and leadership

Competency Goals Statements (certification or standards)
The course will be considered successfully completed when the student has demonstrated, through posted written assignments and exams, that they have developed a deeper understanding of leadership styles and the effect they have on the self, individuals, and teams.

Required Textbook:
Peter Northouse
ISBN 978-1544397566

Suggested Course Materials:
American Psychological Association
ISBN 978-1433832161
COURSE REQUIREMENTS /SPECIFICATIONS

Point based grade components:

Weekly Discussion Posts  40% (SLOs 1-4)
Three Quizzes  30% (SLOs 1-4)
Research Paper  30% (SLOs 1-4)
Total  100%

Weekly Discussion Post: There will be one weekly discussion post to be submitted over topics relevant to the week’s learning objective. The instructor will provide a writing prompt that will involve the completion of the assigned Weekly Leadership Instrument (WLI) from the text. Your first post is due by midnight on the Thursday of the assigned week and will require the completion of the WLI prior to writing the post. At a minimum, you must respond to at least two other posts by midnight on Saturday of the assigned week, and answer at least one response to your own post by midnight on the Sunday of the assigned week. Your weekly efforts will be graded for writing ability and original content. Posting beyond minimum requirements will enhance your grade. Your primary post will use a minimum of two hundred words in a well composed post. Response posts should be long enough to communicate an understanding of the subject material and contribute to the discussion. Your body of posts for the week receive one grade (0-30 points) as follows:

AVSC 3310 Discussion Post Rubric

<table>
<thead>
<tr>
<th>Points</th>
<th>10</th>
<th>7</th>
<th>3</th>
<th>0</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality of Post</td>
<td>• Reflects care in writing</td>
<td>• Well written</td>
<td>• Responds with minimum effort. (e.g. &quot;I agree with Dan&quot;)</td>
<td>• No posting</td>
</tr>
<tr>
<td></td>
<td>• Clearly edited to include proper grammar and spelling</td>
<td>• Only a few grammatical and spelling errors</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Prompts further discussion of topic</td>
<td>• Clear ideas</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Presents creative approaches to topic</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Relevance of Post</td>
<td>• Posts topics related to discussion topic</td>
<td>• Posts topics that are related to discussion content</td>
<td>• Posts topics which do not relate to the discussion content</td>
<td>• No posting</td>
</tr>
<tr>
<td></td>
<td>• Cites textbook and/or relevant</td>
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</tbody>
</table>
Three Quizzes: There will be three quizzes during the semester. Each quiz covers only the material presented during the previous weeks. There is no final comprehensive test at the end of the semester.

Personal Theory of Leadership Paper: Using what you have learned this semester (chapters 1-10), craft a Personal Theory of Leadership. The paper will be in APA format and will be submitted first as a draft with the purpose of improving your original writing skills before the final completed paper is due. See assignment handout for more complete information.

### Personal Theory of Leadership Paper Rubric:

<table>
<thead>
<tr>
<th>Points</th>
<th>15</th>
<th>10</th>
<th>5</th>
<th>0</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Quality of Writing</strong></td>
<td>• Excellent use of APA style</td>
<td>• Good use of APA style</td>
<td>• Marginal use of APA style</td>
<td>• No paper</td>
</tr>
<tr>
<td></td>
<td>• Uses support material beyond the textbook</td>
<td>• References textbook</td>
<td>• Relies only on personal opinion</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Exceeds standards for good writing</td>
<td>• Communicates very clearly</td>
<td>• Poor use of grammar and writing</td>
<td></td>
</tr>
<tr>
<td><strong>Communication of Ideas</strong></td>
<td>• Considers how multiple approaches might apply to developing a personal leadership style</td>
<td>• Uses well-reasoned arguments for developing a personal leadership style</td>
<td>• Shows minimum effort to complete assignment goals</td>
<td></td>
</tr>
</tbody>
</table>
GRADING POLICIES

Posting of Grades
All student grades will be posted on the Canvas Grade book and students should monitor their grading status through this tool. I will attempt to post grades for all assignments and discussions within one week after the due date, unless I let you know otherwise. Grades on exams will be available immediately (unless essays must be graded as well).

Individual Performance: It is vital that you are active in the course and complete all work in a professional fashion. One of the biggest issues with student success in online courses is simply not submitting work on time. You are expected to read the chapters as assigned in the syllabus as well as read or view any supplemental resources that may be found in the Module content folders for that period.

Quality Work: All work submitted for grading shall be of upper level quality: Depth of analysis, grammatical structure, etc. Your work will be checked for plagiarism using online plagiarism assessment programs. Plagiarism will not be tolerated.

Identifying Submissions: Submissions must clearly identify the student, course, and the title of the assignment (Last Name, Course Name, and Assignment) or (Smith_GBK301_Essay1).

Written Assignment Requirements: Submissions will be in accordance with The Publication Manual of the American Psychological Association, 7th edition. All written work must be submitted utilizing Microsoft Word in either a .doc or .docx format. Students whose assignment includes plagiarism will receive a 0 on the assignment and possible referral to Student Affairs. However, I reserve the right to reduce the penalty if I believe plagiarism was unintentional or very minor in impact.

Due Dates and Late Submissions: The assignment instructions and deadlines are clearly laid out in the syllabus. Though some assignments are fairly involved, you do not have more than one assignment due in any week. As such, it is expected that all work will be submitted on time, as timeliness is an important aspect of professional communications and behavior. If you encounter an issue, please let me know as soon as possible. It is much easier to discuss issues before due dates rather than after. Late work is not accepted.

Changes to Syllabus: This syllabus serves as an instructional and study planning document. Although every effort will be made to maintain the schedule and activities presented herein, it may become necessary during the course of the semester to make changes to the syllabus. In such events, changes will be announced and students will receive written notice as soon as possible.
COURSE OUTLINE AND CALENDAR

Week 1 Aug 23-29
• Assigned Text Book Reading - Chapter 1: Introduction
• BIG IDEA – Management and Leadership roles overlap, but are not the same
• Discussion Post – Introduce yourself

Week 2 Aug 30-Sep 5
• Assigned Text Book Reading – Chapters 2: Trait Approach
• BIG IDEA – Some people are born Managers/Leaders
• Weekly Leadership Instrument: Leadership Trait Questionnaire (p. 36-38)
• Discussion Post

Week 3 Sep 6-12
• Assigned Text Book Reading – Chapters 3: Skills Approach
• BIG IDEA – Managers/Leaders can be developed, despite initial skill level
• Weekly Leadership Instrument: Skills Inventory (p. 66-68)
• Discussion Post

Week 4 Sep 13-19
• Assigned Text Book Reading - Chapter 4: Behavioral Approach
• BIG IDEA – A Manager’s/Leader’s actions influence the accomplishment of tasks and determines team productivity
• Weekly Leadership Instrument: Leadership Behavior Questionnaire (p. 88-90)
• Discussion Post

Week 5 Sep 20-26
• Assigned Text Book Reading - Chapter 5: Situational Approach
• BIG IDEA – Managers/Leaders must adapt their style to different situations
• Weekly Leadership Instrument: Situational Leadership Questionnaire (p. 110-113)
• Discussion Post

Week 6 Sep 27-Oct 3
• Assigned Text Book Reading - Chapters 6: Path-Goal Theory
• BIG IDEA – Managers/Leaders exist to help teams define goals and remove barriers to achieving them
• Weekly Leadership Instrument: Path-Goal Leadership Questionnaire (p. 133-135)
• Discussion Post
• Quiz #1 (Chapters 1-5)
Week 7 Oct 4-10
- Assigned Text Book Reading - Chapter 7: Leader-Member Exchange Theory
- BIG IDEA - Individual team members negotiate their relationship to their Mangers/Leaders, creating IN groups and OUT groups
- Weekly Leadership Instrument: LMX 7 Questionnaire (p. 156-158)
- Discussion Post

Week 8 Oct 11-17
- Assigned Text Book Reading - Chapter 8: Transformational Leadership
- BIG IDEA – Mangers/Leaders influence followers to achieve more by helping them realize their full potential
- Weekly Leadership Instrument: MLQ Form 5X-Short (p. 189-191)
- Discussion Post

Week 9 Oct 18-24
- Assigned Text Book Reading - Chapter 9: Authentic Leadership
- BIG IDEA – Managers/Leaders gain authority through their positive psychological qualities and strong ethics
- Weekly Leadership Instrument: Authentic Leadership Self-Assessment Questionnaire (p. 219-221)
- Discussion Post

Week 10 Oct 25-Oct 31
- Assigned Text Book Reading - Chapter 10: Servant Leadership
- BIG IDEA – Managers/Leaders that place their teams first, as evidenced by how they empower them, create an environment for success
- Weekly Leadership Instrument: Servant Leadership Questionnaire (p. 250-252)
- Discussion Post

Week 11 Nov 1-7
- Assigned Reading - Article
- BIG IDEA – Defining mission and goals
- Discussion Post – Personal Theory of Leadership conclusions
- SYNCHRONOUS MEETING on Wednesday

Week 12 Nov 8-14
- Assigned Reading - Article
- BIG IDEA - Defining mission and goals
- Discussion Post – Your experience with defining goals
- QUIZ #2 (Chapters 6-10)
Week 13 Nov 15-21
- Assigned Reading - None
- BIG IDEA – Work on your paper
- Personal Theory of Leadership DRAFT Due THURSDAY
- Discussion Post – Peer review of drafts

Week 14 Nov 22-28
- Assigned Reading - Article
- BIG IDEA - Organizing work
- Discussion Post – Your experience with organizing work

Week 15 Nov 29-Dec 5
- Assigned Reading - Article
- BIG IDEA - Managing human performance
- Discussion Post – Managing Human Performance – Assigned Reading

Week 16 Dec 6-10
- BIG IDEA – Wrapping it all up
- Quiz #3 (Weeks 11-15)
- Personal Theory of Leadership Paper Due

TECHNOLOGY INFORMATION

Technology Requirements
This course will use the A&M-Central Texas Instructure Canvas learning management system.

We strongly recommend the latest versions of Chrome or Firefox browsers. Canvas no longer supports any version of Internet Explorer.

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

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.

Online Proctored Testing
A&M-Central Texas uses Proctorio for online identity verification and proctored testing. This service is provided at no direct cost to students. If the course requires identity verification or proctored testing, the technology requirements are: Any computer meeting the minimum computing requirements, plus web camera, speaker, and microphone (or headset). Proctorio also requires the Chrome web browser with their custom plug in.

**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
   Phone: (254) 519-5466
   Web Chat: [http://hdc.tamu.edu]

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

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).

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://www.tamuct.edu/student-affairs/student-conduct.html].

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].

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, WH-212; or call (254) 501-5836. Any information you provide is private and confidential and will be treated as such.

For more information please visit our Access & Inclusion Canvas page (log-in required) [https://tamuct.instructure.com/courses/717]

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 Student Affairs [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. Tutor.com tutoring will not offer writing support beginning August 1, 2019.

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.

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 online tutoring support at no additional cost. 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-to-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 WConline [https://tamuct.mywconline.com/]. In addition, you can email Dr. Bruce Bowles Jr. at 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].

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].
Behavioral Intervention

Texas A&M University-Central Texas cares about the safety, health, and well-being of its students, faculty, staff, and community. If you are aware of individuals for whom you have a concern, please make a referral to the Behavioral Intervention Team. Referring your concern shows you care. You can complete the referral online [https://cm.maxient.com/reportingform.php?TAMUCentralTexas&layout_id=2].

Anonymous referrals are accepted. Please see the Behavioral Intervention Team website for more information [https://www.tamuct.edu/student-affairs/bat.html]. If a person’s behavior poses an imminent threat to you or another, contact 911 or A&M-Central Texas University Police at 254-501-5800.

INSTRUCTOR POLICIES

Life happens. As such, if a student realizes that a posting, quiz or assignment will be late due to unforeseen emergency or special circumstance, please notify the instructor as soon as is practical to assess the impact on the course. The instructor may grant extra time to complete an assignment within the confines of the 16-week course. However, if it becomes apparent that this policy is abused, or that the request was fraudulent, the instructor reserves the right to place an unfavorable grade for incomplete work.

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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