

Online course MGMT 4321 – 110 Production and Operations Management (CRN: 11037)
Spring 2021 – Jan 19 – May 14
Texas A&M University-Central Texas

COURSE DATES, MODALITY, AND LOCATION

This course runs from January 19, 2021 to May 14, 2021. This course is a 100% online course and uses the A&M-Central Texas Canvas Learning Management System: <https://tamuct.instructure.com>. Students should use your MyCT account and password (i.e. xx111).

INSTRUCTOR AND CONTACT INFORMATION

Instructor: Vinay Gonela

Office: Founder's Hall 217

Phone: 254-501-5944

Email: Preferred email for course – Canvas “Inbox”
vinay.gonela@tamuct.edu

Office Hours: My office hours will be on Monday 1:00PM to 4:00PM and Tuesday 9:00AM – 12:00PM. They will be conducted in both face-to-face and online modalities. For online meetings, I will be available through WebEx in canvas. However, students are required to schedule an appointment by sending a meeting request through canvas “Inbox”, given that this course is operated in face-to-face mode. In addition, students can send me questions related to this course to my Canvas “Inbox”. I will try to respond to the student’s questions within 24 hours. It is to be noted that I will be as flexible as possible in terms of meeting with you online given the COVID – 19 situations. Therefore, feel free to request WebEx meeting, if you are struggling with this course. Any questions unrelated to this course can be directed to my email: vinay.gonela@tamuct.edu. Any deviations in office hours and correspondence due to meetings and conferences will be communicated to students through instructor announcements.

Student-instructor interaction: As suggested in office hours, students can contact me through canvas for two important reasons in relation to this course: (1) to schedule a WebEx meeting; and (2) to ask questions in relation to the course. I often check my canvas “Inbox” twice a day. I will try to respond to your questions with 24 hours. Student engagement and success is very important to me; therefore, I suggest you to contact me as soon as you realize that you have a question or struggling with course content.

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) [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

To promote public safety and protect students, faculty, and staff during the coronavirus pandemic, Texas A&M University-Central Texas has adopted policies and practices to minimize virus transmission. All members of the university community are expected to adhere to these measures to ensure their own safety and the safety of others. Students must observe the following practices while participating in face-to-face courses, course-related activities (office hours, help sessions, transitioning to and between classes, study spaces, academic services, etc.) and co-curricular programs:

- **Self-monitoring**—Students should follow CDC recommendations for self-monitoring. Students who have a fever or exhibit symptoms of COVID-19 should participate in class remotely and should not participate in face-to-face instruction. Students required to quarantine must participate in courses and course-related activities remotely and must not attend face-to-face course activities. Students should notify their instructors of the quarantine requirement. Students under quarantine are expected to participate in courses and complete graded work unless they have symptoms that are too severe to participate in course activities.
- **Face Coverings**—Face coverings must be worn inside of buildings and within 50 feet of building entrances on the A&M-Central Texas Campus. This includes lobbies, restrooms, hallways, elevators, classrooms, laboratories, conference rooms, break rooms, non-private office spaces, and other shared spaces. Face coverings are also required in outdoor spaces where physical distancing is not maintained. The university will evaluate exceptions to this requirement on a case by case basis. Students can request an exception through the Office of Access and Inclusion in Student Affairs.
 - o If a student refuses to wear a face covering, the instructor should ask the student to leave and join the class remotely. If the student does not leave the class, the faculty member should report that student to the Office of Student Conduct. Additionally, the faculty member may choose to teach that day’s class remotely for all students.
- **Physical Distancing**—Physical distancing must be maintained between students, instructors, and others in the course and course-related activities.
- **Classroom Ingress/Egress**—Students must follow marked pathways for entering and exiting classrooms and other teaching spaces. Leave classrooms promptly after course activities have concluded. Do not congregate in hallways and maintain 6-foot physical distancing when waiting to enter classrooms and other instructional spaces.
- The university will notify students in the event that the COVID-19 situation necessitates changes to the course schedule or modality.

COURSE INFORMATION

Course Overview and description: The primary purpose of this course is to introduce students to the field of production and operations management (POM). In this course, students will study industrial organization, scientific management, planning and control, building locations and layouts, wage rates, corporation relationships, and research. Prerequisite(s): MGMT 3301: Principles of Management, and BUSI 3311: Business Statistics.

Course Learning Objective (CLO): All the course objectives can be achieved by mastering each week weekly objective. At the end of the course, students meet the CLOs by achieving acceptable grade of 504 points or C (70%) or above for the entire course.

CLO1: Understand the dynamics of operations strategy and be able to develop one for a company.

CLO2: Understand key POM concepts, principles, and practices related both manufacturing and service-based businesses.

CLO3: Understand the interrelationship of various function areas and the role of POM for the success of business

CLO4: Develop decision making and analytical skills that are necessary to solve POM problems.

CLO5: Apply mathematical and analytical skills for effective strategic, tactical and operational planning for both manufacturing and service-based companies.

Chapter based Student Learning Outcomes (CH_SLO): CH_SLO enable students to master the skills in each chapter. Gaining proficiency in each of the chapters will enable students achieve CLOs. Students gain proficiency by achieving an acceptable grade of 504 points (70%) or above for the entire course.

Chapter 1 (CLO1, CLO2, CLO3): After completing this chapter, students should be able to:

CH_SLO 1.1: Define the terms operations management and supply chain management

CH_SLO 1.2: Identify the similarities and dissimilarities between production and service operations

CH_SLO 1.3: Explain the three functional areas of organizations and describe how they interrelate

CH_SLO 1.4: Summarize the two major aspects of process management

CH_SLO 1.4: Describe the operations function and the nature of the operations manager's job

CH_SLO 1.5: Explain the key aspects of operations management decision making

CH_SLO 1.7: Briefly describe the historical evolution of operations management

CH_SLO 1.8: Explain the need to manage supply chain

Chapter 2(CLO1, CLO2, CLO4): After completing this chapter, students should be able to:

CH_SLO 2.1: List several ways that business organizations compete

CH_SLO 2.2: Name several reasons that business organizations fail

CH_SLO 2.3: Define the terms mission and strategy and explain why they are important

CH_SLO 2.4: Discuss and compare organizations strategy and operations strategy and explain

CH_SLO 2.5: why it is important to link the two

CH_SLO 2.6: Describe the term productivity and explain why it is important to organizations and to countries

CH_SLO 2.7: Describe several factors that affect productivity

Chapter 3 (CLO4, CLO5): After completing this chapter, students should be able to:

CH_SLO 3.1: List features common to all forecasts

CH_SLO 3.2: Explain why forecasts are generally wrong

CH_SLO 3.3: List the elements of a good forecast

CH_SLO 3.4: Outline the steps in the forecasting process

CH_SLO 3.5: Summarize the forecast errors and use summaries to make decisions

CH_SLO 3.6: Describe four qualitative forecasting techniques

CH_SLO 3.7: Prepare a moving average, weighted moving average, exponential smoothing, linear trend, trend adjusted exponential smoothing forecasts

CH_SLO 3.8: Compute and use seasonal relatives

CH_SLO 3.9: Compute and use regression and correlation coefficient

CH_SLO 3.10: Construct control charts and use them to monitor forecast errors

CH_SLO 3.11: Describe the key factors and trade-offs to consider when choosing a forecasting technique.

Chapter 4/4S (CLO1, CLO2, CLO4, CLO5): After completing this chapter, students should be able to:

CH_SLO 4.1: Explain the strategic importance of product and process design

CH_SLO 4.2: Describe what product and service design does

CH_SLO 4.3: Name the key questions of product and service design

CH_SLO 4.4: Identify some reasons for design or redesign

CH_SLO 4.4: List some of the main sources of design ideas

CH_SLO 4.5: Discuss the importance of legal, ethical, and sustainability considerations in product and service designs

CH_SLO 4.6: Explain the purpose and goal of life cycle assessment

CH_SLO 4.7: Explain the phrase 3R's

CH_SLO 4.8: Briefly describe the key issues in product or service design

CH_SLO 4.9: Discuss several key issues in product or service design

CH_SLO 4.10: List the characteristics of well-designed service systems

CH_SLO 4.11: List some guidelines for successful service design

CH_SLO 4.12: Define Reliability

CH_SLO 4.13: Perform simple reliability computations

Chapter 5/5S(CLO4, CLO5): After completing this chapter, students should be able to:

CH_SLO 5.1: Name the three key questions in capacity planning

CH_SLO 5.2: Explain the importance of capacity planning

CH_SLO 5.3: Describe the ways of defining and measuring capacity
CH_SLO 5.4: Name several determinants of effective capacity
CH_SLO 5.5: Discuss factors to consider when deciding whether to operate in-house or outsource
CH_SLO 5.6: Discuss the major considerations related to developing capacity alternatives
CH_SLO 5.7: Describe the steps that are used to resolve constraint issues
CH_SLO 5.8: Briefly describe approaches that are useful for evaluating capacity alternatives
CH_SLO 5.9: Outline the steps in the decision process
CH_SLO 5.10: Name some causes of poor decisions
CH_SLO 5.11: Describe and use techniques that apply to decision making under uncertainty
CH_SLO 5.12: Describe and use the expected value approach
CH_SLO 5.13: Construct a decision tree and use it to analyze a problem
CH_SLO 5.14: Outline the steps in the decision process
CH_SLO 5.15: Name some causes of poor decisions
CH_SLO 5.16: Describe and use techniques that apply to decision making under uncertainty
CH_SLO 5.17: Construct a decision tree and use it to analyze a problem
CH_SLO 5.18: Compute the expected value of perfect information

Chapter 6(CLO1, CLO4, CLO5): After completing this chapter, students should be able to:

CH_SLO 6.1: Explain the strategic importance of process selection and the influence it has on the organization and its supply chain
CH_SLO 6.2: Name the two main factors that influence process selection
CH_SLO 6.3: Compare the four basic processing types
CH_SLO 6.4: Explain the need for management of technology
CH_SLO 6.5: List some for resign of layouts
CH_SLO 6.6: Describe product layouts and their main advantages and disadvantages
CH_SLO 6.7: Solve simple line-balancing problems
CH_SLO 6.8: Develop simple process layouts

Chapter 8(CLO1, CLO4, CLO5): After completing this chapter, students should be able to:

CH_SLO 8.1: Identify some of the main reasons organizations need to make location decisions
CH_SLO 8.2: Explain why location decisions are important
CH_SLO 8.3: Discuss the options that are available for location decisions
CH_SLO 8.4: Discuss key considerations related to global location decisions
CH_SLO 8.5: Outline the decision process for making location decisions
CH_SLO 8.6: Describe some of the key factors that guide service and retail location decisions
CH_SLO 8.7: Use the techniques presented to evaluate location alternatives

Chapter 9/Chapter 10(CLO1, CLO2, CLO3, CLO4, CLO5): After completing this chapter, students should be able to:

CH_SLO 9/10.1: Discuss the philosophies of quality gurus
CH_SLO 9/10.2: Define the term quality as it relates to products and services
CH_SLO 9/10.3: Identify the determinants of quality
CH_SLO 9/10.4: Explain why quality is important and the consequences of poor quality
CH_SLO 9/10.5: Describe and give examples of the costs associated with quality
CH_SLO 9/10.6: Discuss the importance of ethics in managing quality
CH_SLO 9/10.7: Compare the quality awards
CH_SLO 9/10.8: Discuss quality certification and its importance
CH_SLO 9/10.9: Describe TQM
CH_SLO 9/10.10: Give an overview of problem solving
CH_SLO 9/10.11: Give an overview of process improvement
CH_SLO 9/10.12: Describe the six sigma methodology
CH_SLO 9/10.13: Describe and use various quality tools
CH_SLO 9/10.14: Explain the need for quality control
CH_SLO 9/10.15: Discuss the basic issues of inspection
CH_SLO 9/10.16: List and briefly explain the elements of the control process
CH_SLO 9/10.17: Explain how control charts used to monitor a process and the concepts that underlie their use
CH_SLO 9/10.18: Use and interpret control charts
CH_SLO 9/10.19: Assess process capability

Chapter 13(CLO1, CLO4): After completing this chapter, students should be able to:

CH_SLO 13.1: Define the term inventory
CH_SLO 13.2: Describe the different types of inventory
CH_SLO 13.3: Describe the main functions of inventories
CH_SLO 13.4: Discuss the main requirements for effective inventory management
CH_SLO 13.5: Explain periodic and perpetual review systems
CH_SLO 13.6: Describe the costs that are relevant to inventory management
CH_SLO 13.7: Describe A-B-C approach and how it is useful
CH_SLO 13.8: Describe the basic EOQ model and its assumption and solve typical problems
CH_SLO 13.9: Describe the quantity discount model and solve typical problems
CH_SLO 13.10: Describe reorder point models and solve the typical problems

Chapter 18 (CLO4, CLO5): After completing this chapter, students should be able to:

CH_SLO 18.1: What imbalance does the existence of a waiting line reveal?
CH_SLO 18.2: What causes waiting lines to form, and why is it impossible to eliminate them completely?
CH_SLO 18.3: What metrics are used to help managers analyze waiting lines?
CH_SLO 18.4: What very important lesson does the constant service time model provide for managers?

CH_SLO 18.5: What are some psychological approaches to managing waiting lines, and why might a manager want to use them?

Chapter 19 (CO4, CO5): After completing this chapter, students should be able to:

CH_SLO 19.1: Describe the type of problem that would lend itself to solution using linear programming.

CH_SLO 19.2: Formulate a linear programming model from a description of a problem

CH_SLO 19.3: Solve linear programming model using excel

CH_SLO 19.4: Interpret computer solutions of linear programming problems

Criteria for meeting all course objectives and outcomes: Students meet course requirements for this course by achieving a minimum aggregate score of 504 points (70%) or C grade and above grade in the entire course.

Required Reading and Textbook(s):

Required textbook: Operations Management (w/out ConnectPlus)

Author: Stevenson

Edition: 14th

ISBN: 9781260238891

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

Video lectures: There will be YouTube video lectures that will be posted for the problem sets or analytical portion of the textbook. Students are required to watch them ahead of class in order to be successful in the course. Consequently, students are required to have a browser that will allow them to watch the posted video lectures.

Microsoft Excel: This course recommends students to complete assignments in excel such that the student's excel skills can be improved. Therefore, several class practices will use excel and assignments can be solved by using excel.

Other required materials: Apart from the required textbook, students should have access to a computer with Microsoft Word, PowerPoint, and PDF reader along with proper internet service. 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 a scanner and/or camera to take pictures. Students are recommended to have a handheld calculator (should be able to perform square roots and above apart from addition, subtraction, multiplication and division – at a minimum) for calculations. Please feel free to contact me whenever you have difficulty in accessing the material.

COURSE REQUIREMENTS

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

Quizzes (CLO1, CLO2, CLO3, CLO4, and CLO5): There will be 12 quizzes. Each quiz will be worth 10 points adding up to 120 points. Each quiz will consist of 10 multiple choice questions. Each quiz will assess CLOs and CH_SLOs pertaining to the chapter (see course information). However, all the quizzes together will assess all the CLOs.

Assignments (CLO1, CLO2, CLO3, CLO4, and CLO5): There will be 12 assignments. Each Assignment is worth 20 points adding up to 240 points. Each assignment will have several discussions and problem-solving questions. The rubric for the assignment discussion question and problem-solving questions are available in page 18 and page 19 respectively. For Assignments, students must show the work (according to the rubric in grading criteria and rubric and conversion) 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.

Note 2: *For assignments, Students have to upload the assignment submissions at canvas website: <https://tamuct.instructure.com/>. Students can handwrite or type the answers. However, make sure to be readable when you handwrite the assignments. If you choose to handwrite, scan or take picture and submit the assignment to canvas submission.*

Note 3: *For assignments, students can solve the problems in Microsoft Excel and submit it to canvas website: <https://tamuct.instructure.com/>. If you solve by using Microsoft Excel, make sure to submit the Microsoft Excel work sheet. I will not accept copy and paste of Microsoft Excel work on to the word document or scanned copy as it will not allow be to see the formula you used.*

Note 4: *Canvas submissions accept multiple documents in various formats that include word, pdf, jpeg images, and Microsoft Excel. Therefore, I suggest you submit all your work for assignments. Students can submit multiple documents showing the work. Submitting only answers will be equivalent to no submission for this course resulting in zero grade. In addition, I will not be able to accept HEIC format. This format is happening when you take picture from iPhone. In this case insert your pictures in word document and submit it as word document.*

Case studies (CLO1, CLO4): There will be two case studies. Each case study is worth 50 points. The case studies consist of both discussion questions and problems. The case studies are required to be submitted in APA format. The rubric in page 18 will be used for discussion questions and the rubric in page 19 will be used for problems. Students must show the work (according to the rubric in grading criteria and rubric and conversion) in order to receive full credit. Students are required to follow APA format for case studies. Points will be awarded based on the correctness and quality of the work. Each case study will assess CLO 1 and CLO 4.

Exams (CLO1, CLO2, CLO3, CLO4 and CLO5): There will be two exams. Each exam is worth 130 points. Each exam consists of two parts: Exam: PT 1 and Exam: PT 2. Exam: PT 1 will consist

of multiple-choice questions adding up to 30 points. Exam: PT 2 consists of discussion and problem-solving questions adding up to 100 points. The rubrics for Exam: PT 2 discussion question and problems are provided in page 18 and page 19 of the syllabus. For Exam: PT 2, students must show the work (according to the rubric in grading criteria and rubric and conversion) in order to receive full credit. Points will be awarded based on the correctness and quality of the work.

Note 5: For exams: PT 2 students have to show the work in order to receive full credits. Consequently, students have to upload the assignment submissions at canvas website: <https://tamuct.instructure.com/>. Students can handwrite or type the answers. However, make sure to be readable when you handwrite the assignments. If you choose to handwrite, scan or take picture and submit the assignment to canvas submission.

Note 6: For exams: PT 2, students can solve the problems in Microsoft Excel and submit it to canvas website: <https://tamuct.instructure.com/>. If you solve by using Microsoft Excel, make sure to submit the Microsoft Excel work sheet. I will not accept copy and paste of Microsoft Excel work on to the word document or scanned copy as it will not allow be to see the formula you used.

Note 7: Canvas submissions accept multiple documents in various formats that include word, pdf, jpeg images, and Microsoft Excel. Therefore, I suggest you submit all your work for exam: PT 2. Therefore, students can submit multiple documents showing the work. Submitting only answers will be equivalent to no submission for this course resulting in zero grade.

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

Note 8: Check the course outline and Calendar section for assessment due dates. All the quizzes, assignments, and case studies will be due on Sunday @ 11:59 PM.

Posting of Grades

All the grades will be available in canvas and students can monitor their grades in canvas grades page. I will try to grade and provide all weekly activities within a week. In addition, students will be given a week to ask questions or dispute my grading.

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
Introductions (1)	1*10 = 10	1.388%
Quizzes (11)	11*10 = 110	15.2.77%
Assignments (12)	12*20 = 240	33.33%
Case studies (2)	50*2 = 100	13.88%

Exams (2)	2*130 =260	36.11%
Total	720	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 = 648 – 720 (90% - 100%) B = 576 – 647.99 (80% – 89.99%)

C = 504 – 575.99 (70% - 79%) D = 432 – 503.99 (60% - 69.99%)

F = 431.99 and below (59.99% and below)

Grading Criteria Rubric and Conversion

The rubrics for discussion questions and problems are provided in page 18 and page 19 respectively. It should be noted that assignments, case studies and exams will contain discussion questions and problems. Therefore, discussion rubric (Page 18) will be used for discussion questions and problems rubric (Page 19) will be used for problems. Students can request regrade within 1 week of grading.

COURSE OUTLINE AND CALENDAR

Complete Course Calendar

Week	Reading	Homework
Week 1 01/19 – 01/24	Syllabus	
Week 2 01/25 – 01/31	Chapter 1	Quiz 1 & Assignment 1 (Chapter 1) due by 01/31@ 11:59 PM (CLO1, CLO2, CLO3, CH_SLO 1.1 - CH_SLO 1.8)
Week 3 02/01 – 02/07	Chapter 2	Quiz 2 and Assignment 2 (Chapter 2) due by 02/07@ 11:59 PM (CLO1, CLO2, CLO4, CH_SLO 2.1 – CH_SLO 2.6)
Week 4 02/08 – 02/14	Chapter 3	Quiz 3 and Assignment 3 (Chapter 3) due by 02/14@ 11:59 PM (CLO4, CLO5, CH_SLO 3.1 - CH_SLO 3.11)
Week 5 02/15 – 02/21	Chapter 4/4S	Quiz 4 and Assignment 4 (Chapter 4) due by 02/21 @ 11:59 PM (CLO1, CLO2, CLO4, CLO5, CH_SLO 4.1 - CH_SLO 4.13)
Week 6 02/22 – 02/28	Chapter 5	Quiz 5 and Assignment 5 (Chapter 5) due by 02/28@ 11:59 PM

		(CLO4, CLO5, CH_SLO 5.1 - CH_SLO 5.13)
Week 7 03/01 -03/07	Chapter 6	Quiz 6 and Assignment 6 (Chapter 6) due by 03/07@ 11:59 PM (CLO1, CLO4, CLO5, CH_SLO 6.1 - CH_SLO 6.8)
Week 8 03/08 – 03/14	Exam 1: PT 1 & PT 2 due 03/14 @ 11:59 PM Chapters 1, 2, 3,4, 5, and 6 (CLO1, CLO2, CLO3, CLO4, CLO5, CH_SLO 1.1 – CH_SLO 6.8)	
	Case study 1 due by 03/14 @ 11:59 PM (CLO1, CLO4)	
03/15 – 03/21	Spring Break	
Week 9 03/22 - 03/28	Chapter 8	Quiz 7 and Assignment 7(Chapter 8) due by 03/28@ 11:59 PM (CLO1, CLO4, CLO5, CH_SLO 8.1 - CH_SLO 8.7)
Week 10 03/29 – 04/04	Chapter 9/Chapter 10	Quiz 8 and Assignment 8 (Chapter 9/10) due by 04/04 @ 11:59 PM
Week 11 04/05 – 04/11	Chapter 12	Quiz 9 and Assignment 9 (Chapter 12) due by 04/11@ 11:59 PM (CLO1, CLO2, CLO4, CLO5, CH_SLO 12.1 - CH_SLO 12.8)
Week 12 04/12 – 04/18	Chapter 13	Quiz 10 and Assignment 10 (Chapter 13) due by 04/18@ 11:59 PM
Week 13 04/19 – 04/25	Chapter 14	Quiz 11 and Assignment 11 (Chapter 14) due by 04/25 @ 11:59 PM (CLO1, CLO2, CLO3, CH_SLO 14.1 - CH_SLO 14.10)
Week 14 04/26 – 05/02	Chapter 15	Quiz 12 and Assignment 12 (Chapter 15) due by 05/02 @ 11:59 PM (CLO1, CLO2, CLO3, CLO5, CH_SLO 15.1 - CH_SLO 15.14)
Week 15 05/03 -05/09	Chapter 19	Assignment 13 (Chapter 19) due by 05/09 @ 11:59 PM Case study 2 due by 05/09@ 11:59 PM
Week 16 05/10 – 05/14	Exam 2: PT 1 & PT 2 due by 05/12 @ 11:59 PM Chapters 8, 9, 10, 12, 13, 14, 15 and 19 (CLO1, CLO2, CLO3, CLO4, CLO5, CH_SLO 8.1- 15.14)	

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Important University Dates:

Date	Deadline
01/19	Classes Begin for Fall semester
01/21	Deadline for Add, Drop, and Late Registration for 16- and First 8-Week Classes
02/03	Deadline to drop 16-Week Classes with No Record
03/15 – 03/19	Spring break
03/26	Deadline for Graduation Application for Ceremony Participation
04/30	Deadline to Drop 16-Week Classes with a Quit (Q) or Withdraw (W)
05/14	Deadline to Withdraw from University for 16- and Second 8-Week Classes
	Fall Semester Ends
05/14	Spring semester ends

TECHNOLOGY REQUIREMENTS AND SUPPORT

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

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

Phone: (254) 519-5466

[Web Chat](http://hdc.tamu.edu): [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 the [Drop Request](#) Dynamic Form through Warrior Web.

[<https://dynamicforms.ngwebsolutions.com/casAuthentication.ashx?InstID=eaed95b9-f2be-45f3-a37d-46928168bc10&targetUrl=https%3A%2F%2Fdynamicforms.ngwebsolutions.com%2FSubmit%2FForm%2FStart%2F53b8369e-0502-4f36-be43-f02a4202f612>].

Faculty 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. Once you submit the completed 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, working with others in an unauthorized manner, 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 referred 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, on a remote online basis. Visit the Academic Support Community in Canvas to view schedules and contact information. Subjects tutored on campus include Accounting, Advanced Math, Biology, Finance, Statistics, Mathematics, and Study Skills. Student success coaching is available online upon request.

If you have a question regarding tutor schedules, need to schedule a tutoring session, are interested in becoming a tutor, success coaching, or have any other question, contact Academic Support Programs at (254) 501-5836, visit the Office of Student Success at 212F Warrior Hall, or by emailing studentsuccess@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 except writing support. Access Tutor.com through Canvas.

University Writing Center

The University Writing Center (UWC) at Texas A&M University–Central Texas (TAMUCT) is a free service open to all TAMUCT students. For the Spring 2021 semester, all services will be online as a result of the COVID-19 pandemic. The hours of operation are from 10:00 a.m.-5:00 p.m. Monday thru Thursday with satellite hours Monday thru Thursday from 6:00-9:00 p.m. The UWC is also offering 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. 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. While tutors will not write, edit, or grade papers, they will assist students in developing more effective composing practices. 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 making an appointment via [WCOnline](https://tamuct.mywconline.com/) [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) [http://tamuct.libguides.com/index].

For Spring 2021, all reference service will be conducted virtually. Please go to our [Library website](http://tamuct.libguides.com/index) [http://tamuct.libguides.com/index] to access our virtual reference help and our current hours.

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/compliance/titleix.html) [<https://www.tamuct.edu/compliance/titleix.html>].

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](https://cm.maxient.com/reportingform.php?TAMUCentralTexas&layout_id=2) online [https://cm.maxient.com/reportingform.php?TAMUCentralTexas&layout_id=2].

Anonymous referrals are accepted. Please see the [Behavioral Intervention Team](https://www.tamuct.edu/student-affairs/bat.html) 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

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 needs 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 30% 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:

1st Offense: One downgrade and the student have 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.

2nd 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 discussion questions

***Note: This rubric will be used for discussion questions in Assignments, Case studies, 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, Case studies, 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