University of New Orleans

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Fall 2015

MANG 4400

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University of New Orleans

Recommended Citation

Management 4400

FALL 2015 – Syllabus

Section 476 – Online

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TEXT: There is no text for this course.

COURSE NOTE:

Most lectures will be given in an audio format in conjunction with the slides. Students are expected to take notes as they would in class. Students will be tested on the material discussed in the audio, the material presented textually/graphically on the slides, and on any reading material assigned. There will be strict time limits for the exams. Therefore, it is advised to study and be prepared as if taking the exam closed book, in the class room. If students chose to attempt the exams as open book tests, they proceed at their own risk.

COURSE BACKGROUND:

Management is an area of business, which is somewhat different from other business functions such as Marketing, Accounting, and Finance. First, it is broader, in that many Management principles apply across business disciplines. You will use them regardless of your specialty area in business. Second, Management includes sub-disciplines. Most important are Operations Management (OM) and Information Technology (IT). Students entering the MBA with an undergraduate degree in Business have had at least one course in Management principles as well as the two sub-disciplines. Therefore, in this course, 1/3 of the time will be spent in each of the above areas. Courses in the 4400 series are designed to give the student a very concentrated exposure to course work, which MBA students with an undergraduate business degree have had at the undergraduate level. The objective is to insure that you have adequate preparation for coursework at the graduate level.

COURSE OBJECTIVES:

Principles of Management

This section of the course is intended to introduce you to general principles of management. We will examine issues in management timeframes, activities, skills, and roles performed by managers, basic business strategy, organizational design, and human behavior as it relates to the workplace, and the role of managers in each of these areas in contributing to the success of an organization.

Operations Management

This section of the course is intended to introduce some of the main concepts, issues, and practices in managing the productive capacity of a business system. Exploration of management considerations regarding business strategy; organizational planning; Quality considerations, and the management/control of production operations within manufacturing and service environments will be examined.

Management Information Systems

This section of the course introduces major IS issues and how IT is transforming organizations and the changing nature of work. This introduction is intended to give you a general, "macro-level" view of IS topics including the Internet, Information Systems Security, Electronic Commerce, Intranets, Extranets, Organizational Systems, Information Systems Ethics, and Computer Crime.

Students completing this course should be able to:

- Describe and discuss the elements of effective management.
- Define a business system and be familiar with the environment and components of this system.
- Discuss and apply the planning, organizing and control processes.
- Understand the strategy and planning process as it relates to the business system and be able to identify the management decisions necessary to facilitate business success.
- Identify the external and internal environmental factors that influence the choice of an appropriate organizational structure.
- Identify and describe the different types of organizational structures available, and evaluate what situation would be appropriate for each type.
- Understand the effects of organizational and national culture on productivity and the promotion of a positive work environment.
- Be familiar with the essential management considerations, skills and abilities necessary to promote successful organizational outcomes through effectively managing individuals and motivation to work.
- Identify, discuss and/or describe various theories related to various employee personality attributes, motivation techniques, effective communication, and the development of leadership skills.

- Define a production system and be familiar with a production operations environment.
- Identify decision areas in operations management.
- Understand the differences between goods and service production environments and important management implications of each.
- Define the different types of production processes and discuss key factors in process selection for an production operations environment.
- Identify the factors in determining an appropriate long term capacity plan.
- Identify the components involved in aggregate planning and the key management issues involved in aggregate planning.
- Understand the role of inventory management and identify key issues in Inventory Management.
- Identify different types of Inventory and their role in a production system.
- Understand the difference between dependent inventory model and independent inventory model
- Identify the key issues in Master Production Planning and understand the factors involved in Materials Requirement Planning.
- Understand key management issues in MPS and MRP environments.
- Understand the role of supply-chain management in a production operation system.
- Discuss the application of Just-in-Time concepts and the theory of constraints to the management of a production system.
- Discuss Total Quality Management philosophy
- Identify and understand the use of quality control tools and be able to apply them to real world problems.

- Describe the difference between data and information. Be able to delineate attributes of useful information and the role of information in making effective management decisions.
- Discuss the importance of Information Technology in achieving successful organizational outcomes.
- Understand the Management issues involving Technology and Globalization, E-Commerce, Management Information Systems, Ethics and Crime.

COURSE SCHEDULE:

Students are responsible to know where the class is regarding lecture material, assignments, and exam dates. Changes will be posted in the "Announcement" section of Moodle and via e-mail.

- **Course Schedule: (MANG 4400-Fall 2015).** The instructor reserves the right to be flexible with the syllabus to adapt to delivery of the material and any other unforeseen issues of the semester.

WEEK	TOPIC	3-2-1 Assignments Due
Aug 19	Introduction to Management (IM)	
Aug 24	Introduction to Management (continued) & Strategic Management	Intro to Management **Aug 30 by 11:55 p.m.**
Aug 31	Strategic Management (continued)	Strategic Management **Sep 06 by 11:55 p.m.**
Sep 07	Basic Attributes of Organizational Design (OD) Individuals and Perception (IA)	OD and/or IA **Sep 13 by 11:55 p.m.**
Sep 14	Principles of Motivation Principles of Leadership Organizational Culture (Self-Study)	
Sep 21	**Personality Self-Assessment Assignments Due by 11:55 p.m.**	
Sep 22	**Short Quizzes Due by 11:55 p.m.**	
Sep 24- 27	**Exam 1 - Multiple Choice - Parts A, B, & C (all PM material) (Available on Moodle 09/24 thru 09/27until 11:55 p.m.)**	
Sep 28	Introduction to Operations Management (OM) Issues in Productivity	OM & Productivity **Oct 11 by 11:55 p.m.**
Oct 5	Topics in Capacity and Aggregate Planning	
Oct 12	Inventory Management Material and Resource Planning (MRP)	(Any topic from weeks Oct 5 & Oct 12) **Oct 25 by 11:55 p.m.**
Oct 14	**(Final Drop Date)**	
Oct 19	Quality Management (QM) **Begin OM Self-study:** * Supply Chain Management * Just-in-Time and Theory of Constraints	QM &/or any self-study topic **Nov 01 by 11:55 p.m.**
Oct 26	Self-Study Topics (continued).	
Nov 03	**Short Quizzes due by 11:55 p.m.**	
Nov 05 - 08	**Exam II - Multiple Choice & Short Answer – Parts A, B & C (all OM material) (Available on Moodle 11/5 thru 11/08 at 11:55 p.m.)**	
Nov 9	*IT Material is Self-study* Technology and Globalization * Breakeven Analysis and Decision Trees Self-Study	
Nov 16	Technology and Globalization	(Any topic from weeks Nov 10 & 17) **Nov. 22 by 11:55 p.m.**
Nov 23	E-Commerce	
Nov 30	Information Systems Ethics and Crime	(Any topic from weeks Nov 23 & 30) **Dec 06 by 11:55 p.m.**
Dec 07 - 10	**Exam III - Format: IT material take home essay. B/E & Decision Tree: TBD. (Submission on Moodle due 12/07 thru 12/10 at 11:55 p.m.)**	

GRADING POLICY:

No late assignments will be accepted. Assignment due dates are posted on this syllabus and in the Moodle calendar.

There will be three exams (including the final) worth 70.5% of your grade. All exams will be considered in the final grading process. Assignments will be worth 29.5% of your grade.

The grading for the course is based on a 1000-point scale. The weights and points possible are given below. Please do not petition that a lower grade be rolled up to the next letter grade, as grades will **not** be rounded or rolled up. For example, a student with an overall total of 799 points will receive a 'C'. This includes students on academic probation. If your performance in another class or classes is unsatisfactory, **do not appeal for a grade change in this class.** Please note that the requirements and due dates of this class will not be waived due to requirements of other classes and personal work schedules, so students should schedule their time accordingly.

Point grades will be posted on Moodle. Letter grades will not be posted on Moodle, however using the scale below, you will be able to determine your grade. In accordance with federal guidelines for student privacy, student grades will not be made available via electronic mail, or over the phone. Please note the University's scheduled last day to change from audit to credit and from credit to audit status. Only extraordinary circumstances will be considered past this date for class status changes.

EXAM CONTENTS:

Multiple choice/true-false/matching questions from the chapters. Multiple choice/true-false/matching questions from the lecture material. Short answers integrating text, lectures, and readings. Not all lecture material will come from the text and readings. Lectures are integral and the test questions will be based on the lecture material. For the first two exams study outlines specifying topics to be covered from the text, lecture etc. will be provided on Moodle. **Please be advised** that due to the condensed nature of this course, **each exam will be like taking a mid-term and/or final exam.** Therefore, it is recommended that you manage your time wisely in preparation for exams. There will be strict time limits for the exams.

Important Note for Exams 1 & 2: Chapter reading material will not be covered in its entirety on the exams. You will only be tested on Chapter material for the topics listed on your study outline.   If a topic is on the study outline, especially if it is covered in the lecture notes and overheads, you need to know it!

Testing Protocol: All Exams will be administered in Moodle.

1) Questions will be given one question at a time, backtracking to previously answered questions will be allowed.

2) You will have 1.5 minutes per question. If you approach the exams as open book tests, you proceed at your own risk...

3) Exam dates and times will be strictly enforced.

GRADING SCALE			
A	90% - 100%	900-1000
B	80% - 89%	800-899
C	70% - 79%	700-799
D	60% - 69%	600-699
F	0% - 59%	0–599

GRADING WEIGHTS AND POINTS		
	%	Points
Test 1	23.5%	235
Test 2	23.5%	235
Test 3	23.5%	235
Quizzes	6%	60
3-2-1 Summaries	11.5%	115
Personality Self-Assessments	12%	120
Total	100%	1000

MOODLE & E-MAIL REQUIREMENTS:

Students are responsible to activate their Moodle account. Students are responsible to activate, and/or straighten out (e.g. clean out full mail boxes, etc.) their UNO e-mail accounts as soon as possible. UNO e-mail will be the main point of correspondence with students, including schedule changes and last minute communications regarding exams and assignments. Therefore, <mark>students are expected to regularly check their UNO e-mail accounts and Moodle Announcements (recommended once per day). All class e-mail will be sent to your UNO e-mail address only.</mark> The instructor will read and respond to e-mail as soon as possible, but in all fairness, do not expect immediate responses, late night responses or weekend responses to e-mail messages. <mark>Therefore, do not wait till the last minute of exam or assignment deadlines to address issues and problems.</mark>

E-MAIL PROTOCOL:

As the instructor has multiple classes, please do the following in all emails sent to the instructor to insure a timely response:

- **Use your UNO email address and no other.**

- **Include a subject line which includes the course ID, section number, and the nature of your question**

- Ask short questions, one question at a time.

- Avoid email acronyms.

- Send timely emails (that is, don't wait until the last minute to ask questions).

- <mark>Close your message with your full name and phone number.</mark>

All emails that follow the email protocol above will be answered as soon as possible. All emails that do not will be answered with "what course and section?" and therefore delay a timely response.

MOODLE APPLICATIONS:

The following are the planned applications of Moodle for this course:
- Lectures, Student Lecture Overheads, Study Outlines
- Assigned readings, texts, web linked material and activities
- Quizzes, Exams, Posting of all grades
- Course Announcements, Moodle Calendar for assignments, quizzes, exam dates
- Other items as suggested by the students and deemed appropriate

COURSE OVERVIEW:

Course Material Formats:

1) **Lectures:** There will be mini-lectures for Exam 1 and Exam 2 content, except for those topics listed as self-study. Lecture material will average 1 ½ to 2 hours a week or less. Most lectures will average 20 minutes or less. A few may run 30 minutes given the nature of the material. I will make every attempt to break the material into smaller listening units. The lectures are in Adobe Presenter format. You will need Adobe Reader 9 or later to view and listen to the lectures. Information regarding computer set-up requirements for viewing the lectures is posted on Moodle in the announcements section. <mark>Lectures are integral and the test questions will be based on the lecture material.</mark> For the first two exams study outlines specifying topics to be covered from the text, lecture etc. will be provided on Moodle.

2) **Readings:** Articles (Print and web-based) and Text Chapters supporting course topics.

3) **Web accessed activities and videos.**

4) **Student Power Points:** Note: my slides will be more detailed than the student slides – please refer to the lectures for the detailed information. **Never forget that a picture (lecture slide) is worth a thousand words.**

5) **Study Outlines:** Not every topic in the readings will be covered on the exams. Therefore the Study Outlines give the topics from the readings and lectures that you will be responsible for.

6) **Assignments:** 3-2-1 Summary and Reflections; Short Quizzes; Personality Self- Assessments. Please see following for an overview of these.

Assignments Overview:

1) 3-2-1 Summary and Reflections:

There will be 8 of these due during the semester, due dates are posted on the Course Schedule and in the Syllabus. This summary and reflection of topics includes: 3 Things I've Learned (three short paragraphs); 2 Things I can Use (2 short paragraphs); 1 Reflective Comment (1 short paragraph). A grading rubric will be posted for your information and guidance. **Average work time for each Summary: 1-1.5 hour(s).**

2) Short Quizzes:

There will be short quizzes for most of the topics covered in Exam 1 and Exam 2, for a total of 10 quizzes for the semester. They will be 5 questions each. Due dates are posted on the Course Schedule and in the Syllabus. You will have 15 minutes for each of the quizzes. The objectives for these quizzes are two-fold: 1) to give you a short practice test for each topic to become familiar with how I will test the material on the Exams; 2) Give you an opportunity to earn points outside of an Exam format.

3) Personality Self-Assessments:

These should be somewhat fun and interesting – The assignment will involve taking the assessments and writing a short reflection summary. The Assignment will be due 2 days before Exam 1 becomes available. **Average work time for this assignment: 4 – 5 hours.**

Study Hints and Handy Tips:

Study Hints and Handy Tips are posted on Moodle. I strongly suggest you read through these and take me at my word. Somehow students never believe me until they get to the exam. Hopefully the experience of the short quizzes will fix some of that.

Exam Formats:

Exams online should be approached and studied for as if you were in a closed book environment such as the classroom. Exams will be set-up in such a way that trying to look up the answers will not work in your favor.

Exams 1 & 2:
    Format will vary between multiple choice with few T/F and short answer, or a combination of these. The Multiple Choice section will be broken up over three shorter tests. These tests can be taken any time within the four (4) day Exam window.   (Exam availability dates are posted in the Syllabus).

    Reasons for this: Administration and picking up the pieces is easier if something goes wrong – as in Moodle crashes, the UNO internet has a power outage, etc. Also, if you start early enough in the exam window, it gives you the opportunity to study a little more before taking the other sections, if you decide it will improve your score. There is a four day window in which to take the Exam sections. Exams are not comprehensive and only include the material covered in the specific content area. Please refer to the study outlines.

Final Exam:
    Will cover the IT material, Breakeven Analysis & Decision Tree Analysis.
    The IT material will be tested by a 'take home' essay exam with questions covering the assigned study materials.
    Breakeven Analysis & Decision Tree Analysis will be tested with short answer questions, short quizzes and quantitative problem solving.
    Both the IT essay exam and the B/E and DT Analysis materials are to be submitted on Moodle by the due time posted. The work may be turned in earlier with prior arrangement.

TECHNOLOGY AND WEATHER CONTINGENCY PLANS:

Occasionally technology fails or is unavailable due circumstances beyond our control. Should you find that Moodle or another class component is unavailable, please E-mail the instructor to document the event. Also in cases of extreme weather deadlines may be extended. In the event of campus network and power outages, updates can be found through the Emergency Hotline 504-280-6000. Mobile emergency notifications from E2Campus Emergency Notification System – register at: http://www.uno.edu/ehso/emergency-communications/index.aspx; UNO news and updates can be found at http://www.uno.edu/news/; https://twitter.com/UofNO; https://www.facebook.com/UniversityOfNewOrleans.

UNIVERSITY STATEMENT ON ACADEMIC INTEGRITY:

Students are expected to conduct themselves according to the principles of academic integrity as defined in the statement on Academic Dishonesty in the UNO Judicial Code. Any student or group found to have committed an act of academic dishonesty shall have their case turned over to Judicial Affairs for disciplinary action which may result in penalties as severe as indefinite suspension from the University. Academic dishonesty includes, but is not limited to: cheating including use of unauthorized materials during exams and/or providing information to any student, plagiarism, fabrication, or misrepresentation, and being an accessory to an act of academic dishonesty.

To ensure academic integrity, all students enrolled in distance learning courses at the University of New Orleans may be required to participate in additional student identification procedures. At the discretion of the faculty member teaching the course, these measures may include on-campus proctored examinations, off-site or online proctored examinations, or other reasonable measures to ensure student identity. Authentication measures for this course are identified below and any fees associated are the responsibility of the student. **The selected authentication measure for this course is the use of secure log-ins and passwords used by Moodle.**

CASES OF ACADEMIC DISHONESTY:

Students are expected to provide their own work for all assignments and on all examinations. Students (all parties) involved in cheating on examinations, quizzes, or other assignments, will fail the activity and/or course with a grade of "Zero". The student will be sent to the student judiciary for prosecution according to the University Statement on Academic Integrity. This includes plagiarism of published work in print, web, or other electronic formats. If you feel that another student has placed you in a compromising situation, please discuss it with the instructor as soon as possible. Refer to the UNO Student Code of Conduct for further information. The Code is available online at:

http://www.uno.edu/student-affairs-enrollment-management/documents/academic-dishonesty-policy-rev2014.pdf

ACCESS TO ACCOMODATIONS FOR STUDENTS WITH DISABILITIES:

It is University policy to provide, on a flexible and individualized basis, reasonable accommodations to students who have disabilities that may affect their ability to participate in course activities or to meet course requirements. Students with disabilities should contact the Office of Disability Services as well as their instructors to discuss their individual needs for accommodations. http://www.uno.edu/disability-services/

OTHER UNIVERSITY OF NEW ORLEANS INFORMATION:

Important University Dates and other important UNO policies and services can be found in the below Syllabus Attachment from the Office of the Provost.

Syllabus
attachment.docx