MGMT 3110 M50 – Organization and Management
Spring 2016
3 Credit Hours

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Office Hours: Mondays, Wednesdays 1:00 – 2:30, other hours by appointment

Course Overview:

Course Description: Comprehensive survey of basic management concepts, principles, and function; coverage in planning, organizing, leading, and controlling organizational resources to achieve objectives; overview of decision-making within the context of organizational global environment, strategy, organizational structures, culture, human capital, ethics and corporate social responsibility, and performance.

Recommended Texts (and Related Materials):


For this course, specified required course activities are located on Cengage Publisher’s MindTap™ website thus, students must purchase the textbook and MindTap™ Access bundle.

MindTap™ registration:

Course Key: MTPQ-G83P-3TC3

Student Registration URL: http://login.cengagebrain.com/course/MTPQ-G83P-3TC3 Student’s also have the choice of purchasing a textbook (eBook version) and MindTap™ Access through Cengage's website (ISBN: 9781285778969) instead of the LooseLeaf text version. www.cengagebrain.com/shop/index.htm
Your dedicated Technical Support URL is:


Location of Course Materials:

eCourseware: All course content files and tests can be found in eCourseware by logging into this course at https://elearn.memphis.edu

MindTap Login: https://login.cengage.com/

Instructions and list of required MindTap activities are located in eCourseware under the Assignments module. Please note that login to MindTap is outside of eCourseware. However, MindTap login link can be found in eCourseware under Getting Started module.

Course Goals & Learning Objectives:

This course provides a comprehensive overview of the principles and functions of management and the challenges that managers face in a dynamic, global business environment. The objective of this course is to provide students with the basic understanding of the role of management including planning, organizing, leading, controlling, and coordinating organizational resources in a technologically advanced and global environment to achieve organizational goals. Additionally, examination of internal and external environmental influences impacting organizations and management will also be addressed. This course will also provide an overview of management problem-solving skills relevant to all organizational environments and various careers. Additionally, this course is of benefit to all majors because working with people and management is applicable to all occupations and organizational environments.

After taking the course, the student will:

1. understand terms and concepts associated with management of people, projects, and organizations;
2. understand the need to apply a variety of skills necessary in today's world which involves innovative solutions to dynamic, global problems and crisis management;
3. understand the importance of working with diverse cultures, countries, and changing organizations;
4. understand the importance of managers' decision-making challenges, knowledge management, and the need to efficiently utilize rapidly changing technologies; and
5. Gain enhanced skills important in any career, including written communication, oral communication, teamwork, and critical thinking.
Fogelman College: Learning Outcomes

The Fogelman College of Business & Economics is accredited by AACSB (The Association to Advance Collegiate Schools of Business). As such, we are required to adhere to stated learning outcomes for our students. Learning outcomes for the BBA degree are reinforced in this class where relevant, and can be found at this link: http://www.fcbeassessment.net/LearningOutcomes/BBADegreeLearningOutcomes.pdf

Course Methodology:

Online Courses: This is an online course and much of the learning will be self-managed and self-paced. This has the benefit of accommodating each student’s unique schedule and learning style. Everything will be done fully online and asynchronously. Students will be expected to login to eCourseware at least three times a week for course news updates, required participation in discussion board assignments, possible team activities, tests, or other required activities assigned by the instructor.

Additionally, students are expected to also login to Cengage’s MindTap website for designated activities assigned by course instructor.

Class participation and discussion is strongly encouraged and adds to everyone’s learning experience. For this reason, students are expected to read current business news from business periodicals such as, Bloomberg Businessweek, The Economist, Forbes, Inc., Barron’s, The Wall Street Journal, and other credible business sources.

Course Topics:

Innovative Management  Managing Change & Innovation
Corporate Culture  Human Resources Management & Diversity
Managing in a Global Environment  Individual Behavior
Ethics & Social Responsibility  Leadership
Planning & Goal Setting  Motivation
Decision Making  Communication
Designing Adaptive Organizations  Leading Teams
Quality & Performance

Professor’s Expectations:

In general, students should assist the instructor in creating a positive, supportive environment for learning by staying engaged in the course and actively participating in all online or face-to-face discussions. Student responsibilities include regular attendance, keeping up with deadlines through the course schedule in syllabus, carefully reading syllabus, assignment and course content, and promptly communicating with instructor for clarification on any course or personal matter. All student assignments should be carefully proofread by student for ensuring proper grammar, sentence structure, and
accurate punctuation. Students are strongly encouraged to utilize free tutoring and writing help available through the University well in advance of assignment due dates. Students are expected to adhere to the University’s Code of Student Rights and Responsibilities found in http://www.memphis.edu/studentconduct/studenthandbook.htm and the Fogelman College of Business & Economics Standards for Academic Integrity http://www.memphis.edu/fcbe/integrity/index.php. Cheating/Unethical acts/plagiarism/dishonest behavior of any form will NOT be tolerated by the Instructor.

**Student’s Expectations:**

In my role as your instructor, there are certain things you can expect from me including: well-organized and engaging learning experience, response to emails within three (3) business days, and feedback on all work submitted within two weeks.

**Guidelines For Communication:**

Instructor Contact: Please use mdrbnson@memphis.edu email as the primary means for contacting the Instructor. If you wish to speak to the Instructor, please first email to set up a meeting either by phone, Skype, or face-to-face. Face-to-face meetings are during office hours in Varnell-Jones Hall 307, University of Memphis, Lambuth Campus in the fall and spring semesters.

The Instructor will make every attempt to respond to email inquiries within 24-36 hours during the work week. Students will be notified when the Instructor is not available to meet the stated response time through class meeting, email, and in eCourseware news postings.

**Email Guidelines:**

- Always include a subject line with specific concise topic and “3110—& section number”
- Remember without facial expressions some comments may be taken the wrong way thus, be careful of your words and tone
- Use standard fonts
- Do not send large attachments without permission
- Special formatting such as centering, audio messages, tables, html, etc. should be avoided
- Use proper and correct grammar, spelling, and sentence format
- Provide your full name in the close of the message!
- Students must use their UM email account

**Discussion Groups Guidelines:**

- Review the discussion threads thoroughly before entering the discussion
- Try to maintain threads by using the “Reply” button rather than starting a new topic
- Be respectful of others by not making insulting or inflammatory statements
- Be cooperative with group leaders in completing assigned tasks
- Be positive, thoughtful, original, and constructive in-group discussions
- Respond to discussion assignments in a timely manner
Technology and Software Requirements:

• The minimum hardware requirements for eCourseware compatibility can be found at http://www.memphis.edu/univcoll/online/technical.php
• Students MUST have access to high speed Internet that is readily available.
• The software requirements are Microsoft Office Word, Adobe Acrobat Reader, and Microsoft PowerPoint. No other word processing software will be accepted. If you don’t have MS Word, then you can use free software from Microsoft’s OneDrive or save your documents as a rich text file (rtf).
• Students are strongly encouraged to back up their electronic files with the use an 8MB or larger USB Flash Drive and a cloud storage website, such as UMDrive, Dropbox, or Google Drive.

Technical Support:

For technical difficulties with eCourseware, first use the UMhelpdesk by filling out a form at: http://umhelpdesk.memphis.edu or calling 901.678.8888.

Technical support and ticket submission for MindTap™:

Grading and Evaluation Criteria:

The final grade is determined by the number of points earned on 1) all required assignments, 2) MindTap activities, and 3) tests. The total points earned will be divided by the total points possible for a final percentage. Grades will be posted in eCourseware and a final grade posted in MyMemphis portal. NOTE: There is no guarantee that the Instructor will round-up total points at the end of the semester. For example, if a student has an 89.99 average, then the course grade will be a “B.”

Students will be evaluated on the following:

90-100% of total points   A  
80-89% of total points   B  
70-79% of total points   C  
60-69% of total points   D  
Below 60% of total points  F
### Assessed Activities:

Points earned on the assessed activities will be distributed as follows:

<table>
<thead>
<tr>
<th>Activities</th>
<th>Percentage</th>
<th>Total Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Discussion Posts (4 @ 10 pts each)</td>
<td>40</td>
<td>40</td>
</tr>
<tr>
<td>Confidentiality Statement</td>
<td>20</td>
<td>0</td>
</tr>
<tr>
<td>4 Team Case Assignments (4 @ 100 pts each)</td>
<td>400</td>
<td>400</td>
</tr>
<tr>
<td>4 Exit Surveys (@ 25pts ea.)</td>
<td>100</td>
<td>100</td>
</tr>
<tr>
<td>Crossword puzzle (required)</td>
<td>10</td>
<td>10</td>
</tr>
<tr>
<td>MindTap Activities (10 of 15 Chapters)</td>
<td>100</td>
<td>100</td>
</tr>
<tr>
<td>Tests: 4 @ 50 points each</td>
<td></td>
<td>200</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td><strong>870 pts</strong></td>
</tr>
</tbody>
</table>

### MindTap Activities:

Cengage Publisher’s MindTap™ is this course’s textbook website resource that contains various quizzes, videos, textbook eBook, and assignment activities aimed to help students experience a robust and engaging learning experience of management concepts. The website is outside of eCourseware and is located at [https://login.cengage.com/cb/login.htm?cid=M15010025](https://login.cengage.com/cb/login.htm?cid=M15010025)

In this course, students will be responsible for completing 10 of 15 required chapter quizzes. Details of specific quizzes and due dates are located in eCourseware under the Getting Started Module.

### Schedule of Activities:

Course assignments, activities, tests, and due dates are listed in the course schedule location of the “Getting Started” module within eCourseware.

### Final Exam Schedule:

The final exam is to be taken within eCourseware in the “Quizzes” location. Please note that the final exam for this course is optional and if taken, will replace the lowest test grade, if the final exam grade is higher. Please see course schedule located in the “Getting Started” module within eCourseware for date window in which it should be taken.

### Course Policies:

**Adding/Dropping**

Please see the registrar’s website for policies and dates for adding or dropping a class [http://www.memphis.edu/registrar/calendars/](http://www.memphis.edu/registrar/calendars/)
Attendance

Online Classes: Students should login to the eCourseware system at least three times a week. Attendance and participation in weekly course activities is necessary for course success! Assignments, discussion postings, quizzes, projects, possible team activities are a part of the normal course week so, students MUST spend time in eCourseware participating in these activities. Again, participation is expected and will be monitored within eCourseware.

Students are expected to observe proper etiquette, which entails being respectful of the professor and of each other at all times. Excessively disruptive, rude or disrespectful students will be expelled from the class. See UM Code of Student Rights and Responsibilities http://saweb.memphis.edu/judicialaffairs/

Course Absence

NO PROVISION IS MADE FOR MAKING UP ASSIGNMENTS OR QUIZZES except for University-approved reasons (University-sponsored trips, athletic events, or conferences) or for exceptional reasons approved by the Instructor. Those students who have extracurricular arrangements that will conflict with the course MUST make arrangements with the Instructor in advance before due dates of assignments and quizzes. Additionally, personal or work commitment conflicts are not excused absences. Please contact your Instructor immediately should you have unexpected situations arise. Attendance reporting will be submitted to the University after the first two weeks of class.

Academic Integrity

Students are expected to recognize and uphold standards of intellectual and academic integrity as set forth in the University of Memphis Code of Student Rights and Responsibilities. See: http://saweb.memphis.edu/judicialaffairs/. Academic dishonesty of any sort will not be tolerated. Your Instructor will adhere to the University policies related to academic dishonesty. Dishonest acts related to academic work, include but are not limited to; using another student’s work as your own, plagiarizing, obtaining aid on quizzes, taking quizzes for others, having another person take your quizzes, having unauthorized knowledge of quiz content, doing work for another student, falsification, and multiple submissions. If plagiarism occurs, the student, at minimum, may be subject to failure of the assignment and/or course. Further action could be taken, up to and including expulsion from the University. Plagiarism is the “intentional use of someone else’s exact words without quotation marks and appropriate credit or the use of someone else’s unique ideas without acknowledgment,” (Alred, G. et al. (2011). Handbook of Technical Writing. New York, NY: St. Martin’s Press.) See How to avoid plagiarism: http://vl.rodp.org/cite.htm

Turnitin Statement: “Your written work may be submitted to http://www.Turnitin.com, or a similar electronic detection method, for an evaluation of the originality of your ideas and proper use and attribution of sources. As part of this process, you WILL be required to submit your research work electronically and be given other instructions to follow. By taking this course, you agree that all assignments may undergo this review process and that
the assignment may be included as a source document in Turnitin.com's restricted access database solely for the purpose of detecting plagiarism in such documents. Any assignment not submitted according to the procedures given by the Instructor may be penalized or may not be accepted at all.” (University of Memphis, Office of Legal Counsel, October 17, 2005).

**Late Assignments:**
Only one late assignment is accepted for this course. All other assignments if late, will be given a 10% reduction penalty for each day late, and a “0” on the seventh day late. No provision is available for taking tests after the due dates. If a student must miss a test on the scheduled date, students MUST let the instructor know in advance and must provide a valid reason for the absence (e.g., school sanctioned event, documented illness or hospitalization). Other reasons for absences will be evaluated on a case-by-case basis.

**Extra Credit:**
Extra credit may be available for this course and information/details are located under “assignments” area in the course content section of eCourseware.

**Reporting Illness or Absence:**
Students must immediately notify the instructor by email when reporting an absence due to illness or in the case of another unexpected absence. Proper medical documentation will be expected in cases of illness-related absences. Other documentation will be expected in other non-medical related absences.

**Inclement Weather:**
Due dates for assignment and test may be adjusted when inclement weather persists. An announcement will be made by email and posted within eCourseware news area.

**Syllabus Changes:**
The Instructor reserves the right to adjust the course schedule and due dates when necessary and will announce any changes ahead of time through eCourseware News section, by email, and/or announced in class.

**Student Services:**
Please access the [FCBE Student Services](#) page for information about:

- Students with Disabilities
- Tutoring and other Academic Assistance
- Advising Services for Fogelman Students
- Technical Assistance