3110 Course Syllabus  
MGMT 3110-503 – Organization and Management  
Fall Semester, 2018  
Collierville Campus Room 138: Mondays 5:00pm-9:45pm  
3 Credit Hours  
Last updated: 8/20/2018

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Instagram: https://www.instagram.com/nashawnbranch/  
Pinterest: https://www.pinterest.com/nashawnbranch/

Course Overview  
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.

Required Textbook  

*MindTap will be required for this class, thus students MUST register and purchase access to MindTap ONLY through the URL link located in eCourseware within the MindTap module on or after August 27, 2018. **NOTE, a used textbook without MindTap V2.0 access will not work for this class.
Cengage Unlimited is a NEW subscription service providing access to ALL Cengage digital textbooks and digital learning products—over 22,000—for $119.99 per semester. **One Cengage Unlimited subscription** can be used across ALL courses where Cengage products are assigned. If students have more than two classes using a Cengage textbook, Cengage Unlimited subscription could save students a lot of money! Print rental textbook can be purchased for an additional $7.99 + free shipping through Cengage Unlimited purchase option. Additionally, a discounted loose-leaf textbook purchase option is available for those who wish to keep their textbooks.

View video on Cengage Unlimited: [https://www.cengage.com/unlimited](https://www.cengage.com/unlimited)

**Recommended Reading**


**Location of Course Materials**

**eCourseware:** All course content files and tests can be found in eCourseware by logging into this course at [http://elearn.memphis.edu](http://elearn.memphis.edu)

**MindTap Login:** MindTap Link located in eCourseware under the MindTap module.

A list of required MindTap activities with instructions is located in eCourseware under the Assignments module.

**Course Goals and 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.

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                       |                              |

Fogelman College: Learning Outcomes for Your Degree [1]

The Fogelman College of Business and Economics has established the following learning goals for all students successfully completing the BBA degree:

- Graduates will be effective communicators;
- Graduates will demonstrate critical thinking skills;
- Graduates will be knowledgeable about ethical factors in the business environment;
- Graduates will be knowledgeable about the global business environment;
- Graduates will be proficient users of business presentation and analysis technology.

BBA Program Outcomes (opens in new window)

Course Methodology

Online Courses: This is an online course and much of the learning will be self-managed and self-paced. 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, MindTap access, tests, or other required activities assigned by the instructor.

Classroom (Face-to-Face): In this course, students are expected to attend class for possible in-class team activities involving management role-play or scenario activities related to concepts covered in weekly chapters. Instructor lectures, guest lecturers, student-lead instruction, and multi-media clips may also be a part of course methodology.
Additionally, students are expected to also login to eCourseware to access Cengage’s MindTap website link for designated activities assigned by course instructor.

Professor’s Expectations

In general, you should assist the instructor in creating a positive, supportive environment for learning by staying engaged in the course and actively participating in all online discussions.

- Logging into eCourseware at least three times a week for participation activities and obtaining weekly course NEWS updates;
- Keeping up with deadlines through the course schedule in eCourseware under Getting Started module and in course calendar system;
- Carefully reading the syllabus, assignments, and course content before asking the instructor for clarification;
- Promptly communicating with instructor for clarification on any course or personal matters;
- Utilizing University-provided email account for communication in this course rather than eCourseware email;
- Carefully proofreading all assignments, ensuring proper grammar, sentence structure, and accurate punctuation. If necessary, students should utilize free tutoring and writing help available through the University’s Writing Center in McWherter Library and completed well in advance of assignment due dates;
- Treating all members of the course professionally and with kindness and respect;
- Adhering to the University’s Code of Student Rights and Responsibilities found in Student Conduct Handbook (opens in new window) and the Fogelman College of Business & Economics Standards for Academic Integrity http://www.memphis.edu/fcbe/students/integrity.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 two (2) business days, and feedback on all work submitted within 7-10 calendar days.

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 Group 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

Please use Chrome browser for best experience for eCourseware and MindTap.
   Note: Internet Explorer must NOT be used at all.
• The minimum hardware requirements for eCourseware compatibility can be found at UM Technical Requirements for online courses (Opens in new window)
• 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 do not have MS Word, then you can use free software from Microsoft’s OneDrive, the University, or save your documents as a rich text file (rtf).
• Students are strongly encouraged to backup their electronic files using an 8MB or larger USB Flash Drive and a cloud storage website system, such as UMDrive, Dropbox, or Google Drive.

Technical Support

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

Technical Support for MindTap

Use MindTap Technical Support URL Link in eCourseware MindTap Module.

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.”
**Final Course Grades**

Final course grades are earned according to the following table:

<table>
<thead>
<tr>
<th>Point Range</th>
<th>Assigned Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>90-100 Points</td>
<td>A</td>
</tr>
<tr>
<td>80-89 Points</td>
<td>B</td>
</tr>
<tr>
<td>70-79 Points</td>
<td>C</td>
</tr>
<tr>
<td>60-69 Points</td>
<td>D</td>
</tr>
<tr>
<td>Under 60 Points</td>
<td>F</td>
</tr>
</tbody>
</table>

**Summary of Graded Activities**

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

<table>
<thead>
<tr>
<th>Deliverable</th>
<th>Total Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tests (3 @ 50pts each), 25%</td>
<td>150</td>
</tr>
<tr>
<td>Optional Final to replace lowest Test</td>
<td>(50)</td>
</tr>
<tr>
<td>MindTap Activities, 34%</td>
<td>200</td>
</tr>
<tr>
<td>Sona Research, 5%</td>
<td>30</td>
</tr>
<tr>
<td>Assignments, 36%</td>
<td>210</td>
</tr>
<tr>
<td><strong>Total, 100%</strong></td>
<td><strong>590</strong></td>
</tr>
</tbody>
</table>

**List and Schedule of Formal Assessed Activities**

Course assignments, activities, tests, and due dates are listed in the course schedule location of the “Getting Started” module within eCourseware. Additionally, due dates will be listed on the left-hand side within eCourseware under “Semester Calendar.”

**SONA Research Requirement**

As an important part of the Fogelman College of Business and Economics’ research initiative, students in this course are required to participate in a research project that will comprise up to 5% of the students’ course grade. Students may choose to: 1) register and participate in the FCBE SONA research subject pool, or 2) choose one article from a reputable general business or management publication (e.g., *Harvard Business Review, HR Magazine, Inc.*) on a management topic and write a minimum of Two-page typed (minimum 750 words), double-spaced, research paper using APA format to fulfill the research requirement for this course. The article summary should include 1) summary of the article’s findings or main purpose, 2) the author’s conclusions, 3) the student’s application of this information to some relevant and related topic in the course’s textbook and 4) summary of why this information matters/what is the takeaway for us to learn?
Students electing to participate in the FCBE SONA research subject pool will be required to participate in a minimum of 4 units of research activity (approximately 30 minutes for each unit of activity) for this course. Studies conducted using the FCBE Subject Pool will be conducted either in the Customer Neurolnsights Research Lab (C-NRL), which is located in FCBE 366, or online.

Students electing to participate in research must first register through the FCBE research participation SONA website at: https://memphisfcbe.sona-systems.com. No later than September 30, 2018. Students will receive 1 unit towards 4 units required, once registered through SONA website and have participated in a short panel study.

Students must choose the MGMT 3110 course section/faculty member. Please note that students enrolled in Marketing (MKTG) 3010 may also be required to participate in the SONA system for MKTG 3010 required 4 units of research activity. In cases where students are participating in SONA to fulfill more than one course requirement, they will be required to register once for each course and participate in studies separately to fulfill each course requirement. Once registered, students will complete a preliminary screening survey and then will be shown a list of active studies. This list of studies is continuously updated throughout the semester, so please check-in regularly.

Final research participation reports will be sent to faculty at close of business on (Wednesday) **November 28, 2018.**

Please note that some studies may be limited in terms of the number of respondents who can participate or may require subjects to meet certain criteria (e.g., male or female, have prior work experience). Provided students meet any designated criteria, they will be able to self-select the studies they are interested in as well as available days and times for their participation. ***There tends to be higher demand later in the semester as many students delay their participation, so you are encouraged to start early! The last day for registration for Fall 2018 will be ******September 30, 2018.***

Student participation in their selected studies will be recorded and a record of that activity will be sent to their course instructor. Unexcused student no-shows will also be recorded and sent to the instructor. No-shows prevent other students from meeting their participation requirement. Students with more than three unexcused no-shows may be excluded from future research opportunities at the discretion of the researcher or subject pool administrator.

To receive full credit for this research assignment, students choosing not to participate in the FCBE SONA Subject Pool will complete one research paper assignment.

**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 can be accessed through the link to the website that is located within the MindTap module within
eCourseware. Please note that after purchasing the new textbook, students will receive the ACCESS CODE needed to register in order to access MindTap activities.

Ten (10) of 13 graded chapter quizzes (10 pts), self-assessments (1 pts), and specified assignments (10 pts) are requirements for this course. Thus, you may skip or omit three (3) MindTap™ chapter modules without penalty. Details of specific instructions and due dates are located in eCourseware under the *MindTap* module and *Getting Started module/Course Schedule* file, respectively.

**Tests**

Tests include three (3) eCourseware multiple-choice tests at 50 points each and timed for 60 minutes. Tests will cover textbook, slides, and MindTap material for designated chapters. Test 1 (Chapters 1-4); Test 2 (Chapters 5, 6, 8); Test 3 (Chapters 9, 10, 11); and Test 4 (Chapters 12, 14, 15). The final comprehensive exam is optional and will replace a lower test grade if it is higher. Tests and final exams are located under *Quizzes* in eCourseware. Due dates are located in the *Getting Started* module in eCourseware within the *Course Schedule* file. **Please note that Tests and final exam are not open book**, and use of any materials including instructor solution manuals, textbook testbanks, instructor’s guides, textbooks, or Internet searches is a violation of the *UM Academic Integrity Policy*. Please plan accordingly.

**Final Exam Schedule**

The final exam for this class will be scheduled according to the [Registrar’s academic calendar website](https://www.registrar.memphis.edu/calendars/).  

**Course Policies**

**E-MAIL**

All students are required to maintain and access their University of Memphis (@memphis.edu) email account. You will receive all official course correspondence at this email account. Any inability to receive incoming mail in a timely fashion (e.g., not regularly checking your email, having a “full mailbox” condition, etc.) is the student’s responsibility.

**Attendance**

**Campus classes:** attendance is expected and will be recorded. Respect for the Instructor and class members is required thus, class disruption either by arriving late or leaving early will NOT be tolerated. Excessively disruptive students will be expelled from the class. See [UM Code of Student Rights and Responsibilities](https://www.registrar.memphis.edu/policiesOUND.html)

**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.
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.

Adding / Dropping
If you have questions about adding or dropping classes, please refer to this page on the http://www.memphis.edu/registrar/students/selfserv/lookup-search.php

Academic Integrity
The University of Memphis has clear codes regarding cheating and classroom misconduct. Please refer to the Student Handbook section on academic misconduct for a discussion of these codes. Note that using a “Solutions Manual” is considered cheating. Should your professor have evidence that using a “Solutions Manual” has occurred, he/she may take steps as described on the campus’ Office of Student Conduct website (opens in new window). If you have any questions about academic integrity or plagiarism, you are strongly encouraged to review the Fogelman College's Website on Academic Integrity (opens in new window).

Turnitin Statement
“Your written work may be submitted to [the Turnitin website activated within eCourseware under any assignment dropbox created by your Instructor] 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)

Classroom Behavior
All participants in the course should be considerate of the other course participants and treat them (as well as their opinions) with respect. The class will operate under the assumption that any and all feedback offered is positive in nature and that the intentions of the person(s) providing feedback are strictly honorable. Insensitivity in this area will not be tolerated. If you have any questions about online communication, you should review the Fogelman College's Netiquette website (opens in new window).

Late Assignments
Assignments and projects may be submitted anytime up to and including the date due. Please review all information in this syllabus and related “Course Activity Summary / Schedule” for all due dates for formally assessed work. If your work is not submitted on time, the instructor
reserves the option to deduct up to 20% of the grade value for tardiness depending upon the circumstances and appropriate communication between the student and the instructor.

**Extra Credit**

There is no extra credit offered in this course. Your final grade will be computed based on your work on the formal/assessed activities previously described in this syllabus.

**Reporting Illness or Absence**

Due dates and deadlines have been established for each graded assignment. In this course, deadlines are taken very seriously. Please do not wait until the last day to submit assignments or to take quizzes and exams. If an emergency should arise, it is the student’s responsibility to contact the instructor prior to the deadline to discuss the matter. A deadline extension will be considered only if all of the following conditions are met:

1. Extreme emergency and
2. Instructor contacted prior to the due date.

**Inclement Weather**

In the event that inclement weather requires the cancellation of classes at The University of Memphis, local radio and television media will be immediately notified. Additionally, The University of Memphis has established an Inclement Weather Hotline at 678-0888 as well as Live Safe App (download here: [http://www.memphis.edu/police/pdf/uofm-livesafe-overview-letter.pdf](http://www.memphis.edu/police/pdf/uofm-livesafe-overview-letter.pdf)) for emergency alerts messaging service to students, faculty and staff. This optional service is used in the event of an on-campus emergency, an unscheduled university closing, or a delay or cancellation of classes due to, for instance, inclement weather.

**Syllabus Changes**

The instructor reserves the right to make changes as necessary to this syllabus. If changes are necessitated during the term of the course, the instructor will immediately notify students of such changes both by individual email communication and posting both notification and nature of change(s) on the course bulletin board.

**Crisis Management**

The U of M Office of Crisis Management ([new browser](http://policies.memphis.edu/UM1645.htm)), 678-3692, email: be_prepared@memphis.edu, has established a comprehensive emergency and disaster preparedness program to protect its people, resources, and environment. Sign up here ([new browser](http://www.memphis.edu/police/pdf/uofm-livesafe-overview-letter.pdf)) to receive Tiger Text emergency alert messages.

**Minor Children**

In order to protect minor children (under the age of 18), The University of Memphis has a policy (see [http://policies.memphis.edu/UM1645.htm](http://policies.memphis.edu/UM1645.htm)) that states that no minor child will be allowed on campus in the workplace, in the classroom, or on campus in unsupervised circumstances. For possible childcare openings on the UM Campus, please check with The Child Development Center Evening Program for children 30 months through 12 years at 901.678.5059 for more information.
FCBE Academic Internship Credit
In FCBE, all majors offer an academic internship course option as a substitution for a required elective in a student’s major. To apply for academic credit, students must obtain an internship highly related to their major, register prior to the start of their internship and have their internship approved by departmental internship faculty. To review the requirements for applying for academic credit, visit [http://www.memphis.edu/professional/internships/academic_credit.php](http://www.memphis.edu/professional/internships/academic_credit.php)
Students should allow approximately two weeks for the review and processing of an academic internship application through the Fogelman Internship Network.

Student Services
Please access the [FCBE Student Services (opens in new window)](http://www.memphis.edu/professional/internships/academic_credit.php) page for information about:

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

Resources, Education and Writing Assistance

APA format websites

- APA ([opens in new window](http://www.memphis.edu/professional/internships/academic_credit.php))
- Purdue University Style Help ([opens in new window](http://www.memphis.edu/professional/internships/academic_credit.php))
- or Docstyles ([opens in new window](http://www.memphis.edu/professional/internships/academic_credit.php))

Career Services

- [UM Career Services (opens in new window)](http://www.memphis.edu/professional/internships/academic_credit.php)

Educational Support Program (ESP)

Provides academic counseling, contact information is ESP ([opens in new window](http://www.memphis.edu/professional/internships/academic_credit.php))

Professional Development Center Programs

- [FCBE Professional Development Center (opens in new window)](http://www.memphis.edu/professional/internships/academic_credit.php)

Business Learning Center

Room 256, FCBE, provides tutoring in accounting, statistics, finance, management, and marketing.

Writing assistance

Available in Patterson, Room 225 only. Contact number is 901.678.3912.

- [The Center for Writing and Communication (CWC): CWC (opens in new window)](http://www.memphis.edu/professional/internships/academic_credit.php), First Floor Ned R. McWherter Library

Tutoring

- General Tutoring ([opens in new window](http://www.memphis.edu/professional/internships/academic_credit.php))
- Writing and Online Tutoring ([opens in new window](http://www.memphis.edu/professional/internships/academic_credit.php))
University of Memphis plagiarism policy and helpful tutorials

UM Policy on Plagiarism (opens in new window)
FCBE Detail on Plagiarism (opens in new window)

Study efficiencies/time management

Mitchell Hall, Room 207