MGMT 3110-004 – Organization and Management
Spring Semester, 2020
REMOTE
3 Credit Hours
Last updated: 8/10/2020

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Office: FAB 315 (Zoom for Fall 2020)
Office Hours: By appointment via Zoom

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

Angelo Kinicki and Brian Williams (2020), Management: A practical introduction (9e), McGraw Hill

ISBN versions:
Connect only with eBook: ISBN 9781265826109, ($80 net cost to bookstore; direct cost through McGraw Hill)
Connect + LooseLeaf: ISBN 9781265274450, ($105 net cost to bookstore; direct cost through McGraw Hill)

Connect will be required for this class, thus students MUST register and purchase access to Connect ONLY through the URL link located in eCourseware within the Connect module on or after August 17, 2020. **NOTE, a used textbook without Connect access will not work for this class.
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)

Connect Login: Connect Link located in eCourseware under the Connect 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

<table>
<thead>
<tr>
<th>What Managers Do &amp; How</th>
<th>Ethical Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Management Theory</td>
<td>Global Management</td>
</tr>
<tr>
<td>Manager’s Changing Work Environment</td>
<td>Planning the Foundation of Management</td>
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</tbody>
</table>
Fogelman College: Learning Outcomes for Your Degree

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.

https://www.memphis.edu/fcbeassessment/bba-degrees/bba-learning-outcomes.php

Course Methodology

Online Courses (Until further notice): This is a fully online course for at least the first part of the semester. If the university decides to make a change, this class may switch to a hybrid course (see below). 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, Connect access, tests, or other required activities assigned by the instructor.

Hybrid mix of online and face-to-face (pending University plan): If we move to hybrid, the material will be primarily delivered online with face-to-face meetings used for discussions and project work. Details will be posted if we move to hybrid.

Professor’s Expectations

In general, students should assist the instructor in creating a positive, supportive environment for learning by being engaged in the course and actively participating in all online or face-to-face discussions. Student responsibilities include:

- 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 “3110-004”
• 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 Connect.
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 on a 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 Connect

Use Connect Technical Support URL Link in eCourseware Connect Module.

Grading and Evaluation Criteria

The final grade is determined by the number of points earned on 1) all required assignments, 2) Connect 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>
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<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>Deliverables</th>
<th>Total Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exams (3 @ 12% each)</td>
<td>35</td>
</tr>
<tr>
<td>Optional Final to replace lowest Test (11.67)</td>
<td></td>
</tr>
<tr>
<td>Connect Quizzes</td>
<td>25</td>
</tr>
<tr>
<td>Discussion Board Activities</td>
<td>20</td>
</tr>
<tr>
<td>Connect Smartbook Reading</td>
<td>15</td>
</tr>
<tr>
<td>Self-Assessments &amp; Reflection</td>
<td>5</td>
</tr>
<tr>
<td>Sona Research (Extra Credit)</td>
<td>Up to 3</td>
</tr>
<tr>
<td><strong>Total, 100%</strong></td>
<td><strong>100</strong></td>
</tr>
</tbody>
</table>

List and Schedule of Formal Assessed Activities

Course assignments, activities, exams, 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.”

Exams

Tests include three (3) online exams. Exams will cover textbook, slides, and Connect material for designated chapters. Test 1 (Chapters 1-6); Test 2 (Chapters 7-10 + Entrepreneurship & Diversity Modules); Test 3 (Chapters 11-14). The final comprehensive exam is optional and will replace a lower test grade if it is higher. 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.

Connect Quizzes & Activities

McGraw-Hill’s Connect is this course’s textbook website resource that contains various quizzes, videos, management simulations, 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 Connect module within eCourseware. Please note that after purchasing the new textbook, students will receive the ACCESS CODE needed to register in order to access Connect activities. Details of specific instructions and due dates are located in eCourseware under the Connect module and Getting Started module/Course Schedule file, respectively. NOTE: I will drop the two lowest scores for both the Chapter Reading Assignments and Chapter Quizzes.
Research Extra Credit

You can get up to 3% of extra credit by participating in FCBE research, offered through the SONA research participation system. You must register to participate (https://memphisfcbe.sona-systems.com)). You will receive 1% per unit of research credit, up to a maximum of 3% (1%/SONA credit, maximum of 3 credits). Students choosing to participate in the FCBE Subject Pool must first complete a preliminary screening survey. Once the screening survey is complete, you will be able to sign up for any listed study. Detailed information about each study can be found by clicking the study name. The SONA system will record your participation and send a record of your activity to me. Therefore, you must designate this course to receive credit. If you are participating in research for more than one course, then you must register once for each course and participate in different studies to fulfill each course requirement.

Final Exam Schedule

The final exam for this class will be scheduled according to the Registrar’s academic calendar website (opens in new window).

Course Policies

Fogelman College of Business and Economics COVID-19 Information
https://www.memphis.edu/fcbe/faculty/covid_19_notice.php

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.

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)

Online Class 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 25% of the grade value for tardiness depending upon the circumstances and appropriate communication between the student and the instructor.

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.
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), 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: https://www.memphis.edu/police/livesafe.php to receive Tiger Text emergency alert messages.

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 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) 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)
Purdue University Style Help (opens in new window)
or
Docstyles (opens in new window)

Career Services

UM Career Services (opens in new window)

Educational Support Program (ESP)

Provides academic counseling, contact information is ESP (opens in new window)
Professional Development Center Programs

    FCBE Professional Development Center (opens in new window)

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), First Floor Ned R. McWherter Library

Tutoring

    General Tutoring (opens in new window)
    Writing and Online Tutoring (opens in new window)

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