

Fall 2016: Management 3600 Online (M&OB/SOC)

Section MGMT – 001, 004, C01, S01, W01; SOC – 001, 004, C01, S01, W01

Instructor: Emily Lane

Phone: 578-7514 (cell) or 516-6297 **Email:** laneem@umsl.edu;

Office: 457 SSB (International Business Institute)

Office Hours: Face-to-Face is by appointment OR email (laneem@umsl.edu) text/call (314-578-7514)

Prerequisites:

Junior standing (minimum of 60 credit hours) and an overall GPA of 2.0

Required Reading Material:

McShane, Steven L. & Von Glinow, Mary Ann, (2015). *Organizational Behavior*, 7th edition with ACCESS CODE. Irwin McGraw-Hill, United States of America.

Organizational Behavior W/Access Code

Author: Mcshane

ISBN: 9781259180675

- **You must use the 7th edition of the textbook with Connect.**
- **This textbook is required and important for tests.**
- **Connect is necessary for Class Assignments**

Time Requirements:

If this course were offered on campus, you'd be in class 2.5 hours/week plus travel time. The online version is no different in terms of expectations for your involvement. This is an active online course that requires 3 hours of your time each week **in addition to** the time it takes you to read the required materials, watch the videos, and complete the assignments. That means that you need to plan to spend a minimum of **6+ hours every week** (up to 9-10 hours a week) on activities related to this course. If you are worried about your preparedness, consider taking the [Online Readiness Survey](#) to help decide if an online course is right for you.

Technology Requirements:

As a student in an online course, you are expected to have reliable internet access almost every day. If you have computing problems, it is your responsibility to address these or to use campus computing labs. Problems with your computer or other technology issues are not an excuse for delays in meeting expectations and missed deadlines for the course. If you have a problem, [get help in solving it immediately](#). At a minimum, you will need the following software/hardware to participate in this course:

1. Computer with an updated operating system (e.g. Windows, Mac, Linux)
2. Updated Internet browsers ([Apple Safari](#), [Internet Explorer](#), [Google Chrome](#), [Mozilla Firefox](#))
3. Ability to navigate [MyGateway](#) (Blackboard Learning Management System)
4. Minimum Processor Speed of 1 GHz or higher recommended.
5. DSL or Cable Internet connection or a connection speed no less than [6 Mbps](#).
6. Media player such as [VLC Media Player](#).
7. Adobe Flash player (free): <http://get.adobe.com/flashplayer/>
8. Adobe Reader or alternative PDF reader (free): <http://get.adobe.com/reader/?promoid=HRZAC>
9. Oracle Java plugin (free): <http://java.com/en/download/index.jsp>
10. Microsoft Silverlight plugin (free): <http://www.microsoft.com/getsilverlight>
11. A webcam and/or microphone is **highly recommended**.

Course Description:

MGMT3600 is the same as SOC3600. Prerequisites: Junior standing and a 2.0 overall GPA. This course involves the study of the behavior of individuals and groups in an organizational setting. Specific topics examined include: motivation, leadership, organizational design, and conflict resolution, as well as basic coverage of management principles. In covering these topics, both “classic” and current perspectives are provided.

- LO1) At the completion of the semester, students are expected to be able to identify and explain micro-level organizational behavior concepts related to the antecedents, consequences and mechanisms of individual differences and perceptual processes.
- LO2) At the completion of the semester, students are expected to be able to identify and explain micro-level organizational behavior concepts related to the antecedents, consequences, and mechanisms of motivation and decision-making processes.
- LO3) At the completion of the semester, students are expected to be able to identify and explain meso-level organizational behavior concepts related to the antecedents, consequences and mechanisms of communication, conflict, and team dynamics.
- LO4) At the completion of the semester, students are expected to be able to identify and explain meso-level organizational behavior concepts related to the antecedents, consequences and mechanisms of power, influence, and leadership.
- LO5) At the completion of the semester, students are expected to be able to identify and explain macro-level organizational behavior concepts related to the antecedents, consequences and mechanisms of organizational structure, culture, and change.

The above learning objectives will be evaluated utilizing 4 multiple choice exams, 2 case studies, and class participation via MyConnect Activities:

4 Exams: (72% total) each test is 18% of grade and 72 multiple choice questions.

You will have a 5-day window to take each exam. You must schedule with the **Online-Testing Center (OTC)** to take your exams during the 5-day testing window and during the **OTC's** open hours. An assigned exam will not be available after the 5th (last) testing-window day. Please note: if you do not take the assigned exam by the 5th (last) testing-window day, you will receive a 0% for that exam grade.

If you have a conflict with scheduled test-windows, you may take the test earlier than the scheduled test dates:

Taking Exam Early (i.e., Prior to Testing Windows):

- **You are responsible for getting my approval and then scheduling your appointment!**
- **Arrangements with the Campus Testing Center (CTC) in 93 J.C. Penny (314-516-6396) can be made to take exams earlier than scheduled.**
 - You must let me know **1 week in advance** from your scheduled time or you can't take the exam early. If I do not know you need to take the exam early, the exam will not be at the CTC!

2 Individual Case Studies: (14% per case study for a total of 28%) See Case Study folder in the class folder on mygateway for detailed information regarding which case studies are assigned.

2 case study write-ups (14% each) will count for 28% of your grade. **Case study write-ups must be typed, double-spaced, formal essay formatting, and written in 3rd person.** Assignment dates are **CS#1: 10/31/2016 & CS#2: 12/12/2016.** All case studies are to be emailed in PDF file format to laneem@umsl.edu by 11:59pm of the due date.

Participation Assignments (Extra-Credit Opportunities):

You may earn up to 10 out of 17 participation points per each Test Period. **These points are students only opportunity for extra credit.** I encourage you to do all associated participation assignments to help you study for your each of your exams/tests. However, even if you do all of the participation assignments per Test Period, only **10 participation points** will be added to your associated Test Percentage Grade. Since there are 4 Tests (i.e., exams), you may earn up to 10 points per **each** of the 4 tests (i.e., up to 10 participation points can be added to test 1, up to 10 participation points added to test 2, up to 10 participation points added to test 3, and up to 10 participation points added to test 4). Please note: The last day to do the participation assignments related to a test/exam is the day before the associated testing window begins. For example, the last day to do the Test 1 Assignments will be Monday 9/12/16. Please see each Test's Assignment folder for further information.

Instructor/Student Communication:

I encourage all students to contact me if there are any issues regarding the class, semester, etc. Here are a few rules/guidelines to optimize communication:

1) Email:

- a. **You must list the course and section (for ex: MGMT3600 online).** If you are emailing me regarding an assignment, put the assignment title in the subject line
- b. You must save a copy of the email in your Sent Files, in case I don't receive it. If I don't have a copy, I will **ONLY** accept you sending the copy stored in your Send files. This is especially important if you are sending me an assignment. Most assignments, however, will not be accepted via email.
- c. **Do not put questions or inquiries into an email with an assignment; rather send a separate email, with the course number (MGMT 3600 online) and the term "question" in the subject line.**

2) Phone Calls

- a. Call me via Cell Phone **(314-578-7514).**
- b. I turn my cell to quiet after 9pm – so leave a message – and I really don't like late phone calls (emergencies are the exception). But I am often on the computer late at night and have no problem returning emails late at night.
- c. If I don't answer the phone, please leave a message with your return phone number and the reason why you are calling. Hint: Often I just can't answer the phone fast enough before it goes to voice mail, so try calling me again. If I don't answer the phone on your 2nd call – please leave a message with your return phone number and the reason why you are calling.

3) Returning your emails/phone calls:

I will do my best to return your phone call/email with in 36 hours. If I haven't, please call or email me again.

4) Face-to-Face: Since this is an online class, face-to-face meetings are by appointment

Covered Material:

Exam 1 September 13 – 17, 2016 (in the ONLINE-TESTING CENTER)

All Test Participation Assignments MUST be completed by Monday, September 12, 2016

- Chpt 1: Introduction to the Field of Organizational Behavior
- Chpt 2: Individual Behavior, Personality, and Values
- Chpt 3: Perceiving Ourselves and Others in Organizations
- Chpt 4: Workplace Emotions, Attitudes, and Stress

Exam 2 October 11 – 15, 2016 (in the ONLINE-TESTING CENTER)

All Test Participation Assignments MUST be completed by Monday, October 10, 2016

- Chpt 5: Foundations of Employee Motivation
- Chpt 6: Applied Performance Practices
- Chpt 7: Decision-Making and Creativity
- Chpt 8: Team Dynamics

Exam 3 November 8 – 12, 2016 (in the ONLINE-TESTING CENTER)

All Test Participation Assignments MUST be completed by Monday, November 7, 2016

- Chpt 9: Communicating in Teams and Organizations
- Chpt 10: Power and Influence in the Workplace
- Chpt 11: Conflict and Negotiation in the Workplace
- Chpt 12: Leadership in Organizational Settings (1st half)

Exam 4 December 6 – 10, 2016 (in the ONLINE-TESTING CENTER)

All Test Participation Assignments MUST be completed by Monday, December 5, 2016

- Chpt 12: Leadership in Organizational Settings (2nd half)
- Chpt 13: Designing Organizational Structure
- Chpt 14: Organizational Culture
- Chpt 15: Organizational Change

- **Thanksgiving Break – November 21 – 25, 2016**
- **Case Study #1 – Monday, October 31, 2016/ Emailed to laneem@umsl.edu by 11:59pm in PDF file format.**
 - **Case Study #1 – “The Regency Grand Hotel,”** pg. 464-465 of textbook & e-book
- **Case Study #2 – Monday, December 12, 2016/ Emailed to laneem@umsl.edu by 11:59pm in PDF file format. (See Case Study folder for Assignment)**
 - **Case Study #2 – “Simmons Laboratories,”** pg. 465-469 of the textbook & e-book

Assignment Late Penalties: -5 points per late day.

MGMT 3600 Testing Window Dates and Material covered:

Test 1 (Chapters 1-4): September 13 – 17, 2016

Test 1 is available to be taken at your convenience during the operating hours of the ONLINE-TESTING CENTER on Tuesday (9/13/2016) through Saturday (9/17/16). This test will not be available after Saturday, 9/17/16. If you do not take the exam by Saturday (9/17/16), you will earn a 0% for your Test 1 grade

All Test Participation Assignments MUST be completed by 11:59pm Monday, 9/12/ 2016

Test 2 (Chapters 5-8): October 11 – 15, 2016

Test 2 is available to be taken at your convenience during the operating hours of the ONLINE-TESTING CENTER on Tuesday (10/11/2016) through Saturday (10/15/16). This test will not be available after Saturday, 10/15/16. If you do not take the exam by Saturday (10/15/16), you will earn a 0% for your Test 2 grade

All Test Participation Assignments MUST be completed by 11:59pm Monday, 10/10/ 2016

Test 3 (Chapters 9-1st half of 12): November 8 – 12, 2016

Test 3 is available to be taken at your convenience during the operating hours of the ONLINE-TESTING CENTER on Tuesday (11/8/2016) through Saturday (11/12/16). This test will not be available after Saturday, 11/12/16. If you do not take the exam by Saturday (11/12/16), you will earn a 0% for your Test 3 grade

All Test Participation Assignments MUST be completed by 11:59pm on Monday, 11/7/2016

Test 4 (Chapters 2nd half of 12 – 15): December 6 – 10, 2016

Test 4 is available to be taken at your convenience during the operating hours of the ONLINE-TESTING CENTER on Tuesday (12/6/2016) through Saturday (12/10/16). This test will not be available after 12/10/16. If you do not take the exam by Saturday (12/10/16), you will earn a 0% for your Test 4 grade

All Test Participation Assignments MUST be completed by 11:59pm on Monday, 12/5/2016

Please Note:

You may earn up to **10** out of 17 participation points per each Test Period. I encourage you to do all Test Assignments to help you study for your each of your Tests. However, even if you do all of the Test assignments per Test Period, only 10 participation points will be added to your associated Test Percentage Grade. Since there are 4 Tests, you may earn up to **10 points per each of the 4 tests** (i.e., up to 10 participation points can be added to test 1, up to 10 participation points added to test 2, up to 10 participation points added to test 3, and up to 10 participation points added to test 4).

Scheduling your Exam: **Please schedule early!**

There are limited spaces in the Online Testing Center (OTC) and the appointments fill-up fast.

If there are no appointments available via the OTC scheduling system (via OTC Link folder), you will have to go to the OTC as a WALK-IN.

To schedule a test taking appointment, use the **Online Testing Center (OTC)** Online Appointment Scheduling System; a link to this website is in your course folder on MyGateway. You can logon to this system using your SSO ID and password. You will receive an email confirmation of your appointment, and a notice will be entered into your MyGateway calendar.

If you have difficulty using the Online Appointment Scheduling System, you can contact the **OTC** by email umslon@msx.umsi.edu. You must be sure to provide the necessary information: Gateway ID, name, class, class number, test number, date, and time. If scheduling an appointment by email, you should review the OTC schedule to insure they request appointments during opening hours (when you use the online system for making an appointment you will only be able to schedule an exam during opening hours).

Also, if scheduling an appointment by email, you should insure you request a time that will allow sufficient time to complete the exams (the online system automatically schedules a time slot based on the time limit set for the exam by the instructor). You will not be allowed to finish tests past the closing time of the OTC.

If no appointments are available via the OTC scheduling system, you will have to go in to the OTC to take the test as a WALK-IN. The following is a statement from the OTC regarding **walk-ins**:

“At crowded times, usually just toward the end of the semester for finals and possibly mid-terms, the OTC appointment system will indicate that the center is “full.” Some students will be unable to make an appointment. (If this is the case) **walk-ins** are allowed. Students who need to come as a **walk-in** should avoid the first hour of the day and also arrive at least three hours before the posted closing time.”

OTC Location: The OTC is located in room **94** (formerly 75) **J.C. Penny Building Conference Center** (Building 2 on the [North Campus Map](#))

Books, papers, cell phones, and pagers are not allowed in the testing room. You should leave these items at home or check them with the proctor prior to taking a test. You should not bring children to the OTC. Children are not allowed in the testing room, and cannot stay unattended at the center.

Time Requirements for this Class:

If this course were offered on campus, you'd be in class 2.5 hours/week plus travel time. The online version is no different in terms of expectations for your involvement. This is an active online course that requires 3 hours of your time each week **in addition to** the time it takes you to read the required materials, watch the videos, and complete the assignments. That means that you need to plan to spend a minimum of **6+ hours every week** (up to 9-10 hours a week) on activities related to this course. If you are worried about your preparedness, consider taking the [Online Readiness Survey](#) to help decide if an online course is right for you.

Technology Requirements:

As a student in an online course, you are expected to have reliable internet access almost every day. If you have computing problems, it is your responsibility to address these or to use campus computing labs. Problems with your computer or other technology issues are not an excuse for delays in meeting expectations and missed deadlines for the course. If you have a problem, [get help in solving it immediately](#). At a minimum, you will need the following software/hardware to participate in this course:

12. Computer with an updated operating system (e.g. Windows, Mac, Linux)
13. Updated Internet browsers ([Apple Safari](#), [Internet Explorer](#), [Google Chrome](#), [Mozilla Firefox](#))
14. Ability to navigate [MyGateway](#) (Blackboard Learning Management System)
15. Minimum Processor Speed of 1 GHz or higher recommended.
16. DSL or Cable Internet connection or a connection speed no less than [6 Mbps](#).
17. Media player such as [VLC Media Player](#).
18. Adobe Flash player (free): <http://get.adobe.com/flashplayer/>
19. Adobe Reader or alternative PDF reader (free): <http://get.adobe.com/reader/?promoid=HRZAC>
20. Oracle Java plugin (free): <http://java.com/en/download/index.jsp>
21. Microsoft Silverlight plugin (free): <http://www.microsoft.com/getsilverlight>
22. A webcam and/or microphone is **highly recommended**.

If this is your first online course, it is recommended that you complete the [Online Course Orientation](#) listed in your [MyGateway course list](#). If you've already completed the orientation, you do not have to retake it but you can refer to it for helpful videos and tutorials about the technologies used in this course.

Assessment/Grading

Grade Composition: Final Letter Grades in the class are based on the following grading scale: A = 90%-100%, B = 80%-89.99%, C = 70%-79.99%, D = 60% - 69.99%, and F = 59.99% and below. I reserve the right to use +/- for borderline grades, and I will determine what constitutes a borderline grade. Remember: a 90% is an A, 80% is a B, 70% is a C, and 60% is a D.

Grading Scale: The UMSL Grading System is based on a four-point scale. The grade value for each letter grade is as follows:

A = 4.0	
A- = 3.7	D+ = 1.3
B+ = 3.3	D = 1.0
B = 3.0	D- = 0.7
B- = 2.7	F = 0
C+ = 2.3	EX = Excused
C = 2.0	DL = Delayed
C- = 1.7	FN = Failure/Non Participation

Feedback and Grading Timeline:

Typically, test grades will be posted in approximately 48-72 hours after the associated testing window is closed. The estimated time for returning grades/feedback of case studies is approximately [2 weeks after the case study due date](#). Participation points will be added to the associated test grade, and an email indicating participation points have been updated will be sent to students.

Course Policies

1. Academic Integrity/Plagiarism

- You are responsible for being attentive to and observant of University policies about academic honesty as stated in the University's Campus Policies and Procedures in the [Triton Manual](#) (p. 30)
- Academic dishonesty is a serious offense that may lead to probation, suspension, or [dismissal from the University](#). One form of academic dishonesty is plagiarism – the use of an author's ideas, statements, or approaches without crediting the source. Academic dishonesty also includes such acts as cheating by copying information from another student. **Plagiarism and cheating are not acceptable.**
- Academic dishonesty will be reported to the Office of Academic Affairs for possible action. The instructor will make an academic judgment about the student's grade on that work and in that course. The campus process regarding academic dishonesty is [described in the "Policies" section of the Academic Affairs website](#)
- For this class, any written projects or case studies must utilize APA or MLA formatting, especially for citations.
 - Please note the following:
 - A. Plagiarism is the use of another person's words or ideas without crediting that person. Plagiarism and cheating will not be tolerated and may lead to failure on an assignment, in the class, and dismissal from the University, per the [UMSL academic dishonesty policy](#).
 - B. Students are responsible for being attentive to and observant of campus policies about academic honesty as stated in the [University's Student Conduct Code](#).

2. Title IX Policies

Mandatory Reporting:

Under Title IX, all UMSL faculty, staff, and administrators (with limited exception) are obligated to report any incidents of sexual harassment, sexual misconduct, sexual assault, or gender discrimination to the Student Affairs office and/or other University officials. This ensures that all parties are protected from further abuses and that victim(s) are supported by trained counselors and professionals. Note: There are several offices at UMSL whose staff are exempt from Title IX mandated reporting, when the information is learned in the course of a confidential communication (e.g., Counseling Services, Health Services, Community Psychological Service, Center for Trauma Recovery, and Student Social Services).

Trigger Warnings:

This course involves topics and/or media that may be emotionally disturbing, graphic, or otherwise sensitive in nature including stereotyping and sexual harassment. I will try to provide specific warnings before each instance. I believe these topics (or materials) are important to the course because these are real-world examples of how perceptions affect behavior. If you believe this may be a barrier to your learning environment, please contact me to discuss possible assignment or course alternatives.

Student Resources

Gateway for Online and Adult Learners (GOAL)

Web: <http://umsl.edu/goal>

The GOAL office provides you with personalized services and access to resources to help you be successful in your online course(s). Contact us for virtual and traditional support, tutorials on technology tools in your course, coaching for online learning success. We even have free coffee and a space to hang out.

Access, Disability and Communication

This University abides by Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act (ADA) which stipulates that no student shall be denied the benefits of an education solely by reason of a disability. Disabilities covered by law may include, but are not limited to, learning disorders, attention deficit disorders, hearing loss, vision loss or mobility impairments. If you have a disability that may have some impact upon your work in this class for which you may require accommodations, please contact the **Disability Access Services Office:**

- **144 Millennium Student Center**
 - Phone: (314) 516-6554
 - Email: linder@umsl.edu
 - Web: <http://www.umsl.edu/services/disability>
-

If you have difficulty communicating in English with the instructor of this course, contact the **Office of International Students and Scholar Services:**

- Phone: (314) 516-5229
 - Email: iss@umsl.edu
 - Web: <http://www.umsl.edu/~intelstu/contact.html>
-

Technical Support

My Gateway (Blackboard): If you have problems logging into your online course, or an issue within the course site, please contact the **Technology Support Center:**

- Phone: (314) 516-6034
- Email: helpdesk@umsl.edu
- Web: <http://www.umsl.edu/technology/tsc/>

If you are having difficulty with a technology tool in MyGateway (wiki, Voicethread, Kaltura, etc.) consider visiting the **Online Course Orientation** in your [MyGateway course list](#). The orientation has overviews of each tool and tutorials on how to use them.

Blackboard Collaborate: If you have any questions regarding Collaborate, contact the Faculty Resource Center:

- Phone: (314) 516-6704
- Email: frc@umsl.edu
- Web: <http://www.umsl.edu/technology/frc/>
- Outside normal office hours, you may also contact Collaborate for 24/7 assistance:
 - Phone: (877) 382-2293
 - Chat: <http://support.blackboardcollaborate.com>

VoiceThread

- Email: pro-support@voicethread.com
- Online Form: <https://voicethread.com/support/contact/>
- Web: <https://voicethread.com/support/howto/Basics/>

Academic Support

The Online Writing Center: At our My Gateway site, students can send their papers to our tutors, who will read them and send them back with suggestions. Students can also access Turnitin, which identifies quoted material in their essays.

- Visit the online Writing Lab page on MyGateway to submit drafts online.
- We try to respond within 48 hours, but it may take longer, so allow ample time.

NetTutor: Online tutoring in many subjects is now available through NetTutor. In your courses on MyGateway, click on Tools and select NetTutor® to log in.

Student Retention Services offers assistance tailored to specific student needs.

- 225 Millennium Student Center
- Phone: (314) 516-5300
- Email: umslsrs@umsl.edu
- Web: <http://www.umsl.edu/~umslsrs/>

**Online Class Netiquette/behavior

- **Be self-reflective** before you post an emotional response and reread what you have written to be sure it is positive. Think of your comments as printed in the newspaper. Your online comments will be seen, heard and remembered by others in the class.
- **Use effective communication.**
 - Avoid the use of all caps or multiple punctuation elements (!!!, ??? etc).
 - Be polite, understate rather than overstate your point, and use positive language.
 - If you are using acronyms, jargon or uncommon terms, be sure to explain them so everyone can understand and participate in the discussion.
- **Ask for clarification** to a point if you feel emotional from a classmate's post. It is likely that you misunderstood his/her point. This strategy will also help you step away from the intensity of the moment to allow for more reflection.
- **Sign your name.** It is easier to build a classroom community when you know to whom you are responding.
- **Foster community.** Share your great ideas and contribute to ongoing discussions. Consider each comment you make as one that is adding to, or detracting from, a positive learning environment for you and your classmates.
- **Be constructive.** You can challenge ideas and the course content, but avoid becoming negative online. When you disagree politely you stimulate and encourage great discussion. You also maintain positive relationships with others with whom you may disagree on a certain point.
- **Keep the conversation on topic** by responding to questions, adding thoughtful comments about the topics at hand. Online dialogue is like conversation. If there is a particular dialogue going on, please add to it, but if you have something new to say, please post it in another thread.
- **Define your terms.** When using acronyms or terms that are particular to your field (or new to our course), please define them for others.