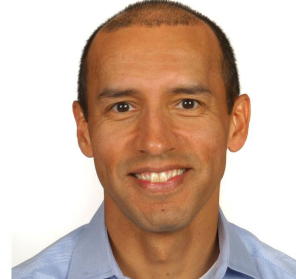


About the Instructor

Contact information:

Julio E. Zegarra-Ballon
314-402-0940
ZegarraBallonJ@umsl.edu
Tower 1004



Virtual Office Hours: available M-F via email, will try to respond within 24 hours

Welcome

Welcome to our online International Management course! You will be successful if you read required chapters before the start of each module. My goal is not to repeat what is in the textbook, but enhance the content, discuss the topics further and add current examples. If you are not prepared, you will be at a disadvantage. You will have assignments that will strengthen your understanding of the thought process around globalization and international business. You'll also have an opportunity to learn about foreign nations and firms operating internationally.

I believe that students learn best in an environment that is safe, supports risk-taking, and invites the sharing of ideas and experiences. To create this environment, I will serve as a guide as you explore the material in this course. With a "learning-by-doing" approach, you develop an important proficiency and advance your employability and your career in the global economy. I will create the framework for your exploration, but you will do all the hard work of learning.

About this course:

Required text: "GLOBAL", Third Edition by Mike Peng

Other course materials: All course materials will be made available inside our Canvas course site, within each module. You will have an advantage if you are on top of business, financial and entrepreneurial news, especially those related to international/global business issues. Some of the trusted sources include Bloomberg, The Wall Street Journal, New York Times, CNN, National Public Radio (local 90.7 KWMU).

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.

Course Description: Same as INTL BUS 3680. Prerequisites: ECON 1002 and MGMT 3600. This course is a study of international business and management practices. Topics covered include an introduction to international management and the multinational enterprise, the cultural environment of international management, planning in



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an international setting, organizing for international operations, directing international operations, international staffing, preparing employees for international assignments, and the control process in an international context.

Course Overview: We live in an increasingly globalized world, where managing effectively across national borders and cultural differences is crucial to career success and economic prosperity. More and more companies earn a large portion of their revenues from international operations, and employees of all levels and in all jobs often work and interact with people from different nations and cultures. Even companies that are not heavily internationalized can expect to be impacted by events occurring in several different parts of the world. The purpose of this course is to allow you to develop an understanding and appreciation of working and managing in a global business environment.

Learning outcomes: participation is an essential (and required) element of this course. It becomes more meaningful with interactive dialogue and discussion (discussion boards) as text chapters and lectures alone have limitations. If you take this to heart, expect the following outcomes:

- Greatly advance your employability and your career in the increasingly competitive global economy,
- Better prepare you for possible expatriate assignments abroad,
- Build stronger competence in interacting with foreign suppliers, partners, and competitors as well as working for foreign-owned employers in your own country

How this Course Works:

The activities you need to complete will be inside each unit module with a clear outline of deadlines for each activity. I know you have a complicated work/life schedule already. Please plan to complete assignments as early as you can, though, to allow for any complications you may encounter submitting your work.

This course is delivered using an asynchronous model. This means that each module offers you some flexibility within which to work. There are deadlines, however, and this is not a self-paced course. Because of the nature of the discussions and projects, you cannot work ahead without the rest of the class. A new module will be published on Monday mornings

Instructional methods used in this course include recorded lectures, discussions, case studies and a group research project. **You must complete required reading of textbook chapters prior to starting with recorded lectures.**

Instructional Technology: It should not be a surprise to you that this course will employ a variety of instructional technology tools. Some of these tools will require that you use them as participants, and still others will require you to use them to create your own materials.

If this is your first online course, it is recommended that you complete the [Online Course Overview](#) 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.



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Assessment/Grading

Grade Composition: You are invited to earn up to **600 points** in this course. The course schedule on page 8 lists assignments and deadlines. This overview explains how your letter grade will be assigned.

Three exams: 1st exam up to 100 points; 2nd/3rd exams up to 70 points each for total of **240 points**

Team Project: Up to **230 Points:**

- Final Team Report: 60 points (group grade) and VoiceThread Presentation: 60 points (group grade);
- 40 points for group participation (measured by self & team evaluation exercise);
- 30 points for your individual VoiceThread presentation;
- 40 points for submitting individual summaries/critiques of other four (4) team VoiceThread presentations

Online participation: Up to **130 Points** (measured on weekly activities)

Description of Graded Assignments

Individual Exams: There will be 3 mandatory exams consisting of multiple-choice questions plus essay question(s). Exam questions will include material from the chapters you read and material shared in recorded lectures (including cases). The purpose of these exams is to hold the students accountable for mastering the concepts. Exams last 30 minutes.

Students will take all course exams in a proctored environment whether at UMSL's testing center or at an approved offsite testing center (see below). It is the student's responsibility to schedule a time to take the exam in the chosen location. Hours vary in testing centers, and appointments are required. Plan ahead to secure a test time slot at a time that is convenient for you as early as you know the testing window for each exam.

UMSL's Testing Center: APPOINTMENT REQUIRED.

<http://www.umsl.edu/~campustesting/>

Please indicate if you will need a computer to complete your test. If you were instructed to make an appointment with the Online Testing Center please use this link

<https://apps.umsl.edu/webapps/weboffice/OTC/user/login.cfm>.

Students must allow five business days' notice to schedule their exams through UMSL's Testing Center. Students must bring a valid government ID to the testing center.

Students are responsible to ensure parking details and exact testing center location.

Location: 93 JC Penney Conference Center

Phone: 314-516-6396

Hours: (Hours subject to change.)

To schedule an appointment, E-mail is the preferred method assessctr@umsl.edu)

Monday 8:00 a.m. to 5:00 p.m.

Tuesday 8:00 a.m. to 7:00 p.m.



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Wednesday	8:00 a.m. to 7:00 p.m.
Thursday	8:00 a.m. to 7:00 p.m.
Friday	8:00 a.m. to 1:00 p.m.

Note: There will be occasional unscheduled closings to accommodate group testing or meetings. Appointments required.

Off-site Testing Centers (not at UMSL)

[East Central College](#) (*Union*)

[Jefferson College](#) (*Hillsboro and Arnold*)

[Mineral Area College](#)

[St. Charles Community College](#)

[St. Louis Community College](#) (*no testing center at Wildwood campus.*)

Students using these services must submit an [Offsite Testing Request Form](#) to request an exam at an offsite location:

Step 1: Student completes “Student” section of form, and forwards to their chosen offsite testing center.

Step 2: Offsite testing center completes “Proctor” section and submits to offisitetesting@umsl.edu for verification.

Step 3: UMSL Testing Center gathers the test information and sends directly to student’s proctor.

Step 4: Student will arrange a time to take the test with their offsite testing center.

Step 5: Student takes the test at their offsite testing center. Proctor will return the test along with a signed confirmation form to offisitetesting@umsl.edu, which will then be returned to the professor.

Proctoring fees are included in online course fees. UMSL students are not expected to pay additional fees at approved test sites listed above.

Team Project: For your semester project, you will work in groups of five (5) students each. All registered students have been assigned to a group. Each team will research a country and a multinational (or smaller international) company. Analysis will be done following the institution-based and resource-based views. Outputs for each part of this project are a group paper (emailed as a Word Document on or before due date to instructor) and a group VoiceThread presentation. **Complete details of the group project will be provided.**

Each group earns up to **60 points** for Final Report and up to **60 points** for team’s VoiceThread presentation. Every member of the group is expected to participate in both parts. Additionally, each student can earn up to a total of **110 points** on their individual performance: 40 points come from self-evaluation and confidential peer-review; 30 points for student’s own VoiceThread presentation, and up to 40 points from student’s submission of summaries/critiques of four other group’s presentation.

Online Participation: staying engaged throughout the semester is an effective way to apply what you learn to real cases and learn from your peers. You can earn up to **130 points** toward your final grade (22% to total). There will be weekly activities that include reading case studies and participating in Discussion Boards. Each activity is given a grade. All activities add up to 130 points. Case studies are clear; Discussion Boards are a bit less clear. Here is what you need to know to earn the highest possible grade each time you participate in an online discussion.



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Each student will **post once (deadline is always end of day Friday) and comment twice** for each discussion thread on the Discussion Board. Please use the Discussion Board with serious attention and thought. You will be held to the highest standards of spelling, grammar, high-quality ideas, and respect for others. You must POST ONCE and at least COMMENT TWICE to receive a grade. There is no partial credit. Here are some guidelines about discussion board participation:

- Postings should be a minimum of three sentences, or one short paragraph, and a maximum of two paragraphs. I expect well-researched posts **submitted no later than Friday** to give time for other students to read yours before they can comment or ask questions.
- Responses should be well written with proper punctuation, spelling and grammar.
- Avoid short one-word postings, for instance, "I agree," unless accompanied by supporting statements from the readings or prior knowledge (work and life experience).
- Ask questions; challenge other postings that lack supporting evidence or present incorrect information. But do so respectfully.
- Encourage further discussion by building on current threads.
- Check your postings for responses from others and respond in kind.
- I will not respond to each post but will be monitoring each discussion

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.



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- **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.

Students at the University of Missouri-St. Louis are expected to exhibit the highest standards of academic integrity. An act of academic dishonesty is an offense against the university. For that reason, university rules prescribe disciplinary consequences for academic dishonesty administered by the Office of Academic Affairs, as well as academic consequences assessed by the faculty member. When in doubt about plagiarism, paraphrasing, or collaboration, please consult me or review the Student Conduct Code: [STUDENT CONDUCT CODE](#)

Refer to **Online Discussion Rubric** on page 7 for an explanation on how you can get the highest grade in each discussion thread.

Grading Scale: The UMSL Grading System is based on a four-point scale, as follows:

Grade	Points
A	93% to 100% (558 – 600)
A -	90% to 92.9% (540 – 557)
B +	87% to 89.9% (522 – 539)
B	83% to 86.9% (498 – 521)
B -	80% to 82.9% (480 – 497)
C +	75% to 79.9% (450 – 479)
C -	70% to 74.9% (420 – 449)
D	60% to 69.9% (360 – 419)
E	0% to 59.9% (0 – 359)
DL	I do not give this grade as I am a part-time instructor.

Extra Credit: I may offer an opportunity to earn extra credit at my discretion

Online Discussion Rubric

Criteria	Novice	Developing	Competent	Exceeds Expectations
Promptness and Initiative	0 - .25 pt. Does not respond to most postings; rarely participates freely	.5 pt. Responds to most postings several days after initial discussion; limited initiative	.75 pt. Responds to most postings within a 24-hr period; requires occasional prompting to post	1 pt. Consistently responds to postings in less than 24 hours; demonstrates good self-initiative
Delivery of Post	0 - .25 pt. Poor spelling and grammar in most posts; posts seem hasty	.5 pt. Errors in spelling and grammar evidenced in several posts	.75 pt. Few grammatical or spelling errors are noted in posts	1 pt. Consistently uses grammatically correct posts with rare misspellings
Relevance of Post	0 - 1 pt. Posts topics which do not relate to the discussion content; makes short or irrelevant remarks	1.5 pt. Occasionally posts off topic; most posts are short in length and offer no further insight into the topic	2 pt. Frequently posts topics that are related to the discussion content; prompts further discussion of topic	3 pt. Consistently posts topics related to discussion topic; cites additional references related to topic
Expression Within the Post	0 - 1 pt. Does not express opinions or ideas clearly, no connection to topic	1.5 pt. Unclear connection to topic evidenced in minimal expression of opinions or ideas	2 pt. Opinions and ideas are stated clearly with occasional lack of connection to topic	3 pt. Expresses opinions and ideas in a clear and concise manner with obvious connection to topic
Contribution to Learning Community	0 - .5 pt. Does not make effort to participate in learning community as it develops, seems indifferent	1 pt. Occasionally makes meaningful reflection on group's efforts; marginal effort to become involved with the group	1.5 pt. Frequently attempts to direct the discussion and to present relevant viewpoints for consideration by group; interacts freely	2 pt. Aware of needs of community; frequently attempts to motivate the group discussion; presents creative approaches to topic



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Module	Dates	Online Discussions/ Case Studies	Planned Activities Deadlines are Sundays by 11:59PM CST	Final Project
M1: Introductions // Globalizing Business	1/16 – 1/28	Week 1 (10pts) Week 2 (10pts)	<ul style="list-style-type: none"> Introduce Yourself Activity (Due 1/21) Syllabus Quiz (Due 1/21) Chapter 1 	Find out who your team members are. Work on coming up with effective ways to communicate/collaborate
M2: Understanding Politics, Laws and Economics	1/29 – 2/11	Week 3 (10 pts) Week 4 (10 pts)	<ul style="list-style-type: none"> Chapter 2-Part 1 Chapter 2-Part 2 	Group (country) research starts Group research continues
M3: Emphasizing Cultures, Ethics and Norms	2/12 – 2/25	Week 5 (10 pts) Week 6 (10 pts)	<ul style="list-style-type: none"> Chapter 3-Part 1 Chapter 3-Part 2 	Group research continues Group research continues
M4: Leveraging Resources and Capabilities	2/26 – 3/11	Week 7 (10 pts) Week 8	<ul style="list-style-type: none"> Chapter 4 Exam 1 (from 3/05 to 3/09) 	Groups put final touches on PART 1 report. Submit Group Project PART 1 report (Due 3/11)
M5: Capitalizing on Global & Regional Integration // Entering Foreign Markets	3/12 – 3/25	Week 9 (10 pts) Week 10 (10 pts) Week 11	<ul style="list-style-type: none"> Chapter 8 Chapter 10 SPRING BREAK 	Group (Firm) research starts Group research continues SPRING BREAK
M6: Making Alliances & Acquisitions Work // Strategizing, Structuring & Learning Around the World	3/26 – 4/15	Week 12 (10 pts) Week 13 Week 13 (10 pts)	<ul style="list-style-type: none"> Chapter 11 Exam 2 (from 4/09 to 4/13) Chapter 12 	Group research continues Group research continues Group research continues
M7: Managing Human Resources Globally // Competing in Marketing and Supply Chain Management	4/16 – 4/29	Week 14 (10 pts) Week 15 (10 pts)	<ul style="list-style-type: none"> Chapter 13 Chapter 14 	Groups put final touches on PART 2 report and prepare final presentations Submit Group Project PART 2 report and VoiceThread presentation (Due 4/29)
M8: No lectures scheduled	4/30 – 5/12	Week 16 Week 17	<ul style="list-style-type: none"> Exam 3 (from 4/30 to 5/04) Self & Team evaluations 	Submit summaries/critiques of 4 VoiceThread presentations from other teams (Due 5/06) Submit self & team evaluations (Due 5/11)



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Course Policies

1. Students are required to use UMSL email for communicating with the instructor and peers.
2. Students are responsible for all assigned activities including research, reading of articles or discussion boards, required posting to discussion boards, required replies, activities and/or assignments, and supplemental readings, unless otherwise indicated by the instructor.
3. Students are expected to access the course materials and complete their assignments/activities within the appropriate timeframes. All students are expected to visit and contribute/post to the course website
4. Deadlines on postings and assignments/activities are firm unless the instructor gives a student special permission. Late submission of postings and assignments will receive a zero unless there are extenuating circumstances such as hospitalization (medical documentation / proof is required). I do not assign incomplete grades at the end of the term (DL, Delayed Grade) because work has not been completed except under the most dire of circumstances as they relate to the final project only.
5. Students are expected to **CONTACT THE INSTRUCTOR IMMEDIATELY** if these special circumstances inhibit their reaching course deadlines or if they have any other problems that cause interruptions of their participation in the course activities. Plan your time as if something might happen – do your work early and avoid last minute stresses.
6. It is highly recommended that students keep backup copies of all their work.
7. Any form of cheating or plagiarism is strictly prohibited, as required by University policy. Violation of this rule will result in “no credit” for an assignment. This could ultimately result in failure in the course depending on the assignment’s point value. This includes plagiarism within discussion boards, assignments, and all projects in the course.
8. Class participation is mandatory. Because all activities will be performed online, students must make sure they can access the Internet regularly. Online class participation and posting to discussion boards shall be a main form of collaboration in our classroom.
9. If students are traveling during the semester, they should be sure they are able to access Internet at the location where they are staying (e.g., hotel, library, coffee shop, copy store, etc.). Active participation is the key to success and satisfaction in online learning.
10. Rubrics/checklists will be used for most assignments, including discussion board entries. Please refer to the specific rubric/checklist to assist in obtaining maximum credit for all assignments. Assignments are due by 11:59 PM Central Time on the due date. Anything turned in late will receive a zero.



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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 [Canvas](#) (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 \(free\)](#)
8. [Adobe Reader or alternative PDF reader \(free\)](#)
9. A webcam and/or microphone is **highly recommended**.

Participation

- It is vitally important that our classroom environment promote the respectful exchange of ideas. This entails being sensitive to the views and beliefs expressed during discussions whether in class or online. Please speak with me before recording any class activity. It is a violation of University of Missouri policy to distribute such recordings without my authorization and the permission of others who are recorded.
- I will not respond to each post but will be monitoring each discussion.
- Your success in this course will heavily depend on your ability to communicate, engage and participate in all course activities. Successful completion of this course requires that a student keep up with all assignments, coursework and discussions. Timely participation in online discussions is a very important part of this course and participation in these discussions, and other activities as assigned, is not optional. You are expected to prepare and post to discussions in a timely manner consistent with the requirements contained within the course syllabus and discussion rubric.
- If you are unable to participate in the scheduled class activity or discussions you must notify the instructor within the week of that class module or discussion. **An unexcused failure to engage or participate with the class will be counted as an absence; unexcused absences may result in failure.** The instructor reserves the right to make judgment to accept and/or make-up assignments missed because of failed participation in the course activities.

Online Discussion Protocol



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- Participation in the course should maintain a positive work and learning environment, as outlined in the [UMSL Student Planner](#).
- Postings should be evenly distributed during the discussion week.
- Postings should be a minimum of three sentences, or one short paragraph, and a maximum of two paragraphs.
- Responses should be well written with proper punctuation, spelling and grammar.
- Avoid short one-word postings, for instance, "I agree," unless accompanied by supporting statements from the readings or prior knowledge (work and life experience).
- Stay focused on the topic.
- Ask questions; challenge other postings that lack supporting evidence or present incorrect information.
- Encourage further discussion by building on current threads.
- Check your postings for responses from others and respond in kind.
- Use proper ["netiquette"](#).

Attendance Policies

- *Present* in class for online courses is determined by participation in an "academically related activity," i.e. submission of an assignment, assessment or discussion forum posting. The last day of attendance is the last day a student is academically participating in the online course.
- Documentation that a student has logged into an online class is not sufficient by itself to demonstrate academic attendance.

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 using any unauthorized sources of information and providing or receiving unauthorized assistance on any form of academic work or engaging in any behavior specifically prohibited by the faculty member (e.g., copying someone else's answers on tests and quizzes). Unauthorized possession or distribution of academic materials is another type of academic misconduct. It includes the unauthorized use, selling or purchasing of examinations or other academic work, using or stealing another student's work, unauthorized entry or use of material in a computer file, and using information from or possessing exams that an instructor did not authorize for release to students. Falsification is any untruth, either verbal or written, in one's academic work. Facilitation is knowingly assisting another to commit an act of academic misconduct. **Plagiarism, cheating, and falsification are not acceptable.**
- All instances of academic dishonesty will be reported to the Office of Academic Affairs who will determine whether you will appear before the Student Conduct Committee for possible administrative sanctions such as dismissal from the university. The instructor will make an academic



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judgment about the student's grade on that work in this course. The campus process regarding academic dishonesty is [described in the "Policies" section of the Academic Affairs website](#)

- 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](#).
- Students are responsible for being attentive to and observant of campus policies about academic honesty as stated in the [University's Student Conduct Code](#).
- To avoid accusations of academic dishonesty, please submit all written work to the Turnitin System before finalizing what you submit for evaluation. Check information about The Writing Center @UMSL that is linked to MyGateway Home.

Title IX Policies

In adherence to the policies of Title IX and to promote a safe and secure educational environment, it is strongly recommended statements similar to those below be added to your course syllabus:

- **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 (e.g., Counseling Services, Health Services, Community Psychological Service, Center for Trauma Recovery, and Student Social Services) whose staff are exempt from Title IX mandated reporting, when the information is learned in the course of a confidential communication.

Student Resources

Access, Disability and Communication

Your academic success is important. If you have a documented disability that may have an impact upon your work in this class, please contact Disability Access Services (DAS) immediately. Students must provide documentation of their disability to the office of Disability Access Services in order to receive official University services and accommodations. The staff is available to answer questions regarding accommodations or assist you in your pursuit of accommodations. Information about your disability is confidential. Once DAS reviews your medical documentation, they will provide you with the information and steps to inform me about the accommodations to which you are entitled. Your accommodations will begin as soon as we discuss your approved accommodations.

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



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Office of International Students and Scholar Services

If you have difficulty communicating in English with the instructor of this course, contact ISS.

- 261 Millennium Student Center (MSC)
- Phone: (314) 516-5229
- [Email](#)
- [Website](#)

Student Retention Services

SRS provides comprehensive support and intervention strategies that support your road to graduation!

- 225 Millennium Student Center (MSC)
- Phone: (314) 516-5300
- [Email](#)
- [Website](#)

Technical Support

GOAL Office

The GOAL was created to provide centralized direction and support to online and reentering adult students seeking degree completion at the University of Missouri-St. Louis (UMSL). Whether you are returning to school to complete an undergraduate degree started long ago or you desire to earn a Ph.D., we are here to guide you to completion. The GOAL staff will support and guide you, providing access to valuable resources. You may choose to continue your education in an online environment, traditional courses or blended opportunities. We are here to see you achieve academic success.

- 307 J.C. Penney Building / Conference Center
- Phone: (314) 516-4210
- [Email](#)
- [Website](#)

Canvas

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](#)
- [Website](#)

If you are having difficulty with a technology tool in Canvas, consider visiting the [Canvas Student Guides](#), which has overviews of each tool and tutorials on how to use them.

VoiceThread



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- [Online Contact Form](#)
- [Website](#)

Academic Support

The Online Writing Center

At the OWC site, students can send their papers to our tutors, who will read them and send them back with suggestions. Students can also access Turnitin through Canvas assignments, which identifies quoted material in their essays.

- 222 Social Sciences and Business Building (SSB)
- [Website](#)
- Visit the [OWC page](#) to submit drafts online.
- The OWC usually responds within 48 hours. Please allow ample time.

Math Academic Center (Math Lab)

The Math Academic Center offers free individual assistance on a walk-in basis to students needing help with any mathematics from basic math through calculus or any course involving mathematical skills.

- 222 Social Sciences and Business Building (SSB)
- [Website](#)

GOAL Mentors

This course may be assigned a GOAL Mentor who will be able to assist with technology issues and answer non-content questions regarding online courses.