

BUA 220 – PRINCIPLES OF MANAGEMENT



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Office Hours (WA226B): Mon 9:00 – 11:00 / 1:00 – 2:00; Tues 11:00 – 12:00 / 2:00 – 3:00; Wed 9:00 – 11:00; Thurs 11:00 – 12:00 / 2:00 – 3:00 / 5:00 – 6:00 (HIL)

OVERVIEW

This management course exposes students to the dynamics of the changing world. Topics such as management functions/processes, quality, leadership styles, power, global issues and the challenges and opportunities of diversity are included. Emphasis is placed on ethics, decision making, effective communication, evaluating employees, motivational tools, organizational design, environmental scanning, supervising groups, controlling quality, productivity improvement, managing change and conflict, labor relationship and time management.

COURSE OBJECTIVES

- To introduce the student to management; its functions, roles and challenges
- To review the concepts of empowerment and total quality management
- To understand the fundamentals of planning and time management
- To review the decision making process and those factors which affect it
- To understand the basic principles of organization
- To review the delegation process and keys to effective delegation
- To study the communication process and methods of improving communication
- To review the major theories on how to motivate employees
- To understand the different leadership styles and theories
- To introduce the idea of team building and effective team leadership as well as the concept of managing change
- To review the steps in the control process
- To study methods to improve productivity, control quality, and promote employee safety
- To develop skills necessary in coaching employees to improved performance
- To understand group dynamics and techniques to make meetings more effective
- To review conflict and stress as well as methods to manage these situations
- To understand the process of selecting, training, and compensating employees
- To review the performance appraisal process and the disciplinary process
- To introduce the role of the supervisor in the union setting

REQUIRED TEXTBOOKS:

- **Management (w/New MyMgmtLab Access Code) Edition: 14th**
Author: Robbins
ISBN: 9780134639680
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Publisher: Pearson

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You may purchase the MyMgmtLab access code in the bookstore or directly from Pearson at: <http://www.mypearsonstore.com/bookstore/>.

Waiting for financial aid? Go to MyMgmtLab.com. Register for free 14-day access.

The print text is not required. The e-text is included in MyMgmtLab. If you wish a print copy of the book, the option to purchase a print upgrade is available inexpensively through MyMgmtLab. There is a free app for your iPhone/iPad so you may access the Pearson text offline.

REQUIRED TECHNOLOGY: You **must have** access to an Internet connected computer. You are also expected to have "**backup computer**" plans; at a friend's computer, a relative's computer, JC, or at a library. Establish computer plans in case your usual computer access is disrupted during the semester. The course will continue to move along regardless of whether your computer works or not. I provide instructional support, not computer support. It is your responsibility to establish and maintain technical connections. If your computer does not work for any period of time, **you are expected to find a way to do the work.**

Do you need access to the Microsoft suite of products for your assignments? You have access with your JC email account!

- Navigate to office365.com
- Click "for home"
- In the upper right, log in with your JC email
- Use you JC email to log in. The page will take you to a new link where you can type in your JC email password
- Click "sign in"
- Now click "word" or "powerpoint" (whichever program you need)
- Once you are done with your assignment, you can "save as", and then upload your word document to the MyLab link

COURSE ACTIVITIES (activities will be completed in MyMgmtLab):

The list and descriptions below indicate the types of activities completed in our class. All of the course assignments and activities are posted within the course calendar and posted in the announcements section of MyMgmtLab. Generally, each assignment is due on the 7th day of each week. **With very limited exceptions, early access to assignments will NOT be granted. Late assignments (written work only, does not include tests or quizzes) will be accepted with a 50% deduction (FOR ANY REASON).** For example, if you score a 90% for your assignment, your final grade would be inputted as a 45% for being late. If this is abused, I reserve the right to refuse late assignments.

The listing below indicates how many points you earn for each activity.

- **WEEK 1 ASSIGNMENTS (up to 40 pts total)**
 - During week 1, you will complete a quiz on the syllabus and you will be using this syllabus to respond to an email sent by your instructor. More information on both of these activities will be offered during the first week.
- **HOMEWORK (Chapter warm-ups and videos in MyMgmtLab) (up to 20 pts per week)**
 - Homework activities are located in our MyMgmtLab course.
 - Go through the videos and warm up exercises as many times as necessary to 'get it'. These are hands-on activities to gain an understanding of the chapter concepts. You have unlimited attempts until the due date.

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- **CHAPTER QUIZZES (MyMgmtLab) (25 pts ea):**
 - Each chapter has a quiz. You will have two attempts for the quizzes associated with Chapters 1 through 4, but all remaining quizzes will only have a single attempt. All quizzes are “open book”. You will have one hour to finish each quiz. The warm up exercises are intended to introduce you to key concepts. Please pay extra attention to these each week to help with your quizzes.
- **PERSONALITY INVENTORY ASSESSMENTS (MyMgmtLab) (25 pts ea)**
 - You will be completing 15 Personality Inventory Assessments (PIA). Each PIA is intended to reveal information about your social traits, motivations, strengths and weakness, and attitudes.
 - Please be honest during these assessments as this will offer you the greatest feedback.
 - It is imperative that you take notes of your results or print your results of each PIA. The information gathered will be used in your final assignment for this course.
- **SWOT ANALYSIS (MyMgmtLab) (50 pts):**
 - Building upon the results you gathered when completing your PIAs, you will conduct a Strengths, Weaknesses, Opportunities, and Threats (SWOT) analysis of your results. Your SWOT analysis is your opportunity to analyze your results, to show understanding of your assessments and the effect on your future as a manager, and connect the awareness elements with the effect on your future careers through the SWOT analysis.
 - You will submit your personal SWOT analysis via the MyMgmtLab assignment link.
 - The following guidelines must be adhered to for your submitted work:
 - Times New Roman or Arial type, font size 11 or 12, double spaced
 - Title page
 - 2 to 3 pages (not including title page)
 - Reference page (as req'd)
 - Written in essay format with an introduction, body, and conclusion

Activities: Tentative activities, which are subject to change:

Week 1 =	40
Homework =	200
PIAs =	375
13 quizzes =	325
SWOT analysis =	50
Total =	990

Scale:

Percentage	Grade
93 – 100	4.0
88 – 92	3.5
82 – 87	3.0
76 – 81	2.5
70 – 75	2.0
64 – 69	1.5
58 – 63	1.0
52 - 57	0.5
Below 52	0.0

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GRADING PROCEDURE

Grades and all relevant information are available to students via the course MyMgmtLab site. Item points, weighting, and assignment due dates are all listed on the site.

Exact due dates for assignments, tests, exams, etc. will be announced in class and are included on the course calendar. In addition, class participation will be measured by your level of engagement during class and/or via the MyMgmtLab discussion board. As applicable, it is expected that each student engage in classroom discussions and/or discussion forums. Proper online etiquette and professional business communication is required.

Please note:

The accumulative percentage scores in MyMgmtLab can be inflated if you skip assignments because a zero will not be recorded until the midterm grading schedule and near the end of the course. Your grade may drop significantly when zeroes are submitted. That said, it is up to you to monitor assignments that you have not completed and ensure that all work has been submitted.

In addition, if you have submitted your work on time and MyMgmtLab states “incomplete” or “past due”, that means I have not graded your assignment yet. You do not need to email me asking if I received your assignment.

FINAL GRADE

The grade points assigned are estimates and subject to modification. Your final grade will be based on the points you earn on quizzes, assignments, class preparation and participation. The instructor reserves the right to adjust your final grade (+/- one letter grade) based on your level of engagement and participation.

Your final grade in our course is directly related to your amount of effort in our course. Historically speaking, students that are engaged, prepared, complete assignments on time, and put forth effort for each quiz and assignment have done well in our course. Thus, your final grade is dependent on you. In addition, it is up to each student to keep track of our course calendar and any missing assignments. Missing assignments can severely influence your final grade and this effect may not be “seen” until the midterm or the final grade (see comments above). Finally, at the conclusion of our course it is **unacceptable** to ask for a “bump up” in your grade. If you monitor your own performance and do your best, a “bump up” is not required. Again, your success is up to you.

HOW DO I CONTACT THE INSTRUCTOR?

Send an email to youngstephenp@jccmi.edu and if you want a reply it is necessary to:

1. Use your JC email so that I know the request actually came from you. I can not respond to emails that do not originate from your JC email;
2. Put the course name and section in the subject line (e.g., BUA 220.01);
3. Use a greeting that includes my name and sign with your name;
4. Be sure to include a specific question and/or a message with complete information;
5. Use proper business etiquette and terminology in all of your email communications (i.e., no jargon or “text-like” communication);
6. Respond to me when you receive the message to ensure the message was delivered and understood.

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These are common communication practices that demonstrate your good human relations skills and offer you the opportunity to practice your newly develop business acumen. Our Business Advisory Group of business leaders in the community expects that you will have these abilities.

PARTICIPATION and ATTENDANCE POLICY

JC administration and the federal government now require faculty to file attendance regularly throughout the term this is referred to as HQV reporting. Your report is available online. Attendance will be reported periodically to the Registrar's Office. Definitions include: "H"—the student is not doing acceptable work and needs "help" to be successful, "Q"—the student has not participated/attended, and "V"—the instructor "verifies" that the student is participating/attending and doing acceptable work. **It is ultimately the responsibility of the student to withdraw from the course.** You should also contact your instructor when considering a withdrawal.

DROP-IN COMPUTER LAB

The open computer labs are located in William Atkinson Hall in the IT Commons area. Please contact the extension centers directly for their open lab hours.

EXTRA HELP

If you need help with a topic, start with your fellow classmates. Ask questions and learn from each other. If you still need help with a topic, please ask your instructor. I am here to help you and want you to succeed. Lastly, tutors (plus additional services for academic success) can be accessed by calling 796-8415 or by stopping by the Center for Student Success (see this link: <https://www.jccmi.edu/center-for-student-success/tutoring-center/>). Students requiring special assistance (including those affected by the Americans with Disabilities Act) should contact the Center for Student Success. This is the first step in acquiring the appropriate accommodations to facilitate your learning.

STUDENT RESPONSIBILITIES

- Follow the requirements in the Academic Honesty document posted in this class.
- Read assigned chapters before coming to class.
- Assignments will be due in accordance with the course calendar.
- Attend all classes and be on time. If you are absent you are still responsible for all information presented and for turning in any assignments that are due.
- The student is responsible for the material covered in a missed class. Notify your instructor in advance if you are going to miss a class and make arrangements to make up any missed work.
- Participate in class activities and discussions in a responsible and considerate manner. Student discussion and questioning is encouraged.
- View the grade book weekly and JC email account weekly. Grade issues must be reconciled within the same week of grade posting. Waiting until the end of the semester will not result in a grade change for any reason.
- Points are earned for learning, not for effort or best intentions.
- **As applicable, all assignment must be typed using Times New Roman or Arial typeface, either 11 or 12 font size, double spaced, with references properly cited.**
- Appropriate business talk and written work (grammar, spelling and capitalization) are expected.

COLLABORATION

While JC encourages students to collaborate in study groups, work teams, and with lab partners, each student should take responsibility for accurately representing his/her own contribution. **File sharing is NOT collaborating; it is cheating and violates academic honesty policy!**

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ACADEMIC HONESTY

Academic honesty is expected of all students. It is the ethical behavior that includes producing their own work and not representing others' work as their own, either by plagiarism, by cheating, or by helping others to do so. Please refer to the Student Handbook for **Student Rights and Responsibilities**.

CONSEQUENCES

Anyone caught cheating on an assignment or quiz will receive a zero for that project. If caught cheating more than once, the student will receive a zero for the class. All academic dishonesty violations will be reported to the Dean of Occupational Education.

CLASSROOM POLICY

Be respectful of your instructor and your peers. This is a learning community – and we all will learn something – so be positive and encouraging of those around you. Any behavior considered being disruptive, disrespectful, inappropriate, or threatening will be addressed by the instructor and/or security and/or the Dean of Students. Consequences may involve deduction of points/grade and/or may include removal from class.

In addition, cell phones and other electronic communication devices are not to be used during class. I reserve the right to temporarily pause class if you are on your device.

ASSESSMENT

The Board of Trustees of Jackson Community College has determined that JC graduates will develop certain skills while enrolled in the college. Each of the BUA 220 objectives is achieved through learning activities that include a significant amount of small group work, as well as primary research techniques of observation, surveys, focus groups, interviews, and secondary methods via Internet. Lecture, simulations, critical thinking scenarios, role playing, discussions, and self- reflection complete the learning strategies. More information about assessment can be found here:

<https://www.jccmi.edu/assessmentofstudentlearning/>

TIPS!!!

- It may be surprising to learn how much of student **success depends directly upon you, the student**.
- Generally speaking, students who have come to class, submitted homework ON TIME, and prepared for each week's tests have generally done well in the class. **This is not a guarantee, but your effort can significantly affect your final grade.**
- **Please read feedback offered for every assignment.** The intent is to learn from your assignments and improve throughout the semester. If you do not read the feedback, you may be making the same mistakes and having points deducted.
- **Do not wait until the last minute to submit work.** If you wait until 11:00pm ET to start your quiz, work on your simulation, or complete your assignments and computer issues arise, you may be late in your submission. Remember, all late work will be penalized 50% regardless of reason. If you are able to complete your work early in the week, you can avoid the "it's due tonight" stress. Please plan ahead now.
- Use spell check for all written assignments.
- **Find a "study buddy."** Your "study buddy" will help to remind you of upcoming assignments and can serve as a class teammate to address ideas and concerns.
- We may not review every topic included in each chapter during our time together in the classroom. **It is your responsibility** to review the assigned readings to prepare for any quizzes and complete your assignments.

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- **Writing and reading make up a significant portion of our class, especially for the online version of BUA220.** At times, talking and listening are replaced by reading and writing. If you do not like to read and find it difficult to write, this class, either in person or online, may not be for you.
- **The weekly time commitment for a three (3) credit online class to earn a 2.5 or higher:**
 - 3 - 5 hours completing the chapter study plan and assigned readings in MyMgmtLab;
 - 1.0 hour for each chapter quiz in MyMgmtLab;
 - 1.0 hour to complete weekly homework;
 - Varied time during weeks with written assignments.
- Remember that MyMgmtLab is where the class is actually located. MyMgmtLab is your personal study area with the e-text, study plan, and homework to help you study and be successful in class. Grading will occur in MyMgmtLab.
- **Schedule a quiet place** for class three (3) times each week as well as studying.
- Talk with friends/employers about business topics we study to reduce study time and memorization as well as increase retention.
- **Due dates for all assignments are on the 7th day of each week by 11:59ET.** We moved working in the textbook to the second week to give you the preceding weekend to work. **Begin your textbook work as soon as possible: don't wait.**
- You should have received an access code when you purchased your textbook or e-text. **Sign up and register for our class in MyMgmtLab ASAP.** You will have assignments due in our MyMgmtLab course during week 1. This is a fast paced course with a significant amount of information... please don't fall behind.
- In addition to the weekly study plans, MyMgmtLab offers "Dynamic Study Modules". They can be found on the left navigation pane on the course main page. These modules, while not required, can be used to prepare for the weekly readings and quizzes. An app can be downloaded to your mobile device to access this feature or you can access via your computer.
- Every year a group of students, along with the instructor, design this course, using student feedback gathered throughout the year. ***All of the rules, assignments and guidelines were determined by students for students.***

By continuing with this class, the student agrees to all conditions and requirements of the class as set forth in all parts of the syllabus and on the class web site, including but not limited to due dates, grading policies, methods of communication, academic honesty, attendance and all procedures and requirements. The syllabus and other documents may be modified by the instructor at any time throughout the course. Additional elements of the syllabus include Course Calendar, Academic Honesty document.

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Assignments Rubric

Grade	Evaluation
A	Student demonstrates full grasp of the subject area. Depth of answer is appropriate for type of question asked and necessary support and evidence is given for answer. Student shows excellent understanding of the material. High levels of analysis, synthesis and evaluations used. Answer is accurate, legible and organized for optimum communication and free of spelling and grammar mistakes.
B	Student demonstrates general understanding of the subject area but lacks advanced concepts. Student did not fully support answer with necessary facts and evidence but student shows a good understanding of the material. Moderate levels of analysis, synthesis and evaluations used. Answer is accurate with nominal level of errors in spelling, grammar, syntax or organization.
C	Student demonstrates peripheral knowledge of the subject but did not answer specific question. Student shows some understanding of the material but did not support answer with necessary facts and evidence. Significant level of errors in writing mechanics or organization.
D	Student's answer did not address question asked. Student made attempt at answer but missed the point of the question. Student's work meets bare minimum requirements in content and lacks some key understanding of the material. Document organization and/or mechanics are well below professional expectations.
F	Does not meet minimum requirements in content. Work shows little understanding of material. Grammar, structure and spelling are not on college level.

Disclaimer: "The instructor reserves the right to amend this syllabus as deemed necessary and will communicate such amendment to the students in the course."