

# Principles of Management Course Syllabus

***Fall '22 BUS 96 Section 62Z***

***Online Asynchronous Format\****

***5 Units - Michele Fritz***

*\*This class has a mandatory on campus Final Exam.*

## ***Contact Information:***

Contact	Details
<b>Zoom Office Hours:</b>	Mondays from 1-3 PM; Tuesdays & Thursdays from 9:45-10:45 AM. Enter the waiting room at the scheduled time using this link: <a href="https://fhda-edu.zoom.us/my/mfritz">https://fhda-edu.zoom.us/my/mfritz</a> . On Tuesdays and Thursdays I will be on campus hosting students as well, so there may be a longer wait on Zoom.
<b>Email Address:</b>	<b>fritzmichele</b> at <b>fhda.edu</b> (Please note that Michele has one "L".) You can expect a response within 24 hours, except over the weekend, when I do not check email. On the weekend you can expect a response on the next business day.
<b>Telephone:</b>	(408) 864-8615 (Please use Canvas Email for urgent messages as I rarely check voicemail.)
<b>Instructor Web Site:</b>	<a href="http://www.deanza.edu/faculty/fritzmichele/">http://www.deanza.edu/faculty/fritzmichele/</a> My web site contains many tools and resources for students.

## ***Course Objectives:***

The purpose of this course is to introduce the student to the roles and responsibilities of managers in organizations. The class emphasizes experiential learning and self-inquiry to explore the job of a manager, including the managerial environment, the five functions of management (planning, organizing, leading, staffing, and controlling), decision-making, effective communications, and management ethics. *This course is normally one of the **last** taken before completing a degree or certificate program.*

## ***Student Learning Outcome Statements (SLO):***

1. Examine the functions of planning, organizing, leading, staffing and controlling.
2. Evaluate and anticipate the potential effectiveness of various management styles, communications, and decisions for a given situation.

## ***Materials:***

- **Required Toolwire Simulation Code:** We will be using 5 special simulations in this class. They will give you the opportunity to simulate a management situation and are required assignments in

this class. You will need to **purchase an access code for BUS 96-Management online** from [Toolwire](#) (*Recommended*. Price <\$15). We will use the first simulation in **Week 2** of the quarter so you will need to have the code by the end of Week 1, and no extensions will be granted for failure to obtain materials.

- **Required Text:** You absolutely need a textbook for this course. We will be applying concepts from the textbook in discussions and written reports. The required text is: Mosely, Mosely, & Pietri, ***Supervisory Management: The Art of Inspiring, Empowering, and Developing People***, 10th ed., Cengage, 2019. I have negotiated the cheapest **e-book** 4-month rental option, which you can [get directly from Cengage](#) for \$35. You can also order via the [Bookstore Home Page](#). Do not use a prior version of the text.
- **Required Paper Form:** You will need a Scantron 882-E for the Final Exam (teal).
- **Accommodations:** Please see **Support** section at the end of this document if you need special accommodations for this multi-media course.
- **Technology:** The following technology is required in order to access the course in [Canvas](#).
  - You will need a **computer** and **high speed access** to the Internet to take exams and use the simulations. **A mobile phone or tablet (except a Chromebook) will not work** for the whole course. [Technology purchase assistance](#) is also available for students.
  - You must have a current version of the free [Chrome](#) browser to use the simulations.
  - You will need the [Acrobat Reader](#) or some other PDF viewing application.
  - You will also need a **personal email address** in order to receive important course announcements. As soon as the course starts, you should receive an email welcome message from the instructor. If that does not occur, you may need to decrease the security on your email or empty your email account (if it is full). These proactive measures will ensure that you receive all important reminders from your instructor.

### ***Course Requirements:***

- **Reading and Review:** Each week you will have one or two chapters to master. You should read the assigned text chapter, and then review the associated articles and videos. The videos were selected to further explain complex concepts or provide real world examples of the theory. It is strongly recommended that you use the slide presentations posted in each module to take notes on the reading and videos.
- **Discussions:** Some weeks you will be expected to contribute to **your choice** of class discussions. The discussion assignments choices allow you to demonstrate your understanding of course concepts and learn from the experiences of your classmates. Managers are often called upon to provide their analysis and insights in meetings, so this is one way you will practice career skills in this course. The assignments are varied, they involve tasks such as web research, video case studies, or role play exercises. Your grades in the discussion forum will be evaluated according to the Discussion Rubric provided in the table below. **The instructor will ask you follow-up questions that allow you to improve upon your initial answer and earn additional points.**

### Discussion Rubric - All Criteria Listed Have Equal Importance

Criteria	Superior work	Satisfactory Work	Needs Improvement
<b>Completeness</b>	All questions posed in the assignment are fully answered and justified. All directions have been followed. Course concepts are used correctly and in relevant situations.	All questions posed in the assignment are fully answered but some explanations may be brief. Course concepts may mentioned.	Some of the assigned questions are skipped or ignored. Course concepts are applied incorrectly, or without attention to the context.
<b>Originality</b>	Adds a significant, <b>new*</b> , and well-substantiated idea to the discussion and demonstrates that posts from others have been reviewed prior to posting. *Original ideas can include new managerial tactics, new examples, proposing alternative viewpoints (from other characters involved in the scenario), research of cited expert opinion, and relevant connections to personal experience.	Adds a <b>new*</b> idea to the chosen discussion topic and demonstrates that posts from others have been reviewed. *Original ideas can include any of the following: new managerial tactics, new examples, alternative viewpoints (from others characters involved in the scenario), research of cited expert opinion, and relevant connections to personal experience.	Enhances or paraphrases an idea that has already been mentioned in the discussion forum.
<b>Timeliness</b>	Posts fully in the discussion by the deadline.	Posts up to a week after the deadline. <b>Note that students posting late will not be given a choice of discussions.</b>	Posts more than a week late. <b>Note that students posting late will not be given a choice of discussions.</b>
<b>Professionalism</b>	Writing is professional, clear and easy to read, with proper grammar and punctuation.	Posts are generally clear but may contain occasional grammatical errors or typos.	Posts are difficult to understand due to grammatical & stylistic problems.

- **Examinations:** There will be three exams which test your ability to apply the material you have learned. The exams cover material from the textbook, supplemental materials (videos, articles, simulations, etc.), and discussions.

Your activities during exams will be monitored online. It is essential you read the **instructions** for the exam so you know what is and isn't allowed during the exam and don't violate academic integrity expectations. The **Comprehensive Final Exam** will be given in-person on campus. Mask covering nose and mouth is required for the entire exam period.

These tests will be timed, so you will need to know course concepts. You may use your handwritten notes, but you will **not** have the time to look up many things. The schedule is:

- **Strategy Quiz** (5 points) covers supplemental materials in Module 2 and is due **11:59 PM on Wednesday of week 2.**
  - **Exam 1** (35 points) covers materials in Modules 1 to 3 and is due **11:59 PM on Sunday of week 3.** (Dates are posted in Canvas.)
  - **Exam 2** (40 points) covers materials in Modules 4 to 7 and is due by **11:59 PM on Sunday of week 7.**
  - **Comprehensive Final Exam** (60 points) covers major concepts from Exams 1 and 2 and materials in Modules 8 to 11. It is scheduled **for Tues Dec. 13 from 6:00 PM - 7:30 PM** in **ADM102**. Alternative time available by request on Dec. 13 from 11:30 AM – 1:00 PM. Please notify Prof. Fritz early if you need to take the alternate time.
- **Toolwire Simulations:** Some weeks we will use an interactive simulation instead of a discussion assignment. The five simulations will require you to apply concepts from that week's reading. Several of them require you to interact with video characters in a simulated management situation. The simulation will grade your responses but you can retry it as many times as you want before the deadline, to maximize your score. Your percentage in the simulation will be converted into 10 points for each simulation in Canvas. Students are required to download and save a completion report to guard against network issues affecting their grades.
  - **Reflection Reports:** Each manager is an individual with his or her own unique strengths and weaknesses, behavior patterns, and personality. There will be four reflection reports this quarter. Often, this will involve completing some self-assessment questionnaires, which are scored to help you reflect on your thought patterns or behaviors. One week you will also be asked to interview a manager to learn more about his or her job. The intent of these reflection exercises is to allow you an opportunity for introspection, so that you can begin to predict how you might behave as a manager. This can be very helpful for career planning, in order to select the position, company, and industry that takes advantage of your individual talents. ***These written reports may not be improved once graded.*** They will be graded as follows:

**Reflection Reports Rubric**

Criteria	Superior work	Satisfactory Work	Needs Improvement
<b>Completeness and Depth of Reflection</b>	The directions and questions posed have been fully addressed and explained or justified. Evidence of deep thought demonstrated.	Assignment was brief. Questions were considered, but depth of thought is not evident for all questions.	Assignment was incomplete. Report shows superficial attention to questions.
<b>Professionalism</b>	Writing is clear and easy to read, containing proper grammar, spelling, and punctuation.	Writing is generally clear but contains some grammatical errors or typos.	Writing is difficult to understand.
<b>Application of Course concepts</b>	All course concepts, terms, or methods are applied correctly.	Most course concepts, terms, or methods are applied correctly. Only minor errors are evident in the work.	Course concepts, terms, or methods are applied incorrectly several times in the work.

## ***Lesson Plan:***

<b>Week #</b>	<b>Topics</b>	<b>Class Activities</b>
1	What is Management?	Chapters 1 & 12 (partial); Introduce Yourself Discussion; Stress Reflection Report.
2	The Managerial Environment and Planning	Chapters 9 (partial), Chapter 2, & strategy articles; <b>Strategy Quiz</b> ; Toolwire Simulation.
3	Decision-Making and Ethics	Chapter 3; Week 3 Discussion; <b>Exam 1</b> .
4	Delegating and Facilitating Meetings	Chapters 10 & 5; Toolwire Simulation; Arrange Interview.
5	Organizational Structure	Chapter 4; Week 5 Discussion Choice: Conduct Interview.
6	Human Resource Management	Submit Interview Reflection Report; Chapters 15 & 16 (partial); Toolwire Simulation.
7	Motivating Diverse Employees	Chapter 7; MBTI Reflection Report; <b>Exam 2</b>
8	Leadership and Emotional Intelligence	Week 8 MBTI Discussion; Chapter 8; Leadership & EQ Reflection Report.
9	Coaching and Managing Teams	Chapters 11 & 9; Toolwire Simulation.
10	Controlling	Chapters 13 & 14 (partial); Week 10 Discussion Choice.
11	Communications	Chapter 6; Toolwire Simulation.
12	Final Exam Week	<b>Final Exam</b> - Dec 13 from 6:00 PM - 7:30 PM, in ADM 102.

## ***Tips for Success:***

Here are some ways that you can boost your performance in this class. Please take advantage of them!

- Obtain the textbook and read it. Watch videos posted in the module to understand complex concepts. Most students benefit from taking handwritten notes on the text and videos. (Typing notes does not help as much to process and remember information.)
- Schedule your work to complete tasks on time or early. **Late assignments are penalized**, and the penalties grow the longer you wait. Students who post late be directed to a specific discussion topic, rather than having a choice.
- Avoid answering a discussion topic just before the deadline, so that you don't have the pressure of reading a long discussion and coming up with something original.
- **Discussion group postings may be improved to gain additional points** (although any late penalties will remain). In general, I will accept improvements until the Sunday prior to the exam which covers that material.
- **Keep retrying the Toolwire Simulations** until you earn a high percentage score.
- Use the **Stop and Think** features in the textbook to digest and apply information as you read.
- Use the **flashcards** of key terms in Canvas to help you study for exams by **testing yourself**.
- Email the instructor when you don't understand something, or post a question in the **Student Café** discussion and ask another student to help.

## ***Grading Policy:***

Exam grades will be available in Canvas within 4 business days of the due date for the exam. Grading of the weekly discussion assignments will be done within 4 business days after the due date for the discussion. Simulation grades are sent to Canvas automatically, but late penalties will be deducted after each simulation closes.

### **Assignment Weights (Excluding Extra Credit)**

<b><i>Course Requirement</i></b>	<b><i>Point Value</i></b>	<b><i>Percentage</i></b>
1 Quiz & 2 Online Exams	80 Points	29%
Final Exam	60 Points	21%
Management Reflection Reports	40 Points	14%
Discussions / Simulations	100 Points	36%
Total	280 Points	100%

<b><i>If Your Total for the Course is</i></b>	<b><i>Resulting Grade</i></b>
97.5% and up	A+
Over 92.5% but <97.5 %	A
Over 89.5% but <92.5%	A-
Over 87.5% but <89.5%	B+
Over 82.5% but <87.5%	B
Over 79.5% but <82.5%	B-
Over 77.5% but <79.5%	C+
Over 69.5% but <77.5%	C (C- grade does not exist)
Over 67.5% but <69.5%	D+
Over 62.5 % but <67.5%	D
Over 59.5% but <62.5%	D-
< 59.5%	F

## ***Academic Integrity:***

Students who plagiarize, submit the work of others as their own, or cheat on exams will (at a minimum) receive a failing grade on that assignment and be reported to college authorities. Serious cases will receive a failing grade in the class and be reported to college authorities. Ignorance is not an acceptable excuse in a college classroom. If you are uncertain what behavior is acceptable, refer to the De Anza web site on [Academic Integrity](#).

## ***Dropping the Class:***

The instructor will drop students who have not logged on or that have missed **any** assignment during the first two weeks. The instructor reserves the right to drop students stopped participating (missing more than 2 assignments) during the first 8 weeks of the quarter. ***Other than that, students are responsible***

**to withdraw from the course using the portal.** If you mean to withdraw but do not do the transaction yourself, you can expect a grade for the course on your transcript.

<b><i>Support:</i></b>	
<b>Type of Support</b>	<b>How to Get It</b>
<b>Help with Concepts</b>	Email me Mondays through Fridays, or drop by my zoom office hours.
<b>Canvas Technical Support</b>	Click the <b>?</b> icon in the left hand column of your screen in Canvas. There is also technical support available from 5:00 PM to 8:00 AM PST, seven days per week. Call 1-844-592-2207.
<b>Toolwire Technical Support</b>	(For technical simulation problems) Email <a href="mailto:support@toolwire.com">support@toolwire.com</a> . To turn on closed captions in the simulations, click on the small “settings” wheel in the top right hand corner and select closed captions in the box that appears.
<b>Online Education Center</b>	<b>Home Page:</b> <a href="http://www.deanza.edu/online-ed/">http://www.deanza.edu/online-ed/</a> <b>Phone:</b> (408) 864-8969. <b>Hours of operation</b> are posted on the page under the link "About Us."
<b>Students who need Accommodations</b>	<p>The video materials and simulations in this multimedia course have captions or written transcripts available. If you need a different type of accommodation, please let your instructor know at the start of the quarter. De Anza offers many support services to assist students with their needs.</p> <p>If you have, or think you have, a disability in any area such as, mental health, attention, learning, chronic health, sensory, or physical, please contact DSS to arrange a confidential discussion regarding equitable access and reasonable accommodations.</p> <p>If you are registered with DSS and have accommodations set by a DSS counselor, please be sure that your instructor has received your accommodation letter from Clockwork early in the quarter to review how the accommodations will be applied in the course. Contact DSS if you cannot find or utilize your <a href="#">MyPortal</a> Clockwork Portal.</p>