COURSE TITLE: BUS 204 Management: Theory & Practice  
INSTRUCTOR: Dr. J. Bulin  PHONE: 716-292-3263 or e-mail Jbulin@monroecc.edu  
OFFICE: 5-526  OFFICE HOURS:  T, 10:00-11 R; 10-11 AM  
COURSE DESCRIPTION: The course is a study of the theories and practices used in the organization and management of profit and non-profit businesses and institutions. Students increase their understanding of the management functions of planning, organizing, leading, and controlling through readings, research, and a project researched with a team of colleagues.  
PREREQUISITE: COMPLETION OF BUS 104, INTRODUCTION TO BUSINESS WITH A GRADE OF C OR HIGHER  

This course is taught using CourseSpace. For more information see below.  

COURSE OBJECTIVES  
1. To understand management concepts through the use of text, videos, classroom discussions, and activities.  
2. To integrate concepts learned from the text, videos, other courses, and experience.  
3. To develop an understanding of different learning and management styles.  
4. To appreciate that diversity of background, knowledge, and personality contributes to team efforts.  
5. To practice team process and management skills.  


ATTENDANCE AND WITHDRAWAL POLICY: Prompt attendance at all classes is expected. Your participation, questions, and interest make the class more meaningful and useful to you. Classroom activities such as group work, discussions and activities are difficult to duplicate. You are responsible for learning what you miss in case of an absence. Regular class attendance is necessary for effective and successful team meetings. If you are absent more than 150 minutes of class time, you may be withdrawn from the course. If anything unexpected prevents you from attending class, please notify me by phone within 24 hours to discuss extenuating circumstances. If you want to withdraw from the course, it is your responsibility to file a Withdraw form or you may receive an F for the course.  

IMPORTANT NOTE  
Neither audio nor video recordings of the instructor or the class can be made without the explicit prior written permission of the instructor.  

EMERGENCY CLOSINGS  
If the college is closed due to inclement weather or some other emergency, all Rochester area radio and television stations will be notified no later than 5:30 AM. You may also check the MCC Homepage (www.Monroecc.edu). It will display a message indicating the college is closed. Please do not call the College to avoid overloading the telephone lines. Class Cancellation information is
available daily. Go to the MCC website (www.Monroecc.edu) and under the “Quick Links” window on the homepage, click on “Class Cancellations” or call 292-2066.

GRADE POLICY: Grades will be based on tests, case assignments, and two in class exams. Judgmental factors such as class participation and preparedness will also be taken into account. Class participation includes such factors as:
1. **Preparedness**: Readings, projects, and homework must be completed in time for the class discussion on that topic. You cannot benefit from the course unless you are prepared. This includes all pre-assigned class activities and the text readings. Those who are unprepared take unfair advantage of those who do their work.
2. **Contribution and Involvement**: You will be evaluated on your ACTIVE involvement in exercises, level of contribution in class discussion, and supportive listening.
3. **Team Playing**: Everyone is expected to participate in group activities.
4. **Good manners and consideration of others**: anyone whose behavior impacts negatively on the learning environment will be asked to leave by the professor.

** The professor reserves the right to consider subjective factors such as attendance, participation, and contribution to the group and may adjust the final grade up or down by as much as a letter grade.

GRADE COMPONENTS:

<table>
<thead>
<tr>
<th>Component</th>
<th>Weightage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tests</td>
<td>40%</td>
</tr>
<tr>
<td>Video Case Assignments</td>
<td>40%</td>
</tr>
<tr>
<td>In-Class Tests</td>
<td>20%</td>
</tr>
</tbody>
</table>

1. **40% X Average of the Test Grades** Each module has two 25 question tests that will demonstrate your understanding of 2 chapters. Take ALL of them. The goal for these tests is for you to learn the material in the chapters and test your understanding of key concepts. They will focus on the vocabulary and concepts of the chapters in the module and you will send the results to me when you complete each one.

2. **40% X Average of the Video Case Study Assignments** The goal for these assignments is for you to apply what you've learned in the chapter to analyze case situations and problems. All FOUR of these assignments are required, the grade average of these Cases is worth 50% of your final grade. There is one due for every module. These assignments will usually have more than one question, so be sure to answer all of the parts. **Think of them as a formal "structured" paper to be written for each module.** That means you use correct grammar, spelling, and punctuation and cite reference sources for quotes, statistics, and the use of others' ideas. Read and carefully edit your assignments, just as you would if it were a formal paper. That means using **reference citations** when you quote someone else's work. Reading additional references will help frame your assignment responses, add to your knowledge, and improve your grade.
3. **20%--In Class Exams**  There will be two (2) exams given in class, each worth 10% of your grade. One will be a Mid-Term, the other a Final. They will test your knowledge of the work we do in class, such as lectures, discussions, videos, and other activities. The 1st Exam will be at the end of Module 2, Chapter 9, the week of 10/16. The 2nd Exam will be at the end of Module 4, Chapter 18, the week of 12/4. These exams will be open book, open note essay format. **The professor reserves the right to adjust grades up or down for individuals who are outstanding contributors or non-contributors.**  

4. ***BONUS* REQUIRED Ice Breaker Quiz.** Before starting the course, take the IceBreaker Quiz. If you score 100, you will have 2 points added to your final average.  

You can see from the weights given each component of the course that Tests, Exams, and Case Assignments are important. They will comprise most of your final grade. It is very important to complete ALL of the components of the grade. Each time you miss a test your grade is reduced by 5 points. Each module's Case Study is worth 10 points. Each exam is worth 10 points, the difference between an A or a B, a C or a D. This is a course where maintaining a steady effort throughout the semester is crucial to getting a good grade.  

Grades will be assigned using the following scale:  

<table>
<thead>
<tr>
<th>Grade</th>
<th>Percentage</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>93-100</td>
<td>4.0</td>
</tr>
<tr>
<td>A-</td>
<td>90-92</td>
<td>3.7</td>
</tr>
<tr>
<td>B+</td>
<td>87-89</td>
<td>3.3</td>
</tr>
<tr>
<td>B</td>
<td>83-86</td>
<td>3.0</td>
</tr>
<tr>
<td>B-</td>
<td>80-82</td>
<td>2.7</td>
</tr>
<tr>
<td>C+</td>
<td>77-79</td>
<td>2.3</td>
</tr>
<tr>
<td>C</td>
<td>73-76</td>
<td>2.0</td>
</tr>
<tr>
<td>C-</td>
<td>70-72</td>
<td>1.7</td>
</tr>
<tr>
<td>D+</td>
<td>67-69</td>
<td>1.3</td>
</tr>
<tr>
<td>D</td>
<td>63-66</td>
<td>1.0</td>
</tr>
<tr>
<td>D-</td>
<td>60-62</td>
<td>0.7</td>
</tr>
<tr>
<td>F</td>
<td>Below 60</td>
<td>0.0</td>
</tr>
</tbody>
</table>

Most important of all, it is the quality of your assignments and sustained participation for all components that counts.  

Planning your time wisely is an important business skill. **Late tests and assignments will not be accepted after the submission deadline has passed. DEADLINES are 8 AM on Mondays, as I know many of you will use the weekend to work. I encourage you to do the work BEFORE the Due Date. Late submissions will not be corrected, except for documented emergencies.**  

**ACADEMIC HONESTY**  
Any deviation from honesty will be dealt with as described in the academic honesty policy stated in the current student handbook and calendar. Violations of this policy will bring severe penalties. Cheating is a betrayal of the trust on which the learning community is based and is poor training for a position in management. It is an insult to all colleagues, students and teachers, who are honestly engaged in the pursuit of knowledge.
COURSE CALENDAR AND ASSIGNMENT SCHEDULE

*Print this document!!! REFER TO THIS DOCUMENT ON A DAILY/WEEKLY (MAYBE HOURLY?) BASIS!*

*POST IT IN YOUR WORK SPACE!! ALL OF THE COURSE REQUIREMENT DUE DATES ARE LISTED HERE!!*

*WRITE THE DUE DATES FOR ASSIGNMENTS & QUIZZES ON A CALENDAR YOU USE DAILY!!*

<table>
<thead>
<tr>
<th>Topics/Activities</th>
<th>Start</th>
<th>End</th>
<th>Assignments Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complete entire student tutorial.</td>
<td>1/15</td>
<td>1/22</td>
<td>Test 1A- 1/29 on Ch. 1&amp;2</td>
</tr>
<tr>
<td>Read ALL Course Orientation &amp; Syllabus documents. These are important reference</td>
<td></td>
<td></td>
<td>Test 1B- 2/05 on Ch. 3&amp;4</td>
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<tr>
<td>tools about the &quot;rules of the game&quot;.</td>
<td></td>
<td></td>
<td>Case Study- 2/12</td>
</tr>
<tr>
<td>ATTEND FACE to FACE ORIENTATION</td>
<td></td>
<td></td>
<td>Test 2A-2/19 on Ch. 5&amp;6</td>
</tr>
<tr>
<td>IF AT ALL POSSIBLE, ESPECIALLY IF THIS IS YOUR FIRST ONLINE COURSE</td>
<td></td>
<td></td>
<td>Test 2B-2/26 on Ch. 7&amp;9</td>
</tr>
<tr>
<td>MODULE 1</td>
<td>1/22</td>
<td>2/12</td>
<td>Case Study- 3/5</td>
</tr>
<tr>
<td>THE EVOLUTION OF MANAGEMENT &amp; ITS CHANGING ENVIRONMENT</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MODULE 2</td>
<td>2/12</td>
<td>3/05</td>
<td></td>
</tr>
<tr>
<td>PLANNING, STRATEGY, DECISION-MAKING &amp; ORGANIZATION DESIGN</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>1st CLASSROOM EXAM</strong></td>
<td></td>
<td></td>
<td><strong>Week of MARCH 5</strong></td>
</tr>
<tr>
<td>MODULE 3</td>
<td>3/05</td>
<td>3/26</td>
<td>Test 3A- 3/12 on Ch. 10 &amp; 11</td>
</tr>
<tr>
<td>MANAGING, MOTIVATING, AND LEADING HUMAN RESOURCES</td>
<td></td>
<td></td>
<td>Test 3B- 3/19 on Ch. 12 &amp; 13</td>
</tr>
<tr>
<td>Case Study- 3/26</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>MODULE 4</td>
<td>3/26</td>
<td>4/16</td>
<td>Test 4A-4/02 on Ch. 14 &amp; 15</td>
</tr>
<tr>
<td>MANAGING TEAMS, COMMUNICATIONS, OPERATIONS, &amp; CONTROLLING</td>
<td></td>
<td></td>
<td>Test 4B- 4/09 on Ch. 16 &amp; 17</td>
</tr>
<tr>
<td><strong>2nd CLASSROOM EXAM</strong></td>
<td></td>
<td></td>
<td>Case Study- 4/16</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td><strong>Week of APRIL 23</strong></td>
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</tbody>
</table>
STUDENT'S COLLABORATIVE BILL OF RIGHTS AND RESPONSIBILITIES

1. When asked to form groups we will do so promptly.
2. When working in our groups we will stay focused on subject. Personal matters and tangents are not productive for class-time discussions.
3. We will respect each other and recognize the richness brought by diversity of background and knowledge.
4. Since none of us can function at optimal level at all times, we will be understanding when a group member occasionally does not contribute equally.
5. If non-contribution persists, we will inform the team member that they are not meeting the group’s standard and recommend to the non-contributing member a conference with Dr. Bulin. We will contact Dr. Bulin and inform her of the reasons for doing so.
6. If #5 does not work, the non-contributor will be fired and placed in a group of non-contributors or develop an alternative solution with Dr. Bulin.
7. We will reach group decisions through critical thinking, analysis, compromise, and a rational problem solving process.
8. We will be prompt with preparations for group work, readings, and assignments.
9. We will monitor behavior in our group with a non-judgmental attitude and constructive criticism.
10. We will be conscientious about attendance, participation, and promptness in group meetings.

MCC’s CourseSpace Courses

Offered through the SUNY Learning Network (SLN)
For Web-enhanced and Hybrid Teaching and Learning

FAQs by Students
What is the SUNY Learning Network (SLN)?
An online Course Management System (CMS) allows courses to be taught online via the Internet. Possibly you have heard of BlackBoard, WebCT or Angel. Those are all commercial CMS’s. In contrast, New York
State has its own home-grown CMS, the SUNY Learning Network (SLN). 60+ SUNY campuses use SLN in order to offer fully online, web-enhanced and hybrid courses in a structured and secure environment.

In any SLN course, students are required to register at their campus first and then access their course online through SLN. Students simply complete the password process or activate their existing online account each semester. To learn more about SLN, visit http://sln.suny.edu.

How is SUNY CourseSpace related to SLN?
SLN began supporting CourseSpace this past year. Previously, SLN offered solely online, asynchronous courses. SLN then took over the management of CourseSpace in order to also offer web-enhanced and hybrid courses. To date, web-enhanced and hybrid courses are termed as “CourseSpace/Blended” and fully online courses are termed as “SLN.” These terms are to help you, the student, distinguish among the types of courses.

What are MCC's Web-enhanced courses?
In a web-enhanced course, the class meets just like a traditional class, in classroom, with an instructor at the regular scheduled day, time and location. Seat time is not replaced but components of your course will be accessible to you 24/7. You may also complete homework assignments, take quizzes, participate in group work, and interact with your instructor and fellow students online. Online activities vary depending on the instructor and course requirements. Your instructor will clarify expectations on the first days of class. Web-enhanced courses are not denoted on MCC's Master Schedule because instructors have flexibility in using SLN, just like they do with any other technology.

What are MCC's Hybrid courses?
Hybrid courses offer the “best of both worlds” by combining face-to-face classroom instruction with online learning activities. In a typical hybrid course, you will attend class on campus for one fifty- or eighty-minute session per week and then complete additional coursework online through SLN. In other hybrid courses, you may only come to campus a few times throughout the semester.

Through SLN, you will access course documents, receive instruction, compose and submit assignments, take quizzes and tests, participate in group activities, discuss issues, and ask questions of the instructor and fellow students. You will be able to actively participate in your class from home, maybe even at work, and certainly at the nearest campus computer lab, while meeting deadlines established by your instructor.

Since hybrid courses vary in meeting time and online activities your instructor will clarify expectations on the first day of class. **ALL Hybrid courses meet face-to-face on campus for the first day of class. Hybrid courses are denoted with “BH” or “CH” on MCC’s Master Schedule.**

What is the SLN Student Commons and how do I access it?
The SLN Student Commons is located within the SLN website at http://sln.suny.edu. Once at the site, you will click on the “Students” link, request or activate your password, and then access your courses online.

At the Student Commons, you will be able to:
- Request a password to access your courses online *(new students)*
- Activate your existing online account for the new semester *(returning students)*
- Access your courses online
- Update your user profile
- Contact SLN directly for technical support
- Take an online tutorial

I have never taken a Web-enhanced, Hybrid or SLN course. How do I obtain an online password?
Students use the same username and password for their online courses. If you have never taken a Web-enhanced, Hybrid or SLN course, you need to complete the password process:
- Go to http://sln.suny.edu
- Click on “Students” link
- Click “Create SLN account” link (under User Name and Password fields)
• Click “yes/create account” button
• Under Select the online Course Type, click in the “CourseSpace/Blended” box
• Under Select Colleges, click in the “Monroe/Community College” box
• Scroll down and click “continue” button
• Under Required, you must click in the 1st 3 boxes that appear
• Scroll down and Check the appropriate course(s)
  o IMPT: Select the Correct Section # of your course
• Scroll down and complete the remaining fields, including choosing a password
• Click “Create Account” button
• You will receive a confirmation. If you receive an error message, go back and edit/complete the required fields.

I have taken a Web-enhanced, Hybrid or SLN course. How do I activate my online password for the upcoming semester?
If you are a returning student, meaning you have taken either a Web-enhanced, Hybrid or SLN course, you simply need to activate your password for the new semester and add your courses to your user profile:
• Go to http://sln.suny.edu
• Click on “Students” link
• Enter your User Name and Password, click Go
• Within left column, click on “Select/Change Course Access” link
• Click “Add Access to a Course” link
• Select “Monroe/Community College” from the drop-down list
• Scroll down and Check the appropriate courses (click in the box next to each course)
  o IMPT: Select the Correct Section # of your course
  o IMPT: SLN courses are listed 1st. Scroll down to find CourseSpace/Blended courses
• Click “Submit” button

Now that I have obtained a password or activated my account, how do I access my course online?
Once you have obtained a password or activated your existing account, you will access your courses at the SLN Student Commons:
• Go to http://sln.suny.edu
• Click “Students” link
• Enter your User Name and Password, click Go
• Your courses will be listed under “Your current courses”
• Simply click on the course link to access your course

How Do I Navigate Online?
The Course Map is the main page of an online course. When navigating through documents and modules, you can click on the Course Map link to return to the home page of the course. You can also use other links such as “Next Document” or “Module Menu” to navigate from one document to another.

Who supports us with our courses? How do I obtain help?
Students contact the SLN HelpDesk for technical support via phone, e-mail or by submitting a HelpDesk Request form. All options, along with hours, are found within the HelpDesk link located at the SLN website:
• 1-800-875-6269 Ext 2
• helpdesk@SLN.suny.edu
• http://sln.suny.edu/sln/student/helpdesk.nsf/helpdesk?openform
MCC’s Electronic Learning Center staff are also available to support you with technical-related questions. Contact your instructor with content-related questions.
You can receive online assistance at MCC’s CourseSpace Informational Website at http://www.monroecc.edu/go/coursespace
I have AOL at home and am having problems logging in. What should I do?
If you are an AOL user, open the browser Internet Explorer or Netscape 1st. Then connect to AOL and log into SLN. Failure to do this will result in error and time-out messages.

Written Assignments: Don’t lose your work!
The **Written Assignment Area** allows students to submit assignments in 3 ways:
- Students can type a paper using Word Processing software (e.g. Microsoft Word) and then either attach the assignment or copy and paste it into the provided text box.
- For shorter papers or responses, students can type directly into the text box and then submit their assignment to their professor.
- Students may also complete Multi-Part Assignments in which each question asked by the instructor is followed by a separate text box for the student to type their response.

**In all situations, students are encouraged to type and save their work** using Word Processing software, and then either copy and paste or attach the document. Particularly if you have an unreliable Internet Connection, this will alleviate you from losing your work when and if you were to get "kicked off" the Internet. **Good luck and enjoy the semester!**