



## Texas A&M University-Commerce

College of Business & Entrepreneurship  
Applied Arts and Sciences Department

### Syllabus – Spring 2014 (Jan. 13-May 9)

#### COURSE INFORMATION

- BAAS 306 03W Organizational Change, Creativity, and Diversity
- Internet Based

#### Professor Contact Information

- Dr. Alan Francis, Ed.D.
- Office Location: Business Administration Building - Room 335
- Office Phone: 903-468-3226
- Office Fax: 903-468-8751
- Office hours – Online Virtual Office or by Appointment
- Email address: Alan.Francis@tamuc.edu

#### Materials – Text, Readings, Supplementary Readings

**Required Textbooks:** Embracing Diversity, Rokes, South-Western – 2001, ISBN 10: 053869842X  
Managing Change, Vanim, South-Western – 2001, ISBN 10: 053869839X

Books may be purchased from any bookstore including Amazon.com, TAMU-C Online Bookstore, and Half-Price Books. Detailed information regarding required books for all Applied Science required books may be found on the department website.

#### COURSE DESCRIPTION

This course will focus on building managerial skills to successfully achieve organizational change through innovation and cultural diversity. Included in the course will be an in-depth business case analysis with issues related to the causes, effects, and implementation of organizational change. Students will be required to research several organizations and make a formal presentation regarding the successful or unsuccessful organization change events. BAAS 306 is a required course in the Professional Development Requirements to earn a Bachelor of Applied Arts and Science degree (BAAS). Prerequisite ENG 101, ENG 102, and BAAS 305

#### COURSE OUTCOMES/OBJECTIVES

This class is listed by the University as a Business Administration Applied Science Course and will enable students to:

1. Using case studies, identify why organizational change is necessary.

2. Identify the limits on what the managers of change can achieve.
3. Describe why incremental and radical innovation is important to managers of change.
4. Outline a range of issues both internal and external to organizations that push toward change, innovation, and cultural diversity.
5. Through research develop an instrument for managers to follow when helping an organization successfully implement change.
6. Describe why cultural diversity is important to managers of change.
7. Make a formal summary paper based upon an actual interview with managers regarding organizational change, innovation, and cultural diversity.

### COURSE EVALUATION AND CALENDAR:

The final course grade will be based on the following assignments:

Unit	Assessments	Due Date	Maximum Points
1	Initial Contact Information	Jan. 19	
	Personal Introduction	Jan. 26	
	<b>Embracing Diversity</b>		
	Read Workshops 1, 2, 3, and 4		
	Discussion Board	Jan. 31	5
	Journal	Feb. 1	5
	Quiz 1	Feb. 1-2	5
2	<b>Embracing Diversity</b>		
	Read Workshops 5, 6, and 7		
	Discussion Board	Feb. 21	5
	Writing Assignment	Feb. 22	10
	Quiz 2	Feb. 22-23	5
3	<b>Managing Change</b>		
	Read Workshops 1, 2, 3, and 4		
	Discussion Board	March 21	5
	Journal	March 22	5
	Quiz 3	March 22-23	5
	<b>Research Project Proposal</b>	<b>April 6</b>	
4	<b>Managing Change</b>		
	Read Workshops 5, 6, 7, and 8		
	Discussion Board	April 11	5
	Writing Assignment	April 12	10
	Quiz 4	April 12-13	5
	<b>Research Project</b>	<b>May 5</b>	30
Total Points=			100

**Course Final Grade Scale:**

A=	100 - 90	Outstanding Work
B=	89.9 - 80	Good Work
C=	79.9 - 70	Acceptable Work
D=	69.9 - 60	Needs Improvement
F=	59.9 & Below	Unacceptable Work

**All assignments (quizzes, exams, papers) submitted late earn 0 points.** Due Dates for course assessments are posted above. To avoid earning a 0 on your assignments, it is the student's responsibility to arrange their schedule to submit assignments, discussion boards, and research project on or before the due date. No make-up quizzes are permitted.

**COURSE ASSIGNMENT REQUIREMENTS:**

- **Initial Contact Information:** Students are REQUIRED to complete the Initial Contact Information form with the students name and date completed on the document by the posted due date. The purpose of this acknowledged form is to confirm that you have read the syllabus, understand the course requirements, civility clause, and penalties for plagiarism, academic honesty policy, requirements for successfully completing the course. Grades for future assignments will receive a zero until this requirement is met.
- **Discussion Boards:** Each student will engage in critical thinking and class discussion of selected application cases relating to materials presented in each unit. A minimum of one, well developed paragraph must be submitted in response to the assigned discussion prompt. After posting your information you must comment in detail to the responses of at least two of your classmates.
- **Quizzes:** Each student is to complete 4 online quizzes on Unit topics. Quizzes will not be reset due to the loss of Internet connections. These online quizzes will be timed, only open on the posted two days, and with no make-up quiz opportunity. Feedback regarding these quizzes will be posted after the quiz dates have passed and will only be posted for 3 days. This Feedback will be posted in the course announcements at the opening page of the course.
- **Writing Assignments:** Two writing assignments and two journal entries are to be completed on textbook activities based upon workshop concepts. These assignments are to be submitted to the appropriate Dropbox or Journal.
- **Research Project:** Each student is to complete a formal summary paper of research conducted with actual managers regarding organizational change, innovation, and cultural diversity.

**Communicating with your Instructor:** Since this is an online course, communication will be conducted via MyLeo Email. All Email correspondence will be through eCollege and MyLeo. All email messages must contain student name as the last line in the message. Without the correct subject line and student identification, Email Spam filters used by TAMU-C will place your message in a junk Email folder where your message will be automatically deleted. For an appropriate email format example, please refer to the Email tutorial in Unit 1. TAMU-C has hardware and software that works to prevent computer spam, phishing, and viruses; therefore, it is very important to compose your email messages with proper email formatting and student identification.

Remember to professionally compose your Email messages with proper grammar and spelling and by using a professional tone toward your instructor. Properly addressed and signed Emails will be replied to within 24 to 48 hours Monday-Friday except holidays.

**Civility Requirement:** Rude correspondence (discourteous or impolite, especially, in a deliberate way) in emails, telephone calls, postings to Discussions Boards, in person, or comments posted to Dropbox assignments made to other class members, the instructor, or the BAAS office staff will reduce the student's semester grade by 10 points for the first offense and an 'F' in the course for the second offense along with a referral to the Dean of Student Services for dismissal from the University. Written documentation for any offense will be placed in the student's folder in the Applied Science office as documentation for removal from the BAAS program and or TAMU-C. Many of the topics discussed in this course are of a sensitive nature. Any offensive remark posted on discussion boards will be removed by the instructor and a zero will be assigned to that assignment. Please be considerate of other classmate's feelings, ethnic background, cultural differences, situation, and level of maturity.

### **Assignment Submissions:**

Writing Assignments and Research Paper are to be uploaded to the Dropbox by the due date posted. In order to receive an assignment grade, all assignments must be submitted to the proper Dropbox. You will not receive an email reply from your instructor to verify that your assignment has been successfully uploaded to the Discussion Board. Credit will not be given for two different assignments in the wrong Dropbox. The help section in your eCollege course and the Student Online Tutorial will describe the steps necessary to submit assignments to the Dropbox. Additionally, if you need technical assistance, you may contact technical support at eCollege. Those contact numbers are listed in the Announcements section of your course.

Discussion boards, journals, writing assignments, quizzes, and research paper/project will NOT be accepted after the posted due date. **Late submissions are never accepted for any course requirement.** Your best strategy is to plan for due dates and submit assignments early. Assignment submissions for the Initial Contact Information form are to be in Microsoft Word 97- 2003 or 2007 format as detailed in the assignment instructions. No other formats will be accepted; no Open Office, NotePad, WordPerfect, WordPad. Evaluation will be based on the student's critical thinking and how the student applies the appropriate principles to the assignment as well as precisely following the assignment instructions. Papers will not be accepted through fax or as email attachments. REMEMBER, the instructor does not grade late or incorrectly submitted assignments. Make sure your name is the document that you submit. Assignments are discarded that do not have the student's name clearly posted. Spelling, punctuation, and grammar errors will have a negative impact on your assignment grades. If you need assistance with writing, please use the resources of the online writing lab (OWL) at TAMU-C. Details for the OWL can be found in the Webliography tool at the top of your eCollege course.

The Gradebook in eCollege will keep give you detailed information about your assignment grades. Within one week of the due date, your instructor will post **grades** in the Gradebook and **feedback** about your assignment quality in the comments section of each assignment. No email will be sent with these comments. It is the student's responsibility to read and respond accordingly to your instructor comments.

### **Attendance Policy:**

No attendance policy will be imposed for this online course. However, students will need to complete all assignments and course requirements consistent with the assignment schedule. Excused absences will not generate extra time for meeting deadlines and scheduled events. Writing assignments must be delivered prior to the established deadline when "excused absences" interfere with the course calendar. Late work receives a grade of zero. Students may submit work before the due dates; however, assignment grades will be posted after the assignment due date. Since late assignments are not accepted, you are strongly encouraged to submit assignments prior to the due dates. Students will be expected to participate consistent with course objectives and goals.

**I expect that your completed assignments will always reflect your best effort.**

**It is the student's responsibility to:**

- Stay active in the course by logging into the course on a regular daily basis. Students not active in the course within 4 days will be administratively dropped with a grade of DF.
- Always read every course **announcements** at the top of the course. Feedback for assignments, university announcements, and major department announcements will be posted to this forum. These announcements are placed in your course to help you so please take the time to read and understand each announcement. These announcements are time sensitive so they will only be available for a limited period of time.
- Learn to proficiently use the eCollege system.
- Be able to proficiently use Microsoft Office and a computer operating system (Microsoft Windows or Apple).
- Be able to save documents created in Microsoft Office 2007 to Microsoft Office 97-2003 format.
- Have one reliable and one backup reliable Internet connection.
- Be proactive in reading all the reading and writing assignment instructions. Read all assignments several times and schedule a time in which to complete the assignment. Read your assignment out loud to yourself or others before you submit your assignments. Print and re-read a printed copy of your assignment before you submit your assignment to the Dropbox. To be successful, you will need to read assignment instructions many times.
- Ask questions about assignments via email well before the due date. Submit all assignments before or on the due date. Since I have been teaching in higher education for over 20 years, I can tell when an assignment is submitted as a last minute effort.
- Submit assignments in the appropriate format and to the appropriate Dropbox.
- Read the instructor's individual grade comments in the Gradebook attached to each assignment.
- Ask questions that are not answered in the course syllabus, individual assignment details, or posted to course announcements.
- Always submit your best effort.

**Hardware/Software Requirements:**

As this course is conducted totally online, students will be expected to have access to a reliable computer that is connected to the Internet. Also, a backup reliable access to the required electronic resources is necessary for successfully completing this course. College and public libraries are a great resource for back-up technology resources. For those students in doubt about the necessary technology, refer to the following website:  
<http://online.tamuc.org/index.learn?action=technical>

No extra time will be granted to complete assignments due to the lack Internet connection.

**Password Protection:**

Only students with assigned passwords may access this course using the eCollege course management system. Giving your campus wide identification number and pin number to others will result in class and university dismissal.

**ACCESS AND NAVIGATION****Access and Log in Information**

This course will be utilizing eCollege to enhance the learning experience, eCollege is the Learning Management System used by Texas A&M University-Commerce. To get started with the course, go to: <https://leo.tamuc.edu/Login.aspx> or <http://www.online.tamuc.org>. You will need your CWID and password to log in to the course. If you do not know your CWID or have forgotten your password, contact Technology Services at 903.468.6000 or [helpdesk@tamuc.edu](mailto:helpdesk@tamuc.edu).

## Student Support

Texas A&M University-Commerce provides students technical support in the use of eCollege. The student help desk may be reached by the following means 24 hours a day, seven days a week. If you experience issues while taking your exams or at any other point, feel free to contact the support desk.

- **Chat Support:** Click on '*Live Support*' on the tool bar within your course to chat with an eCollege Representative.
- **Phone:** 1-866-656-5511 (Toll Free) to speak with eCollege Technical Support Representative.
- **Email:** [helpdesk@online.tamuc.org](mailto:helpdesk@online.tamuc.org) to initiate a support request with eCollege Technical Support Representative.
- **Help:** Click on the '*Help*' button on the toolbar for information regarding working with eCollege (i.e. How to submit to Dropbox, How to post to discussions etc...)

## COURSE AND UNIVERSITY POLICIES

### Course Policies

#### Communicating with your Instructor:

Since this is an online course, communication will be conducted via myLeo Email. All Email correspondence will be through eCollege and myLeo.

Subject lines for all Email correspondence are required to have **BGS 402** as the first item in the subject line. All email messages must contain student name as the last line in the message. Without the correct subject line and student identification, Email Spam filters used by TAMU-C will place your message in a junk Email folder where your message will be automatically deleted. Remember to professionally compose your Email messages with proper grammar and spelling and by using a professional tone toward your instructor.

Properly addressed and signed Emails will be replied to within 24 to 48 hours Monday-Friday. If a face-to-face conference is needed between the student and instructor in the instructor's office, an appointment **must** be made several days in advance by the student.

#### Attendance & Participation:

No attendance policy will be imposed for this online course. However, students will need to complete all assignments and course requirements consistent with the assignment schedule. Excused absences will not generate extra time for meeting deadlines and scheduled events. Since late assignments are not accepted, you are strongly encouraged to submit assignments prior to the due dates. Students will be expected to participate consistent with course objectives and goals.

#### It is the student's responsibility to:

- Stay active in the course by logging into the course on a regular daily basis. Students not active in the course within 4 days can be administratively dropped for non-attendance.
- Always read every **Course Announcement** at the top of the course. Feedback for assignments, university announcements, and major department announcements will be posted to this forum.

These announcements are placed in your course to help you so please take the time to read and understand each announcement. These announcements are time sensitive so they will only be available for a limited period of time.

### **Withdrawal Policy**

Every student has the right to drop the course without penalty until the drop-date. If you choose to stop attending class, you may be dropped from the course due to excessive absences. If you are not satisfied with your grade in the course and wish you to drop, it is YOUR responsibility to drop the course.

A student may drop a course by logging into their myLeo account and clicking on the hyperlink labeled 'Drop a class' from among the choices found under the myLeo section of the Web page.

### **Student Conduct**

All students are expected to conduct themselves in a professional manner at all times. You are adults and will be treated as such. Discriminatory, rude, and inappropriate language will not be tolerated in this class and students will be asked to leave or drop the class (these same rules apply for online discussions). If a student continues to act in the same manner during future classes, the instructor reserves the right to drop the student from the course.

### **Academic Integrity**

If you are to excel in this course, the need for collaboration is undeniable, even in cases of individual work. There is a fine line in this process. You are encouraged to seek the help and advice of others. However, you **must** do your own work. Please ask me if you have questions about what is proper and what is not.

### **Intellectual Ownership:**

When reviewing the literature, one frequently peruses written thoughts, findings, conclusions, and perspectives of individuals and organizations that may be used to create credibility and/or rationale from investigative studies. A problem, however, is how to capitalize on such information, yet not violate the principles of intellectual ownership. One solution involves answering two questions: (1) what is plagiarism? (2) How is plagiarism avoided? Simply stated, plagiarism is claiming another person's or organization's works as one's own. Such violations may be avoided by knowing how to use and acknowledge the works of others. The 6<sup>th</sup> Edition of the Publication Manual of the American Psychological Association states: "Authors do not present the work of another as if it were their own work" (p. 16). "Whether paraphrasing, quoting an author directly, or describing an idea that influenced your work, you must credit the source" (p. 170). Quotation marks should be used to indicate the exact words of another. Each time you paraphrase another author (i.e., summarize a passage or rearrange the order of a sentence and change some of the words), you will need to cite it in the text.

Some people seem to believe that anything found on the Internet is free to use as they please. The "cut and paste" option also makes it easy to plagiarize. However, information on the web must be properly cited just as you would any "hard copy" periodicals. In this course, APA style citation is expected. Any written assignments must include in text citations as well as a separate reference page. The following web site provides valuable insight relating to what constitutes plagiarism and how it may be avoided: <http://www.indiana.edu/~wts/pamphlets/plagiarism.shtml>.

To avoid plagiarism an individual must give credit wherever he or she uses:

- another individual's idea, opinion, or theory
- facts, statistics, graphs, and drawings that are not common knowledge
- quotations of another individual's spoken or written words
- paraphrase another individual's spoken or written words

Any deviation from the guidelines concerning quotes and citations constitutes plagiarism, as it suggests that you are trying to submit someone else's work and creativity as your own. In accordance with the Texas A&M University-Commerce Code of Student Conduct Section 5.b [1, 2, 3], the penalties for students guilty of academic dishonesty include disciplinary probation, suspension, and expulsion. If you have any questions, please let me know.

Acts of plagiarism will result in writing assignments and research projects assigned a grade of '0' for the first offense. Upon the second offense, student will be referred to the Dean of Student Services and will receive a grade of 'F' for the course with possible removal from the program and university. TAMU-C has purchased a license for TurnItIn.com which checks for plagiarism. All submitted course requirements may be submitted to this service. If the report generated notes that your work is plagiarized, you will receive an 'F' for that course requirement and course.

If you are unsure what constitutes plagiarism and how to avoid it. Visit the following websites:

<http://www.plagiarism.org/>

<http://www.unc.edu/depts/wcweb/handouts/plagiarism.html>

<http://www.indiana.edu/~wts/pamphlets/plagiarism.shtml>

### **Academic Honesty Policy:**

The Academic Honesty Policy form states that you agree to the following Academic Honesty Policy for TAMU-C, College of Business and Technology. Please take the time to read and ask questions at the beginning of the semester as this policy and procedures are strictly followed.

#### **Academic Honesty Policy**

#### **Texas A&M University-Commerce College of Business and Technology**

#### **Statement of Ethical and Professional Conduct:**

The College of Business and Technology at Texas A&M University-Commerce faculty, staff, and students will follow the highest level of ethical and professional behavior. We will strive to be recognized as a community with legal, ethical, and moral principles and to teach and practice professionalism in all that we do.

In an academic environment we will endeavor to not only teach these values but also to live them in our daily lives and work. Faculty and staff will be held to the same standards and expectations as our students.

Failure to abide by these principles will result in sanctions up to and including dismissal.



**Actionable Conduct:**

There are five different types of actions that will bring sanction. They are:

1. **Illegal activity:** Violation of any local, state or federal laws that prohibit the offender from performance of his or her duty.
2. **Dishonest Conduct:** Seeking or obtaining unfair advantage by stealing or receiving copies of tests or intentionally preventing others from completing their work. In addition falsifying of records to enter or complete a program will also be considered dishonest conduct.
3. **Cheating:** The unauthorized use of another's work and reporting it as your own.
4. **Plagiarism:** Using someone else's ideas and not giving proper credit.
5. **Collusion:** Acting with others to perpetrate any of the above actions regardless of personal gain.

**Sanctions:**

In the case of staff or faculty the immediate supervisor will be the arbiter of actionable behavior and will use Texas A&M University-Commerce and/or Texas A&M University System Policy and Procedures as appropriate to guide sanctions.

Faculty, guided by clearly delineated policy in the course syllabus, will be the arbiter for in-class violations. All violations will be reported to the Dean of the College of Business and Technology to assure equity and to provide appropriate counsel. In addition, the Dean will maintain records of violations by students. Second violations will be reviewed by the Dean and sanctions beyond those of the faculty up to and including suspension and permanent expulsion from Texas A&M University-Commerce will be considered. Faculty and students are guided by the current undergraduate and graduate catalogs of the University as well as The Student's Guidebook.

Faculty, staff, and students will always be afforded due process and review as appropriate.

**University Policies****Requests for Special Accommodations:**

Requests from students with disabilities for reasonable accommodations must go through the Academic Support Committee. An individual instructor cannot decide to make accommodations for you without that Committee's approval.

**ADA Statement**

The Americans with Disabilities Act (ADA) is a federal anti-discrimination statute that provides comprehensive civil rights protection for persons with disabilities. Among other things, this legislation requires that all students with disabilities be guaranteed a learning environment that provides for reasonable accommodation of their disabilities. If you have a disability requiring an accommodation, please contact:

**Office of Student Disability Resources and Services  
Texas A&M University-Commerce  
Gee Library 132**

Phone (903) 886-5150 or (903) 886-5835  
Fax (903) 468-8148

[StudentDisabilityServices@tamuc.edu](mailto:StudentDisabilityServices@tamuc.edu)

**Student Requirements:**

**“All students enrolled at the University shall follow the tenets of common decency and acceptable behavior conducive to a positive learning environment”.** (See Student’s Guide Handbook, Policies and Procedures, Conduct)