



**COLLEGE OF SCIENCE & ENGINEERING
APPLIED ARTS & SCIENCES DEPARTMENT
BGS 404 UNSELFISH SERVICE DIVERSITY
INTERNET BASED**

COURSE SYLLABUS: Spring 2016

Instructor: Brenda Dever

Office Location: Online

Office Hours: M-F; email

Office Phone: Email

Office Fax:

University Email Address: Brenda.dever@tamuc.edu

Course Meeting Time/Room: This is an online, asynchronous instructional mode course in eCollege NEXt.

COURSE INFORMATION

Materials – Textbooks, Readings, Supplementary Readings

Textbook(s) Required

Embracing Diversity, Rokes, South-Western – 2001, ISBN 10: 053869842X

(electronic version can be found in course documents)

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 Reference Information:

- *Publication Manual of the American Psychological Association (APA)*
- Webliography, Library and DocSharing tools in the eCollege course

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. BGS 497 is a required course in the Professional Development Requirements to earn a Bachelor of General Studies degree (BGS). Prerequisite ENG 101, ENG 102, and BAAS 305

Student Learning Outcomes

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

COURSE REQUIREMENTS

Instructional / Methods / Activities Assessments

All assignments (discussion boards, quizzes, exams, papers) submitted late earn 0 points. Due Dates for course assessments are posted above. Assignments are due by midnight EVERY Saturday. To avoid earning a 0 on your assignments, it is the student's responsibility to arrange their schedule to submit article reviews and research projects on or before the due date. **No make-up quizzes are permitted.** All article reviews must be submitted in the appropriate Dropbox in ECollege by midnight.

Course Assignment Requirements:

- **Academic Honesty Policy**

Students are REQUIRED to complete the academic honesty policy form with the student's 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, and proof of employment. **Grades for future assignments will receive a zero until this requirement is met.**

- **Introduction:**

Each Student will utilize the Discussion Board in ECollege and introduce themselves to their classmates. Students are asked to share their work experience, tell why they are in the course, and what they hope to achieve by taking this course.

- **Quizzes: 100 points maximum per quiz; 20% of final course grade**

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 day, and with no make-up quiz opportunity. Quizzes will be active the Friday morning and will close on the Saturday due date. Students have until midnight on the posted day to complete the quiz.

- **Research Project: 100 points maximum; 40% of final course grade**

Each student is to complete a formal summary paper of research conducted with actual managers regarding organizational change, innovation, and cultural diversity. This research paper will be 4-5 pages. This research paper should be in APA format. Each student will submit their research topic via the discussion board by dates posted in the syllabus. Instructor will email the students if their topic is not approved.

- **Discussion Board: 100 points maximum; 20% of the final course grade**

Students initial discussion question post are due at the end of the week in each unit. Discussion questions will open each Sunday of the week they are due. That week's discussion questions will be due that Saturday. For example, Week 2 discussion questions will open January 19th and all posting will be due January 25th for this week. Each week open & close dates are listed in bold next to the week.

Each student will engage in critical thinking and class discussion of selected application cases relating to materials presented in various units. 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.

Again, remember you have 1 week for each discussion question posted. Response posted after the due date will result in points lost. This is your participation points for the class so please be mindful of your posting.

- **Journal & Writing assignments: 100 points maximum; 20% of final course grade**

Complete the journal & writing assignments listed under each unit. Please upload them to the appropriate box (journal tab & dropbox)

GRADING

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

TECHNOLOGY REQUIREMENTS

- To fully participate in online courses, you will need to use a current, Flash enabled browser. For PC users, the suggested browser is Internet Explorer 9.0 or 10. For Mac users, the most current update of Firefox is suggested.
- You will need regular access to a computer with a broadband Internet connection. The minimum computer requirements are:
 - 512 MB of RAM, 1 GB or more preferred
 - Broadband connection required courses are heavily video intensive
 - Video display capable of high-color 16-bit display 1024 x 768 or higher resolution
- You must have a:
 - sound card, which is usually integrated into your desktop or laptop computer
 - speakers or headphones.
- Depending on your course, you might also need a:
 - webcam
 - microphone

For courses where interactive tools are used, like VoiceThread or Class Live Pro, headphones are suggested for use with recording and playback. We recommend a webcam with an integrated microphone, such as the Microsoft LifeCam Cinema. All devices should be installed and configured before class begins.

- Both versions of Java (32 bit and 64 bit) must be installed and up to date on your machine. Java can be downloaded at: <http://www.java.com/en/download/manual.jsp>
- Current anti-virus software must be installed and kept up to date.
- You will need some additional free software for enhanced web browsing. Ensure that you download the free versions of the following software:
 - Adobe Reader
 - Adobe Flash Player
- At a minimum, you must have Microsoft Office 2013, 2010, 2007 or Open Office. Microsoft Office is the standard office productivity software utilized by faculty, students, and staff. Microsoft Word is the standard word processing software, Microsoft Excel is the standard spreadsheet software, and Microsoft PowerPoint is the standard presentation software.

Copying and pasting, along with attaching/uploading documents for assignment submission, will also be required. If you do not have Microsoft Office, you can check with the bookstore to see if they have any student copies.

- For additional information about system requirements, please see:
<https://secure.ecollege.com/tamuc/index.learn?action=technical>

ACCESS AND NAVIGATION

Pearson LearningStudio Access and Log in Information

This course will be facilitated using Pearson LearningStudio, the learning management system used by Texas A&M University Commerce. To get started with the course, go to:
<http://www.tamuc.edu/myleo.aspx>.

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.

It is strongly recommended that you perform a “Browser Test” prior to the start of your course. To launch a browser test, login to Pearson LearningStudio, click on the ‘myCourses’ tab, and then select the “Browser Test” link under Support Services.

Pearson LearningStudio Student Technical Support

Texas A&M University Commerce provides students technical support in the use of Pearson LearningStudio.

Technical assistance is available 24 hours a day/ 7 days a week.

If at any time you experience technical problems (e.g., you can't log in to the course, you can't see certain material, etc.) please contact the Pearson LearningStudio Help Desk, available 24 hours a day, seven days a week.

The student help desk may be reached by the following means 24 hours a day, seven days a week.

- **Chat Support:** Click on '*Live Support*' on the tool bar within your course to chat with an Pearson LearningStudio Representative.
- **Phone:** 1-866-656-5511 (Toll Free) to speak with Pearson LearningStudio Technical Support Representative.

- **Email:** helpdesk@online.tamuc.org to initiate a support request with Pearson LearningStudio Technical Support Representative.

Accessing Help from within Your Course: Click on the 'Tech Support' icon on the upper left side of the screen inside the course. You will then be able to get assistance via online chat, email or by phone by calling the Help Desk number noted below.

Note: Personal computer problems do not excuse the requirement to complete all course work in a timely and satisfactory manner. Each student needs to have a backup method to deal with these inevitable problems. These methods might include the availability of a backup PC at home or work, the temporary use of a computer at a friend's home, the local library, office service companies, an Internet cafe, or a bookstore, such as Barnes & Noble, etc.

Policy for Reporting Problems with Pearson LearningStudio

Should students encounter Pearson LearningStudio based problems while submitting assignments/discussions/comments/exams, the following procedure **MUST** be followed?

1. Students must report the problem to the help desk. You may reach the helpdesk at
2. helpdesk@online.tamuc.org or 1-866-656-5511
3. Students **MUST** file their problem with the helpdesk and obtain a helpdesk ticket number
4. Once a helpdesk ticket number is in your possession, students should email me to advise me of the problem and to provide me with the helpdesk ticket number
5. At that time, I will call the helpdesk to confirm your problem and follow up with you

PLEASE NOTE: Your personal computer/access problems are not a legitimate excuse for filing a ticket with the Pearson help desk. You are strongly encouraged to check for compatibility of your browser **BEFORE** the course begins and to take the Pearson LearningStudio tutorial offered for students who may require some extra assistance in navigating the Pearson LearningStudio platform. **ONLY** Pearson LearningStudio based problems are legitimate.

Internet Access

An Internet connection is necessary to participate in discussions and assignments, access readings, transfer course work, and receive feedback from your professor. View the requirements as outlined in Technology Requirements above for more information.

myLeo Support

Your myLeo email address is required to send and receive all student correspondence. Please email helpdesk@tamuc.edu or call us at 903-468-6000 with any questions about setting up your myLeo email account. You may also access information at <https://leo.tamuc.edu>.

Learner Support

Go to the following link [One Stop Shop](#)- created to serve you by attempting to provide as many resources as possible in one location.

Go to the following link [Academic Success Center](#)- focused on providing academic resources to help you achieve academic success.

COMMUNICATION AND SUPPORT

Interaction with Instructor Statement

Communicating with your Instructor: Since this is an online class, communication will be conducted primarily 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.**

COURSE AND UNIVERSITY PROCEDURES/POLICIES

Course Specific Procedures

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 students 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 BGS 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: Article Reviews and Research Paper are to be uploaded to the Dropbox by midnight on 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. 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, article reviews, 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, or 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 on the document that you submit. Assignments are discarded that do **not** have the student's name clearly displayed.

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 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 have read and respond accordingly to your instructor's 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.
 - 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.

University Specific Procedures

ADA Statement

Students with Disabilities

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- Room 132
Phone (903) 886-5150 or (903) 886-5835
Fax (903) 468-8148
StudentDisabilityServices@tamuc.edu

Student Conduct

A&M Commerce will comply in the classroom, and in online courses, with all federal and state laws prohibiting discrimination and related retaliation on the basis of race, color, religion, sex, national origin, disability, age, genetic information or veteran status. Further, an environment free from discrimination on the basis of sexual orientation, gender identity, or gender expression will be maintained.

(See Code of Student Conduct from Student Guide Handbook).

Student Appeal of Course Grade: The CBT now has an online printable form for: **Student Appeal of Course Grade**. The form along with TAMU-C Procedure 13.99.99.R0.05 is located on the CBT website under the **Faculty Resource link**.

Professional Conduct:

The instructor reserves the right to manage a positive learning environment and thus will not tolerate inappropriate conduct in the course. If I feel that you have not contributed appropriately on discussion boards, or that you have complained unnecessarily about assignments and grading policies, your final course grade may be reduced accordingly. Additionally, I expect every student to maintain a professional level with respecting opinions of the instructor, students, and the Applied Science office staff. Understand that this factor is highly subjective. In extreme cases, the instructor reserves the right to **withdraw** students from the class with a final grade of **F**.

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. My personal policy, which will guide this course, is this: **I trust you to behave honestly and ethically in all circumstances until you prove otherwise**. 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 5th Edition of the Publication Manual of the American Psychological Association (pp.349-350) states: Psychologists do not claim the words and ideas of another as their own; they give credit where credit is due. 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. TAM U-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.

Academic Honesty Policy:

The Initial Contact Information form required for Assignment 1 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.

COURSE OUTLINE / CALENDAR

Unit	Assessments	Due Date
1	Week 1 :January 19th Academic Honesty Policy Student Introduction Syllabus questions? Please email. Begin readings	January 23
	Week 2: Embracing Diversity Read Workshop 1 & 2 Discussion Board 1 & 2	January 30th
	Week 3: Embracing Diversity Read Workshop 3 Assignment Journal Discussion Board 3	February 6th
	Week 4: Embracing Diversity Read Workshop 4 Discussion Board 4 Quiz 1	February 13 th
2	Week 5: Embracing Diversity Read Workshops 5 Discussion Board 5	February 20th
	Week 6: Embracing Diversity Read Workshop 6 Discussion Board 6 Assignment Writing	February 27th
	Week 7: Embracing Diversity Read Workshop 7 Discussion Board 7 Quiz 2	March 5th
3	Week 8: Managing Change Read Workshop 1 Discussion Board 1 Project Proposal Due for Approval March 14-18th SPRING BREAK	March 12th

	<p>Week 9: Managing Change Read Workshop 2 Discussion Board 2 Assignment Journal</p>	March 26th
	<p>Week 10: Managing Change Read Workshop 3 Discussion Board 3</p>	April 2nd
	<p>Week 11: Managing Change Read Workshop 4 Discussion Board 4 Executive Summary & Quiz 3</p>	April 9th
4	<p>Week 12: Managing Change Read Workshop 5 Discussion Board 5</p>	April 16th
	<p>Week 13: Managing Change Read Workshop 6 Discussion Board 6 Assignment Writing</p>	April 23rd
	<p>Week 14: Managing Change Read Workshop 7 & 8 Discussion Board 7 & 8 Quiz 4</p>	April 30 th
	<p>Week 15: Managing Change Project Work Day</p>	May 7th
	<p>Week 16 Project Due</p>	May 10th