



## **ORGL 201 – Supervision COURSE SYLLABUS - 2017**

**Instructor:** Dr. Denise Pheils

**Office Location:** Online

**Office Hours:** Online Mon & Tues 2–5 pm; others by appointment (I’m flexible, let me know when you are available).

**Office Phone:** 903-468-3320 (Please leave message.)

**Office Fax:** 903-468-3323

**University Email:** [denise.pheils@tamuc.edu](mailto:denise.pheils@tamuc.edu)

### **COURSE INFORMATION**

#### **Course Description**

This course builds students’ understanding of supervising through real-life concepts, examples, and practice so they can apply what they’ve learned to perform effectively on the job. The responsibilities and demands of a supervisor are ever changing as our workforce becomes more diverse in terms of race, gender, and ethnic background. This course teaches students how to adjust the challenges of technological change – and how to help their subordinates adapt. It gives students an overview of an increasingly competitive marketplace, resultant corporate restructuring, and workflow redesign. Students gain insight into the traditional elements of managerial functions: directing the work of others and the required skills of goal setting, budgeting, scheduling, delegating, interviewing, negotiating, handling grievances, counseling employees, and motivating, guiding, and evaluating employee performance.

#### **Course Competency**

Describe the foundation of fundamental skills through a pyramid of understanding the expanded scope of responsibilities for first-time, first-line supervisors through the chairman of the board in private, service, or public organizations.

#### **Pretest**

The Pretest for this Supervision course assesses your knowledge of Effective Supervisor's Competencies & Skills, Contemporary Workplace Considerations, Goal-setting & Organizational Skills, Staffing, Recruiting & Retention Strategy, Control Process Strategy, Decision-making Strategy, Motivational Leadership, Effective Communication and Conflict Resolution Strategies, Group- and Team-building Skills, the Performance Appraisal Process, and the Supervisor's Role in Bargaining Process.

#### **Learning Outcomes**

1. Analyze the competencies and skills needed to be an effective supervisor.
2. Explain contemporary workplace considerations with respect to a supervisory role.
3. Plan strategically using goal-setting and organizing skills.
4. Recommend a staffing, recruiting, and retention strategy.
5. Recommend a control process strategy.
6. Propose a decision-making strategy.
7. Explain motivational leadership in the context of today's workforce.
8. Use effective communication and conflict resolution strategies.

9. Propose group- and team-building skills.
10. Analyze the performance appraisal process.
11. Analyze the supervisor's role in the collective bargaining processes.

### **Posttest**

The Posttest for this Supervision course assesses your knowledge of Effective Supervisor's Competencies & Skills, Contemporary Workplace Considerations, Goal-setting & Organizational Skills, Staffing, Recruiting & Retention Strategy, Control Process Strategy, Decision-making Strategy, Motivational Leadership, Effective Communication and Conflict Resolution Strategies, Group- and Team-building Skills, the Performance Appraisal Process, and the Supervisor's Role in Bargaining Process.

The Posttest is an assessment of your knowledge of the material required for the competency. A score of 80 points or higher is required to demonstrate competency. If you score less than 80 points on any competency you will have an opportunity to review the material and re-take the competency Posttest. You may take the Posttest assessment up to three times. If you have not passed the competency in three attempts, you will work with an Academic Coach to determine another method of fulfilling the program requirements in this subject. In order to demonstrate competency, a score of 80 points or higher is required.

Students who are unable to successfully complete all competencies mapped to a course, upon approval of their instructor have the option to receive a mark of "X" (incomplete) in the course in which they are maintaining satisfactory progress toward competency completion. You must re-register for the course again in the subsequent term. You understand that the grade of X will remain on your transcript indefinitely. However, failure to re-register for the course during the next term will result in a grade of F being posted for your incomplete competency course.

<b>TECHNOLOGY REQUIREMENTS</b>
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This is an online course and the following technological resources are required:

- Computer/Internet access and connection: high-speed preferred (not dial up)
- Speakers - so you can hear audio enhanced assignments throughout the semester
- Headset/Microphone
- Webcam
- Microsoft Word, Excel, and PowerPoint

This course may also require the following:

As a student enrolled at Texas A&M University-Commerce, you have access to an email account via myLeo - all my emails sent from eCollege (and all other university emails) will go to this account, so please be sure to check it regularly. Conversely, you are to email me via the eCollege email system or your myLeo email as our spam filters will catch Yahoo, Hotmail, etc.

Our campus is optimized to work in a Microsoft Windows environment. This means our courses work best if you are using a Windows operating system (XP or newer) and a recent version of Microsoft Internet Explorer (6.0, 7.0, or 8.0).

Your courses will also work with Macintosh OS X along with a recent version of Safari 2.0 or better. Along with Internet Explorer and Safari, eCollege also supports the Firefox browser (3.0) on both Windows and Mac operating systems.

It is strongly recommended that you perform a "Browser Test" prior to the start of your course. To launch a browser test, login in to eCollege, click on the 'myCourses' tab, and then select the "Browser Test" link under Support Services.

## ACCESS AND NAVIGATION

This course will be facilitated using eCollege, 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>.

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).

### **eCollege Student Technical 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.

- 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 an eCollege Technical Support Representative.
- Email: [helpdesk@online.tamuc.org](mailto:helpdesk@online.tamuc.org) to initiate a support request with an 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 Concerns**

If you have questions pertaining to the content of this course (e.g., questions about an exam, about course due dates, etc.), please contact your instructor via email, through the "Virtual Office," or during office hours.

### **Other Questions/Concerns**

Contact the appropriate TAMU-C department related to your questions/concerns. If you are unable to reach the appropriate department with questions regarding your course enrollment, billing, advising, or financial aid, please call 903-886-5511 between the hours of 8:00 a.m.- 5:00 p.m., Monday through Friday.)

## COMMUNICATION AND SUPPORT

Email is the best way to communicate as it is checked throughout the day. However, in order to avoid duplication of questions and answers I prefer that you post all class related questions in the Virtual Office course tab. It is likely that your peers will have the same question. Emails of a personal nature should be sent to my email address via eCollege.

## COURSE AND UNIVERSITY PROCEDURES/POLICIES

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.

### **Academic Honesty Policy**

Texas A&M University-Commerce does not tolerate plagiarism and other forms of academic dishonesty. Conduct that violates generally accepted standards of academic honesty is defined as academic dishonesty. "Academic dishonesty" includes, but is not limited to, plagiarism (the appropriation or stealing of the ideas or words of another and passing them off as one's own), cheating on exams or other course assignments, collusion (the unauthorized collaboration with others in preparing course assignments), and abuse (destruction, defacing, or removal) of resource material. Violation of these academic standards may result in removal or failure. Please see the TAMUC Catalog.

*Cheating* is defined as:

- Copying another's test or assignment
- Communication with another during an exam or assignment (i.e. written, oral or otherwise)
- Giving or seeking aid from another when not permitted by the instructor
- Possessing or using unauthorized materials during the test
- Buying, using, stealing, transporting, or soliciting a test, draft of a test, or answer key

*Plagiarism* is defined as:

- Using someone else's work in your assignment without appropriate acknowledgement
- Making slight variations in the language and then failing to give credit to the source

*Collusion* is defined as:

- Collaborating with another, without authorization, when preparing an assignment

If you have any questions regarding academic dishonesty, ask. Otherwise, I will assume that you have full knowledge of the academic dishonesty policy and agree to the conditions as set forth in this syllabus.

### **Dropping the Class**

If you need to adjust your schedule by dropping this course, please contact your Academic Coach. Please be aware that dropping your course may impact your financial aid, veterans and military benefits, three year, 45-hour, and 30-hour rules. It is the student's responsibility to drop the course. If you fail to officially drop the class, a failing grade shall be assigned.

### **Incompletes**

Students who, because of circumstances beyond their control, are unable to complete all competency requirements during the final week of the term, upon approval of the program director and their instructor, receive a mark of "X" (incomplete) in the course in which they were maintaining passing grades.

When an "X" is given for a grade in a course, the credit hours and grade point averages are not included until a grade is received which can be up to one week. If the "X" is not removed by that time, the grade becomes an F, and the hours are included in the number of hours attempted.

Recording a grade of "X" requires the filing of a plan for completion. The plan will be submitted with the official grade record sent to the department head who will forward it to the Dean's office. The plan will include why the grade was given and steps necessary for the student to receive the final grade.

### **Student Withdrawal**

A student wishing to withdraw from all courses before the end of a term for which he/she is registered must clear his or her record by filing an application for voluntary withdrawal. Please contact your Academic Coach.

This action must be taken by the date stated in the Academic Calendar as the last day to drop a class or withdraw. Any student who withdraws from the university is subject to the conditions outlined in the section regarding Scholastic Probation or Suspension in the university catalog. It is the student's responsibility to withdraw from classes if he or she does not plan to attend during the semester in he/she has enrolled. A student has one year from the first day of a semester to appeal a withdrawal refund. Courses withdrawn are counted as attempted hours and count towards the three-peat, 45-hour and 30-hour rules and financial aid and veterans and military benefits.

### **Instructor Withdrawal**

Your instructor of record reserves the right to withdraw a student from his or her course based on inadequate access to and progress in the online course materials.

### **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 132

Phone (903) 886-5150 or (903) 886-5835

Fax (903) 468-8148

StudentDisabilityServices@tamuc.edu

[Student Disability Resources & Services](#)

### **Student Conduct**

All students enrolled at the University shall follow the tenets of common decency and acceptable behavior conducive to a positive learning environment. (See '[Code of Student Conduct](#)' from Student Guide Handbook)