



The Counseling Center at A&M-Commerce, located in the Halladay Building, Room 203, offers counseling services, educational programming, and connection to community resources for students. Students have 24/7 access to the Counseling Center's crisis assessment services by calling 903-886-5145. For more information regarding Counseling Center events and confidential services, please visit [www.tamuc.edu/counsel](http://www.tamuc.edu/counsel).

## **OLT 575: PERFORMANCE ANALYSIS & IMPROVEMENT**

COURSE SYLLABUS: SPRING 2023

### **INSTRUCTOR INFORMATION**

**Instructor:** Tony Lee, Ph.D.

**Online Office Hours:** Tuesday, 5:30 – 6:30 PM or by appointment

**Office Location:** <https://tamuc.zoom.us/j/9740924769>

**University Email Address:** [Tony.Lee@tamuc.edu](mailto:Tony.Lee@tamuc.edu)

**Preferred Form of Communication:** Email, Skype, or Zoom

### **COURSE INFORMATION**

#### **Textbook Required:**

- ❖ Rossett, A. (1999). *First things fast: A handbook for performance analysis*. San Francisco, CA: Pfeiffer. ISBN: 978-0787988487 or ISBN: 0787988480
- ❖ Rosenberg, M. J. (2006). *Beyond e-learning: Approaches and technologies to enhance organizational knowledge, learning, and performance*. San Francisco, CA: Pfeiffer. ISBN: 978-0787977573 or ISBN: 0787977578

#### **Optional text:**

- ❖ American Psychological Association. (2019). *Publishing manual of the American Psychological Association* (7<sup>th</sup> ed.). Washington, DC: Author.

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## Course Description

This course surveys performance technology approaches and tools to improve the performance of employees, work groups processes, and the organization. Students will collaboratively identify the type of performance analysis opportunities (e.g., a new technology/program/policy roll out, problem fix, people development, strategy development), conduct a performance analysis gathering related information/data, examine popular instructional and non-instructional performance solutions, suggest interventions based upon the result of the performance analysis, and plan for implementation and evaluation of programmatic solutions – doing all or most of these in close cooperation with the clients.

### Learning Outcomes:

At the end of this course engaged students will be able to:

- ✓ Explain how performance technology is similar/dissimilar to instructional technology.
- ✓ Take performance technology perspectives (rather than instructional approaches) to various organizational problems and learning needs.
- ✓ Identify a performance analysis (PA) opportunity with a client (as a group project).
- ✓ Utilize human and nonhuman data/information sources existing at an organization.
- ✓ Form proper questions to elicit drivers and barriers toward performance ideals and problems.
- ✓ Collect information/data.
- ✓ Use technologies to speed up data collection and analysis.
- ✓ Locate and use various instructional and non-instructional performance solutions.
- ✓ Understand and leverage technologies for effective/efficient knowledge management, communities, and performance support.
- ✓ Match and align solutions with drivers/barriers of performance ideals.
- ✓ Implement established principles of change management and leadership support.
- ✓ Evaluate the overall fit and strengths/weaknesses of solutions.

*The course content is based on materials kindly shared by Dr. Seung Won Yoon, professor at Texas A&M University-Commerce.*

## COURSE REQUIREMENTS

### Course Expectations and Participation:

- ✓ Active participation in this web-based course is expected. It is recommended that students log in into the course module weekly to stay on track with the assigned reading materials, discussion post, assignment, and project.
- ✓ Students are expected to take an active learning approach in this course and engage in the course content to positively impact the learning experience for everyone.

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- ✓ Complete all discussion posts, assignments, and papers by deadlines.
- ✓ Incorporate knowledge gained from the text, personal experiences, peers' feedback, and other resources to formulate ideas on your responses.

Students who enroll at Texas A&M University-Commerce will have access to an email account via myLeo. All instructors' emails sent from D2L (including all other university official emails) will go to students' myLeo email account so students need to check their account regularly. Students are also encouraged to email their instructor using the myLeo email.

## Course Assessments

This course is made up of a series of module assignments and assessments to assist students in achieving the course learning outcomes. In each module the students will work on combinations of readings, discussions, journal articles, videos, or self-study research.



**Reaction Papers:** Students will complete a reaction paper based on the instruction that is provided in the D2L course portal.



**Weekly Discussion:** Unless specified, online discussions are usually based on the assigned readings. Most discussions will require you to respond to at least two of your peers' postings. Online discussions will serve as a comprehension check on the selected topics. When you post your initial message and respond to the work of others, always see if it adds substance/meaning to the topic. For peer responses, it is strongly discouraged saying simple "yes, I agree" or "I disagree". You need to explain why you agree or disagree and provide examples, experiences, resources, alternative perspectives, challenging views, etc., to make the dialogue richer. Try to integrate assigned reading materials in all of your writing.



**Summary of PT Interventions:** The individual summary of PT (Performance Technology) interventions from the Doc Sharing folder. Selected sources must reflect a good fit for the group project as well as personal interests.



**Individual Project:** The final project is an accumulative project. The assignment is designed to provide you an opportunity to conduct a simple performance analysis and improvement for an organization of your choice. You will apply the information/content from each module to this project. In week 6, you will prepare a no more than 10 minutes recorded presentation to report your project. The recorded meeting will be submitted via Panopto or Zoom application that is available in D2L, or other application. Should you need assistance with Panopto or Zoom, please reach out to your instructor. More details about project contributing milestone tasks by weeks.

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**Peer Evaluation:** At the end of the group presentation, each individual will complete a peer evaluation form to assess their fellow group members participation in the group project.



**Feedback for Other Groups:** Everyone is required to complete assessments of the other groups' presentations. Each of you will use the available rubric to provide a general feedback.

## Course Grades

**Grading Policy:** The course grade consists of

Weekly Discussion	10%
Reaction Paper	15%
Summary of PT Intervention	10%
Group Project Presentation	20%
Final Report	25%
Peer Evaluation	10%
Feedback for Other Groups	10%
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Total:	100%

### Grading Scale:

A = 90 – 100%, B = 80 – 89%, C = 70 – 79%, D = 60 – 69%, F = 59% or Below

## TECHNOLOGY REQUIREMENTS

### LMS

All course sections offered by Texas A&M University-Commerce have a corresponding course shell in the myLeo Online Learning Management System (LMS). Below are technical requirements.

LMS Requirements:

<https://community.brightspace.com/s/article/Brightspace-Platform-Requirements>

LMS Browser Support:

[https://documentation.brightspace.com/EN/brightspace/requirements/all/browser\\_support.htm](https://documentation.brightspace.com/EN/brightspace/requirements/all/browser_support.htm)

YouSeeU Virtual Classroom Requirements:

<https://support.youseeu.com/hc/en-us/articles/115007031107-Basic-System-Requirements>

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## ACCESS AND NAVIGATION

Students will need their campus-wide ID (CWID) and password to log into the course. If students do not know their CWID or have forgotten their password, contact the Center for IT Excellence (CITE) at 903.468.6000 or [helpdesk@tamuc.edu](mailto:helpdesk@tamuc.edu).

**Note:** Personal computer and internet connection 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, Starbucks, a TAMUC campus open computer lab, etc.

## COMMUNICATION AND SUPPORT

If students have any questions or are having difficulties with the course material, please contact their Instructor.

### Technical Support

If you are having technical difficulty with any part of Brightspace, please contact Brightspace Technical Support at 1-877-325-7778. Other support options can be found here: <https://community.brightspace.com/support/s/contactsupport>

### Interaction with Instructor Statement

The instructor is available via email, skype or Zoom. Personal concerns involving a private issue, grades, student progress, etc. should be addressed privately to the instructor via private email, zoom or telephone. Instructor's communication response time to emails will, in most instances, be within 24 - 48 hours during the work week.

## COURSE AND UNIVERSITY PROCEDURES/POLICIES

### Course Specific Procedures/Policies

#### Attendance Policy

Students are expected to "attend class" and actively participate in all course content, assignments, discussions and projects. The instructor will monitor each student's participation activity.

#### Late Work

Module assignments and/or projects must be submitted within established folders during the open and closing dates. Unless a student has a legitimate excuse, late work will not be accepted. There are circumstances outside one's control that might impact timely submission of assignments, such as jury duty, hospitalization, or a funeral of a family member. In these

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instances, the student should notify the instructor as soon as possible. Assignments and/or projects not submitted by the deadlines will receive a grade of zero.

### **Syllabus Change Policy**

The syllabus is a guide. Circumstances and events, such as students' progress, may make it necessary for the instructor to modify the syllabus during the semester. Any changes made to the syllabus will be announced in advance or as soon as the changes have been made.

## **University Specific Procedures**

### **Student Conduct**

All students enrolled at the University shall follow the tenets of common decency and acceptable behavior conducive to a positive learning environment. The Code of Student Conduct is described in detail in the [Student Guidebook](#).

<http://www.tamuc.edu/Admissions/oneStopShop/undergraduateAdmissions/studentGuidebook.aspx>

Students should also consult the Rules of Netiquette for more information regarding how to interact with students in an online forum: <http://www.albion.com/netiquette/corerules.html>

### **TAMUC Attendance**

For more information about the attendance policy please visit the [Attendance](#) webpage and [Procedure 13.99.99.R0.01](#).

<http://www.tamuc.edu/admissions/registrar/generalInformation/attendance.aspx>

<http://www.tamuc.edu/aboutUs/policiesProceduresStandardsStatements/rulesProcedures/13students/academic/13.99.99.R0.01.pdf>

### **Academic Integrity**

Students at Texas A&M University-Commerce are expected to maintain high standards of integrity and honesty in all of their scholastic work. For more details and the definition of academic dishonesty see the following procedures:

[Graduate Student Academic Dishonesty 13.99.99.R0.10](#)

<http://www.tamuc.edu/aboutUs/policiesProceduresStandardsStatements/rulesProcedures/13students/graduate/13.99.99.R0.10GraduateStudentAcademicDishonesty.pdf>

[Graduate Student Academic Dishonesty Form](#)

### **Students with Disabilities – 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 students have a disability requiring an accommodation, please contact:

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**Office of Student Disability Resources and Services**

Texas A&M University-Commerce  
Velma K. Waters Library- Room 162  
Phone (903) 886-5150 or (903) 886-5835  
Fax (903) 468-8148  
Email: [studentdisabilityservices@tamuc.edu](mailto:studentdisabilityservices@tamuc.edu)

Website: [Office of Student Disability Resources and Services](http://www.tamuc.edu/campusLife/campusServices/studentDisabilityResourcesAndServices/)  
<http://www.tamuc.edu/campusLife/campusServices/studentDisabilityResourcesAndServices/>

**Nondiscrimination Notice**

Texas A&M University-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.

**Campus Concealed Carry Statement**

Texas Senate Bill - 11 (Government Code 411.2031, et al.) authorizes the carrying of a concealed handgun in Texas A&M University-Commerce buildings only by persons who have been issued and are in possession of a Texas License to Carry a Handgun. Qualified law enforcement officers or those who are otherwise authorized to carry a concealed handgun in the State of Texas are also permitted to do so. Pursuant to Penal Code (PC) 46.035 and A&M-Commerce Rule 34.06.02.R1, license holders may not carry a concealed handgun in restricted locations.

For a list of locations, please refer to the [Carrying Concealed Handguns On Campus](#) document and/or consult campus event organizer.

Web URL:

<http://www.tamuc.edu/aboutUs/policiesProceduresStandardsStatements/rulesProcedures/34SafetyOfEmployeesAndStudents/34.06.02.R1.pdf>

Pursuant to PC 46.035, the open carrying of handguns is prohibited on all A&M-Commerce campuses. Report violations to the University Police Department at 903-886-5868 or 9-1-1.

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