Business and Technology
MNA-1345, Management and Supervision

(Sample Syllabus-Check Angel site for current Syllabus)

<table>
<thead>
<tr>
<th>Class Meets:</th>
<th>One (1) Mandatory Class Meeting, Lakewood Ranch.</th>
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<tbody>
<tr>
<td>Instructor’s Name:</td>
<td>Frank T. Clements, Jr.</td>
</tr>
<tr>
<td>Phone:</td>
<td>941.752.5487 or 941.752.5206 (Paulene Metzger, Department Secretary)</td>
</tr>
<tr>
<td>Office Hours:</td>
<td>Office hours are posted in the Business &amp; Technology office (building 19-128)</td>
</tr>
<tr>
<td>Email Address:</td>
<td><a href="mailto:Clemenf@MCCFL.EDU">Clemenf@MCCFL.EDU</a></td>
</tr>
<tr>
<td>Instructor’s Web Page:</td>
<td><a href="http://faculty.mccfl.edu/Clemenf">http://faculty.mccfl.edu/Clemenf</a></td>
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<tr>
<td>Department Web Page:</td>
<td><a href="http://www.mccfl.edu/pages/2137.asp">http://www.mccfl.edu/pages/2137.asp</a></td>
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<td>Academic Resource Center:</td>
<td><a href="http://www.mccfl.edu/pages/144.asp">http://www.mccfl.edu/pages/144.asp</a></td>
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<tr>
<td>Student Services:</td>
<td><a href="http://www.mccfl.edu/pages/242.asp">http://www.mccfl.edu/pages/242.asp</a></td>
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<tr>
<td>End-of-term Course Evaluation:</td>
<td><a href="http://www.mccfl.edu/DLEval/validate.cfm">http://www.mccfl.edu/DLEval/validate.cfm</a></td>
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<tr>
<td>eLearning ANGEL web Site:</td>
<td><a href="http://mccfl.angellearning.com">http://mccfl.angellearning.com</a></td>
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COURSE DESCRIPTION

This course is a Basic supervision for first-level Managers. Emphasis on techniques to utilize in supervising employees is achieved through a study of the application of the supervisory functions of planning, organizing, leading, and controlling. (Fall, Spring)

PERFORMANCE STANDARDS

The student, at the successful completion of this course, should be able to:

1. Define the role, expectations, and functions of a supervisor.
2. Identify and apply the steps involved in problem solving and decision-making.
3. Recognize the essential characteristics of effective leadership.
4. Differentiate between various motivational and supervisory management styles.
5. Explain the importance of the communication process to positive employee relations.
6. Describe the planning function as it relates to necessary skills and techniques involved in tactical and strategic planning as well as effective time management.
7. Identify and apply the managerial concepts concerning formal organization including unity of command, span of supervision, line-and-staff authority organizational structures, and delegation.
8. Recognize the supervisory manager’s role in selection, orientation, training, performance appraisals, promotion, and compensation.
9. Review the directing function as the connecting link between all the other managerial functions and in terms of managerial style, introducing change, and employee morale, disciplining, and legally protecting employees.
10. Relate how supervisory control involves the determination of whether goals and objectives have been met by actual performance and how this evaluation affects future goal-setting activities.
11. Discuss the role of labor unions in regards to supervisory activities, especially those involving grievances and complaints.

Course Performance Standards:

Students may access course performance standards by clicking on the “Course Performances Standards” link at the following web address: http://www.mccfl.edu/Academ/Academ.cfm. A hard copy may be obtained from the Business and Technologies Department Office.
TEXT AND MATERIALS

*Supervision Today!, 5th edition, Robbins and DeCenzo, Prentice Hall. 2007, (text may change)*

Students will be given detailed instruction on logging on, and utilizing the Angel Distance Learning system at the first mandatory meeting at Lakewood Ranch.

In addition to the text, each student will need to have a reliable Internet connection and a computer. Knowledge of computers and the use of e-mail is a must. Note: Most of the Instructors MCC web site requires Microsoft 2007, Word, Excel, and Power Point to be viewed properly. Free “Viewer” only software may be found at Microsoft’s web site. To view PowerPoint slides downloaded from Angel you may also need WinZip software available from [www.winZip.com](http://www.winZip.com).

ATTENDANCE POLICY

**Attendance Policy:** Attendance at Mandatory class meeting is required. Our organizational meeting is in Lakewood Ranch. Student’s who Fail to attend the Mandatory meeting or complete chapter 1 quiz during the first 2 weeks of the semester will be considered not in attendance and will be dropped accordingly.

GRADING POLICY

Your grade will be determined based upon the total points earned on a Final term paper, Assignments, quizzes, and participation in the weekly discussion questions.

- Final term paper is worth 200 points,
- 12 of 16 assignments are worth 300 points,
- 13 of the 16 quizzes are worth are worth 260,
- 15 weeks of discussion participation is worth 375 points.

The total points possible for the semester are 1135. There is extra credit for the remaining 3 quizzes and the 7th assignment.

A = 90% - 100%
B = 80% - 89%
C = 70% - 79%
D = 60% - 69%
F = <60%

**Final term paper:**

The paper will be focused on your choice of one to no more than three of the chapters in the textbook. (i.e. Human planning, motivation, leadership, decision making…)

The Paper will provide additional insight in to the topic and reflect the application of that material to the enterprise environment.

The Paper will consist of the following:

- Cover page with your name, date, semester, and course information.
- The paper will use the “Arial” font with a point size of 12, double spaced with margins no greater than 1”.
- It must be grammatically correct.
- The Final term paper will consists of at least 1500 words, (about 4-5 pages not counting cover sheet).
• The paper must provide footnotes and full credits for any reference material used.

• The term paper must be submitted as an attachment in a Microsoft Word 2007 compatible format with “MNA1345 Term Paper” in the subject line no later than one week prior to the end of the semester via the final exam drop box.

• You may turn in the final paper any time before the deadline.

QUIZZES:
There will be a 20 point online quiz after each chapter. The quizzes have a time limit of 45 minutes. After 45 Minutes the quiz will be automatically submitted after a one minute warning. These will be on each of the 16 chapters covered in the text. In order to allow for technological problems, your three lowest scores on the quizzes will be automatically dropped for you. No make-up quizzes will be given for any reason; if you miss a quiz then you drop that score. The total points of the quizzes will equal 260 points. Quizzes are activated by the system and will not be over ridden on an individual basis. Quizzes are activated at 11:00am Friday mornings and removed from the system the following Friday evening at 11:00pm.

ASSIGNMENTS:
Assignments (12 of 16 required) are opened at the beginning of the course and are due on the date stated in the course calendar as the end of the semester. The instructor will permit the remaining 4 assignments as extra credit assignments. Each assignment will be worth 25 points, for a total of 300 points.

DISCUSSION QUESTIONS:
Please refer to the separate Protocols page online for more detail. There will be a discussion question posted in the discussion area each week for each chapter. The discussion questions will remain open for the same time period as the quizzes (normally one week). You can earn 25 points a week by participating in the discussion. You will be graded on the quality of your responses (answers or questions), not merely on the fact that you participated.

To receive the 25 points you must do two things, 1. Reply to my posted question, and; 2. Reply to at least two (2) of your classmates responses. The discussion board is meant to take the place of the normal in-class discussion that you have in a traditional class structure. There is no partial scoring for postings; all three postings must be made to receive full credit.

Statement of Plagiarism: Plagiarism is the use of ideas, facts, opinions, illustrative material, data, direct or indirect wording of another scholar and/or writer—professional, or student—without giving proper credit. Expulsion, suspension, or any lesser penalty may be imposed for plagiarism.

Accommodations Services:
Manatee Community College, in accordance with the Americans with Disabilities Act will provide classroom and academic accommodations to students with documented disabilities. If you need to request an accommodation in this class due to a disability, or you suspect that your academic performance is affected by a disability, contact the Disability Resource Center (DRC). The DRC is located in 100-154 on the Venice campus and in the Student Services Center (01-219) on the Bradenton campus. The phone number is 941-408-1448 Ext # 61448 (TTY 941-480-3420) on the Venice campus and 941-752-5295 Ext # 65295 (TTY 941-751-8179) on the Bradenton campus.

Additional information:

HOW TO SUCCEED:
Set up a regularly scheduled time frame to work on class work. Good time management is crucial to success in this course. Complete the reading assignment before you take the quiz, or attempt the assignment. Check the schedule and discussions area frequently for updates. If you need help from the professor ask for it immediately via e-mail, if you wait it may be too late.
**Method of Teaching:**
This course will be conducted in a Distance Learning (DL) format using MCC’s Angel system. Access to the Angel system will be explained at the first mandatory class meeting. *We will not be using the course compass system!*

**Standards of Conduct:**
- Students are expected to abide by all Lancer Student Handbook guidelines

**Course Calendar of Assignments:**

**Fall 2008 (Check Angel Course Schedule for actual dates)**

*Discussion Questions and Quizzes* and are opened at 11:00am each Friday morning and closed the following week on Friday evening at 11:00pm. (Chapter 1 will remain open until the close of chapter 2 to allow for late starters) Unofficially, all course work except discussions are opened when the course starts, but close as scheduled.

*Assignment questions* open each Friday morning at 11:00am and will remain open for the duration of the course and may be completed at any time.

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<tr>
<th>Course Assignments</th>
<th>Officially Opens Friday’s @ 11:00 am</th>
<th>Closes Friday’s @ 11:00 pm</th>
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<tr>
<td>Week 1 Discussion and Quiz 1, Assignment 1</td>
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<td>Week 2 Discussion and Quiz 2, Assignment 2</td>
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<td>Week 3 Discussion and Quiz 3, Assignment 3</td>
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<td>Week 12 Discussion and Quiz 12, Assignment 12</td>
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<td>Week 13 Discussion and Quiz 13, Assignment 13</td>
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<td>Week 14 Discussion and Quiz 14, Assignment 14</td>
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<td>Week 15 Discussion and Quiz 15 &amp; 16, Assignment 15 &amp; 16</td>
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**Final Term Paper Due Date:**
ANGEL System Student Guide

Student Questions and Answers:

Angel Technical Support: 866.506.1188

How do I login?
Use your MCC EMAIL username (JUST the username, not the "@student.mccfl.edu") as your ANGEL username and your MCC PIN as the password.

I can't remember my password?
Remember that your password is the SAME as the PIN# you use for MyMCC. Your PIN should only have 6 digits in it. If it is longer than 6, only use the FIRST 6 digits as your ANGEL password.

How do I get an MCC Email account?
You will need to establish your MCC Email account, as this is the official communication used by MCC. You can establish it by going to: student.mccfl.edu/. You can also click on the "Student Email" button on the main MCC website page.

How do I create my account?
You do not create your account in ANGEL, it will be created for you once you register for a course being given in ANGEL.

How do I find my course(s)?
You will be enrolled in your courses once you have registered for them (at least 12 hours after registering). You do not have to search for them or self-enroll. When you log in to ANGEL using the directions above, your ANGEL courses will already be listed for you on your ANGEL Home page. Please note that NOT ALL courses use ANGEL.

Why don't I see my course listed on my ANGEL home page?
There are several reasons why you may not see all of your courses listed on the ANGEL home page:

1. The course may not yet be open for you to access it. Your instructor will decide when the course will be open for you to access.
2. The course may not be using ANGEL
3. If you just registered for the course, then it may take up to 12 hours or more for it to appear.

What browser should I use with ANGEL?
With PCs running Windows OS: Internet Explorer and Firefox
With Macs running OS X: Firefox, ANGEL is not certified to run on Safari at this time
You can download Mozilla (for both PC and Mac) at www.mozilla.com

Do NOT use AOL as a browser; minimize AOL and change to one of the browsers listed above.

See the "Browser requirements" check list below the log-in area to make sure you are using the correct browser. You can also test to see if you have enabled cookies and if your pop-up blockers have been disabled for ANGEL.

What else do I need to run ANGEL?
Make sure that any pop-up blockers are disabled for the ANGEL site. You can use the Pop-up checker directly underneath the log-in on this page to check.
Ensure that your browser is Java-enabled.
Do NOT use a web-accelerator program

Where can I find HELP in ANGEL?
On the left side of the screen is a row of buttons. The button with a ? is the HELP button. You will find both an on-line help and, under the Guides link, several manuals in PDF format. If you need further help, contact the 24/7 HelpDesk at 866-506-1188.