QMB 6436: Operations & Supply Chain Processes

CRN: 24190, Section # 522 (100% Online), 3 Credit Hours

COURSE SYLLABUS

Semester: **Spring 2023**
Class Meeting Days: **None (For course updates, Tuesday will be treated as the day of class)**
Class Meeting Time: **None**
Section # 521 (100% Online section – Asynchronous – Recordings and Demo Videos will be made available)
However, optional weekly sessions will be conducted remotely on Microsoft Teams to help students.

Instructor: **Dr. Ramakrishna Govindu**
Office Location: **USF Sarasota-Manatee Campus**　　**Building-Room: SMC-C229**
Office Hours: **To be held remotely on Microsoft Teams – Schedule to be announced**
Questions will be answered through E-mail. Need to discuss in person, please attend any Teams session or send an E-mail. Additional Live Microsoft Teams sessions may be organized if and as needed.
Email:　RGovindu@usf.edu *(Always use Canvas Inbox to send e-mails)*

Note: This is a 3-credit hour course. A 3-credit hour course means, 3 hours per week of in-class instruction over the semester. Time for course preparation and reading assignments; and time for completing homework assignments, quizzes, and exams will be extra (out-side of instructional time) just like any other course students take.

I.　**Welcome!**
　　Dear Students, Welcome to a new semester and ISM 6436: Operations & Supply Chain Processes course.; you will learn critical thinking, problem solving, analytical skills that would help you throughout your career in business and industry. The purpose of ISM 6436: Operations & Supply Chain Process is about adding value in an organization using tools and techniques to improve activities – activities related Operations and Supply Chain processes.

II.　**University Course Description**
　　"Operations Processes is an overview of several aspects of Operations management, a discipline in business concerned with managing the transformation of inputs into outputs."

III.　**Course Prerequisites**
　　Basic Statistics.

IV. Course Purpose

Operations / Supply Chain Management is perhaps one of (if not) the most important discipline in business that deals with transforming of inputs into outputs, be it a manufacturing or service industry. Inputs include materials, facilities, resources, people, and capital; and the outputs typically are goods and/or services that are manufactured / provided and delivered to either internal or external customers or both. How efficiently or inefficiently the underlying operations and supply chain processes are managed can either make or break a business. In addition to having a major cost centric focus; through better planning, designing, and organization; Operations and Supply Chain Processes help a business improve its topline through higher revenues, throughput, and development of superior products/services. The primary purpose of this course is to provide a contemporary overview of the management of Operations Supply Chain Processes relating to manufactured products and/or services. A judicial mix of both concepts and tools/techniques used to improve and efficiently manage processes will be covered.

In order to help students in acquiring skills to better manage Operations and Supply Chain Processes; this course designed to include a prudent mix of lectures and discussions, textbook chapter readings, a set of additional readings/cases based on industry applications, article presentations by student groups. Students will engage in several tasks and activities to acquire skills on utilizing tools and methods for analyzing, designing, redesigning, planning, managing, and improving Operations and Supply Chain Processes. Students will also acquire skills and knowledge through a series of Readings and Quizzes (that focus on the conceptual issues relating to Operations and Supply Chain Management), and HW assignments will involve a combination of problem solving and reflective learning through real-world application examples and discussions based on them. All course material will be posted on Canvas. All quizzes and exams will be conducted online through Canvas using the online proctoring tool Honorlock and students will submit their exam reports through Canvas. Students will submit all homework assignments through Canvas.

V. Course Objectives

At the conclusion of the course students would acquire conceptual knowledge and develop expertise in applying tools and methods for improving business operations and decision making. In particular, students learn to:
- Analyze issues related to managing operations and supply chains in manufacturing/service industries - issues including but not limited: to business process mapping, analysis, design.
- Apply quantitative tools like forecasting and optimization for planning, scheduling, and improving business operations
- Improve business operations utilizing some of the tools from Quality Management, Quality Control, and Six-Sigma Concepts
- Understand Independent Demand Inventory, Inventory Types, and Apply Inventory Management Systems
- Understand Dependent Demand Inventory, Demand Planning, Material Requirements Planning (MRP), and Enterprise Resource Planning (ERP)

VI. Student Learning Outcomes

Upon completion of this course, students should be able to:
- Appreciate and understand how operations can be an important competitive weapon for businesses
- Understand the basics of operations management in manufacturing and services and their differences

- Learn to apply tools and methods for managing and improving quality and sigma levels for CTQs/KPIs for products, processes and services for business performance improvement
- Learn the fundamentals of Independent and Dependent Demand Inventory
- Learn product-process matrix, layouts, and apply tools to Design and Analyze a Processes for better performance
- Analyze time-series patterns, apply basic and advanced quantitative methods for forecasting demand/sales for products and services; and identify the best method through forecast accuracy measures
- Formulate, solve, and perform sensitivity analyses on cost minimization and profit maximization decision-making optimization models to improve; operations/supply chain planning, scheduling, staffing, logistics, … for business performance improvement

VII. Required Textbook

- **Operations & Supply Chain Management for the 21st Century, by Boyer and Verma, First Edition, Cengage Learning, ISBN-13: 9780618749331**
  This course covers a variety of topics including:
    - Operations and Supply Chain Strategy (Chapter 1)
    - Quality Management, Six Sigma, and Quality Control (Chapters 2 and 11)
    - Independent & Dependent Demand Inventory (Chapter 6 and Chapter 7)
    - Process Modeling (Chapter 4)
    - Forecasting (Chapter 5)
    - Optimization (Chapter 9)

- **In this course we use "Microsoft Excel" extensively**. If you don't have Microsoft Office on your system, as a student of USF you are allowed free download and installation of Microsoft Office for personal use. Check out the info at: https://www.usf.edu/it/documentation/office365/personal-download.aspx.

- Details on Software package to be used will be shared with students when it is needed.

VIII. Supplementary (Optional) Texts and Materials
Additional supplementary (optional) documents may be posted on Canvas if and as needed for the benefit of students. These documents will help students expand their knowledge. However, students will not be tested on the content.

IX. How to Succeed in this Course
There is no way to do well in the course without learning. Just follow all the instructions and directions provided in the weekly communications. Be on time with learning. Complete the reading assignments, attend all classes, listen/view recordings if and as posted. Complete all the tasks assigned – HW assignments, Quizzes, and Exams. HW assignments is where you learn. Review solutions to problems posted to bridge any gaps in learning. Prepare well for exams. If you follow the above advise, you will do well.

X. Academic Continuity
During any semester, there is a possibility the course may be disrupted, whether due to continued pandemic or hurricane season. If the university transition to remote instruction, classes will be held via live, synchronous sessions using Microsoft Teams and attendance will be required just like in regular classes. You will find the Teams sessions links on your USF Email calendar and Microsoft Teams calendar. All course material will be in our course on Canvas.

XI. Communication

I will communicate with you through Emails from Canvas Inbox. You must also communicate with the instructor and the teaching assistant through E-mails from Canvas Inbox. You will find information on tone and etiquette when communicating under "Course Policies: Technology and Media." I should be able to respond to your e-mails within a day or two at the max depending on weekday/weekends. It can be a bit longer if I am travelling and out of network reach. But I will do my best to respond to you as quickly as I can.

XII. Grading Scale

Grading Scale (%)	
97% – 100%	A+
93% – < 97%	A
90% – < 93%	A-
87% – < 90%	B+
83% – < 87%	B
80% – < 83%	B-
77% – < 80%	C+
73% – < 77%	C
70% – < 73%	C-
67% – < 70%	D+
63% – < 67%	D
60% – < 63%	D-
0% – < 60%	F

- o **It is mandatory that students must write both Exam #1 and Exam #2 to earn a final grade in the course. Students who do not attempt both the exams will be assigned an "F" grade.**
- o **Your score determines your grade. No individual requests for grade adjustments shall be entertained**.

XIII. Grade Categories and Weights

Assessment	Weights (%of Final Grade)
Homework Assignments (on-line submission through Canvas)	30%
Quizzes (administered online using Google Chrome, Canvas, and **Honorlock**)	30%
Exam #1 (administered online using Google Chrome, Canvas, and **Honorlock**)	20%
Exam #2 (administered online using Google Chrome, Canvas, and **Honorlock**)	20%
Total	**100%**

XIV. Additional Details on the Course Assignments and Grading Policies

COURSE PARTICIPATION:
Course participation is mandatory throughout the semester. Quizzes, Homework assignments, and Exams are due by the deadline. There will be no exceptions to this policy.

HOMEWORK ASSIGNMENTS:

All Homework assignments are individual tasks. Every week specific topic/s will be covered along with solved example problems. Homework will be assigned on Canvas on Tuesday night that would consist of a set of problems/tasks based on the course topic content. You will have approximately four to six days to solve the problems/complete the tasks and to create a Report. You will submit the report as only one single file on Canvas. The strict deadline for HW submission on Canvas will be 11:59 p.m. US Eastern on Monday as indicated unless specified otherwise. See the Course Schedule in this document for the due dates of homework assignments. No late submissions shall be allowed under any circumstances. No e-mail submissions or hard-copy submissions are accepted. You get partial credit for incomplete submissions. HW report must demonstrate student's own work. If any HW reports are found to be copied, ALL students who either helped or received help shall be treated as violators, will receive a zero score, and be reported for academic dishonesty under USF's policies on academic dishonesty. All HW scores shall count towards the final grade. Homework Reports will be graded for 'Relevancy' and 'Completeness' but not for 'Accuracy.' As long as the submissions are on time, relevant, and complete; you get full points. Solutions (to problems and not for the other general descriptive task questions) will be made available on Canvas within a couple of days past the deadline. Students have to compare solutions with your answers and learn from the same in preparation for exams. If you need help, set up some time with the instructor to discuss. Please remember that solving Homework Assignments on your own is the most important step in preparing for exams.

READING ASSIGNMENTS AND QUIZZES:
Every week specific topic/s will be covered in class. To maximize the learning, specific readings are assigned that need to be completed before the deadlines indicated before in-class discussion on the topic. There will be a Quiz assigned based on the topics covered. All Quizzes are individual tasks administered on-line through Canvas and will be open-book, open-notes type. However, do not expect to find the answers directly in the textbook. Quizzes test your understanding for the subject matter, and they not meant to test students ability to search and find answers from the book. Each quiz consists of a set of "multiple choice" and/or "fill-in the blank" type of questions perhaps 25-50 per Quiz. Each quiz will be graded for accuracy, timed, and must be completed within the allotted time indicated and can be attempted only once. You must submit the quizzes within the time-window provided and certainly before the deadlines indicated (refer detailed course schedule at the end of this document. The strict deadline for HW submission on Canvas will be 11:59 p.m. US Eastern on Monday as indicated unless specified otherwise. No late submissions shall be allowed under any circumstances. All quiz scores shall count towards final grade. A missed quiz will result in a score of zero. Quiz solutions will be made available within a couple of days past the deadline. Academic dishonesty will be dealt with very strictly under university policies. All the quizzes will be conducted using Honorlock based on USF policies. Read the section on "Online Proctoring of Quizzes and Exams" below.

EXAMS:
All Exams are individual tasks. There will be two exams in all and both of them will be take home type administered on Canvas-Honorlock. Exams will be of open-textbook and open-notes type. You can also refer to PPT files and all the other material including my HW solutions as posted in our course on Canvas if needed. Exams will be assigned as indicated and are due before 11:59 p.m. on the days as indicated in the course schedule at the end of this document). Exams will consist of a set of problems/tasks similar to the ones on homework assignments. You will have a time-window to attempt the exam just ONE-TIME. You will complete the exam within the allowed exam duration and submit it on Canvas only as one single file just like what you do for the homework assignment submissions. No late submissions shall be allowed under any circumstances. You must make sure that you complete the exam during the time window allowed or be prepared to lose points. Exams will be graded for Accuracy. All exam scores shall count towards final grade. There will be no make-up exams

<u>given</u>. Academic dishonesty will be dealt with very strictly under university policies. Read the section on "Online Proctoring of Quizzes and Exams" below.

<u>No Make-up Work and No Extra Credit Policy:</u>
No Make-up work and No Extra Credit work will be assigned. There is no need to do any extra work in this course. Just do what you have been assigned on-time without-fail whatever may be your circumstances to become eligible for the grade. Every task (HW assignments, Quizzes, and Exams) assigned in this course shall count towards your grade. As all the dates have been announced at the beginning of the semester, if a student fails to meet the deadline zero points will be assigned. No exceptions. Any exception will be made ONLY for medical emergencies / hospitalizations of the student with proper official documentation from the doctor and the hospital.

XV.   Instructor Feedback Policy & Grade Dissemination

Any feedback will be provided on Canvas. Grades will be posted on Canvas typically within a week or two past the deadline after resolving for any student issues.

All submissions happen on Canvas. Instructor will respond to email communication relevant to the subject matter within 48 hours of the date received. Students will know their Quiz score immediately after submission but not solutions key. For academic integrity reasons, Quiz solutions and HW solutions will be made available within 1-2 days (if any issues need to be resolved) after the deadline passes. Grades and comments (as appropriate) for Homework assignments and Exams will be posted on Canvas typically within 1-2 weeks past the respective due dates. If any delays happen beyond that time frame due to unforeseen circumstances, students will be informed of the possible delays through e-mail. You can access your scores at any time using "Gradebook" in Canvas after they are posted.

XVI. Course Schedule. (* Note: This Schedule is subject to revision if and as needed)

In this course, Tuesday will be treated as the class meeting day, and Tuesday-thru-Monday will be treated as a week.

Week	Date	Details
#1	1/10 – 1/16	**Topic: Introduction to Operations and Supply Chain Processes** **Topic: Chapter 1 – Operations and Supply Chain Strategy** o Reading Assignment: Read Chapter 1 by **Tuesday, 1/10** o HW #0 (Self Introduction) – is due before **11:59 p.m. Thursday, 1/12** o HW #1 (Discussion) – Report is due before **11:59 p.m. Saturday, 1/14** Review multiple peer reports, provide feedback, and share your thoughts on what you learned from their examples – is due before **11:59 p.m. Monday, 1/16** o Quiz #1 on Chapter 1 – is due before 11:59 p.m. **Monday, 1/16**
#2 #3	1/17 – 1/23 1/24 – 1/30	**Topic: Chapter 2 – Quality Management** o Reading Assignment: Read Chapter 2 by **Tuesday, 1/17** o HW #2a (Discussion) – Report is due before **11:59 p.m. Saturday, 1/21** Review multiple peer reports, provide feedback, and share your thoughts on what you learned from their examples – is due before **11:59 p.m. Monday, 1/23** o HW #2b (Problems) – is due before **11:59 p.m. Monday, 1/30** o Quiz #2 on Chapter 2 – is due before **11:59 p.m. Monday, 1/30**
#4 #5	1/31 – 2/6 2/7 – 2/13	**Topic: Chapter 11 – Quality Improvement Methods** o Reading Assignment: Read Chapter 11 – by **Tuesday, 1/31** o HW #3a (Discussion) – is due before **11:59 p.m. Saturday, 2/4**. Review multiple peer reports, provide feedback, and share your thoughts on what you learned from their examples – is due before **11:59 p.m. Monday, 2/6** o HW #3b (Problems) – is due before **11:59 p.m. Monday, 2/13** o Quiz #3 on Chapter 11 – is due before **11:59 p.m. Monday, 2/13**
#6	2/14 – 2/20	**Topic: Chapter 6 – Independent Demand Inventory** o Reading Assignment: Read Chapter 6 – by **Tuesday, 2/14** o HW #4 (Problems) – is due before **11:59 p.m. Monday, 2/20** o Quiz #4 on Chapter 6 – is due before **11:59 p.m. Monday, 2/20**
#7	2/21 – 2/27	**Topic: Chapter 7 – Dependent Demand Inventory** o Reading Assignment: Read Chapter 7 by **Tuesday, 2/21** o HW #5 (Problems) – is due before **11:59 p.m. Monday, 2/27** o Quiz #5 on Chapter 7 – is due before **11:59 p.m. Monday, 2/27**
#8	2/28 – 3/6	**Review for Exam #1 (on Chapters 2, 11, 6, and 7)** o **Exam #1 (Take-Home on Chapters 2, 11, 6, and 7)** Exam Window: Saturday 3/4 through **11:59 p.m. Monday, 3/6**
#9	3/7 – 3/13	**Topic: Chapter 4 – Process Design and Analysis**

Week	Date	Details
		o Reading Assignment: Read Chapter 4 – by **Tuesday, 3/7** o HW #6 (Problems) – is due before **11:59 p.m. Monday, 3/13** o Quiz #6 on Chapter 4 – is due before **11:59 p.m. Monday, 3/13**
	3/13-3/19	Spring Break Week – No Class
#10 #11	3/21 –3/27 3/28 – 4/3	**Topic: Chapter 5 – Forecasting** o Reading Assignment: Read Chapter 5 by **Tuesday, 3/21** o HW #7a (Problems) – is due before **11:59 p.m. Monday, 3/27** o Quiz #7 on Chapter 5 – is due before **11:59 p.m. Monday, 4/3** o HW #7b (Problems) – is due before **11:59 p.m. Monday, 4/3**
#12 #13	4/4 – 4/10 4/11 – 4/17	**Topic: Chapter 9 – Optimization** o Reading Assignment: Read Chapter 9 by **Tuesday, 4/4** o HW #8a (Problems) – is due before **11:59 p.m. Monday, 4/10** o Quiz #8 on Chapter 9 – is due before **11:59 p.m. Monday, 4/17** o HW #8b (Problems) – is due before **11:59 p.m. Monday, 4/17**
#14	4/18–4/24	**Topic: Case Studies** o HW #9 (Problems) – is due before **11:59 p.m. Monday, 4/24**
#15	4/25–5/1	**Review for Exam #2 (on Chapters 4, 5, and 9)** o **Exam #2 (Take-Home on Chapters 4, 5, and 9)** Exam Window: Saturday 4/29 through **11:59 p.m. Monday, 5/1**
	5/12	**Grades visible on OASIS**

* Notes:
- **The Schedule is subject to revision if and as needed during the semester**
- **All the dates and assignments are tentative and can be changed at the discretion of the professor.**

XVII. USF Core Syllabus Policies

USF has a set of central policies related to student recording class sessions, academic integrity and grievances, student accessibility services, academic disruption, religious observances, academic continuity, food insecurity, and sexual harassment that **apply to all courses at USF**. Be sure to review these online: usf.edu/provost/faculty-success/resources-policies-forms/core-syllabus-policy-statements.aspx

XVIII. Course Policies: Grades

Online Proctoring: Online exams and quizzes within this course will require online proctoring. Quizzes and examinations will be administered using online proctoring tool - **Honorlock**. Keeping the audio and video (microphone and camera) on during such exams and quizzes is necessary. Therefore, students will be required to have a webcam (USB or internal) with a microphone when taking an exam or quiz. Students understand that this remote recording device is purchased and controlled by the student and that recordings from any private residence must be done with the permission of any person residing in the residence. To avoid any concerns in this regard, students should select private spaces for the testing. The University library and other academic sites at the University offer secure private settings for recordings, and students with concerns may discuss the location of an appropriate space for the recordings with their instructor or advisor. Students must ensure that any recordings do not invade any third-party privacy rights and accept all responsibility and liability for violations of any third-party privacy concerns. Setup information will be provided prior to taking the proctored exam. For additional information about online proctoring, you can visit the online proctoring student FAQ at: http://www.usf.edu/innovative-education/resources/student-services/online-proctoring.aspx

Late Work Policy: **No late work will be allowed in this course be it for HW assignments, Quizzes, or Exams.** Student acquisition of knowledge in this course happens cumulatively. The nature of the course is such that student learning of topics must happen on a weekly basis as scheduled. Otherwise, it will affect learning the subsequent weeks. All the due dates for the tasks in this course are announced on day 1. It is the responsibility of students to submit their work well ahead of time and to meet all the deadlines. If proper, correct, and valid submissions do not happen before the respective deadlines; zero points will be recorded for the task. The only exception to this policy will be documented medical emergencies (if any) for the student needing medical attention with proper medical / hospitalization certificate. As all the dates have been announced at the beginning of the semester, being on office trip, or on vacation, or on cruise, or forgetfulness, or being late by a second will not qualify for any exceptions or concessions as far as the assignment submissions go. Assignments not submitted on time mean assignment was not turned in and will earn a zero credit.

Extra Credit Policy: **There will be No Extra Credit in this course.** There is no need to do any extra work in this course. Just do what you have been assigned on-time without-missing the deadlines to become eligible for the grade. Every task (HW assignments, Quizzes, and Exams) assigned in this course shall count towards your grade. If you fail to meet the deadline, zero points will be assigned for that task. No exceptions. Any exception will be made ONLY for medical emergencies / hospitalizations of the student with proper official documentation from the doctor/hospital.

Grades of "Incomplete": Students cannot demand an "I" grade as they wish. If any student is not earning good grades, that cannot become a basis for asking for an "I" Grade. In such cases "I" grade cannot be awarded. It can be requested only under exceptional circumstances for valid reasons and a decision will be made based on USF policy.

The current university policy concerning incomplete grades will be followed in this course.

For undergraduate courses: **An "I" grade may be awarded to a student only when a small portion of the student's work is incomplete and only when the student is otherwise earning a passing**

grade. The time limit for removing the "I" is to be set by the instructor of the course. For undergraduate students, this time limit may not exceed two academic semesters, whether or not the student is in residence, and/or graduation, whichever comes first. For graduate students, this time limit may not exceed one academic semester. "I" grades not removed by the end of the time limit will be changed to "IF" or "IU," whichever is appropriate.

For graduate courses: An Incomplete grade ("I") is exceptional and granted at the instructor's discretion only when students are unable to complete course requirements due to illness or other circumstances beyond their control. The course instructor and student must complete and sign the "I" Grade Contract Form that describes the work to be completed, the date it is due, and the grade the student would earn factoring in a zero for all incomplete assignments. The due date can be negotiated and extended by student/instructor as long as it does not exceed two semesters for undergraduate courses and one semester for graduate courses from the original date grades were due for that course. An "I" grade not cleared within the two semesters for undergraduate courses and one semester for graduate courses (including summer semester) will revert to the grade noted on the contract.

Rewrite Policy: There will be no rewrites in this course. All quizzes and exams can be attempted only once. Students can submit their HW reports multiple times, but all the submissions must happen only before the set deadline (and not after).

Make-up Exams Policy: There will be No Make-up Exams in this course. Exams can be attempted only once. Time windows for the Exams are announced on Day 1. It is the student responsibility to adjust their schedules to give their exams during the exam time window. No change of dates will be entertained unless there is absolutely an exceptional circumstance at student's end and for documented medical emergencies and only if student has notified the instructor in advance and certainly not after the deadline passes. As all the dates have been announced at the beginning of the semester, being on office trip, or on vacation, or on cruise, or forgetfulness, or being late will not qualify for any exceptions or concessions. If Exams are not submitted on time, zero points will be recorded.

Exam Retention Policy: Not applicable for this course as all the Exams are **Honorlock** -based. Student submission happen on Canvas so there will be an electronic record. So, whatever USF policy is for Canvas course retention that applies for the course.

Essay Commentary Policy: Not applicable.

Group Work Policy: All the tasks in the course – HW assignments, Quizzes, and Exams are individual tasks. There is no group work allowed in this course. If there is any group work in the group work, that would be plagiarism. In such instances, action will be taken on students based on USF policy on academic integrity violation.

Final Examinations Policy: All final exams are to be scheduled in accordance with the University's final examination policy.

Campus Free Expression: *It is fundamental to the University of South Florida's mission to support an environment where divergent ideas, theories, and philosophies can be openly exchanged and critically evaluated. Consistent with these principles, this course may involve discussion of ideas that you find uncomfortable, disagreeable, or even offensive.*

In the instructional setting, ideas are intended to be presented in an objective manner and not as an endorsement of what you should personally believe. Objective means that the idea(s) presented can

be tested by critical peer review and rigorous debate, and that the idea(s) is supported by credible research.

Not all ideas can be supported by objective methods or criteria. Regardless, you may decide that certain ideas are worthy of your personal belief. In this course, however, you may be asked to engage with complex ideas and to demonstrate an understanding of the ideas. Understanding an idea does not mean that you are required to believe it or agree with it.

XIX. Course Policies: Technology and Media

Email: I am Dr. Ramakrishna Govindu, and I will be your instructor for this course. My e-mail address is: RGovindu@usf.edu. If you are e-mailing me, as a courtesy, please commence your email with a greeting such as "Dear Dr. Govindu," "Hello Dr. Govindu," or "Dr. Govindu." Please write the appropriate subject and please print your name at the bottom of the email.

How to communicate with me
Given the ongoing pandemic situation, the best way to reach me is through e-mail that will be quicker. Leaving voice message on my office phone would not be good during these pandemic times. Response times can be longer that way. Sending an e-mail would be the best given the current situation. Should you need help with the course, we can set up time to discuss remotely at mutual convenience. Meanwhile, you can email me with the questions, and I may be able to clarify your questions through an e-mail. If at all needed, we can set up an appointment at mutual convenience for a tele-conversation and if possible and required a Microsoft Teams meeting.

How NOT to communicate with me
- Please don't post questions in the comments section of Canvas homework submissions. I will not read your comments until I sit down to grade your assignment.
- Please don't email me from a non-USF email account.
- Please don't submit deliverables to me through e-mail. It will be treated as a non-submission.
- Please don't reply to an email that I send to the entire class without changing the subject unless your question is about that subject. If you are using the "Reply" button as a means to get my email address in the "To" line, please change the subject line and delete all previous text from that email, if your email pertains to something else. In which case it is better to not use the "reply" button and just start a fresh email.

How will I communicate with you?
I will use the Canvas messaging utility to send you all emails pertaining to the course. So, you must check your USF mail account (and/or your e-mail where you receive USF e-mails by default). Whenever a student asks a question and I reply directly to that student. If and where the student question and my reply are especially important for the rest of the class to know, I will send out a mass e-mail, hiding the student identity. Students over the years found such inputs quite beneficial for them.

When students send me e-mails, I get them in my USF e-mail Inbox, and I will reply through my USF e-mail. If I am sending e-mails, I will use Canvas messaging feature to send e-mails. You should also do the same. I deal with almost hundred students and sometimes even more and I receive hundreds of e-mails. When you send e-mails through Canvas, I will know who you are, in which course of mine you are in, I will understand the context for the question, and what is it that you are asking and why. That will help me to respond quickly. Otherwise, it could take a little longer. I respond very quickly – sometimes within minutes, sometimes within a few hours, sometimes within a day or so depending on the nature and importance of communication, circumstances, and the situation at my end. I respond on weekends too.

But expect the response times to be little longer if it is weekends and if I am travelling. But be assured I will respond, and I will respond to student e-mails very quickly as I am able to.

Do not send me e-mails on technological issues at your end. If the issues at your end are technology related you must reach out to USF IT Helpdesk, Canvas Helpdesk, and/or **Honorlock** Helpdesk depending on the issue, and they will help you immediately. I won't be able to resolve your technology issues.

Canvas: Describe how you will use Canvas in the course, how often students should expect to login, how team activities will be organized, due dates, policies on late participation, etc.

> Example: This course will be offered via USF's learning management system (LMS), Canvas. If you need help learning how to perform various tasks related to this course or other courses being offered in Canvas, please view Canvas videos, or consult the Canvas help guides. If new to Canvas, read this guide. You may also contact USF's IT department at (813) 974-1222 or help@usf.edu.

Honorlock: In this course, we use Canvas- **Honorlock** for all Quizzes and Exams. Students are therefore required to have a webcam with a microphone (either USB or mounted into your computer).

> *All students must review the syllabus and the requirements, including the online terms and video testing requirements, to determine if they wish to remain in the course. Enrollment in the course is an agreement to abide by and accept all terms. Any student may elect to drop or withdraw from this course before the end of the drop/add period.*
>
> *Online exams and quizzes within this course may require online proctoring. Therefore, students will be required to have a webcam (USB or internal) with a microphone when taking an exam or quiz. Students understand that this remote recording device is purchased and controlled by the student and that recordings from any private residence must be done with the permission of any person residing in the residence.*
>
> *To avoid any concerns in this regard, students should select private spaces for the testing. The University library and other academic sites at the University offer secure private settings for recordings and students with concerns may discuss location of an appropriate space for the recordings with their instructor or advisor.*
>
> *Students must ensure that any recordings do not invade any third-party privacy rights and accept all responsibility and liability for violations of any third-party privacy concerns.*
>
> *Students are strictly responsible for ensuring that they take all exams using a reliable computer and high-speed internet connection. Setup information will be provided prior to taking the proctored exam. To use Honorlock students are required to download and install the Honorlock Google Chrome extension (Links to an external site.)." For additional information please visit the USF online proctoring student FAQ (Links to an external site.) and Honorlock student resources (Links to an external site.).*

> Students need to have access to a computer with the Chrome browser and can download the Honorlock extension. Your system also needs webcam, and you need to present your ID (any Photo ID would be enough you can simply use your USF ID) for verification to get into Honorlock Quizzes and Exams.

> Specific information / instructions will be provided on all Honorlock Quizzes and Honorlock Exams. For additional information about online proctoring, you can visit the online proctoring student FAQ.

WhatsApp, GroupMe, and Student-to-Student Communication: While students may use digital communication tools (WhatsApp, GroupMe, etc.) to communicate with fellow students, it is important to remember that academic integrity policies still apply in these environments. Informing others about the contents of tests is prohibited by the official regulation, as is receiving unauthorized information about an examination. Students are expected and required to immediately report instances of such violations to the instructor.

Laptop Usage: You would need a proper laptop with microphone and webcam (either built in or external) for use in this course. Describe your policies for using laptops throughout your course. Whether you dislike the use of laptops during your lecture, or whether you encourage using a laptop during discussion, or wish for all students using laptops to sit in a particular region of the classroom, feel free to state it here.

Classroom Devices/Student Recording: Not applicable. Describe your policies for using calculators, tape recorders, and other student-owned audio & technology devices for your course.

Phone Usage: Describe your policies for student phone use in class, including texting or surfing the Internet. If you are using social media for a "backchannel" conversation, mention it here. If you would prefer that students not take photos/video/audio recordings of you, or of the whiteboard notes at the end of the class, state so here.

XX. Course Policies: Student Expectations

Attendance Policy: In a 100% online, Course Participation serves as attendance Policy. Please refer to section XII for the details on Course Participation.
> Example: Students are expected to attend classes. Faculty must inform students of attendance requirements on syllabi. Instructors should accommodate excused absences by making arrangements with students ahead of time (when possible) or by providing a reasonable amount of time to make up missed work.

Course Hero / Chegg Policy:
> The USF Policy on Academic Integrity specifies that students may not use websites that enable cheating, such as by uploading or downloading material for this purpose. This does apply specifically to Chegg.com and CourseHero.com – any use of these websites (including uploading proprietary materials) constitutes a violation of the academic integrity policy.

Professionalism Policy: Complete your work and submit reports on time every time well before the respective deadlines on assignments.
> Per university policy and classroom etiquette, mobile phones, iPods, etc. **must be silenced** during all classroom and lab lectures. Those not heeding this rule will be asked to leave the classroom/lab immediately so as to not disrupt the learning environment. Please arrive on time for all class meetings. Students who habitually disturb the class by talking, arriving late, etc., and have been warned may suffer a reduction in their final class grade.

End of Semester Student Evaluations:
> All classes at USF make use of an online system for students to provide feedback to the University regarding the course. These surveys will be made available at the end of the semester, and the University will notify you by email when the response window opens. Your participation is highly encouraged and valued.

Food and Drink Policy: Not Applicable.

Example: Please adhere to the firm policy of no beverages (other than bottled/capped water), food, tobacco products, or like items in the classroom. Your understanding of the necessity for this policy and cooperation will be greatly appreciated. This policy will be strictly enforced.

Turnitin.com: In this course Turnitin service will be utilized for all the assignments to prevent plagiarism. The University of South Florida has an account with an automated plagiarism detection service which allows student assignments to be checked for plagiarism. Turnitin is an automated system which instructors may use to quickly and easily compare each student's assignment with billions of web sites, as well as an enormous database of student papers that grows with each submission. Accordingly, you will be expected to submit all assignments in both hard copy and electronic format. After the assignment is processed, as instructor I receive a report from turnitin.com that states if and how another author's work was used in the assignment. For a more detailed look at this process visit http://www.turnitin.com.

Pursuant to the provisions of the Family Educational Rights and Privacy Act (FERPA), students are requested to maintain confidentiality as a way to keep their personal contact information (i.e., name, address, telephone) from being disclosed to vendors or other outside agencies. By your submission, you are also agreeing to release your original work for review for academic purposes to Turnitin.

In order to comply with privacy laws, students are not required to include personal identifying information, such as name, in the body of the document. While submitting to Turnitin, PLEASE REMOVE YOUR NAME FROM THE BODY OF YOUR PAPER AND REPLACE IT WITH YOUR USF ID#. ALSO REMOVE YOUR NAME FROM THE FILE NAME AND REPLACE IT WITH YOUR USF ID# (e.g., "U12345678 Essay 1.docx") before submitting.

Plagiarism:

Definition of *plagiarism* in USF Regulation 3.027.

Plagiarism is intentionally or carelessly presenting the work of another as one's own. It includes submitting an assignment purporting to be the student's original work which has wholly or in part been created by another person. It also includes the presentation of the work, ideas, representations, or words of another person without customary and proper acknowledgement of sources. Students must consult with their instructors for clarification in any situation in which the need for documentation is an issue and will have plagiarized in any situation in which their work is not properly documented.

a) Every direct quotation must be identified by quotation marks or appropriate indentation and must be properly acknowledged by parenthetical citation in the text or in a footnote or endnote.

b) When material from another source is paraphrased or summarized in whole or in part in one's own words, that source must be acknowledged in a footnote or endnote, or by parenthetical citation in the text.

c) Information gained in reading or research that is not common professional knowledge must be acknowledged in a parenthetical citation in the text or in a footnote or endnote.

d) This prohibition includes, but is not limited to, the use of papers, reports, projects, and other such materials prepared by someone else.

Netiquette Guidelines

1. Act professionally in the way you communicate. Treat your instructors and peers with respect, the same way you would do in a face-to-face environment. Respect other people's ideas and be constructive when explaining your views about points you may not agree with.
2. Be sensitive. Be respectful and sensitive when sharing your ideas and opinions. There will be people in your class with different linguistic backgrounds, political and religious beliefs, or other general differences.
3. Proofread and check spelling. Doing this before sending an email or posting a thread on a discussion board will allow you to make sure your message is clear and thoughtful. Avoid the use of all capital letters, it can be perceived as if you are shouting, and it is more difficult to read.
4. Keep your communications focused and stay on topic. Complete your ideas before changing the subject. By keeping the message on focus you allow the readers to easily get your idea or answers they are looking for.
5. Be clear with your message. Avoid using humor or sarcasm. Since people can't see your expressions or hear your tone of voice, meaning can be misinterpreted.

XXI. Learning Support and Campus Offices

Academic Accommodations
Students with disabilities are responsible for registering with Student Accessibility Services (SAS) in order to receive academic accommodations. For additional information about academic accommodations and resources, you can visit the SAS website.
SAS website for the Tampa and Sarasota-Manatee campuses.
SAS website for the St. Pete campus.

Academic Support Services
The USF Office of Student Success coordinates and promotes university-wide efforts to enhance undergraduate and graduate student success. For a comprehensive list of academic support services available to all USF students, please visit the Office of Student Success website.

Canvas Technical Support
Include information where students can find technical support.
If you have technical difficulties in Canvas, you can find access to the Canvas guides and video resources in the "Canvas Help" page on the homepage of your Canvas course. You can also contact the help desk by calling 813-974-1222 in Tampa or emailing help@usf.edu.
IT website for the Tampa campus.
IT website for the St. Pete campus.
IT website for the Sarasota-Manatee campus.

Center for Victim Advocacy
The Center for Victim Advocacy empowers survivors of crime, violence, or abuse by promoting the restoration of decision making, by advocating for their rights, and by offering support and resources. Contact information is available online.

Counseling Center
The Counseling Center promotes the wellbeing of the campus community by providing culturally sensitive counseling, consultation, prevention, and training that enhances student academic and personal success. Contact information is available online.

Counseling Center website for the Tampa campus.
Counseling Center website for the St. Pete campus.
Counseling Center website for the Sarasota-Manatee campus.

Tutoring
The Tutoring Hub offers free tutoring in several subjects to USF undergraduates. Appointments are recommended, but not required. For more information, email asctampa@usf.edu.
Tutoring website for the Tampa campus.
Tutoring website for the St. Pete campus.
Tutoring website for the Sarasota-Manatee campus.

Writing Studio
Example: The Writing Studio is a free resource for USF undergraduate and graduate students. At the Writing Studio, a trained writing consultant will work individually with you, at any point in the writing process from brainstorming to editing. Appointments are recommended, but not required. For more information or to make an appointment, email: writingstudio@usf.edu.
Writing studio website for the Tampa campus.
Writing studio website for the St. Pete campus.
Writing studio website for the Sarasota-Manatee campus.

XXII. Important Dates to Remember

For important USF dates, see the Academic Calendar at http://www.usf.edu/registrar/calendars/

Example:
Drop/Add Deadline: *Fri, Jan 13, 2023*
Dr. Martin Luther King Day Jr. Holiday: *Mon, Jan 16, 2023*
Mid-term Grading Opens: *Mon, Feb 20, 2023*
Mid-term Grading Closes: *Tues, Mar 7, 2023*
Spring Break Week: *Mon, Mar 13 – Sun, Mar 19, 2023*
Withdrawal Deadline: *Sat, Mar 25, 2023*
Test Free Week: *Sat, Apr 22 - Fri, Apr 28, 2023*
Final Examination Week: *Sat, Apr 29 - Thurs, May 4, 2023*