**Valencia College**

MAN 4504 Operational Decision Making

Course Syllabus

# Course Information

**Course:** MAN 4504 Operational Decision Making

**Campus:** West

**Semester/Term:** Spring 2023

**Prerequisites:** Minimum grade of C in MAR 3023

**Credit Hours:** 3

**Class Meeting Day/Time:** Online

# Professor Information

**Professor: Dr. Nina John**

**Email:** [*NEtienne2@valenciacollege.edu*](mailto:NEtienne2@valenciacollege.edu)

**Office Phone:** *727-512-1945*

**Office Location:**Online

**Office Hours: Will respond within 24 hours**

# Course Description

This course is a study of operational decision-making techniques to improve the processes and productivity in organizations. Topics will include, but are not limited to, quality and outcomes, efficiency, forecasting, work-flow processes, inventory control, design of goods and services, waiting lines, critical path, and managing a project.

# Course Major Learning Outcomes

In this course, students will:

* Discuss and analyze how operations and supply strategy relate to business process and success.
* Determine the critical path for a project.
* Apply decision trees to analyze alternatives.
* Develop and interpret break-even analyses.
* Apply waiting line (queuing) analysis to model common waiting line situations.
* Explain issues related to sourcing decisions.
* Explain issues related to locating business facilities.
* Discuss and apply “just in time” concepts.

# Required Text

The Open Educational Resources (OER) used for the duration of this course (No Textbook Fee). **Introduction to Operations Management** <https://pressbooks.senecacollege.ca/operationsmanagementintro/>.

# Course Organization

The course assignments will be divided into four categories that will comprise the final grade.

| **Assignment Type** | **Total Percentage** |
| --- | --- |
| Discussions | 35% |
| Exercises | 50% |
| Final Exercise | 15% |

# Course Grading Scale

This course uses the following grading scale.

| **Total Percentage** | **Letter Grade** |
| --- | --- |
| 90% - 100% | A |
| 80% - 89% | B |
| 70% - 79% | C |
| 60% - 69% | D |
| 0% - 59% | F |

# Course Policies

## Academic Honesty Policy

Each student is expected to do his or her own work, unless otherwise specified. Cheating will not be tolerated and will result in an automatic “zero” on that exam or assignment. **Cell phones will not be permitted** to be used as calculators or for any other reasons **during exams**. Anyone accessing their phone during an exam will receive a zero for that exam. Students may not leave the classroom for any reason during exams.

Course assignments will be checked for plagiarism using the "Unicheck" Plagiarism software, which is embedded into each assignment. All forms of academic dishonesty are prohibited at Valencia College. Academic dishonesty includes, but is not limited to, acts or attempted acts of plagiarism, cheating, furnishing false information, forgery, alteration or misuse of documents, misconduct during a testing situation, facilitating academic dishonesty, and misuse of identification with intent to defraud or deceive. **For more information, view the** [Valencia College Academic Dishonesty Policy.](https://online.valenciacollege.edu/courses/25777/files/2624814/download?wrap=1)

## Discussion Instructions

**(Initial Post is Required before “Viewing” Peer Posts):**

You are required to submit a substantial response. A substantial response is one that stays on topic and fully addresses the assignment in a clear, concise, and meaningful manner. Substantial content refers to providing relevant content toward the actual topic of the discussions. This includes quality input, questions, and information in your discussion posts and responses to peers.

**The deliverable length of initial posting must be at least 150 words. After the initial posting, students are required to respond to at least two (2) peers’ responses.** Peer responses must be **at least 50 words** for each response, in order to receive full credit. Discussions must be the student’s original thoughts based on the topics from the**"Open Educational Resource" (OER)** Course Textbook and/or other referenced sources. Direct quotes from references must be less than 10 words. Please review postings for sentence structure, grammar, and punctuation errors.

Plagiarized discussions will result in a "0" for the submission of this assignment.

Late submissions are not accepted for discussions.

All assignment(s) derive from the OER Textbook. For academic purposes, at least 1 APA formatted reference is required pertaining to the topic(s).

### **Discussion Posting Rules**

* Personal attacks of other students because of their posts will not be tolerated.
* Provide clear analysis and insight into the topic or questions.
* Post original thoughts to avoid plagiarism and the penalties for plagiarism.
* Zero or minimal credit will be given to students with very FEW or NO SUBSTANTIVE postings or who post all posts within a matter of minutes or all on the last day.
* Proof postings to eliminate offensive references, poor sentence syntax, misspelled words, etc.

## Final Reflection Paper - Course MAN4504

## Instructions

This paper is the final assignment in the course and is worth 100 points.

Write a paper reflecting on the top five things you learned in the course. The paper needs to be at least two full pages plus a title page, each of the five items/concepts need to be thoroughly explained in your own words, and you should include why you think these items/concepts are important. How have you applied these concepts in your personal/professional life and how might you use these concepts in your future?

Please do not just list five things and say they are important because you will need to know them in your career. I am looking for well-thought out and supported responses. Please attach your paper as a Microsoft Word document.

## Homework

For onsite students: If a student is absent, it is his/her responsibility to contact a class member, obtain the assignment and come to the next class meeting prepared. If a student is absent the day of an exam, they will receive a zero. See “Assignments” for late submission information.

## Expected Student Conduct:

Valencia College is dedicated, not only to the advancement of knowledge and learning, but is concerned with the development of responsible personal and social conduct. By enrolling at Valencia College, a student assumes the responsibility of becoming familiar with and abiding by the general rules of conduct. The primary responsibility for managing the classroom environment rests with the faculty. Students who engage in any prohibited or unlawful acts that result in disruption of a classroom or Valencia’s rules may lead to disciplinary action up to and including expulsion from Valencia. Disciplinary action could include being withdrawn from class, disciplinary warning, probation, suspension, expulsion, or other appropriate and authorized actions. You will find the student code of conduct in the current [Policy & Procedures Manual.](https://valenciacollege.edu/about/general-counsel/policy/)

## Attendance Policy

### In-Class Attendance

Valencia College students are held accountable for meeting all course requirements. Students must therefore realize that they are expected to attend all regularly scheduled meetings of courses in which they are enrolled. Professors will record attendance during each class session. The student is expected to carry out all assigned work and to take examinations designated by the instructor. Students are required to log on to Canvas weekly, review the week's course material and submit appropriate assignments/exams. Student assignments within Canvas are due for each module of the course**.**  Failure to submit these assignments or to take examinations at the designated times may result in an appropriate reduction in grade or being dropped from the course.

### Online Attendance

For online attendance, students are required to log on weekly, review the week's course material, and submit appropriate assignments/exams. Student assignments within Canvas are due for each module of the online course. Attendance will be taken based on your submitting assignments weekly. If a student fails to submit an assignment when due, the student will be marked absent for that week.

The instructor may automatically drop the student from a class when the student has missed 25 percent of the class meetings (In-Class or Online).

### Excused vs. Unexcused Absences

Student absences are defined as excused or unexcused. Unexcused absences are those that occur without adequate reason. Unexcused absences may be used in the computation of grades.

Excused absences are defined as absences stemming from (a) participation in college sponsored activities and (b) compelling and extenuating circumstances beyond a student’s control. Documented excused absences may not be used in the computation of grades. Instructors must allow students to make up missed examinations, quizzes, writing assignments, and other course work for documented excused absences. Examples of excused absences include, but are not limited to, the following:

* Student’s documented illness
* Student’s documented injury
* Documented death in a student’s immediate family
* Documented illness or injury in a student’s immediate family
* Documented student’s required military duty
* Documented student’s required jury duty

Professors are not obligated to excuse an absence if a student fails to provide requested documentation after the due dates have expired. Professors also reserve the right to determine when the number of excused absences exceeds a reasonable limit to the extent that it significantly interferes with a student’s satisfactory mastery of course content/skills. Excused absences do not exempt a student from course requirements, and therefore in circumstances that entail excessive excused absences the professor may reasonably recommend that a student consider withdrawal from a course.

### Procedures for Reporting Absences

It is the responsibility of the student, where possible, to notify instructors regarding absences for whatever reason or period of time. This should take place before leaving campus, during an illness, or upon return to campus. For more information, please review Valencia College’s “[Attendance Policy](https://catalog.valenciacollege.edu/academicpoliciesprocedures/classattendance/).”

## Email Policy

Students must have an active Atlas account. Students must check their Atlas e-mails regularly as to not miss any important messages from the professor. Missed messages via Atlas or any other medium (in-class, etc.) may affect your grade and are the responsibility of the student.

## Student Technology in the Classroom

I understand there are many good reasons to have laptops, mobile phones, and other wireless communication devices. Many of us have work and family responsibilities that sometimes cannot wait until the end of class.

Recognizing that it may be necessary on occasion to communicate with others during class, please do not text, email, surf, or talk on electronic devices while class is in session. Feel free to leave the classroom for a moment to take care of any necessary communications. If I find you are not engaged in the class due to the use of a device, I may ask you to put your electronic device away for the remainder of the class session and/or semester.

Florida is a “two consent” state concerning recording conversations. Students may not record their instructors, either in conversation or in class, without their consent. If you want to record a classroom conversation, you must first receive permission from everyone in the room.

## Academic Accommodations for Students with Disabilities

**“**Students with disabilities who qualify for academic accommodations must provide a Notification to Instructor (NTI) form from the [Office for Students with Disabilities](https://valenciacollege.edu/students/office-for-students-with-disabilities/) (OSD) and discuss specific needs with the professor, preferably during the first two weeks of class. The Office for Students with Disabilities determines accommodations based on appropriate documentation of disabilities. See the appropriate office for more information:

* East Campus Bldg. 5, Rm. 216 Ph: 407-582-2229 Fax: 407-582-8908 TTY: 407-582-1222
* West Campus SSB, Rm. 102 Ph: 407-582-1523 Fax: 407-582-1326 TTY: 407-582-1222
* Osceola Campus Bldg. 1, Rm. 140A Ph: 407-582-4167 Fax: 407-582-4804 TTY: 407-582-1222
* Winter Park Campus Bldg. 1, Rm. 212 Ph: 407-582-6887 Fax: 407-582-6841 TTY: 407-582-1222

## Student Assistance Program

Valencia College is interested in making sure all our students have a rewarding and successful college experience. To that purpose, Valencia students can get immediate help with issues dealing with stress, anxiety, depression, adjustment difficulties, substance abuse, time management as well as relationship problems dealing with school, home, or work. [BayCare Student Assistance Services](https://catalog.valenciacollege.edu/studentservices/baycarestudentassistanceservices/) are free to all Valencia students and available 24 hours a day by calling (800) 878-5470. This number is also located on the back of your Valencia Student ID. Free face-to-face counseling is also available.

## Withdrawal Policy

For the withdrawal policy deadline for the semester, please review the “Important Dates & Deadlines” section of the [Academic Calendar](https://catalog.valenciacollege.edu/studentservices/baycarestudentassistanceservices/).

A student who withdraws from class before the established deadline for a particular term will receive a grade of “W”. A student is not permitted to withdraw after the withdrawal deadline. After this date, the grade assigned will be based on the student’s academic achievement in class and the actual work completed.

## **Technical Support**

If you need Canvas Technical Support, click on "Help" on the left side of the Canvas course to access the point of contact for Valencia College Technical Support. Canvas Chat Support and the Canvas Support Hotline (407) 582-5600 are available to you 24/7. You may also view the [Canvas Resources Website.](https://valenciacollege.edu/faculty/canvas-resources/)

## Institutional Core Competencies

The following Valencia Student Competencies will be reinforced throughout the entire course:

* **THINK –** Analyze data, ideas, patterns, principles, and perspectives employing facts, formulas and procedures of the discipline.
* **VALUE** – Distinguish among personal, ethical, aesthetic, cultural, and scientific values evaluating your own and others values from a global perspective in the process of learning the discipline.
* **COMMUNICATE –** Identify your own strengths and need for improvement as a communicator employing methods of communication appropriate to your audience and purposefully evaluate the effectiveness of your own and others communication.
* **ACT** – Apply disciplinary knowledge, skills, and values to educational and career goals acting effectively and appropriately in various personal and professional settings responding also to changing circumstances.

# Course Schedule

You may view the assignment schedule, along with assignment deadlines on the Syllabus link in Canvas. We will learn how to navigate this site as a class within our first few class meetings. You can familiarize yourself with Canvas by completing [Canvas101.](https://online.valenciacollege.edu/enroll/66YWAC)

# Disclaimer:

Changes in this syllabus, schedule, and or college policy may be made at any time during the course per instructor discretion. Students are responsible for staying abreast of these changes.