

**MGMT 4170.001&.026 – Employee and Labor Relations  
Spring Semester, 2016**

**We are using Blackboard Learn, 9.1 (often shorten to read, “Learn”) for delivery of Mgmt 4170. This section of 4170 is offered as a 100% online delivery; there are no face-to-face sessions designed for this section. Online course experiences are different than traditional, face-to-face classes; be sure that online delivery is the best learning-delivery mode for you to use in your study of labor-management issues. Please call me to visit about the differences between online and traditional learning delivery if online delivery is a new experience for you.**

**Remember: Blackboard Learn Student Help Desk is available by calling: 940.565.2324 and all Help Desk contact information, hours, etc., are available on your course Login page.**

**Catalog Description:**

**MGMT 4170. Employee and Labor Relations;** 3 hours. Employee and employer relationships; problems and theories of the bargaining process. This course concentrates on the labor-management processes that are used to manage the human resource function when employees are represented by a labor union. Selected topics include labor union structure, labor law, and labor and management strategies to reach agreement, conflict settlement, negotiation, and grievance management. Senior level standing is recommended. Cases, lectures and experiential exercises are used during the course. Open to non-business majors.

**Course Objectives:**

The general/broad learning objectives of this course are as follows;

1. To develop an understanding of the union-management relationship.
2. To understand the foundations of labor law in the U.S.
3. To understand the importance of embracing and managing diversity in organizations.
4. To identify the role of unions in the U.S. economy.
5. To learn about important role negotiation and conflict settlement skills to a successful career in management.
6. To examine a number of traditional and contemporary approaches to negotiating the labor agreement.
7. To examine the role of participative management for employees represented by a bargaining agent and those employees not.

8. To develop an awareness of the potent role of groups and teams in organizations and how they impact performance, discipline, and grievance settlement.
9. To learn how to be a contributing member of a productive management team.
10. To understand the importance of managing conflict and negotiation in organizations.
11. To appreciate the role of influence tactics, empowerment, and politics in organizations.
12. To review the current state of knowledge with respect to leadership and the role of first line supervisors.
13. To learn about work design and technology in organizations.
14. To learn about employee discipline and the importance of policy and procedures.
15. To understand how to manage change in organizations.
16. To apply course concepts to practical organizational problems.

**Specific Learning Objectives for each lesson are found in our Blackboard Course files. After entering your Bb course, you will click on the Course Content tool; in turn, click on the Lesson/chapter you wish to open, click on the Chapter Learning Objectives.**

#### **Instructor Information:**

The instructor for this course is Dr. J. Lynn Johnson. Office: BLB 329B. Phone: office (940) 565-3147; FAX (940)-565-4394; Please read our class Announcements for my Cell Phone Number; it is the best number to reach me. My e-address is: [Lynn.johnson@unt.edu](mailto:Lynn.johnson@unt.edu)

#### Conference hours:

Because this course is 100% online delivered, most of the counseling, mentoring, academic assistance, etc. is provided electronically. I read and reply to e-mail messages each day, Monday—Sunday, during the academic term. I answer my cell number and reply to messages placed on my cell each day during our course term. My Cell number will be provided in a class Announcement entitled, Professor's Contact Information---please use the cell number or e-mail to contact me during our course. If you would like to arrange a face-to-face office visit, please see my contact information to request an appointment. We will work toward a day/time that fits both of our calendars. I usually schedule office appointments in BLB 329B between the hours of 1:00pm and 4:00pm, Monday, Tuesday, and Wednesday---Please call to schedule a day and time.

**Textbook (required):**

The textbook for this course is: The Labor Relations: Striking a Balance, 4th Edition, John W. Budd, McGraw-Hill Irwin, 2013. Chapter readings are closely aligned with lesson content and assignments. Please read the assigned chapters before or as you complete the related lessons and assignments.

**Components for Evaluation of Performance and Grading System (Assessment):**

Components	Max Points
Questions for Discussion(QFD) & Participation--13 discussions @ 5 pts each (each QFD requires 2 posts from you—you must respond to all of my Question(s) plus one(1) reply to class-mate)	65
Chapter/Lesson quizzes—13 quizzes @ 5 pts each	65
Exam 1 (over text Chapters 1, 2, 3, 4)	100
Exam 2 (over text Chapters 5, 6, 7, 8)	100
Exam 3 (over text Chapters 9, 10, 11, 12, 13)	100
<b>TOTAL</b>	<b>430</b>

**At the end of the course, 387 points and above = A; 344-386 POINTS = B; 301-343 POINTS = C, etc. FINAL NUMERIC SCORES WILL NOT BE ROUNDED (FOR EXAMPLE, 343 TOTAL POINTS AT THE END OF THE COURSE WILL BE A "C", 386 WILL BE A "B", ETC.). FINAL SCORES/GRADES WILL NOT BE "CURVED" OR "ADJUSTED".**

**ADJUSTMENT OF E1, E2, & E3 SCORES MAY BE MADE IMMEDIATELY AFTER ONE OR MORE OF THESE EXAMS (NOT AT THE END OF THE COURSE) AFTER ANALYSIS OF THE FREQUENCY OF QUESTIONS MISSED.**

**There is NO EXTRA CREDIT OR BONUS POINTS IN THIS COURSE.**

**Questions for Discussion (QFDs) Participation:**

Part of an effective class is the synergy created with in-class and online discussions. Your assignments require that you participate with online discussions. Our Questions for Discussion (QFD) serves as our course method to achieve online discussions and class participation. Our QFDs require you to post an Original Response to all of my question(s) and to reply to one of the answers posted by one of your class-mates. As part of your course grade, you are required to post at least 13 Original and 13 Reply postings in the discussion forums as requested in the Questions for Discussion section of each Lesson. All QFD postings are time-sensitive as indicated in the Course Activity Schedule (CAS) chart. The QFD will be released and locked (no more posts) at the times indicated in the CAS chart. To receive credit for your QFD work, you must post your answers between the Release Day/time and Lock Day/time. **No partial credit, your score will be zero or 5; when you have answered all of**

my questions plus replied to one of your class-mates. Discussion credit (points) will be assigned the week following the close of a discussion; usually within two to four days. Discussion Forums are intended to promote discussion among students. **THERE IS NO PROVISION FOR MAKING UP A MISSED QUESTION FOR DISCUSSION AND NO QUESTIONS FOR DISCUSSION WILL BE ADMINISTERED AT A TIME DIFFERENT THAN THAT PROVIDED IN THE COURSE SYLLABUS.**

**DO NOT attach a file in lieu of text in a Discussion post. No one will read it done this way as it requires a download & is too much trouble.**

**Instructions for Posting to our Discussion Boards: Just click on the word, reply, you will see when you scroll down while on a Lesson's Question for Discussion page. You will NOT be creating a new Discussion thread if you 'just click on reply.' You will click on 'reply' also in responding to a class-mates post.**

REMEMBER YOU HAVE A DISCUSSION ASSIGNMENT FOR EACH LESSON/CHAPTER. TWO STEPS ARE REQUIRED TO RECEIVE FULL CREDIT FOR YOUR DISCUSSION QUESTIONS. If you Reply to all of my discussion questions but do not post a Reply to a Class-mate, you will receive a zero for that discussion. And, you will not receive any credit unless you answer ALL of my questions posted. Again, remember that you must complete a Discussion assignment for each Lesson/Chapter by posting one (1) original response to ALL of the questions I ask AND at least one (1) Reply to a Class-mate's post by the Syllabus deadline for the assignment. If I find that you did or did not do this in a discussion that is already closed (and that I did or did not give you credit for originally) I will go back and adjust your grade accordingly.

Public Discussion replies from me are unusual. A Discussion reply post from me will be rare simply because of the volume involved.

### **Practice Questions, Chapter Quizzes, and Exams:**

Our course contains three different types of assessments---Practice Questions (PQ), Chapter Quizzes (CQ), and Exams. It is my hope that each assessment component will help you make progress toward your target course goal.

**Practice Questions**---are available to provide you multiple opportunities to 'test yourself' at no risk. PQ are written and have the same relationship of question/answer to chapter content that you will find in CQ and exams. PQ release and lock with the Module it supports. PQ are for you to use in your study, review, and practice if you wish to access them---PQ scores ARE NOT counted as part of your course grade. You are allowed to access and complete each PQ multiple times---up to 3 attempts---during the open period.

Practice Questions Scores and Feedback. Your score, review of the questions, and the answer you submitted are available after you submit the PQ. The PQ will Lock/close a few minutes prior to the Module exam's first release day/time.

**Chapter Quizzes**----You will have **13** Blackboard Learn Chapter Quizzes over the course term. No Chapter Quiz grades will be dropped. All quizzes are assessed by clicking on the word, Quizzes, found in the list of course tools and will be available on and will expire on the dates specified on the Course Activity Schedule chart. In other words, you may take the Chapter Quiz anytime 'between the Release day/time and the Lock day/time' shown on the Course Activity Schedule chart of our syllabus. All Quizzes are open book, open notes. Complete the quizzes without the help of anyone else. Complete the quizzes as you work through each corresponding lesson. You will receive a zero if you do not complete a quiz prior to its Lock day/time.

Each quiz contains 5 multiple choice questions and has a time limit of 10 minutes (ODA certified students 20 minutes). You can take a Chapter Quiz **only once**. **UNT Blackboard Learn Server time rules for any and all Quiz/Testing purposes. THERE IS NO PROVISION FOR MAKING UP A MISSED QUIZ AND NO QUIZ WILL BE GIVEN AT A TIME DIFFERENT THAN THAT PROVIDED IN THE COURSE SYLLABUS.** The five multiple choice questions in our CQ are written and have the same relationship of question/answer to chapter content that you will find in the major exams. Because CQ are open for different number of days (e.g., our Lessons also are open for different number of days), your Chapter Quiz feedback information occurs in two steps.

Chapter Quiz Score and Feedback. *Step 1.* Your CQ score is returned immediately after you submit the Quiz. Thus, you will submit your Quiz and you click on My Grade tool to view your score. *Step 2.* You may view and download your CQ questions and submitted answers after the Lock day/time for the Lesson your CQ covers. In other words, you get your score in Step 1; but, you must wait until your Lesson locks to be able to access the questions and answers submitted. If you want to print out the CQ questions and your submitted answers for later review and study (e.g., I recommend that you use CQ for review, etc.), this is the time period to do so. Questions and submitted answers will lock (e.g., no longer available) at the start of the Module exam's first release day/time.

**Exams (See also Exams Appendix at the end of this Syllabus) ----**Three (3) timed, open book/open notes exams will be administered using Blackboard Learn course system on the dates, at the times, and having the coverage and format indicated in the Course Activity Schedule chart. Complete the Exams without the help of anyone else. Each exam will consist of 50 multiple choice questions. "Exam Information" Appendix "A" at the end of this Syllabus contains more information about online exams. If something prevents you from starting/opening an exam during the scheduled availability period, a score of zero is entered for the Exam. Because you have 'made

NO Attempt at the exam, the course Missed Exam Policy applies to your situation—review that policy and follow its requirements to remove the zero.

To take an exam, you must start your exam during the "availability window" (i.e. the time period between Release and Lock on the date assigned) by clicking on the word, Exam, in the course tool list followed by clicking on the word, Begin. After clicking to Begin your exam, you will have the budgeted time to complete. I recommend, strongly, that you start your exam early during the Open/Access Window. By starting early, you will also have access to Blackboard Student Help Desk at 940.565.2324 and to your Professor (e.g. See Professor Contact Information in the syllabus). *If you have started your exam and have problems during your exam, call or e-mail your Professor immediately---do not leave your test-taking area until you receive a reply from your professor.*

Exam Score and Feedback. You will not be able to view your exam score until I have completed a post-exam analysis. You should expect an Announcement that our scores are released 6 to 12 hours after the close of the 'last exam access/open window.' You will view your exam score in your My Grades tool. If you would like to review the exam questions and your submitted answers, please contact your professor to arrange an office visit for you to review your exam questions.

**Missed Exams Policy:** For your success in this course, I recommend that you take each exam on the syllabus scheduled day and time shown in our Course Activity Schedule chart. Student grade records in prior sections of this course prove that student grades are maximized if exams are taken on the regular exam schedule. If you must miss an exam, you must take two (2) steps: 1. write the Professor an e-mail explanation prior to the exam day/time or immediately after the emergency event that prevented you from taking the exam and 2. Complete the Make-up Exam on the Day and Time noted in the syllabus' Course Activity Schedule chart.

Our Missed Exam policy, above, does not allow a 'retake of an exam or retake to improve one's score.' In other words, each student will take each major exam one (1) time only.

Exam	Date/Availability Period *	# Questions, Format, Time to Complete *	Chapters (Lessons) Covered
1	Monday, 2/15 4:00pm – 9:00pm	50 Multiple Choice/TF 50 minutes	Chapters 1, 2, 3, 4 (Lessons 1-4)

	OR Tuesday, 2/16 6:00am to 8:00am		
2	Monday, 3/28 4:00pm – 9:00pm OR Tuesday, 3/29 6:00am to 8:00am	50 Multiple Choice/TF 50 minutes	Chapters 5, 6, 7, 8 (Lessons 4-8)
3	Sunday, 5/8 4:00pm – 9:00pm OR Monday, 5/9 6:00am to 8:00am	50 Multiple Choice/TF 50 minutes	Chapters 9, 10, 11, 12, 13 (Lessons 8-13)
Make- up Exam1 Exam2	Sunday, 5/8  2:00-8:00pm 2:00-8:00pm	50 Multiple Choice Questions  50 minutes	Make-up Exam Chapters match those identified above for regularly scheduled exams

**\* UNT Blackboard/vista Server time rules for any and all Examination/testing purposes.**

**Research involving thousands of students in this course over the past 5 years indicates that 50 minutes is more than enough time to answer 50 examination questions in this senior level, survey course ..... if you know the material. If you do not know the material, no amount of examination time will be enough. To do well in this course, you will need to know and understand the text material well.**

Some of you will ask if we have two availability periods for each Exam--4:00pm-9:00pm and 6:00am to 8:00am the next morning. This is correct. Think of it this way: you will decide to take an exam in the evening or early the next day. It is your choice. I allow you to decide which time period you prefer to use---evening (P.M. between 4:00 and 9:00) OR morning (A.M. between 6:00am to 8:00am). In each time period, you have a window to start your exam; once you have started the exam, you have 50 minutes to finish, submit, and save the exam. Remember---once you start an exam, you need to finish it—contact your professor immediately if you have any problems during an exam. From the time you “pick it up,” you will have 50 minutes to complete it. Because this is not a self-paced course, please place the exam schedule onto your personal calendar.

**Time Zone Question ---the UNT Server Clock rules on all Blackboard Learn time issues.**

**Course Lessons:**

There are 13 Lessons in this course. Each lesson requires you to do the following: 1. read a chapter; 2. listen to or read a Media Story; 3. respond to lesson Questions for Discussion (QFD); and 4. Answer a Chapter Quiz. In addition, each lesson gives you the opportunity to review or study the following: 1. Chapter Overview and Learning Objectives; 2. a detailed Chapter Outline; 3. Practice Questions, and 4. Chapter Power Point slides. Your syllabus contains a Course Activity Schedule chart that details your progression through each Lesson this term and the Lesson's Chapter relative to the university's academic term calendar. Lessons are selectively released as we proceed into the term.

### **CA (Course Announcements):**

The course Announcements (CA) provides official bulletins and announcements by the instructor. CA also serves to provide information about course procedures and course issues. Since CA is an "official site" for the course, you are responsible for knowing what is in CA. **Please reply privately to class announcements by sending the instructor a private e-mail message to discuss individual/private matters.**

### **Course Activity Schedule Chart:**

**MGMT 4170.001&.026, Spring Semester, 2016**  
**Assignment due Dates, Release Dates, & Availability Summary**  
**(Subject to Revision by Instructor)**

"NLT" means *No Later than*, "L" means *Lesson*, "C" means text *Chapter*, "QFD" Means *Questions for Discussion*, "CQ" means *Chapter Quiz*.

**Color Codes:**

**Questions for Discussion (QFDs)**

**Chapter Quizzes CQ**

**Exams**

**NOTE: Lesson numbers correlate with text Chapter numbers in all Lessons. Therefore, Lesson 11 covers Chapter 11 and L12=C12.**

<b>Date</b>	<b>(NLT) No Later Than Time</b>	<b>Complete Activity/Assignment No Later Than This Date and Time OR Availability</b>
1/19 (Tuesday)	7:00am	Lessons 1-4 Released (become available) Student Information Survey Released
1/24 (Sunday)	4:00pm	Lesson 1 QFD Locked Lesson 1 Quiz Locked
1/31 (Sunday)	4:00pm	Lesson 2 QFD Locked



		Lesson 2 Quiz Locked
2/7 (Sunday)	4:00pm	Lesson 3 QFD Locked Lesson 3 Quiz Locked
2/14 (Sunday)	4:00pm	Lesson 4 QFD Locked Lesson 4 Quiz Locked
2/14 (Sunday)	11:00pm	Lessons 5,6,7,&8 Released (become available)
2/15 (Monday) OR 2/16 (Tuesday)	Mon., 4:00 to 9:00pm OR Tu., 6:00 to 8:00am	Take Exam 1 over Chapters 1, 2, 3,&4  OR  Take Exam 1
2/21 (Sunday)	4:00pm	Lesson 5 QFD Locked Lesson 5 Quiz Locked
2/28 (Sunday)	4:00pm	Lesson 6 QFD Locked Lesson 6 Quiz Locked
3/6 (Sunday)	4:00pm	Lesson 7 QFD Locked Lesson 7 Quiz Locked
3/27 (Sunday)  4/27	4:00pm  11:00pm	Lesson 8 QFD Locked Lesson 8 Quiz Locked  Lessons 9,10,11,12&13 Released (become available)
3/28 (Monday) OR 3/29 (Tuesday)	4:00 to 9:00pm OR 6:00 to 8:00am	Take Exam 2 over Chapters 5, 6, 7,& 8  OR  Take Exam 2
4/3 (Sunday)	4:00pm	Lesson 9 QFD Locked Lesson 9 Quiz Locked
4/10 (Sunday)	4:00pm	Lesson 10 QFD Locked Lesson 10 Quiz Locked
4/17 (Sunday)	4:00pm	Lesson 11 QFD Locked Lesson 11 Quiz Locked

4/24 (Sunday)	4:00pm	Lesson 12 QFD Locked Lesson 12 Quiz Locked
5/1 (Sunday)	4:00pm	Lesson 13 QFD Locked Lesson 13 Quiz Locked
5/8 (Sunday)	Sun. 4:00pm-9:00pm	Take Exam 3 over Chapters 9,10,11,12&13 OR
5/9 (Monday)	OR Mon. 6:00am to 8:00am	Take Exam 3
5/8 (Sunday)	2:00-8:00pm	
Make-up Exams: Exam 1		Chapters 1,2,3&4
Exam 2		Chapters 5,6,7&8

### **POLICY ON MISSING QUIZZES, DISCUSSIONS, EXAMS & OTHER ASSIGNMENTS**

**SPECIAL NOTICE:** This is not a self-paced course. Major examinations will be administered on the following day/times:

**Exam 1 (Feb 15 & Feb 16):** Ex 1 opens on 2/15, Monday evening between 4:00 and 9:00pm, the exam will reopen on 2/16, Tuesday morning between 6:00am and 8:00am,

**Exam 2 (Mar 28 & Mar 29):** Ex 2 opens on 3/28, Monday evening between 4:00 and 9:00pm, the exam will reopen on 3/29, Tuesday morning between 6:00am and 8:00am,

**Exam 3 (May 8 & May 9):** Ex 3 opens on 5/8, Sunday evening between 4:00pm and 9:00pm, the exam will reopen on 5/9, Monday morning between 6:00am and 8:00am.

If you miss an exam, re-read the Missed-exam policy statement to know the steps you must take to participate in the Make-up Exam period on Sunday, 5/8 between 2:00pm and 8:00pm.

### **UNT POLICY ON ACADEMIC DISHONESTY:**

**(Source: Code of Conduct and Discipline at the University of North Texas section of the Student Guidebook.)**

The University of North Texas Code of Student Conduct and Discipline provides penalties for misconduct by students, including academic dishonesty. Academic dishonesty includes cheating. The term **cheating** includes, but is not limited to the following:

- plagiarism of any kind, including intra- or inter-term copying of the Discussion Posts of others;
- the use of any unauthorized assistance in taking exams;
- dependence upon the aid of sources beyond those authorized by the instructor in writing papers, preparing reports, solving problems, or carrying out other assignments; and
- the acquisition, without permission, of exams or other academic material belonging to a faculty member or staff of the university (i.e., removing exams from the classroom or teaching assistant's office and accepting exams from fellow students).

If an individual engages in any form of academic dishonesty related to this course, he/she will receive a letter grade of "F" in the course in addition to a letter grade of "F" on the course activity to which the academic dishonesty pertains. The student's case will be immediately referred to the Dean of Students Office for appropriate disciplinary action. This policy is intended to protect honest students from unfair competition with unscrupulous individuals who might attempt to gain an unfair advantage through academic dishonesty.

The expectation is that the instructor and all students will adhere to all guidelines of UNT's Code of Student Conduct and all information at the Center for Student Rights and Responsibilities website site [www.unt.edu/csrr](http://www.unt.edu/csrr) .

**Students with Disabilities:**

The College of Business Administration complies with the Americans with Disabilities Act in making reasonable accommodation for qualified students with disabilities. If you have an established disability as defined in the Americans with Disabilities Act, are registered with the UNT Office of Disability Accommodation (ODA), and would like to request accommodation, *please contact the instructor of this course as soon as possible to arrange accommodation*, preferably by email. Instructor office hours, locations, phone numbers, etc., are listed in this Course Syllabus. University Policy requires that students notify their instructor(s) within the first week of class that an accommodation will be needed.

**Important Notice for F-1 Students:**

**THERE IS NO REQUIRED on-campus experiential component for this course.** To comply with immigration regulations, however, an F-1 visa holder within the United

States may need to engage in an on-campus experiential component for this course. Because the decision may have serious immigration consequences, if an F-1 student is unsure about his or her need to participate in an on-campus experiential component for this course, **s/he should contact the UNT International Advising Office** (telephone 940-565-2195 or email [international@unt.edu](mailto:international@unt.edu)).

**Other:**

**Withdrawing (Drop Procedures) from this Course:** If you drop during the W/WF period, I will determine whether you are passing (equal to or greater than 60% of points to date) at the time of the drop. If so, you will receive a W. If you have less than 60% of points to date, you will receive a WF. The Management Department (940.565.2056) will provide help with Drop Procedures---without a trip to our Denton campus---for anyone considering withdrawing for this course.

## APPENDIX A - EXAM INFORMATION

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### *Exam Information, Tips, Reminders, and Answers to Frequently Asked Questions (Applies to all Exams)*

**Availability.** Exams 1, 2, and 3 will be available during (and only during) the time outlined in the Course Syllabus. Failure to take an Exam during the scheduled availability period will result in your receiving a zero on the Exam. You must take specific action steps to remove the grade of zero in the process of taking the Make-up exam.

You can start your exam anytime in the "access window" (4:00pm-9:00pm on the date assigned OR 6:00am to 8:00am on the date assigned) and still have the 50 minutes time to complete. I strongly suggest that you start at the earliest available time to assure you can get into the exam during the access window.

**Coverage/Format.** Exams will cover the applicable text Chapters outlined in the Course Syllabus, and will consist of 50 multiple-choice or True/False questions

Exam	Date/Availability Period *	# Questions, Format, Time to Complete *	Chapters (Lessons) Covered
1	Monday, 2/15 4:00pm – 9:00pm	50 Multiple Choice/TF 50 minutes	Chapters 1, 2, 3, 4 (Lessons 1-4)

	OR Tuesday, 2/16 6:00am to 8:00am		
2	Monday, 3/28 4:00pm – 9:00pm OR Tuesday, 3/29 6:00am to 8:00am	50 Multiple Choice/TF 50 minutes	Chapters 5, 6, 7, 8 (Lessons 5-8)
3	Sunday, 5/8 4:00pm – 9:00pm OR Monday 5/9 6:00am to 8:00am	50 Multiple Choice/TF 50 minutes	Chapters 9,10,11,12,13 (Lessons -13)

**\* UNT Blackboard Server time rules for any and all Examination/testing purposes.**

**Duration, Beginning, Finishing.** The maximum time allowed for an Exam is 50 minutes. No answer will be allowed after this time allocation has expired. Only one (1) exam attempt is allowed. Your completion time is measured from when you click "Begin Quiz" to when you click "Finish". Again, your 50 minutes begins when you click BEGIN QUIZ. Once time has expired, you will not be able to save any more answers.

**New Browser Window/Loading.** The *quiz screen* will appear in a new browser window. Please allow the quiz to load completely before attempting to do anything else.

**Exam Instructions.** Read all exam instructions carefully! Among other directions, the Exam Instructions will read: "Please read each question carefully. You can return to any question to change the answer. To do so, use the Question Completion Status link located at the top of each assessment page. You can change your answers before you submit your exam, but not after.

**Question Delivery.** The questions will be delivered one question at a time. Any question can be revisited during the time limit. The questions may be answered in any order. If you wish, you may revisit questions after you have answered them.

**Open Book Exam.** All Exams are "open book, open notes." You are on your honor to NOT USE any other individual or source for your answers. FYI, students sitting side-by-side at different computers will receive questions in a different sequence.

**Questions Not in Chapter Sequence.** Questions are randomly drawn from the exam question inventory. As such and except be pure chance, the questions will NOT be presented in Chapter sequence.

**Similarity to Chapter Quizzes.** Exams are similar in content, format and procedure to the Chapter Quizzes. One of your better preparations for an Exam is to complete, understand and know the information covered in the Chapter Quizzes.

**Blackboard Student Help Desk.** Please familiarize yourself with all pertinent information regarding the Blackboard Student Help Desk (940.565.2324). This agency is designed to help you with determining your computer and internet server's match to the University's Blackboard system and to assist you with all technical Blackboard issues.

**Exam Scores Not Immediately Released.** Unlike the Chapter Quizzes, your exam score will **NOT** be released until the instructor has reviewed all frequently missed questions and provided any "adjustment" in final score for the class as a whole. Exam scores are usually availability 24 hours following the exam.

**Questions/Answers Not Returned.** Unlike the Chapter Quizzes, Exam questions, answers, missed questions, correct answers, etc. will NOT be returned in WebCTvista or in any other form other than in person. If you want to see or go over your exam, you will need to MAKE AN APPOINTMENT with the instructor using the information in this syllabus or Class Announcements entitled, Professor Contact Information. Please contact the instructor who will arrange a conference time for you to review your exam.

**What do you see when you are in the quiz?** Quiz summary information (the title of the quiz, your name, your start time, the time allowed, the number of questions), the quiz questions and a place for you to answer, your progress (the time remaining for you to complete the quiz, the questions you have not answered [yellow dot], the questions you have answered and saved [blue check mark], and the answered questions you have edited but not saved [red exclamation mark]).

**Answering questions.** To save your answer to a question, click Save answer. This will ensure that any work you have done is not lost in the event of any technical problems (see Troubleshooting below). This also allows you to revisit questions and make changes.

**Submitting the quiz for grading.** To submit the quiz for grading, click Finish. A confirmation message appears. Click OK. The Quizzes and Surveys screen appears. You must click OK for your quiz to be submitted for grading.

**Troubleshooting.** Enable JavaScript and **TURN POPUP BLOCKERS OFF BEFORE YOU BEGIN THE EXAM**. Since questions open in a new window (popup) **YOU WILL NOT BE ABLE TO SEE THE EXAM OR QUESTIONS IF POPUP BLOCKERS ARE ENABLED**. **It is YOUR RESPONSIBILITY TO HAVE ADEQUATE AND**

**ADEQUATELY CONFIGURED COMPUTER EQUIPMENT AND SOFTWARE TO TAKE THIS WEBCT COURSE.** Set your browser to check for newer versions of pages every time.

**Study Tips.** You must be prepared for Exams to do well on them. Try to answer as many questions as possible WITHOUT referring to the book or your notes. **I DOUBT THAT YOU WILL HAVE TIME TO EFFECTIVELY "LOOK UP" THE ANSWER TO MORE THAN 1-2 QUESTIONS -- you simply will not have time to do so.** Said another way, you must know the material well enough to answer the question the first time around without going to the book if you are going to complete the exam within the time limit. It goes without saying that you should have complete peace and quiet as you take your exam.

**Good Luck!!**