

UNIVERSITY OF NORTH TEXAS COURSE SYLLABUS
MGMT 5350.001&.026 – Labor Relations Seminar
Spring (8 Week term) Semester, 2018

Catalog Description:

MGMT 5350 is a graduate-level course designed to provide you with an overview of the field of labor relations. Labor relations occurs when management, representing the ownership of capital, and the exclusive bargaining agent for the employees (commonly referred to as the *Union*) jointly determine and administer work rules. The process of labor relations is neither automatically nor uniformly applied across public and private sector organization in the U.S. A *summary of the labor relations process shows three phases: 1) recognition of the legitimate rights and responsibilities of union and management representatives; 2) negotiation of the labor agreement; and 3) administration of the negotiated labor agreement.* UNT's Graduate Catalog states: **Mgmt 5350. 3 hours. Theory and practice related to the process of labor relations in organizations, including union organization, collective bargaining, contract negotiation and administration, grievance and alternative dispute resolution processes, and current issues related to labor relations. Open to non-business majors.**

Mgmt 5350 is a 100% Canvas delivered online course. The Department of Management offers several MBA courses in traditional, face-to-face or blended sections---this is not one of those courses. Please read the remainder of this syllabus knowing that online delivered courses differ from traditional face-to-face delivered courses in several ways, such as---i.e. timed exams vs. traditional exams; objective vs. more subjective testing methods; heavy reading vs. reading plus classroom time; independent learning vs. dependent learning responsibility. If you are concerned about these differences or others, please talk to your Academic Advisor or your professor during the University's "Drop and Add" registration period so you can consider registration alternatives.

This section of Mgmt 5350 is also delivered in **eight (8) weeks**---not the traditional 15-week Spring term. This compressed time will demand more of your attention per week than the normal 15-week time.

Course Objectives:

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

1. To develop an understanding of the labor relations process that is used in U.S. based organizations with exclusive bargaining agent for employees.
2. To understand the differences in union and management organizational structure, strategies, and functions.
3. To introduce students to the specific functional areas of negotiating a labor agreement (contract) setting forth work rules pertaining to wages, hours, terms and conditions of employment, and the rights and responsibilities of the parties governed by the contract's terms.
4. To provide students with an understanding of the social, political, and legal environment affecting the human resource management function.

5. To encourage students to critically examine the legal and practical proscriptions on employee and corporate behavior(s) as well as understanding the realities forged between the two principal parties that allow 'business to proceed'.
6. To study the day-to-day tasks of administering the agreement (contract) forged between the union and management. What is the relationship between this 'contract' and organization's functional area of human resource management?
7. To provide a background for further study and research in advanced topics such as negotiation techniques, conflict settlement, online labor relations research, computerized search possibilities, as well as, the role of politics and campaign finance reform.

Specific Course Objectives/Competencies are:

Upon the successful completion of this course, each student should be able to...

1. Understand the fundamental basic features of the contemporary U.S. labor relations system: exclusive representation, collective bargaining, detailed contracts, and private sector union density decline. (Chapter 1 & 2)
2. Study specific 'schools of thought' attempting to explain the growth of the U.S. labor relations model. (Chapter 2 & 3)
3. Investigate the question of ethics in studying, practicing, and reforming labor relations. (Chapter 3)
4. Understand the historical record of U.S. labor and its impact on 'how we do business today. (Chapter 4)
5. Establish a command of the major provisions of U.S. labor law and its importance to our labor relations model. (Chapter 5)
6. Study the range of management strategies toward labor unions and how they relate to human resources and corporate strategies. (Chapter 6)
7. Understand the general outline of union organizing activities, legal strategies for unions and management, and the role of employee voting. (Chapter 7 & 8)
8. Study the determinants and solutions to impasse, strikes, and lockouts with attention given to third-party dispute resolution mechanisms such as mediation, arbitration, and fact-finding. (Chapter 8 & 9)
9. Investigate the complex areas of contract clauses and their administration. (Chapter 10)
10. Develop an appreciation for the increased workplace flexibility and employee involvement in contemporary employment relationship and strategies. (Chapter 11)
11. What is globalization's impact on the U.S. labor relations model and how will each party react? (Chapter 12)
12. How is the U.S. labor relations model similar and different in comparison to other industrialized countries? (Chapter 13 & 14)

Instructor Information:

The instructor for this course is Dr. J. Lynn Johnson. Office: BLB 329B. Phone: (940)-565.3147; FAX (940)-565-4394; E-MAIL: Lynn.Johnson@unt.edu

Conference hours: Because our course is 100% Canvas, online delivered, most of my conferences are conducted using e-mail and tele-conferences. I read and respond to my messages every day, Monday—Sunday during our academic term. During our course, if you have written me an e-mail message and I have not replied within 12 hours, please call me so we can be sure to connect/communicate. The best telephone number to reach me is provided in our course Class Announcements entitled, Professor Contact Information. If you would like

to have a face-to-face conference, please call or drop me a note requesting a day and time. We will work out an office appointment that is best for both of us. If these arrangements do not fit your family and work situation, please drop me a note requesting arrangements that do work for you and your situation.

Textbook (required):

The required textbook for this course is: *The Labor Relations Process*, 11th edition by WH Holley, WH Ross, and RS Wolters. 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 & Participation--14 discussions @ 5 pts each (each disc req. 2 posts from you: you must respond to ALL of my Question(s) plus reply to one(1) of your class-mate's answers)	70
Chapter quizzes—14 quizzes @ 5 pts each	70
Exam 1 (over text Chapters 1, 2, 3, 4)	100
Exam 2 (over text Chapters 5, 6, 7, 8, 9)	100
Exam 3 (over text Chapters 10, 11, 12, 13, 14)	100
Term Paper—Turn in on OR before March 6 @ 9:00pm	100
TOTAL	540

At the end of the course, 486 points and above = A; 432-485 POINTS = B; 378-431 POINTS = C, etc. FINAL NUMERIC SCORES WILL NOT BE ROUNDED (FOR EXAMPLE, 485 TOTAL POINTS AT THE END OF THE COURSE WILL BE A "B").

ADJUSTMENT OF E1, E2, & E3 EXAM 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 in Mgmt 5350 require that you participate in online discussions. Online discussions require you to post an Original Response/answer to all of the question(s) I have posted and you must reply to one of the answers a class-mate has posted. As part of your course grade, you are required to participate in 14 Lessons, each lesson containing a QFD. For each QFD, you must answer all the questions I have ask and Reply to one of the answers a class-mate has posted.

All QFD postings are time-sensitive as indicated in the Course Activity Schedule chart. Discussion forums will be LOCKED/Due (e.g., no more posts) at the times indicated. No discussion credit will be given if you do not post timely responses to the Discussion Forums. No partial credit -- you must answer all my questions plus you must reply to a class-mate to receive credit for/in a discussion forum. Discussion Forums are intended to promote discussion between and 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.

Just click on the word, Reply, at the bottom of my three questions. A text box will appear that allows you to enter text or to 'cut & paste'. You will click on Reply when responding to a classmate's answer/post, also. Please do not start a new Discussion thread. Remember, it takes 2 posts within each QFD to receive full credit.

Public Discussion replies from me are unusual. A Discussion reply post from me will be rare simply because of the volume involved. I will post two or three Class Announcements that offer suggestions for 'quality posts to QFD.' I hope those give you one or two suggestions that will be helpful. I will let you know PRIVATELY if you are not on the right track. Please do not be offended if I do not reply to your discussion post. I do reply to all emails you address to me.

Although discussion posts are locked up on specific dates and times, grades will NOT be posted immediately---it will take a bit of time to read our posts. This will usually be 24 to 48 hours following the close of a QFD.

Media Stories:

Your Course Content page contains an icon for each Module of lessons in our course. To find our Media Stories, click on the Module containing your lesson/chapter; look for Media Stories. As you follow the term Media Stories, you will see a set of links that match our Lessons. Most of our QFD will require you to go to the Media Story matched to the course Lesson prior to answering the 3rd question in our Questions for Discussion (all Lesson QFD contain 3 questions). Listen or read the Media Story contained in the link; then you will have information you need to develop your answer to the QFD in a Lesson Questions for Discussion assignment.

Chapter Quizzes:

You will have **14** Blackboard/vista Chapter Quizzes over the course term. No Chapter Quiz grades will be dropped. All quizzes are within the Lessons and will be available on and will lock on the dates specified on the Course Activity Schedule chart. 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 by its deadline (Lock day/time). Each quiz contains 5 multiple choice or True/False questions and has a time limit of 10 minutes (ODA certified students 20 minutes). You can take a Chapter Quiz **only once**. Quiz scores will be posted to your My Grades found by going to the course toolbar from any course page. **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.** Remember, you must work between the Release day/time and the Lock day/time for all Chapter Quizzes. Chapter Quizzes are graded and posted immediately upon your completion. **If you want to print out the chapter quiz and results, do it when it is electronically returned --- you will not be able to access a Chapter Quiz and/or print it out at a later date.**

Exams (See also Exams Appendix at the end of this Syllabus)

Three (3) timed, open book/open notes exams will be administered online on the dates, at the times, and having the coverage and format indicated in the following schedule. Complete the Exams without the help of anyone else. Each exam will consist of multiple choice questions. "Exam Information" Appendix "A" at the end of this Syllabus contains more information about online exams. If you must miss an exam because of work, family life or other reasons, please read the syllabus **MISSED EXAM POLICY, below.**

Exam	Date/Availability Period *	# Questions, Format, Time to Complete *	Chapters (Lessons) Covered
1	Friday, 2/2 4:00pm-10:00pm OR 6:00am-8:00am, Sat 2/3	50 Multiple Choice/TF 50 minutes	Chapters 1, 2, 3, 4 (Lessons 1-4)
2	Monday, 2/19 4:00pm-10:00pm OR 6:00am-8:00am, Tu 2/20	50 Multiple Choice/TF 50 minutes	Chapters 5, 6, 7, 8, 9 (Lessons 5-9)
3	Friday, 3/9 4:00pm-10:00pm OR 6:00am-8:00am, Sat 3/10	50 Multiple Choice/TF 50 minutes	Chapters 10,11,12,13,14 (Lessons 10-14)
Make-up Ex 1 & 2	Thursday, 3/8 8:00am to 10:00pm	Same format as regular exam	Same chapters covered as regular exam
Term Paper	Due <u>on Or before</u> Tuesday, 3/6@ 9:00pm	See Guidelines	Term Research paper, all students

Missed Exams: For your success in this course, I recommend that you take each exam on the regularly scheduled day and time. 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 missed Exam on the Day and Time noted in this syllabus Course Activity Schedule chart. Remember, our course allows only one (1) attempt for each exam. This "Missed Exams" policy does not allow re-takes or second attempts to improve one's score.

Research involving hundreds of students in this course over the past 5 years indicates that 50 minutes is more than enough time to answer 50 examination questions..... if you know the material. I encourage each of you to study for our online, open book, open notes exams much as you would for an exam in a traditional face-to-face course with closed book, closed notes, etc. You will need to know and understand the text material to score well on the timed open book vista exam.

Course Lessons:

There are 14 Lessons in this course. Each Lesson contains a chapter from our textbook, course overview & learning objectives, chapter outline, power point slides summarizing the chapter's examples, chapter practice questions, chapter Discussion Questions and chapter Quiz. *You should consider the following as Required Assignments: 1. Read the chapter, 2. Complete the Questions for Discussion, and 3. Answer the Chapter Quiz.* The remaining components, course overview & learning objectives, chapter outline, power point slides, and chapter practice questions, are materials that I have provided that will help you understand our course content; however, these are not grade components. Your Course Activity Schedule chart details your progression through each Lesson with the calendar dates that you must observe/meet. Lessons are selectively released. REMEMBER, THIS IS NOT A SELF-PACED COURSE; you must work within the course and University's Academic calendar.

Course Announcements (CA):

The Course Announcements provides official bulletins and announcements by the instructor. It also serves to provide information about course procedures and course issues. You will access the CA by clicking on the word, Announcement, shown on the Blackboard tool bar. Since CA is an "official site" within Blackboard/vista and part of the course, you are responsible for the information that comes to you by Course Announcements. **Please reply privately to me on regular e-mail to discuss individual/private course matters.**

Course Activity Schedule chart:

MGMT 5350.001 & .026, Spring (8 Wk1 term) Semester, 2018

Assignment Due Dates, Release Dates, & Availability Summary, (Subject to Revision by Instructor); See Syllabus for more detail.

"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, L12=C12, and L14=C14.

Date	(NLT) No Later Than Time	Complete Activity/Assignment No Later Than This Date and Time OR Availability
1/16 (Tuesday)	7:00am	Lessons 1-4 Released (become available) Student Information Survey Released
1/21 (Sunday)	9:00pm 9:00pm 9:00pm	Lesson 1 QFD Locked Lesson 1 Ch Quiz Locked Student Information Survey Locked
1/25 (Thursday)	9:00pm	Lesson 2 QFD Locked

	9:00pm	Lesson 2 Ch Quiz Locked
1/28 (Sunday)	9:00pm 9:00pm	Lessons 3 QFD Locked Lessons 3 Ch Quiz Locked
2/1 (Thursday)	9:00pm 9:00pm 11:00pm	Lesson 4 QFD Locked Lesson 4 Ch Quiz Locked Lessons 5,6,7, &8 Released
2/2 (Friday)	Fri 4:00pm to 10:00pm Or 6:00am-8:00am on Saturday.	Take Exam 1 over Chapters 1,2,3, &4
2/4 (Sunday)	9:00pm 9:00pm	Lesson 5 QFD Locked Lesson 5 Ch. Quiz Locked
2/8 (Thursday)	9:00pm 9:00pm	Lesson 6 QFD Locked Lesson 6 Ch Quiz Locked
2/11 (Sunday)	9:00pm 9:00pm	Lessons 7 QFD Locked Lessons 7 Ch Quiz Locked
2/15 (Thursday)	9:00pm 9:00pm	Lesson 8 QFD Locked Lesson 8 Ch Quiz Locked
2/18 (Sunday)	9:00pm 9:00pm 11:00pm	Lesson 9 QFD Locked Lesson 9 Ch Quiz Locked Lessons 10,11,12,13, &14 Released
2/19 (Monday)	Mon., 4:00pm to 10:00pm Or 6:00am to 8:00am on Tuesday	Take Exam 2 over Chapters 5,6,7,8, &9
2/22 (Thursday)	9:00pm 9:00pm	Lessons 10 QFD Locked Lessons 10 Ch Quiz Locked
2/25 (Sunday)	9:00pm 9:00pm	Lesson 11 QFD Locked Lesson 11 Ch Quiz Locked
3/1 (Thursday)	9:00pm 9:00pm	Lesson 12 QFD Locked Lesson 12 Ch Quiz Locked
3/4 (Sunday)	9:00pm 9:00pm	Lesson 13 QFD Locked Lesson 13 Ch Quiz Locked
3/6 (Tuesday)	9:00pm	Turn-in Term Paper on or Before this Date
3/8 (Thursday)	9:00pm 9:00pm	Lesson 14 QFD Locked Lesson 14 Ch Quiz Locked

3/9 (Friday)	Fri 4:00pm-10:00pm OR Sat 6:00am-8:00am	Take Exam 3 over Chapters 10,11,12,13, &14
3/8 (Thursday) Make-up Exam 1 and Make-up Exam 2	Make-up Exams: Thursday: 8:00am to10:00pm	Make-up Exams will cover the chapters identified above for each exam

POLICY ON MISSING QUIZZES, DISCUSSIONS, EXAMS & OTHER ASSIGNMENTS

SPECIAL NOTICE: This is not a self-paced course. Major examinations will be administered on the day/times shown above. Some will ask if there is a choice 'as to when one takes an exam.' I have provided two exam windows for our exams---an evening time, between 4:00pm and 10:00pm and a morning time period that starts at 6:00am and ends at 8:00am. It is your choice which of these two day/time periods you will use to take your major exams. If you miss a regular exam, you will receive the grade of zero. To replace the grade, please re-read the Missed Exam Policy and follow the recommended steps.

There is no provision for missing or making up a missed QFD or Chapter Quiz assignment. These grade components allow you to complete the academic work at any point between the Release day/time and Lock day/time; thus, allowing you to use your personal calendar. Please take advantage of this provision to complete your QFD and Chapter Quizzes within the course design.

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 .

Students with Disabilities (ODA Quizzes and/or ODA Exam issues):

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).

Other Course Issues:

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.

APPENDIX - EXAM INFORMATION

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 times outlined in the Course Activity Schedule chart. Failure to take an Exam during the scheduled availability period will result in your receiving a zero on the Exam. To remove the grade of zero, one must follow the steps required in the Missed Exam policy of this syllabus.

You can start your exam anytime in the "access window" and still have the budgeted time to complete. If you start your exam and have problems---please CALL ME AT 940-300-3222 IMMEDIATELY. Do not leave your testing area. I will get back to you with help.

If you have a problem after accessing an exam, it would also be helpful if you write me an e-mail, also.

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

Exam	Date/Availability Period *	# Questions, Format, Time to Complete *	Chapters (Lessons) Covered
1	Friday, 2/2 4:00-10:00pm OR 6:00-8:00am on Sat.	50 Multiple Choice/TF 50 minutes	Chapters 1, 2, 3, 4 (Lessons 1-4)
2	Monday, 2/19 4:00-10:00pm OR 6:00-8:00am on Tu.	50 Multiple Choice/TF 50 minutes	Chapters 5, 6, 7, 8, 9 (Lessons 5-9)
3	Friday, 3/9 4:00pm-10:00pm OR 6:00am-8:00am on Sat.	50 Multiple Choice/TF 50 minutes	Chapters 10,11,12,13,14 (Lessons 10-14)

Duration, Beginning, Finishing. The maximum time allowed for an Exam 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" to when you click "Save and Submit". Again, your 50 minutes begins when you click BEGIN. 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, you will look at your first question on a quiz or exam; look 'above the first question' the 'blue ribbon' and words, **"Question Completion Status."** Click on the words, Question Completion Status. You will see a set of numbers appear that correspond to your quiz or exam questions. By using the set of numbers, you will be able to move from one question to other questions quickly and with ease. You can revisit each question by clicking on the buttons shown on the Question Completion Status but you must return to the final question to locate the 'Save and submit' command.

I suggest that you practice these various commands AND practice answering multiple choice questions in one (1) minute or less using your Chapter Quiz. Your Chapter Quizzes, in other words, are important review and study devices for your major exams.

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. I recommend that you become familiar with Canvas's Question List and use it during all quizzes and exams. The Blackboard Student Help Desk at 940.565.2324 will be glad to help you locate and familiarize you with Canvas' technical issues.

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 by 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.

Canvas Student Help Desk (940.565.2324). Please familiarize yourself with all pertinent information regarding Canvas Exams/Quizzes found on your login page.

Exam Scores Not Immediately Released. **Unlike the Chapter Quizzes, your score will NOT be immediately released. I will review the exam and release the scores approximately 2 to 6 hours after the second exam window locks. I will use a Class Announcement to inform you that your score is available.**

Questions/Answers Not Returned. Unlike the Chapter Quizzes, Exam questions, answers, missed questions, correct answers, etc. will NOT be returned in other than in person. If you want to see or go over your exam, you will need to MAKE AN APPOINTMENT with the instructor during the instructor's Scheduled Face Conference Hours. Please contact the instructor who will arrange a conference time for you to review your exam.

What action do you take when you ready to start a Chapter Quiz or Exam? Click on the word, Quiz for Chapter Quizzes (or the word, Exams for major exams) shown on the Course toolbar from any course page. Quiz or exam summary information (the title of the quiz, your start time, the time allowed, the number of questions, etc.), will appear. When you are ready to start your quiz or exam, you will click on the word "Begin" shown below the summary information. You will proceed to answer each question and Save by clicking on the word, Save. After you have answered all the questions, you must click on the words, "Save and Submit." You will be prompted by a question "if you are sure you wish to submit" your quiz/exam.

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 Save and Submit. 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!!