Welcome to your Problem Analysis Workshop! In this course, students will integrate core knowledge and skills with theories of problem and process analysis in a collaborative setting.

Course Structure

This is a **face-to-face 16w** course. The majority of coursework is delivered asynchronously in Canvas, but the class still meets for lectures and discussions on the following days:

- **SPDA 3121 Wednesdays:** 2:30pm - 4:20pm, Inspire Park, Rm 135

Communication

- **Instructor:** Dr. Pamela Scott Bracey, *Clinical Associate Professor*
- **Email:** [pamela.bracey@unt.edu](mailto:pamela.bracey@unt.edu) (please message me within Canvas)
- **Office Location:** UNT at Frisco Landing, 3rd floor Faculty Suite
- **Office hours:** By appointment via Zoom or Face-to-Face

**Important:** Only send email from your official UNT email address or using Canvas messages (preferred method). Messages from other platforms may not be answered.

Course Description

Third in a series of pillar courses for the Project Design and Analysis cohort degree focused on the intersection between application and theory in the 21st-century world. Students integrate university core knowledge and skills with theories of problem and process analysis in a collaborative setting. Project-based learning forms the center of this educational experience, focused around a theme chosen by, and in collaboration with, a business or community partner. The goal is to teach students how to study and analyze processes used to achieve particular outcomes, determine points of failure, and collaborate to increase the effectiveness and efficiency of those processes. Students consider how theories of teamwork can positively impact the ability to find and implement creative solutions to problems within complex systems. Learning is supported by readings, lectures, discussion, and simulation of key theories that drive said communication. Restricted to students admitted to the cohort.

Course Learning Outcomes

Having successfully completed this course, students will:

- **SLO #1:** Demonstrate ability to work in teams effectively to solve a problem and develop a solution.
- **SLO #2:** Select and apply appropriate problem-solving frameworks to solve a problem through critical thinking.
- **SLO #3:** Demonstrate ability to collect, analyze, and interpret data through a problem-solving framework.
- **SLO #4:** Propose and express possible solutions to an identified problem based on data and evidence.
- **SLO #5:** Identify features of organizational structure, culture, and behavior that influence the problem-solving process.
- **SLO #6:** Assess your individual traits, perspectives, and problem-solving skills within specific organizational situations.
SPDA 3121: Problem Analysis Workshop   Syllabus   Fall 2023 – 16w

3121: PROBLEM ANALYSIS LAB
This class comes with a 1 Hr lab and 2 hours of blocked time in the classroom. This is dedicated time for students to work as a team on the project as well as seek guidance from faculty.

Prerequisites

Declaration of the Project Design and Analysis major as the program of study at UNT.

Required Materials

1. There is an optional text which is available as an e-book, if that format is desired. All other materials for this course will be available through Canvas. Course materials include, but are not limited to, additional books, websites, articles, and videos.

2. Additionally, you are required to register for Packback, a platform that will be used for online discussion about class topics. Instructions for registering are available in Canvas.

Being Successful in this Course

- Pay close attention to due dates; deadlines are firm unless you have an official excuse.
- Cite sources, giving credit to where you obtain information.
- Collaborate respectfully with others.

Assessment and Grading

Assessment Overview
This course provides various ways for students to learn, including discussions, quizzes, group projects, reflective writing, readings, and videos. Students who fail to complete any assessment by the due date will receive a zero - no late work is accepted.

Use of Canvas
Copies of the syllabus, assignments, grades, instructor contact information, calendar, and other important course documents can be found on the course Canvas site. Assignments will be submitted via Canvas. Written work may be submitted using a plagiarism detection software program. Look for details on how to submit those assignments on the Canvas class site.

Weekly PackBack Discussions (Workshop Assignment)

Each student will select a relevant and interesting topic to post via PackBack. The topic may not be the same as a topic previously covered by another student in the class. The objective of this assignment is to 1) discuss a topic, event, or news-item that you deem would be interesting to your peers and relevant to Problem Analysis, your project partner, the nonprofit sector, or other related topics, 2) demonstrate your ability to tie your chosen topic to the class materials from our textbook, assignments or discussions from previous classes, and 3) work on delivering your post in a detailed manner that is engaging and
contributes to an in-depth discussion amongst your peers. INITIAL POSTS ARE DUE BY FRIDAY NIGHT, AND ALL OTHER RESPONDING POSTS MUST BE SUBMITTED BY MIDNIGHT PRIOR TO CLASS IN ORDER TO RECEIVE A GRADE.

Packback Requirements:
Your participation on Packback will count toward your overall course grade. There will be a Weekly Tuesday at 11:59PM CST deadline for submissions. In order to receive full credit, you should submit the following per each deadline period:

- 1 open-ended Question every week with a minimum Curiosity Score of 50
- 2 Responses every week with a minimum Curiosity Score of 50
- Half credit will be provided for questions and responses that do not meet the minimum curiosity score.

How to Register on Packback:
Note: Only access Packback through Canvas in order to ensure your grades sync properly

1. Click the Packback assignment link within Canvas to access the community
2. Follow the instructions on your screen to finish your registration.
3. In order for your grade to be visible in Canvas, make sure to click each Packback assignment link as you post your Packback submissions.

Lack of Participation Policy: If a class member is not contributing sufficiently to the work of the team, the other members have the right to:

- Notify the team member by writing a formal email to that person documenting the specific problems, copying the professor and all other teammates on that email message (using UNT email addresses).
  - The email must document the exact efforts the team has made to communicate the problems to the affected team members and what has been done to attempt to solve the problems.
- Give the team member 7 days to improve and update the professor on the status.
- If the contribution has not improved sufficiently, the member may be removed from the team which will result in a score of zero.

Grading
Final grades will be determined using a point system. Students are expected to keep up with their grades and point totals by regularly reviewing them on Canvas. All final grades are just that – FINAL. Please don’t wait until the end of the semester to contact me if you are having trouble. If you need help or cannot complete work due to personal difficulties, please contact me right away. Unless a student is confronted with a serious and absolutely unavoidable situation, missing any assignment will result in a zero (0).
Letter Grade Point Range

<table>
<thead>
<tr>
<th>Points</th>
<th>Percentage</th>
<th>Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>900 - 1000</td>
<td>100-90%</td>
<td>A</td>
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<tr>
<td>800 - 899</td>
<td>89-80%</td>
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<tr>
<td>700 - 799</td>
<td>79-70%</td>
<td>C</td>
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<tr>
<td>600 - 699</td>
<td>69-60%</td>
<td>D</td>
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<tr>
<td>0 - 599</td>
<td>59-0%</td>
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Grade Disputes

You are required to wait 24 hours before contacting me to dispute an assignment grade. Within that time, I expect that you will review the assignment details and reflect on the quality of the work you turned in. If you would still like to meet, email me to set up a meeting (I cannot discuss grades over email). You should come to our scheduled meeting with specific examples that demonstrate that you earned a higher grade than you received. If you miss your scheduled meeting, you forfeit your right to a grade dispute. If you do not contact me to schedule a meeting within seven days of receiving your grade, you also forfeit your right to a grade dispute.

Course Deliverables for 3121

<table>
<thead>
<tr>
<th>Individual Assignments</th>
<th>300 points</th>
</tr>
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<tbody>
<tr>
<td>Project Management Quizzes</td>
<td>100 points</td>
</tr>
<tr>
<td>PackBack Discussions</td>
<td>100 points</td>
</tr>
<tr>
<td>Group Project</td>
<td>500 points</td>
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</tbody>
</table>

1000 total points

- **Individual Assignments.** Students will be required to complete individual assignments and submit on Canvas prior to the start of class as specified in the course schedule. Details on these assignments will be provided on Canvas.

- **Project Management Quiz.** The first part of 3121 includes a unit on project management, the end of which will feature multiple Project Management Quizzes. This quiz is to be taken in class on the specified date. As with exams, the quiz must be completed at the scheduled time. A missed quiz will result in a zero.

- **Group Project.** Students will work with teams as assigned by the instructor to complete a group project. The group project details are provided in a separate set of documents/pages in Canvas. The overall breakdown of the project is as follows:
  i. Project Charter (50 points)
  ii. Team Contract (25 points)
  iii. Situational Analysis (50 points)
  iv. Data Collection & Handling Plan (25 points)
  v. Data Analysis and Reporting (50 points)
  vi. Recommendations (75 points)
  vii. Final Report (150 points)
  viii. Final Presentation (75 points)
• **Group Project Peer Evaluation (-100 to +100 points, variable).**
  High-performing teams typically set weekly meetings outside of class, complete work well (i.e., several days) in advance, set roles and responsibilities for assignments, track accountability for each member, and provide fair and accurate peer evaluations. The best functioning teams lead to scores and peer evaluations that are not surprising to any group member. Unfortunately, in some cases, this does not happen. For example, one or more group members may fail to hold themselves accountable for their responsibilities. In these cases, **group members should evaluate their team members FAIRLY and HONESTLY. If a group member does not complete their work in a high-quality and timely fashion, giving that member perfect ratings is telling them that their behavior is okay – you are strongly advised not to do this! **FAILURE TO COMPLETE THE PEER EVALUATION BY THE DEADLINE WILL RESULT IN AN AUTOMATIC 100-POINT REDUCTION IN COURSE GRADE – NO EXCEPTIONS!**

**Appendix 1: Course Policies**

**Assignment Policy**

Copies of the syllabus, assignments, instructor contact information, the course calendar, other important documents, and grades can be found on Canvas. Assignments will be submitted via Canvas unless otherwise noted. Written work will be submitted using a plagiarism detection software program called Turnitin.

Official due dates can be found on the course schedule, Canvas Modules, and Canvas Calendar. Assignments and assignment instructions are found in Canvas. Assignments should be submitted as .docx or .pdf files unless otherwise noted. For assignments in which Turnitin plagiarism software is used, you can check your turn it in report ahead of time and resubmit if indicated to do so.

**Canvas Calendar**

While the Canvas calendar with alerts is an additional organizational tool, it is not always accurate. In other words, students should not rely solely on the Canvas calendar and/or alerts to complete assignments. Rather, students are expected to meet deadlines according to the provided course schedule.

**Extra Credit**

If an opportunity for extra credit presents itself, it will be announced and available to the entire class at the discretion of the instructor. There will be no individual opportunities for extra credit.

**Examination Policy**

All exams and some quizzes are timed and administered online via Canvas. **No make-up exams** will be given unless a university-approved excuse has been provided prior to the exam or officially documented lack of ability to complete the exam is provided within one week of the student’s return to class. **Please note that computer and Internet functionality is the responsibility of the student. Computer and/or internet malfunction does not constitute a retake or make-up exam.**

Check all connectivity in advance and plan accordingly. All quizzes and exams are to be taken without assistance from anyone else.
Late Work

All assignments should be turned in ON TIME. All work turned in after the deadline will lose a minimum of -5 points daily. After five (5) days, students will receive a grade of zero unless the student has a university-excused absence and provides documentation within 48 hours of the missed deadline.

Cell Phone Usage in Class

Please be respectful in your use of cell phones. Do not verbally answer a phone in the classroom UNLESS IT IS AN EMERGENCY; under DIRE circumstances, please briefly slip into the hallway to answer without being disruptive. Please keep phones on vibrate during class, and do not use social media during class time. If I see you using your cell phone in class, I may deduct participation points.

Requests for an Incomplete

The expectation is for you to complete this course this semester. However, if you are unable to do so, please refer to UNT’s incomplete grade policy, which is available at registrar.unt.edu/grades/incompletes.

Dropping the Class

I want you to succeed in this class and at UNT! If you are concerned about your progress in the course or believe you need to drop for other reasons, it is important that you contact me as soon as possible. Dropping one or more classes may make you ineligible for financial aid. There are also limits on the number of courses you can drop. You can learn more about this at registrar.unt.edu/registration/dropping-class.

Syllabus Change Policy

Due dates for assignments can be found in the course schedule (in this syllabus) and in Canvas. In the rare cases that there is a date change for an assignment, exam, or any other syllabus change, the instructor will notify students through an announcement in Canvas.

Appendix 2: UNT Policies

Academic Integrity Policy

As a student-centered public research university, UNT promotes the integrity of the learning process by establishing and enforcing academic standards. Academic dishonesty breaches the mutual trust necessary in an academic environment and undermines all scholarship. According to UNT Policy 06.003, Student Academic Integrity, academic dishonesty occurs when students engage in behaviors including, but not limited to cheating, fabrication, facilitating academic dishonesty, forgery, plagiarism, and sabotage. A finding of academic dishonesty may result in a range of academic penalties or sanctions ranging from admonition to expulsion from the University.

ADA Policy

UNT makes reasonable academic accommodation for students with disabilities. Students seeking accommodation must first register with the Office of Disability Accommodation (ODA) to verify their eligibility. If a disability is verified, the ODA will provide a student with an accommodation letter to be delivered to faculty to begin a private discussion regarding one’s specific course needs. Students may request accommodations at any time, however, ODA notices of accommodation should be provided as early as possible in the semester to avoid any delay in implementation. Note that students must obtain a
new letter of accommodation for every semester and must meet with each faculty member prior to implementation in each class. For additional information, see the ODA website.

Course Safety Procedures
Students should be aware that the UNT is not liable for injuries incurred while students are participating in class activities. All students are encouraged to secure adequate insurance coverage in the event of accidental injury. Students who do not have insurance coverage should consider Standard Syllabus Statements Related Policy 06.049 Course Syllabi Requirements obtaining Student Health Insurance. Brochures for student insurance are available in the UNT Student Health and Wellness Center. Students who are injured during class activities may seek medical attention at the Student Health and Wellness Center at rates that are reduced compared to other medical facilities. If students have an insurance plan other than Student Health Insurance at UNT, they should be sure that the plan covers treatment at this facility. If students choose not to go to the UNT Student Health and Wellness Center, they may be transported to an emergency room at a local hospital. Students are responsible for expenses incurred there.

Acceptable Student Behavior
Student behavior that interferes with an instructor’s ability to conduct a class or other students' opportunity to learn is unacceptable and disruptive and will not be tolerated in any instructional forum at UNT. Students engaging in unacceptable behavior will be directed to leave the classroom and the instructor may refer the student to the Dean of Students to consider whether the student's conduct violated the Code of Student Conduct. The University’s expectations for student conduct apply to all instructional forums, including University and electronic classroom, labs, discussion groups, field trips, etc. Visit UNT’s Code of Student Conduct to learn more.

Student Evaluation Administration Dates
Student feedback is important and an essential part of participation in this course. The student evaluation of instruction is a requirement for all organized classes at UNT. Students will receive an email from "UNT SPOT Course Evaluations via IASystem Notification" (no-reply@iasystem.org) with the survey link. Students should look for the email in their UNT email inbox. Simply click on the link and complete the survey. Once students complete the survey, they will receive a confirmation email that the survey has been submitted. For additional information, please visit the SPOT website or email spot@unt.edu.

Sexual Assault Prevention
UNT is committed to providing a safe learning environment free of all forms of sexual misconduct, including sexual harassment sexual assault, domestic violence, dating violence, and stalking. Federal laws (Title IX and the Violence Against Women Act) and UNT policies prohibit discrimination on the basis of sex, and therefore prohibit sexual misconduct. If you or someone you know is experiencing sexual harassment, relationship violence, stalking, and/or sexual assault, there are campus resources available to provide support and assistance. UNT’s Survivor Advocates can assist a student who has been impacted by violence by filing protective orders, completing crime victim’s compensation applications, contacting professors for absences related to an assault, working with housing to facilitate a room change where appropriate, and connecting students to other resources available both on and off campus. The Survivor Advocates can be reached at SurvivorAdvocate@unt.edu or by calling the Dean of Students Office at
940-565-2648. Additionally, alleged sexual misconduct can be non-confidentially reported to the Title IX Coordinator at oeo@unt.edu or at (940) 565 2759.

If you’re struggling…
If you’re facing a financial challenge that could affect your ability to stay at UNT, we’re here to help you - [www.unt.edu/staygreen](http://www.unt.edu/staygreen). If you’re having difficulty affording groceries or accessing sufficient food to eat every day, or if you lack a safe and stable place to live, I urge you to contact the [Dean of Students](https://deanofstudents.unt.edu) for support. Furthermore, please notify me if you are comfortable in doing so. This will enable me to provide any resources that I may possess.

### Getting Help

#### Technical Assistance
Part of working in an online environment such as Canvas involves dealing with the inconveniences and frustration that can arise when technology breaks down or does not perform as expected. Here at UNT, we have a Student Help Desk that you can contact for help with Canvas or other technology issues.

**UNT Help Desk**

**Email:** helpdesk@unt.edu  
**Phone:** 940-565-2324  
**In Person:** Sage Hall, Room 130

For additional support, visit [Canvas Technical Help](https://community.canvas.net). For help with Packback, please read their FAQ at [help.packback.co](http://help.packback.co). If you need more help, contact their customer support team directly at help@packback.co.

#### Student Support Services
UNT provides mental health resources to students to help ensure there are numerous outlets to turn to that wholeheartedly care for and are there for students in need, regardless of the nature of an issue or its severity. Listed below are several resources on campus that can support your academic success and mental well-being:

- [Student Health and Wellness Center](https://health.unt.edu/
- [Counseling and Testing Services](https://counseling.unt.edu/
- [UNT Care Team](https://care.unt.edu/
- [UNT Psychiatric Services](https://psych.unt.edu/
- [Individual Counseling](https://individualcounseling.unt.edu/

#### Academic Support Services

- [Academic Resource Center](https://acres.unt.edu/
- [Academic Success Center](https://acses.unt.edu/
- [UNT Libraries](https://libraries.unt.edu/
- [Writing Lab](https://writing.unt.edu/

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\*Other student support services offered by UNT include:*

- [Registrar](https://registrar.unt.edu/
- [Financial Aid](https://financialaid.unt.edu/
- [Student Legal Services](https://studentlegal.unt.edu/
- [Career Center](https://careercenter.unt.edu/
- [Multicultural Center](https://multicultural.unt.edu/
- [Counseling and Testing Services](https://counseling.unt.edu/
- [Pride Alliance](https://pride.unt.edu/
- [UNT Food Pantry](https://foodpantry.unt.edu/)