

Course Syllabus for ISDS 3115

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Course: ISDS 3115 3.0.(1): Introduction to Operations Management

Book: Course Syllabus for ISDS 3115

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Description



The Moodle book is a resource that can be used to organize information and multimedia in your course. This course syllabus is an example of the Moodle book. Click on any of the chapter titles to jump to the section you want to read. You can print this book by clicking on the book title or on a chapter title and then clicking the link under the Table of Contents.

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Instructor & Course Information

ISDS 3115 Introduction to Operations Management (3 credit hours)

Instructor: Dr. Peter Kelle

Email: pkelle@outreach.lsu.edu

Please email your instructor or post in the General Course Questions forum with questions about course content. Every effort will be made to respond within two business days.

Catalog description: Principles and methodologies concerning productivity and quality of manufacturing and service organizations; production and service systems design; process and capacity design; total quality management; systems for just-in-time and purchasing management; inventory and materials management.

Pre/co-requisites: Credit or concurrent enrollment in ISDS 2001

Course Outcomes and Module Learning Objectives

This course covers the following specific measurable outcomes and learning objectives. All assessments are aligned to these outcomes and objectives.

Course Outcomes

When you complete this course, you will be able to:

1. Discuss the general concepts and problem areas of operations management, and connect them to the other functional areas of an organization
2. Use and interpret basic techniques that are applied in practice to solve operations problems
3. Develop an approach to solve practical operations problems and connect them to concepts and techniques

Module Topics and Learning Objectives

The following is a breakdown of module topics and their associated learning objectives.

Module 1: Operations, Productivity, and Operations Strategy

1. Define operations management and the 10 strategic decisions of operations (Course Outcome 1, C. O. 2)
2. Explain the distinction between goods and services, production and productivity (C. O. 1)
3. Compute single-factor and multifactor productivity (C. O. 2, C. O. 3)
4. Identify the critical variables in enhancing productivity (C. O. 1, C. O. 2)
5. Define operations strategy (C. O. 1)
6. Explain three strategic approaches to competitive advantage (C. O. 1)
7. Describe the significant key success factors and core competencies (C. O. 1, C. O. 3)
8. Explain four global operations strategy options (C. O. 1, C. O. 3)

Module 2: Project Management and Forecasting

1. Define project characteristics and decisions in project management (C. O. 1, 2)
2. Explain the difference between project management activities (C.O. 1)
3. Compute the time schedule (CPM/PERT) (C. O. 2, 3)
4. Consider variable task times to maintain project crashing (C. O. 2, 3)
5. Explain the strategic importance of forecasting, including the seven steps in the forecasting system (C. O. 1, 2)
6. Explain the three different time horizons (C. O. 1)
7. Explain when to use each of the four qualitative models (C. O. 1)
8. Compute the moving-average, exponential smoothing, and trend forecasts (C. O. 2)
9. Compute three measures of forecast accuracy (C. O. 2, 3)
10. Apply the tracking signal (C. O. 2, 3)
11. Compute seasonal indices, regression, and correlation analysis (C. O. 2, 3)

Module 3: Managing Quality and Processes

1. Define quality, TQM, the ISO international quality standards, and Six Sigma (C. O. 1, 2)
2. Explain quality robust products and Taguchi concepts (C. O. 1)
3. Define statistical process control (SPC), Process Capability, and Acceptance Sample (C. O. 1)
4. Compute the basic control chart characteristics and process capability indexes (C. O. 2, 3)
5. Explain the four process strategies (C. O. 1)
6. Describe and apply the tools of process analysis (C. O. 1, 3)
7. Explain the customer interaction in service processes (C. O. 1, 3)

Module 4: Location and Layout Planning

1. Explain the seven major factors that affect location decisions (C. O. 1, 2)

2. Apply the factor-rating and center of gravity methods for location decisions (C.O. 2)
3. Complete a locational cost-volume analysis, both graphically and mathematically (C. O. 1, 2)
4. Describe the differences between service- and industrial-sector location analysis (C. O. 1, 3)
5. Explain the strategic importance of layout decisions (C. O. 1)
6. Discuss important issues in office, retail, and fixed position layouts (C. O. 1)
7. Discuss modern warehouse management issues, such as ASRS, cross-docking, and random stocking (C. O. 1, 3)
8. Explain how to achieve effective layouts, including process-oriented facility layout, work cell layout, and product-oriented layout (C. O. 1, 3)
9. Explain how to balance production flow in a repetitive or product-oriented facility (C. O. 1, 3)

Module 5: Supply Chain and Inventory Management

1. Explain the strategic importance of the supply chain, including issues and opportunities (C. O. 1, 3)
2. Identify six sourcing strategies (C. O. 1)
3. Describe the steps in supplier selection and the major issues in logistics management (C. O. 1)
4. Compute percentage of assets committed to inventory and inventory turnover (C. O. 2)
5. Explain the use of ABC analysis and cycle counting (C. O. 1, 3)
6. Use the EOQ model for independent inventory demand (C. O. 2)
7. Compute a reorder point and safety stock (C. O. 2)
8. Apply the production order quantity model and discount model (C. O. 2)
9. Explain service levels and probabilistic inventory models (C. O. 2)

Module 6: Materials Requirements and Enterprise Resource Planning

1. Define dependent demand item (C. O. 1, 3)
2. Describe the advantages of MRP (C. O. 1, 3)
3. List the steps and connections in the production planning process (C. O. 1, 3)
4. Develop a product structure (C. O. 2)
5. Build gross requirements and net requirements plans (C. O. 2)
6. Describe MRP II, closed-loop MRP, and ERP (C. O. 1, 3)
7. List the modules of ERP (C. O. 1, 3)

Module 7: Capacity, JIT, and Lean Operations

1. Determine design capacity, effective capacity, and utilization (C. O. 2)
2. Perform capacity and bottleneck analysis (C. O. 2)
3. Apply the Theory of Constraints (C. O. 2)
4. Define lean operations, the seven wastes, and the five S's (C. O. 1, 3)
5. Explain JIT and competitive advantage (C. O. 1)
6. Compute the required number of kanbans (C. O. 1, C. O. 2)
7. Identify six attributes of lean organizations (C. O. 1, 3)
8. Explain how lean operations apply to services (C. O. 1, 3)

Course Materials and Resources

Required Materials

The following materials are required for this course:

***MyLab Operations Management with Pearson eText* for Operations Management: Sustainability and Supply Chain Management**

- Jay Heizer, Barry Render, Barry, and Chuck Munson
- 14th edition
- Published by Pearson © 2023
- ISBN-13: **9780137476312**

Please see below for instructions for accessing your eTextbook and activities at the publisher's site.

Ordering Information

This course requires a **Pearson MyLab Operations Management (OM)** subscription for readings and completion of module activities linked in each module. Carefully read the following instructions for subscribing to the site and accessing your course materials. Please review the following tips for ordering your course materials:

1. Do not purchase your textbooks until your enrollment is approved. During the processing period, a new section may be opened that could require a different textbook or edition.
2. Courses with special access codes require that students use the direct links to the publisher site.
3. Always order by the ISBN. Publishers and vendors often offer the same textbook title under different ISBNs. You must have the correct ISBN to access your online website.
4. If you are having problems locating a textbook, contact us at Answers@outreach.lsu.edu for assistance.

Instructions for Publisher Tools

You will need the following information to set up your **MyLab** OM access.

- course ID: **odl20906**
- class: ISDS 3115 3.0.(1) for LSU Online Distance Learning
- your LSU ID number (starting with 89, enter all 9 digits without spaces or hyphens)

Note: When registering for the Pearson MyLab OM, you must type in your LSU ID number, all 9 digits including 89, and no spaces or hyphens. Please double-check it to ensure the right grades are transferred from MyLab OM to Moodle. You will receive your LSU ID within **four business days** after you successfully register for the course. You can find your LSU ID by logging into CE Moodle from the My Courses page click "Profile" under your name. **The LSU ID is located on your Profile page in CE Moodle.**

Privacy and Accessibility

Please be aware that in using your Pearson course materials, certain information may be collected and used in other locations. For details, see [Pearson's privacy policy](#).

If you have concerns about accessibility or would like to request accommodations, contact Pearson support at disability.support@pearson.com. You can read about Pearson's accessibility features on its [Commitment to Accessibility page](#).

Technical Information and Assistance

Technical Help

If you have questions about the functionality of your course, review the GROK article [LSU Online Technical Requirements](#) to ensure you have the right equipment and software.

If you have any technical problems or questions, email CE Learner Services at Answers@outreach.lsu.edu or call (225) 578-2500. Be sure to mention your name, course number, and section.

Information About Tools in This Course

The following tools are used in your course. Select the links below to find contact information and troubleshooting guides.

- [Adobe Acrobat Reader](#)
- [Microsoft PowerPoint](#)
- [Microsoft Word](#)
- [Panopto](#)
- [Pearson MyLab OM](#)
- [ProctorU](#)
- [Zoom](#)

For the course tools' privacy and accessibility statements, select the links below.

- [Adobe Acrobat Reader privacy statement](#) and [Adobe Acrobat Reader accessibility statement](#)
- [Microsoft PowerPoint privacy statement](#) and [Microsoft PowerPoint accessibility statement](#)
- [Microsoft Word privacy statement](#) and [Microsoft Word accessibility statement](#)
- [Panopto privacy statement](#) and [Panopto accessibility statement](#)
- [Pearson MyLab OM privacy statement](#) and [Pearson MyLab OM accessibility statement](#)
- [ProctorU privacy statement](#) and [ProctorU accessibility statement](#)
- [Zoom privacy statement](#) and [Zoom accessibility statement](#)

Grading and Course Work

This course covers an entire semester of work or the equivalent of a classroom course lasting 15 weeks or 135 hours. You will find some modules are longer than others and may require more time and effort on your part. Do not expect to complete each module in a single study session. Understand, too, that if you choose to submit assignments at a very high pace, your instructor may not be able to grade your work at the same rate. Each module requires approximately 19 hours of total work per module.

Each module contains information, activities, and assignments. In each module in this course, you will read assigned chapters from the textbook (typically two chapters or roughly 50 pages per module), read and view materials organized in a resources book, and complete practice and graded activities in My Lab Operations Management (MyLab OM). The MyLab OM software provides you with a personalized interactive learning environment where you can learn at your own pace and measure your progress. The Study Plan helps you monitor progress and lets you see at a glance exactly which topics you need to practice. MyLab OM generates a personalized study plan for each student based on his or her assignment and quiz results, and the study plan links directly to interactive tutorial exercises for topics that you haven't yet mastered. You can regenerate these exercises with new values for unlimited practice, and the exercises include guided solutions and multimedia learning aids to give you the extra help you need.

The MyLab OM assignments, quizzes, and test questions are correlated to the textbook, and they are regenerated algorithmically to provide unlimited versions. There are *two types of assignments*; the **GRADED assignments** count for the final grade, and the **other assignments** help to prepare for the two tests but don't count for the final grade. The assignments include learning aids for extra help at point-of-use, and they offer helpful feedback, including *similar examples, step-by-step leading, and video instructions when students need help* or enter incorrect answers. Quizzes include less online help, but two attempts are available and the highest attempt is recorded as your grade. The **tests are also taken in MyLab OM**, but *no online help* is provided.

Your grade in this course will be determined by the specific activities and assessments described in this syllabus. You will have a checklist in each module that instructs you on how to work through the materials and activities. In the following subchapters you will find details about each type of activity and assessment, as well as the grade breakdown and grading scale. Specific expectations for each graded item are included within these subchapters. Make sure you read all of the instructions!

Grade Breakdown and Grading Scale

Your grade in this course will be determined by the specific activities and assessments described in this syllabus. Specific expectations for each graded item are included within these subchapters. Make sure you read all of the instructions!

Note: To pass this course, you must earn a passing average on the Mid-course Exam and the Final Exam. Both exams are proctored and your average will need to be a D- or better.

If you have a passing average on the exams, your grade will be calculated as follows:

Grade Break Down

Activity	Number in Course	Percentage of Course Grade
Dynamic Study Modules	12	10%
The Practice of OM Assignments	6	10%
MyLab Homework	7	10%
Company Case Quizzes	6	10%
MyLab Summary Quizzes	2	20%
Exams	2	40%

Students may be eligible to complete bonus activities worth up to 3% of the course grade. The bonus activities will be available in MyLab and labeled "Bonus Assignment 1" through "Bonus Assignment 5." Each assignment may be attempted once, so only start an assignment when you feel confident that you can complete it.

LSU GRADING SCALE

The following grading scale applies:

97%-100% = A+

93%-96% = A

90%-92% = A-

87%-89% = B+

83%-86% = B

80%-82% = B-

77%-79% = C+

73%-76% = C

70%-72% = C-

67%-69% = D+

63%-66% = D

60%-62% = D-

0%-59% = F

Dynamic Study Modules (DSM)

Description

In each module you will complete one to two adaptive lesson activities in MyLab that test your knowledge of the basic concepts presented in the module lecture videos and readings. The questions in the Dynamic Study Modules are practice exercises to help you apply what you have learned in each module.

You may complete the Dynamic Study Modules until you score 100%, if you wish. The 12 Dynamic Study Modules comprise 10% of your course grade.

Directions

In each module of this course, you will find instructions about which Dynamic Study Modules to complete. You will click on the activity link in each module to navigate to the DSM.

Practice of Operations Management Assignments

Purpose

In Modules 1-6, you will be asked to locate one or more companies to evaluate their operations management related to the concepts, techniques, and tools presented in the module. This activity will help you achieve [course outcomes 1 and 3](#). In these assignments, you need to find and summarize key issues *in real-world application of the concepts and techniques* learned in this course, finding company examples in the Practice of Operations Management.

Instructions

In general, you will follow these instructions for each assignment. You will be given a specific prompt in each assignment.

1. Locate **one or more companies** that apply concepts, techniques, or tools related to topics in this course according to the provided **Prompt related to the Module**. You need to find examples or practices of how businesses use these methods to increase productivity, boost sales, or otherwise thrive in their respective industries.

You need to **search the internet or connect to other resources**, such as journals or real-life connections. As an example, the textbook chapters contain references to some company practices, such as how they can provide a competitive edge through operations management. You can select one of those companies (e.g., Frito-Lay, Celebrity Cruises, Regal Marina, Darden), but preferably, you should find other companies, small or large, for which you can collect relevant information in the different Modules, you can use the same or different companies.

2. Keep track of your exploration in a **Word "working document"** that includes your findings and source(s) in short sentences and/or bullet points.
3. Create a **PowerPoint** presentation of 6-9 slides that **summarize** your most **relevant and interesting** findings.

Submission Guidelines

Using your working document, create a PowerPoint presentation that summarizes the most **relevant and interesting facts** you found, your ideas on the topics, and any related questions. Be critical and find connections to the concepts from this module. You should address different (but not all) items in the prompt and reflect on your understanding of the topic and your ability to support your position. Your Word document should include short sentences and/or bullet points.

In the submission area, **upload** your **PowerPoint** slide, which should have 6-8 slides, and your **Word "working document."**

Note: You do not need to address each item of each prompt. The prompts offer some suggestions of what you can include, but it is not expected that you include everything. Be as comprehensive as you need to fully support your position.

Save your working document as a Microsoft Word file (.doc or .docx) and your PowerPoint file as a .pptx or a .ppt. You are allowed two files for this submission.

Grading Rubric

The following rubric is how the Assignments will be evaluated.

The Practice of OM Assignment Rubric

Grading Criteria	Unacceptable (0 points)	Needs Significant Improvement (3 points)	Needs Minor Improvement (6 points)	Satisfactory (9 points)
Accuracy and relevance of the submission	No submission	The submission does not fully respond to prompts, is irrelevant, and/or uses inaccurate information as a basis for responses.	The submission may include inaccuracies and/or respond to prompts partially using information of questionable accuracy.	The submission responds to prompts thoroughly, is relevant to the issue at hand, and uses accurate information as a basis for responses.
Effective and appropriate use of research	No submission OR submission includes plagiarism	Sources are not used, are used incorrectly, or are not listed in a references slide.	The submission includes few sources or the sources included are not appropriate for academic use. Sources may not be incorporated correctly in the submission.	The submission uses sufficient sources to support claims; sources are appropriate for academic use; and sources are attributed and cited correctly.
Use of standard business communication practices (tone, presentation, grammar/mechanics)	No submission	The submission contains many distracting errors in structure, tone, and/or mechanics/grammar. It is not an acceptable business communication.	The submission contains noticeable errors in structure, tone, and/or mechanics/grammar. The communication needs minor improvement to be an acceptable business communication.	The submission contains few, if any, errors in structure, tone, and/or mechanics/grammar. The communication needs little to no improvement in terms of presentation.

MyLab Homework

Purpose of the Assignment

MyLab OM homework assignments are based on practical problems requiring numerical problem solutions. These assignments will prepare you to succeed on numerical problems on the exams.

Directions

In each module, you will a link to the homework assignment. There will be one to two homework assignments per module. The 10 MyLab OM homework assignments are worth 10% of your course grade, and the lowest homework grade will be dropped.

Submission Guidelines

All work will be done in MyLab; alternative submission formats will not be accepted. There are three attempts for each homework *question*. If you miss a problem, you can choose "similar problem" to try again. For this assignment type, you can use the online help feature of the MyLab system. The online help feature provides additional learning and quiz/exam preparation tools. These functions include:

- The "Help me Solve This" tab: gives detailed step-by-step instructions, similar problem solutions
- The "Video" tab: provides detailed motivation and solution videos
- "eText Pages": shows the relevant textbook page for the solution (if you paid for the eText)
- "Ask My Instructor": provides feedback opportunity from the instructor for the specific problem
- You can lock the right answers to a problem in the homework or try again if you make mistakes. You can repeat it many times with each problem. You can always select the best answer you finished earlier. Each time, you get a modified problem. You can review your answers at any time.

Company Case Quizzes

Content

Each module contains a short quiz based on a company case that will test your knowledge of the information covered in the chapter readings and videos. Click on the quiz title in each module, read the instructions, and begin your attempt.

First, check the **video** which is in **Mylab**. Answer the **multiple-choice** questions first, which will be graded automatically. Next, go to the **Moodle** quiz and answer the **essay questions** that are based on the video information and the chapter material.

Timing and Takes

You can take the quiz one time, and you will be given one hour for your attempt. Company Case Quizzes are worth 10% of your course grade.

Grading and Review

Parts of your quizzes will be automatically graded, and you will see your score after you submit them. You will be able to see your total points on the quiz feedback after the quiz closes. Essay questions will be graded manually, so feedback on that type of question will be available within five business days.

MyLab Summary Quizzes

Purpose of the Assignment

Summary Quizzes help you to prepare for the Mid-course and Final Exams. In Module 3 and Module 7, you will take a Summary Quiz that covers concepts and numerical problems introduced in the previous modules. Your results on the Summary Quizzes will help you determine your strengths and challenges, which you can use to prepare for the Midterm and Final Exams.

Directions

In Modules 3 and 7, you will find a link to the Summary Quiz. You will be able to take each Summary Quiz three times, and each attempt will take roughly 40 minutes; each quiz has a 60-minute limit. You may refer to your eText and notes while completing the Summary Quiz.

Submission Guidelines

All work will be done in MyLab; alternative submission formats will not be accepted. The Summary Quizzes are worth 10% of your course grade.

Exams and Proctoring

An exam may not be taken until all of the modules covered in that exam have been completed. Exams must be taken in order (e.g., a mid-course exam must be taken before the final exam), and the final exam cannot be taken during the first three weeks of enrollment. **You must have a grade on the last assignment before the final exam.**

Carefully read the following information, also listed in your course's exam modules. Navigate to those exam modules when you are ready to take your exams.

Content

The Mid-course Exam covers concepts and numerical problems introduced in Modules 1-3. The Final Exam is cumulative and covers concepts and numerical problems introduced throughout the course. Each exam contains multiple-choice and calculation problems. Throughout the course, students can use Excel spreadsheets to perform calculations, but this is **not allowed during the exams**. Students must prepare to calculate numerical problems by hand, using the relevant formulas they have memorized. Exams are worth 40% of your course grade.

Testing Rules

- Each exam has a 120-minute time limit
- Students may not access their textbook, software, or notes during the exam.
- Students are allowed to bring and access the formula sheet for each exam (available in each module).
- Students are allowed to take each exam once.

Proctoring Information: ProctorU

To take exams in this course, you will use the proctoring service ProctorU. You cannot use an account created through another university, so if you already have one, you will still need to create an account associated with LSU Online Distance Learning (ODL). When you are ready to create your account, visit the [Louisiana State University ProctorU portal](#). When you create your account, you will have access to the following items:

- [Login](#): used to access your account and schedule appointments
- [Sign Up](#): used to create your account and request a Login ID
- [Technical Specifications](#): provides specifications and a link to [test your equipment](#)
- [How It Works](#): video explaining testing process
- [Getting Started](#): instructions for first time users
- [Contact Us](#): provides contact information for ProctorU

The [ProctorU Live Resource Center](#) provides information on:

- How ProctorU works
- What to expect when testing
- Technical requirements, and more.

Exam appointments are reserved on a first-come, first-served basis. Schedule your exams as early as possible so that you can choose the times that are best for you and so you will have enough time to prepare. Please note that if you schedule your exam fewer than seventy-two hours before your chosen day and time, additional premium scheduling fees may be assessed. The ProctorU [Test-Taker Knowledge Base](#) contains more information about scheduling and premium fees.

Guild students: students who register through Guild will need a code to cover their testing fees. To obtain

your access codes:

1. Go to "Course Tools" within your course in Moodle
2. Under "ProctorU Access Codes," select "Claim your access code," and then schedule your exam with ProctorU
3. Once you have used an access code, return to the same page in your course to mark your code used and to obtain a new access code for your next testing session

Proctored Exam Reviews

Students who have completed an exam and desire to review the results of their exam attempt must request an exam review. Students should follow the instructions provided in each exam module carefully in order to make sure that the exam will be available for their review appointment. Exam reviews are proctored through ProctorU.

Course Policies

Carefully read the following important policies that apply to taking a course through [LSU Online Distance Learning \(ODL\)](#). For a complete list of our program policies, visit our [Policies page](#).

Engagement and Participation

Please check into your Moodle course frequently to keep track of your work. An online course requires you, the student, to be in control of your learning. In a face-to-face (F2F) course, instructors can play a much bigger role in actively directing your learning, since they see you two or three times a week. In an online course, it takes a lot more work in designing an appropriate learning environment, so that you can learn at your own pace. Since you are in control, you need to be disciplined enough to complete assignments on a regular basis and stay up to date with the course.

Timely communication is an e-learning best practice. Check your email and the News and Announcements Forum on the course front page regularly to make sure you do not miss any communications from your instructor.

Suggested Study Techniques

The following recommendations are meant to help you prepare to succeed on course assessments. If you have any questions, contact your instructor.

- Carefully review the module objectives to help you focus on the information that will be covered on the exams.
- Concentrate on the reading assignments and any additional resources provided. This review should include a detailed examination of any illustrative problems and examples. After an assignment has been completed, a rapid re-reading of the related text and other materials is strongly recommended.
- Put yourself on a definite schedule. Set aside a certain block of hours per day or week for this course and work in a place where distractions are minimal.
- Review your module assignments after they have been graded, paying special attention to any instructor feedback provided. We suggest that you wait for assignment feedback before you submit subsequent assignments.
- Regardless of how you complete your graded assignments, keep in mind that module completion should not be your sole preparation for your exams. As with any college course, you should study for your exams.

Academic Integrity

Academic Misconduct

Students in Online Distance Learning (ODL) courses must comply with the LSU Code of Student Conduct. Suspected violations of the academic integrity policy may be referred to [LSU Student Advocacy & Accountability \(SAA\)](#), a unit of the Dean of Students. If found responsible of a violation, you will then be subject to whatever penalty SAA determines and will forfeit all course tuition and fees. ODL reserves the right to deny enrollment to any applicant or to discontinue the enrollment of any student who is in violation of the ODL academic integrity policy.

To read more, please visit our [policies page](#).

Plagiarism and Citations

Students are responsible for completing and submitting their own course work and preparing their own modules. All work submitted in the course modules must be the student's own work unless outside work is appropriate to the assignment; all outside material must be properly acknowledged. It is also unacceptable to copy directly from your textbook or to use published answer keys or the teacher's edition of a textbook. It is your responsibility to refrain from plagiarizing the academic property of another and to utilize appropriate citation method for all coursework. Ignorance of the citation method is not an excuse for academic misconduct. Remember, there is a difference between paraphrasing and quoting and how to properly cite each respectively.

One tool available to assist you in correct citations is the "References" function in Microsoft Word. This program automatically formats the information you input according to the citation method you select for the document. This program also has the ability to generate a reference or works cited page for your document. The version of Microsoft Word with the "References" function is available in most University computer labs. A demonstration of how to use this tool is available online at the [LSU Student Advocacy & Accountability page](#).

Unauthorized Assistance

All work must be completed without assistance unless explicit permission for group or partner work is given by the faculty member. This is critical so that the professor can assess your performance on each assignment. Read the syllabus and assignment directions carefully. When in doubt, e-mail your instructors or ask in a discussion forum. Seeking clarification is your responsibility as a student. Assuming group or partner work is okay without permission constitutes a violation of the LSU Code of Student Conduct.

All work submitted in the course must be the student's own work unless outside work is appropriate to the assignment; all outside material must be properly acknowledged. It is also unacceptable to copy directly from your textbook or to use published answer keys or the teacher's edition of a textbook. Unauthorized collaboration constitutes plagiarism. Collaborative efforts that extend beyond the limits approved by the instructor are violations of the academic integrity policy. Students who study together are expected to prepare and write their own individual work for submission and grading.

Examinations

LSU has very strict regulations regarding the administration of exams that must be carefully followed by proctors and students. Examinations must represent the enrolled student's own work and must be completed under the supervision of the proctor without the assistance of books, notes, devices, or other help, unless specified otherwise in the exam directions or as part of accommodations approved by Disability Services.

The student must pay for any cost involved in having an exam supervised.

If ODL has any question or concern about the administration of an exam, LSU reserves the right, at its sole discretion, to require a student to retake an examination. If asked to retake an exam, you will be notified within thirty days of the original examination. Grades will be awarded on the basis of the second exam only.

Disability Accommodations

A learner with a disability is entitled by law to equal access to university programs. Two federal laws protect persons with disabilities in post-secondary education: the Rehabilitation Act of 1973 (Pub. L. No. 93-112, as amended), the 1990 Americans with Disabilities Act (Pub. L. No. 101-336) and the ADA Amendments Act (Pub. L. No. 110-325). LSU A&M is committed to ensuring that its websites, online courses, and all online materials are accessible to people with disabilities.

Online Distance Learning (ODL) will make appropriate, reasonable accommodations for students with disabilities. Specific accommodations must be determined by LSU Disability Services or by the equivalent office at the student's own institution. Accommodations may be permitted for lesson assignments as well as for exams.

- If you are an LSU Student with a disability and need assistance to obtain or arrange reasonable accommodations, contact LSU Disability Services each time you enroll.
- If you are not an LSU student and have approved accommodations with your home institution, ODL will need official verification of those accommodations.
- If you are not an LSU student and not enrolled in another institution, you should contact LSU Disability Services for assistance.

If you have accessibility needs that we can help with, visit the [LSU Disability Services page](#) and register for accommodations before you begin your course work.

Netiquette

Communication in the online classroom comes across differently than the communication we are accustomed to through academic writing and face-to-face classroom discussion. Use online etiquette guidelines like the ones listed in the document below to craft your communication.

You can also read [The Core Rules of Netiquette](#) by Virginia Shea (1994) to understand the human aspect of online communication.



Online Etiquette Guide

It is important to recognize that the online classroom is in fact a classroom, and certain behaviors are expected when you communicate with both your peers and your instructors. These guidelines for online behavior and interaction are known as netiquette.

SECURITY

Remember that your password is the only thing protecting you from pranks or more serious harm.

- Do not share your password with anyone
- Change your password if you think someone else might know it
- Always log out when you are finished using the system

GENERAL GUIDELINES

When communicating online, you should always:

- Treat your instructor and classmates with respect in email or any other form of communication
- Always use your professors' proper title: Dr. or Prof., or if in doubt use Mr. or Ms.
- Unless specifically invited, do not refer to your instructor by first name
- Use clear and concise language
- All college level communication should have correct spelling and grammar (this includes discussion boards)
- Avoid slang terms such as "wassup?" and texting abbreviations such as "u" instead of "you"
- Use standard fonts such as Ariel, Calibri or Times new Roman and use a size 10 or 12 pt. font
- Avoid using the caps lock feature AS IT CAN BE INTERPRETTED AS YELLING.
- Avoid the use of emoticons like :) or ☺
- Be cautious when using humor or sarcasm as tone is sometimes lost in an email or discussion post and your message might be taken seriously or sound offensive.
- Be careful with personal information (both yours and that of another)
- Do not send confidential information via e-mail

EMAIL ETIQUETTE

When you send an email to your instructor, teaching assistant, or classmates, you should:

- Use a descriptive subject line
- Be brief, but include necessary information
- Avoid attachments unless you are sure your recipients can open them
- Avoid HTML in favor of plain text
- Sign your message with your name and return e-mail address
- Think before you send the email to more than one person—does everyone really need to see your message?
- Be sure you REALLY want everyone to receive your response when choosing to "reply all"
- Be sure the message author intended for the information to be shared before choosing to "forward" the message

MESSAGE BOARD ETIQUETTE AND GUIDELINES

When posting on the Discussion Board in your online class, you should:

- Make posts that are on topic and within the scope of the course material
- Take your posts seriously and review and edit your posts before sending
- Be as brief as possible while still making a thorough comment
- Always give proper credit when referencing or quoting another source
- Be sure to read all messages in a thread before replying
- Do not repeat someone else's post without adding something of your own to it
- Avoid short, generic replies such as, "I agree"—you should include why you agree or add to the previous point
- Always be respectful of all opinions, even when they differ from your own
- When you disagree with someone, express your differing opinion in a respectful and non-critical way
- Do not make personal or insulting remarks
- Be open-minded when reading other posts

You can [click here to download the PDF file.](#)

Diversity Statement

Diversity is fundamental to LSU's mission and the University is committed to creating and maintaining a living and learning environment that embraces individual difference. Cultural inclusion is of highest priority. LSU recognizes that achieving national prominence depends on the human spirit, participation, and dedicated work of the entire university community. Through its Commitment to Community, LSU strives to create an inclusive, respectful, intellectually challenging climate that embraces individual difference in race, ethnicity, national origin, gender, sexual orientation, gender identity/expression, age, spirituality, socioeconomic status, disability, family status, experiences, opinions, and ideas. LSU proactively cultivates and sustains a campus environment that values open dialogue, cooperation, shared responsibility, mutual respect, and cultural competence—the driving forces that enrich and enhance cutting-edge research, first-rate teaching, and engaging community outreach activities.

Extensions

An extension of enrollment is available. The extension extends the enrollment period two months for a fee of \$75. Only one extension is available per course enrollment. Requests for an extension must be received in our office prior to the expiration date to avoid being dropped from the course and receiving a "W" in the course. Please read the extension policy on the [Policy page](#) before proceeding.

Guild students: if you need to extend your courses, login to the registration site, go to My Courses, then to My Programs, and under upcoming Courses, add to cart the certificate extension. All other students, use the link below.



[Request an extension](#)

Transcript Information

After you have completed this course, your grade will be filed with the Office of the University Registrar. If a transcript is needed, it is your responsibility to make a request to the registrar. If you would like to order a transcript, visit the [Office of the University Registrar Transcript Requests](#) page to view your options.