UNIVERSITY OF NORTH TEXAS COURSE SYLLABUS
MGMT 3720.007 – Organizational Behavior
Spring Semester, 2016

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STUDENT ELECTRONIC
CONFERENCE HOURS: Emails will be answered within 24 hours

Please check your UNT email and the course Announcements in Blackboard frequently throughout each week of the semester. These are the primary means of receiving important information regarding your class. I will provide replies to your emails within 24 hours. While I cannot guarantee an immediate reply, I will do my best to respond in a timely manner. Your questions and concerns are important to me.

We are using Blackboard Learn, 9.1 (often shorten to read, “Learn”) for delivery of Mgmt 3720.002. This section of 3720 is offered as a 100% online delivery; there are no face-to-face sessions designed for this section. Online course experiences are different than traditional, face-to-face, classes; be sure that online delivery is the best learning-delivery mode for you to use in your study of Mgmt 3720. The Management Department offers other sections of 3720 that use more traditional modes of delivery.

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

Catalog Description:
MGMT 3720 is a junior-level survey course designed to provide you with an overview of the management field. MGMT 3720 is a core topic required of all students majoring in one of the many degree plans of the College of Business at UNT. The course title, Organizational Behavior, is defined as the study of individual behavior and group
dynamics in organizational settings. In the collective judgment of COB faculty, the research, theory, and practices described in our Organizational Behavior literature represent the very best introductory explanation for the behavior of managers in for profit firms/organizations. UNT’s Undergraduate Catalog states: 3720. Organizational Behavior. 3 hours. Individual behavior in formal organizations. Cases, lectures and experiential exercises in organizational culture, motivation, leadership, dynamics of power, perception and attribution, communication, decision making and performance, and individual differences. Open to non-business majors.

This is a 100% online delivered section of Mgmt 3720. The Department of Management also offers traditional sections of this course. 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; 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.

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

1. To develop an understanding of the systems approach as applied to human and organizational behavior.

2. To understand the foundations of individual behavior.

3. To understand the importance of embracing and managing diversity in organizations.

4. To identify the role of personality and perception in affecting behavior in organizations.

5. To learn about career management in organizations.

6. To examine a number of traditional and contemporary approaches to work motivation.

7. To examine the important variables in individual and group decision making and problem solving.

8. To develop an awareness of the potent role of groups and teams in organizations, and how they impact performance.

9. To learn how to be a contributing member of a productive team.

10. To understand the importance of managing conflict and negotiation in organizations.

11. To appreciate the role of influence tactics, empowerment, and politics in organizations.

12. To review the current state of knowledge with respect to leadership and leader behavior.

13. To appreciate the ideas involved with work design and technology in organizations.
14. To connect to and learn about organizational culture, its influence and importance to products and services produced.

15. To understand how to manage change in organizations.

16. To appreciate the role of diversity in the workplace and it importance to the labor supply required.

17. To learn how to manage occupational stress in organizations.

18. To apply course concepts to practical organizational problems.

Specific Learning Objectives for each lesson are found by clicking on Course Content tool; in turn, click on the Lesson/chapter you wish to view, look for Chapter Learning Objectives.

Textbook (required):
The textbook for this course is Organizational Behavior, 16th Edition, S.P. Robbins & T.A. Judge, Pearson, Prentice-Hall, 2015. 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):

<table>
<thead>
<tr>
<th>Components</th>
<th>Max Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Welcome Folder Activities (COB Ethics Statement, Student Information Survey)</td>
<td>10</td>
</tr>
<tr>
<td>Chapter/Lesson quizzes—18 quizzes @ 5 pts each</td>
<td>90</td>
</tr>
<tr>
<td>Exam 1 (over text Chapters 1, 2, 3, 4)</td>
<td>100</td>
</tr>
<tr>
<td>Exam 2 (over text Chapters 5, 6, 7, 8)</td>
<td>100</td>
</tr>
<tr>
<td>Exam 3 (over text Chapters 9, 10, 11, 12, 13)</td>
<td>100</td>
</tr>
<tr>
<td>Exam 4 (over text Chapters 14, 15, 16, 17, 18)</td>
<td>100</td>
</tr>
<tr>
<td>PFP/Competitive Advantage</td>
<td>100</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>600</strong></td>
</tr>
</tbody>
</table>

To make an A you will need to make 540 – 600 points

To make a  B you will need to make 480 – 539 points

To make a  C you will need to make 420 – 479 points
To make a D you will need to make 360 – 419 points

To make an F you will need 359 points or less

Practice Questions, Chapter Quizzes, and Exams:

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

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

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

**Chapter Quizzes**----You will have 18 Blackboard Learn Chapter Quizzes over the course term. No Chapter Quiz grades will be dropped. All quizzes are assessed by clicking on the word, Quizzes, found in the list of course tools and will be available on and will expire on the dates specified on the Course Activity Schedule chart. In other words, you may take the Chapter Quiz anytime ‘between the Release day/time and the Lock day/time’ shown on the Course Activity Schedule chart of our syllabus. All Quizzes are open book, open notes. Complete the quizzes without the help of anyone else. Complete the quizzes as you work through each corresponding lesson. You will receive a zero if you do not complete a quiz prior to its Lock day/time.

Each quiz contains 5 multiple choice questions and has a time limit of 10 minutes (ODA certified students 20 minutes). You can take a Chapter Quiz **only once.** UNT Blackboard Learn Server time rules for any and all Quiz/Testing purposes. **THERE IS NO PROVISION FOR MAKING UP A MISSED QUIZ AND NO QUIZ WILL BE GIVEN AT A TIME DIFFERENT THAN THAT PROVIDED IN THE COURSE SYLLABUS.** The five multiple choice questions in our CQ are written and have the same relationship of question/answer to chapter content that you will find in the major exams. Because CQ are open for different number of days (e.g., our Lessons also are open for different number of days), your Chapter Quiz feedback information occurs in two steps.
Chapter Quiz Score and Feedback.  **Step 1.** Your CQ score is returned immediately after you submit the Quiz. Thus, you will submit your Quiz and you click on My Grade tool to view your score. **Step 2.** You may view and download your CQ questions and submitted answers after the Lock day/time for the Lesson your CQ covers. In other words, you get your score in Step 1; but, you must wait until your Lesson locks to be able to access the questions and answers submitted. If you want to print out the CQ questions and your submitted answers for later review and study (e.g., I recommend that you use CQ for review, etc.), this is the time period to do so. Questions and submitted answers will lock (e.g., no longer available) at the start of the Module exam’s release day/time.

**Competitive Advantage Assignment**

(You can earn up to 100 points on this assignment which is EQUAL TO A TEST GRADE in this class). These points will be added to your total points just like your tests. Your work for this exercise requires you to conduct primary and secondary research about YOU and about your strategy for your (a) personal, (b) family and (c) professional (PFP) life.

You should answer each question individually and then turn in a **paper not less than 8 pages and not more than 10 pages long (excluding references)** which contains your research related to (1) selecting your desired employers, (2) building your 10 interview questions you asked your three desired employers, and (3) choosing information which will be critical to having a successful life personally, family-wise and professionally. Your paper should be in Times New Roman font and should have all margins be 1 inch.

When writing your paper, please look carefully at the Critique Criteria for Establishing Your Competitive Advantage which follows the 33 PFP questions. The criteria on the Rubric (Critique Sheet) are the grading items used to grade your Competitive Advantage term paper. Your answers to the questions below are worth 20 points, the answers employers gave responding to the 10 questions on your interviews you used for gathering data are worth 20 points, and the research for and writing of your paper are worth 60 points for an assignment grade (up to 100 points). All work must be submitted electronically on or before midnight Friday, April 8, 2016. No late papers will be accepted in order for you to receive your grade from this assignment which then may determine whether you need to take the comprehensive final. Items 1 – 9 are meant to help you position yourself for your research. Items 10 – 33 are the items graded for determining points given for your efforts to develop your competitive advantage.

Please see BlackBoard for full assignment details.

**Exams (See also Exams Appendix at the end of this Syllabus):** Four (4) timed, open book/open notes exams will be administered using Blackboard Learn course system on the dates, at the times, and having the coverage and format indicated in the Course Activity Schedule chart. Complete the Exams without the help of anyone else. Each exam will consist of 50 multiple choice questions. “Exam Information” Appendix
“A” at the end of this Syllabus contains more information about online exams. If something prevents you from starting/opening an exam during the scheduled availability period, a score of zero is entered for the Exam. Because you have made NO Attempt at the exam, the course Missed Exam Policy applies to your situation—review that policy and follow its requirements to remove the zero.

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

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

<table>
<thead>
<tr>
<th>Exam</th>
<th>Date/Availability Period *</th>
<th># Questions, Format, Time to Complete *</th>
<th>Chapters (Lessons) Covered</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Wed., 2/17, 12:00am to 11:59pm</td>
<td>50 Multiple Choice/TF 50 minutes</td>
<td>Chapters 1, 2, 3,4 (Lessons 1-4)</td>
</tr>
<tr>
<td>2</td>
<td>Fri., 3/11, 12:00am to 11:59pm</td>
<td>50 Multiple Choice/TF 50 minutes</td>
<td>Chapters 5, 6, 7, 8 (Lessons 5-8)</td>
</tr>
<tr>
<td>3</td>
<td>Wed., 4/6, 12:00am to 11:59pm</td>
<td>50 Multiple Choice/TF 50 minutes</td>
<td>Chapters 9,10,11, 12,13 (Lessons 9-13)</td>
</tr>
<tr>
<td>Competitive Advantage</td>
<td>Fir., April 8, by 11:59 pm</td>
<td>See BlackBoard Assignment</td>
<td>Questions, Interview Questions/Responses, Paper</td>
</tr>
<tr>
<td>4</td>
<td>Mon., 5/9-Thur, 5/13 12:00am to 11:59pm</td>
<td>50 Multiple Choice/TF 50 minutes</td>
<td>Chapters 14,15,16, 17,18 (Lessons 14-18)</td>
</tr>
<tr>
<td>Optional Cumulative</td>
<td>Mon., 5/9-Thur, 5/13 12:00am to 11:59pm</td>
<td>50 Multiple Choice/TF 50 minutes</td>
<td>Chapters 1-18</td>
</tr>
</tbody>
</table>

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

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

Course Lessons:

There are 16 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 Questions for Discussion and chapter Quiz. You should consider the following as Required Assignments: 1. reading the chapter, and 2. answering 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 following the Course Activity Schedule chart. As you review the Course Activity Schedule chart, you will read about “release dates” and “lock dates”. You are encouraged to work on your Lessons as soon as you can after the release date and you must finish your Lesson prior to lock day/time. Stated differently, you can work on your Lessons at anytime between releases and lock days/times. YOU CANNOT WORK ON ANY GRADED MATERIAL AFTER LOCK DAY/TIME OCCURS. REMEMBER, THIS IS NOT A SELF-PACED COURSE; you must work within the course activity schedule guidelines and University’s Academic calendar.

Course Announcements (CA):

The Course Announcement (CA) tool serves as your ‘course landing page’ and provides official bulletins and announcements by the instructor. CA serves to provide information about course procedures, reminders about syllabi information, and course issues. Since CA is an "official site" within our course, you are responsible for reading and knowing what is in CA. Please reply privately to announcements provide in CA by sending the instructor a private, regular e-mail message to discuss individual/private course matters.

<table>
<thead>
<tr>
<th>Date</th>
<th>Assignments Available</th>
<th>Assignments Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/19</td>
<td>Quizzes 1-4 Available</td>
<td></td>
</tr>
<tr>
<td>2/14</td>
<td></td>
<td>Quizzes 1-4 Due</td>
</tr>
<tr>
<td>2/17</td>
<td>Exam 1 (12:00 am)</td>
<td>Exam 1 (11:59 pm)</td>
</tr>
<tr>
<td>2/18</td>
<td>Quizzes 5-8 Available</td>
<td></td>
</tr>
</tbody>
</table>
POLICY ON MISSING QUIZZES, DISCUSSIONS, EXAMS & OTHER ASSIGNMENTS

SPECIAL NOTICE: This is not a self-paced course. Exams 1, 2, 3, and 4 will be administered on days shown in the Course Activity Schedule chart—above. You must plan on accessing the exams during the open period(s). I have provide two open periods for each regularly scheduled exam, i.e. an evening period from 4:00pm to 8:00pm and an early morning period from 6:00am to 8:00am on the following day. Please do not take this section of Mgmt 3720 if you cannot take major exams during the open windows shown above. While I provide a Missed Exam procedure for our course, I do not recommend you ‘planning on missing’ an exam. Please note that Exam 4 does not allow a make-up because it is the final activity in our course.

There is no provision for missing or making up a missed Chapter Quiz (as there is for a major exam) because you have multiple days during which you have the ability to complete Chapter Quizzes using your personal calendar and work habits as your guide.

Further, no component of this course will be administered at a time different than that provided in the Course Activity Schedule chart in our syllabus unless our course activity is in conflict with a University Approved Activity (please provide e-mail statements from VP or appropriate dean’s office to verify the conflict prior to the course activity Lock day/time. Verifiable cases of birth; death; serious family and/or health problems; acts of God (unpreventable events resulting from natural causes, such as hurricanes, tornadoes, floods, and storms -- accidents which are not the result of human factors); transportation accidents; bona fide racial, ethnic, cultural, religious, age, gender, or disability factors; UNT official events; UNT computer problems affecting ALL students;
etc., may constitute grounds for accommodation, and will be dealt with on a case-by-case basis. YOUR COMPUTER HARDWARE OR SOFTWARE PROBLEMS, and other personal situations not described above DO NOT constitute grounds for accommodation.

An optional cumulative exam will be given during finals week. This exam will replace your lowest exam grade. This exam will also serve as the makeup exam. This means that if you miss an exam, you should plan to take the cumulative exam.

I also recommend that you consider taking major exams in a College of Business lab or UNT testing center in Sage Hall (I DO NOT recommend other locations on campus).

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 Quiz and Exam titles in My Grades):
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. 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:

1. 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. If it becomes necessary for you to drop our course during the W/WF period, you may do so by telephoning the Department of Management (940) 565-3140 and asking the personnel to ‘assist you with the W/WF drop paperwork’. The department provides this serve to our course because it is 100% online.

**APPENDIX - EXAM INFORMATION**

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

**Availability.** Exams 1, 2, 3, and 4 will be available during (and only during) the time outlined in the Course Activity Schedule chart shown in this Syllabus. Failure to take an Exam during the scheduled availability period will result in your receiving a zero on the Exam.

**College of Business Computer Labs** or Sage Hall are excellent places to take your major exams. I DO NOT recommend any other campus computer lab(s) because of possible security restrictions. You must have a dependable computer system and internet server to take our major exams.

**Question Completion Status (QCS) button** is a feature Blackboard offers with each Quiz and Exam. I recommend that you become familiar with the QCS button, practice using the button with your Chapter Quizzes, and use it during Exams. It will save you time and allow easier movement among test questions, i.e. forward, backward, review, etc.
I encourage you to start 'early in the access window' for each of our exams. When technical problems occur, it is easier to solve such problems during the access window than after the access window closes. I strongly suggest that you start at the earliest available time to assure you can get into the exam during the availability window.

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

Duration, Beginning, Finishing. Your course exams will not appear in your course until the day/time shown in our Course Activity Schedule chart. You will enter your Exams by looking to the toolbar from any course page to find the word, Exams. You will check on Exams and information about the Exam will appear. After clicking on the Exam you are scheduled to take, you will see the wording—Cancel/Begin. When you are ready to start your exam, click on the word Begin (note: click once (1) on the word “begin” only---do not double click). The maximum time allowed for an Exam is 50 minutes. No answer will be allowed after this time allocation has expired. Only one (1) exam attempt is allowed. Your completion time is measured from when you click "Begin" to when you click "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. The best and quickest method to return to prior questions is to use the Question Completion Status (QCS) button/link discussed above. (The QCS is located in a ‘blue ribbon’ above your first questions on a quiz or exam.)
You can change your answers before you submit your exam, but not after. You can revisit each question by clicking on the QCS button/link shown at the top of your quiz or exam page. Please use your Chapter Quizzes to 1. Locate the QCS button/link (blue ribbon) above your first questions on a quiz or exam.) You can change your answers before you submit your exam, but not after. You can revisit each question by clicking on the QCS button/link shown at the top of your quiz or exam page. Please use your Chapter Quizzes to 1. Locate the QCS button/link and 2. Practice the movement among questions—forward, backward, etc.

Problems during the Exam Period---what should you do? If a major problem occurs while you are taking one of your exams, e-mail the Professor immediately and do not leave your testing/computer station until you receive an answer from your Professor. You may also wish to use the professor’s cell number to call after you have e-mailed. Once you have started your exam---it counts; thus, you must get in contact with your Professor and wait for his reply if you need help.

Question Delivery. The questions will be delivered one question at a time. Any question can be revisited during the time limit. The Question Completion Status button provide by Blackboard makes the process of revising, returning, moving forward quickly and easy; thus, the reason for using and becoming familiar with the QCS while taking Chapter Quizzes. The questions may be answered in any order. If you wish, you may revisit questions after you have answered them.

Open Book Exam. All Exams are "open book, open notes." You are on your honor to NOT USE any other individual or source for your answers. FYI, students sitting side-by-side at different computers will receive questions in a different sequence.
Questions Not in Chapter Sequence. Questions are randomly drawn from the exam question inventory. As such and except be pure chance, the questions will NOT be presented in Chapter sequence.

Similarity to Chapter Quizzes. Exams are similar in content, format and procedure to the Chapter Quizzes and the Practice Questions. One of your better preparations for an Exam is to complete, understand and know the information covered in the Chapter Quizzes and Practice Questions. I also recommend that you use the Chapter Quizzes and your Practice Questions to practice answering test questions in one minute or less (e.g., I offer this suggestion because our major exams allows 50 minutes to answer 50 questions). Practice with a 60 second timing device or have a friend time your practice sessions.

Blackboard Learn HELP. You may call the Blackboard Student Help Desk at 940.565.2324 to gain assistance with your computer, software, etc. Please familiarize yourself with all pertinent information regarding Blackboard Exams/Quizzes under the Start Here icon on your course content page.

Exam Scores Not Immediately Released. Unlike the Chapter Quizzes, your score will NOT be released until (1) the last availability period has ended, (2) all questions have been graded, and (3) the instructor has reviewed all frequently missed questions and provided any "adjustment" in final score for the class as a whole. YOU WILL RECEIVE A COURSE ANNOUNCEMENT TELLING YOU WHEN EXAM GRADES ARE AVAILABLE BY GOING TO MY GRADES. This announcement is usually made within 24 hours, following the exam.

Questions/Answers Not Returned. Unlike the Chapter Quizzes, Exam questions, answers, missed questions, correct answers, etc. will NOT be returned in Blackboard or in any other form other than in person. If you want to see or go over your exam, you will need to MAKE AN APPOINTMENT with the instructor 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 do you see when you are in the quiz? Quiz summary information (the title of the quiz, your name, your start time, the time allowed, the number of questions), the quiz questions and a place for you to answer, your progress (the time remaining for you to complete the quiz, the questions you have not answered [yellow dot], the questions you have answered and saved [blue check mark], and the answered questions you have edited but not saved [red exclamation mark]).

Answering questions. The words, Question Completion Status (QCS), are shown in a blue ribbon running across the top of your 1st question on any quiz or exam. When you ‘click on the words—or blue ribbon—you will be able to use the link to answer and move forward, backward, or return to questions—very quickly within your quiz or exams. The QCS is a very helpful and time saving feature that Blackboard provides for quizzes and exams—I recommend you use the QCS link on all exams and that you ‘practice using the link during your PQ and CQ assessments.

DO NOT USE THE BACK ARROW button while taking quizzes or exams.
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” that will appear at the end of your final question on a quiz or exam. 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 Blackboard/vista COURSE.** Set your browser to check for newer versions of pages every time.

**Study Tips.** You must be prepared for Exams to score well with on-line exams. I recommend preparing for on-line exams ‘as if you were scheduled to take a traditional, closed book’ exam. You must go thru the process of reading, re-reading, memory work, logic formation, analytical patterns, etc., based on your text book’s chapter material for on-line exams just as with ‘closed book’ exams to perform well. Once you have read, reviewed, organized ideas, etc., you are ready to take the exam. After you have entered the exam, try to answer as many questions as possible WITHOUT referring to the book or your notes. I recommend that you ‘trust your study habits and place a ‘most likely answer’ for each of your questions as you proceed through all 50 questions. Only after you have completed all 50 questions, do I recommend for you to ‘look up’ any problem questions. My conversations with many students reinforce my belief that you will **HAVE TIME TO EFFECTIVELY "LOOK UP" THE ANSWER TO 1, 2, or 3 QUESTIONS -- you simply will not have time to look up multiple answers.** 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. Because of personal, business, and/or family computers ‘security systems’ and incorrect Java matches to Blackboard, you may wish to take your major exams in a College of Business computer lab (I do not recommend other campus labs). I recommend that you do consider the COB labs for major exams.

Good Luck!!