

LTEC 4040 – Organizational Development & Performance Improvement

College of Information

Department of Learning Technologies

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Office Hours: By appointment

Course Information

Course Pre-requisites, Co-requisites, and/or Other Restrictions

- No course pre-requisites

Materials – Text, Readings, Supplementary Readings

Polluck, R. V. H., Jefferson, A., & Wick, C. W. (2015). *The six disciplines of breakthrough learning: How to turn training and development into business results* (3rd ed.). John Wiley & Sons: Hoboken, New Jersey.

Brinkerhoff, R., & Apking, A. M. (2001). *High-Impact learning* (ed). Perseus Publishing: Cambridge, MA.

ADDITIONAL RESOURCES

If you need help with APA, you may find the Purdue Owl APA Style Guide very resourceful <http://owl.english.purdue.edu/owl/resource/560/01/>

Course Description

It is imperative that the training component of an organization support the overall business strategy of that organization. Learning experiences must lead to measurable performance and business results. This course explores how to determine if learning will benefit the overall business. Also stressed is the notion that training and development professionals must own the whole process of learning – before, during and after a

training/development offering. Students will also determine measurable evaluation techniques for training.

Learning Objectives

Upon completion of this course the student will be able to:

1. Define training outcomes in business terms
2. Determine if training is linked to business imperatives
3. Describe the “complete learning experience” and how it differs from just classroom training.
4. Explain a training program’s value to the corporation
5. Explain why training buy-in by management is crucial
6. Detail why measuring training results in quantifiable terms is key
7. Explain why one documents results in measurable business terms
8. Explain why it is necessary to market the value of training

Course Evaluation Scale

A = 90 - 100%

B = 80 - 89%

C = 70 - 79%

D = 60 - 69%

F = 59% or below

Submit all work as specified by the instructor. You must take into consideration: postal mail time and electronic communication difficulties. The student is responsible for all course deadlines. Student must keep a copy of all assignments. All assignments must be turned in by the “due date”. If, assignments are NOT submitted by the due date there will be a 15% reduction of the final grade received.

Information for Web-based Courses

Required Software and Hardware Required:

Knowledge of personal computer operation is prerequisite to registering for and successfully completing this online course. Students taking the course should be proficient in the following software as well:

- Microsoft Word
 - Microsoft Excel
 - Microsoft Access
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The acquisition of these skills is the responsibility of student and can be obtained through prior coursework and/or personal experience. A student who is not proficient in these programs should not register for this course.

Blackboard is fully supported for both computers using Windows and Apple computers. This includes the programs noted above. Purchase and installation of the programs in a current and compatible version is the responsibility of the student. For personally owned computers, the UNT bookstore offers software for both systems with student pricing. In addition, upon starting this or any LTEC Blackboard course, students should review the “Check Browser” link in Blackboard and install the appropriate browser and plug-ins and update their browser to the appropriate settings.

Expectations for Appointments or Office Hours

Instructor Contact and Reply Policy

If you need to reach me I would prefer to be contacted via the course message option in Blackboard or email at karen.johnson@unt.edu. If the matter demands communication other than email, I will be happy to meet with you via a convenient and appropriate mode of contact whether phone (940-565-3174 Office), or GoToMeeting, or Skype. If you do not hear from me within that time, please resend your message. Your email might have been unintentionally overlooked or was not received at all. I will try my best to respond to any queries/concerns you may have within 2-3 days. Assignments will be graded and returned to you within approximately one week.

Students are encouraged to develop communication networks with other class members via electronic communication vehicles such as Blackboard Vista email, bulletin board, and/or chat. Students should consider the communication parameters with regard to assignment due dates.

Please do not wait until the “last minute” for clarification on assignments. I might not be able to respond to you in such quick turn-around before the assignment becomes due. Also keep in mind that you may encounter unforeseen problems with your Internet provider, software, or hardware.

Student Responsibilities for Distributed Learning Courses:

- Access course web page and initiate contact with instructor within the first two weeks of the semester.
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- Be able to work independently on course objectives, given the format for interaction with faculty and students will be non-traditional.
- Verify appropriate hardware and software as described in the course description.
- Provide instructor with access to a working email account (EagleConnect, Blackboard or private provider).
- Contact instructor or instructor's assistant within two days if any problems develop with regard to accessing the course.
- Adhere to communication parameters of course (i.e., email, discussion, chat)
- Complete UNT Student Tutorial prior to taking the first Blackboard course
- Comply with appropriate electronic etiquette and abbreviations.
- Complete all course requirements by posted deadlines.

Students should maintain electronic copies in chronological order of ALL journal entries, bulletin board responses, lesson plans, and other assignments listed within the “Sequence of

Tests, Papers, and Activities” section of this syllabus. It is the responsibility of the student to verify that all messages AND attachments are sent to the course instructor. See “Course Attendance and Participation” section for more information.

Academic Honesty and Integrity

The UNT Code of Student Conduct and Discipline provides penalties for misconduct by students, including academic dishonesty. Academic dishonesty includes cheating and plagiarism. The term “cheating” includes, but is not limited to, (1) use of any unauthorized assistance in taking quizzes, tests, or examinations; (2) 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 (3) the acquisition, without permission, of tests or academic material belonging to a faculty or staff member of the university. The term “plagiarism” includes, but is not limited to, the use of the published or unpublished work of another person, by paraphrase or direct quotation, without full and clear acknowledgement. It also includes the unacknowledged use of materials prepared by another person or agency engaged in the selling of term papers or other academic materials. If a student engages in academic

dishonesty related to this class, the student will receive a failing grade on the test or assignment and a failing grade in the course. In addition, the case will be referred to the Dean of Students for appropriate disciplinary action.

Classroom Disability Accommodations

The University of North Texas does not discriminate on the basis of an individual's disability and complies with Section 504 and Public Law 101-336 (Americans with Disabilities Act) in its admissions, accessibility, treatment and employment of individuals in its programs and activities. It is the responsibility of the student to inform the instructor of any disabling condition that will require modifications. The following information is from:

<http://www.unt.edu/oda>. Additionally, this site provides a set of FAQ for students and faculty.

University Policy of Disability Accommodations

The University of North Texas is on record as being committed to both the spirit and letter of federal equal opportunity legislation; reference Public Law 92-112 – The Rehabilitation Act of 1973 as amended. With the passage of new federal legislation entitled Americans with Disabilities Act (ADA), pursuant to section 504 of the Rehabilitation Act, there is renewed focus on providing this population with the same opportunities enjoyed by all citizens.

Whenever a special accommodation or auxiliary aid is necessary in order to ensure access to and full participation by students with disabilities in University programs or services, the department or agency responsible for the program or service to which the individual requires access will work with the Office of Disability Accommodation and appropriate federal and state agencies to ensure that reasonable accommodations are made.

The student requiring special accommodation or auxiliary aids must make application for such assistance through the Office of Disability Accommodation. Proof of disability from a competent authority will be required, as well as information regarding specific limitations for which accommodation is requested. The University assumes no responsibility for personal assistance necessary for independent living nor for specialized medical care. Students requiring personal attendants or mobility assistants must employ such persons at their own expense before completion of registration.

Students requiring specialized medical care above and beyond that ordinarily offered through the Student Health Center should be prepared to bear the expense of this care through a general hospital or a private physician/clinic of their choice.

Changes may be made as long as it does not compromise the quality of education. Cooperation of faculty, staff, and students is needed to help with physical access and to meet academic requirements. For example, giving extra time on tests or assignments, substituting courses, or adapting classroom presentations (like allowing tape recorders, note takers, or asking a professor to face the class when speaking to allow students to lip read) may be done.

Questions or concerns about discrimination on the basis of disability or about equal educational opportunities for persons with disabilities should be directed to Equal Opportunity Office, Room 210, Hurley Administration Building, 940.565.2737.

Information concerning specific accommodations to provide equal opportunities is available through the Office of Disability Accommodation, Suite 321, 1155 Union Circle, 940.565.4323.

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. The Code of Student Conduct can be found at deanofstudents.unt.edu/conduct.

Access to Information – Eagle Connect

Your access point for business and academic services at UNT occurs at my.unt.edu. All official communication from the university will be delivered to your Eagle Connect account. For more information, please visit the website that explains Eagle Connect and how to forward your e-mail: eagleconnect.unt.edu/

Medical Emergencies

If you have a medical emergency that will prevent you from completing the course as scheduled, you **MUST** notify your instructor at the time of your medical problem. Requests for an INC or to drop the course must come at the time of the medical emergency and must be supported by a letter from your physician indicating that your medical situation will **NOT** permit you to work at your computer in order to submit your assignments as scheduled. Requests for an INC or to **DROP** this course based on a medical emergency **CAN NOT** be granted after the medical emergency. Of course all requests must meet standard university policy.

Attendance and Participation

The instructor reserves the right to request of the Registrar that a student be dropped from the course (W or WF) due to unsatisfactory progress. All students are expected to fully participate in all class activities. Full participation includes web-based activities.

University Policy of Absence for Religious Holidays

In accordance with state law, students absent due to the observance of a religious holiday may take examinations or complete assignments scheduled for the day missed within a reasonable time after the absence if the student has notified the instructor of each class of the date of the absence within the first 15 days of the semester. Notification must be in writing, either personally delivered with receipt of the notification acknowledged and dated by the instructor, or by certified mail, return receipt requested.

Only holidays or holy days observed by a religion whose place of worship is exempt from property taxation under Section 11.20 of the Tax Code may be included. A student who is excused under this provision may not be penalized for the absence, but the instructor may appropriately respond if the student fails to satisfactorily complete the assignment or examination.

Professionalism

At all times, students are expected to conduct themselves in a professional manner. This includes being prepared for all class assignments, and being flexible to unforeseen changes in schedules and assignments.

Bureau of Citizenship and Immigration Services Regulations for F1 Visa Holders

To read INS regulations for F-1 students taking online courses, please go to this website http://www.ice.gov/sevis/regs/8cfr214_2f.htm and select the link to "8 CFR 214.2(f)" in the table next to "F-1." Paragraph (f)(6)(i)(G)

To comply with immigration regulations, an F-1 visa holder within the United States may need to engage in an on-campus experiential component for this course. This component (which must be approved in advance by the instructor) can include activities such as taking an on-campus exam, participating in an on-campus lecture or lab activity, or other on campus experience integral to the completion of this course. If such an on-campus activity is required, it is the student's responsibility to do the following:

(1) Submit a written request to the instructor for an on-campus experiential component within one week of the start of the course.

(2) Ensure that the activity on campus takes place and the instructor documents it in writing with a notice sent to the International Advising Office. The UNT International Advising Office has a form available that you may use for this purpose. 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 internationaladvising@unt.edu) to get clarification before the one-week deadline.

Policy on Server Availability or Other Technical Difficulties

The University is committed to providing a reliable online course system to all users. However, in the event of any unexpected server outage or any unusual technical difficulty preventing students from completing a time sensitive assessment activity, the instructor will extend the time window and provide an appropriate accommodation based on the situation. Students should immediately report any problems to the instructor and also contact the UNT Student Help Desk: vista@unt.edu or 940-565-2324. The instructor and the UNT Student Help Desk will work with the student to resolve any issues at the earliest possible time.

Students Input and Feedback

Student feedback is important and an essential part of the participation in this course. The Student Evaluation of Teaching Effectiveness (SETE) is a requirement for all organized classes at UNT. This short survey will be made available at the end of the semester to provide you with an opportunity to evaluate how this course is taught.

Succeed at UNT

UNT endeavors to offer you a high-quality education and to provide a supportive environment to help you learn and grow. As a faculty member, I am committed to help you be successful as a student. Here's how to succeed at UNT: show up, find support, seek advice, be prepared, get involved, stay focused. To learn more about campus resources and information on how you can achieve success, go to success.unt.edu

Participation

As an adult learner, more than likely you have multiple roles, in addition to being a student. If you are a full-time student, you are working to learn a wide variety of new skills and to meet the expectations for multiple courses. Online courses make it possible to manage your learning around these other roles, but you must carefully plan your education to make this work.

Responsible attendance means that you will plan your schedule so that you can meet course participation requirements and manage your time so that you can complete your assignments on or before the date they are due. The *tentative course calendar* is included in the syllabus. If the calendar needs to be changed for any reason during the course implementation, a written notice will be provided.

You are expected to demonstrate participation in this course as follows:

- You must review all course content posted in Blackboard.
 - You must login to this course at least 3 times per week throughout the week to check for new content and new discussion posts. Additional access may be required in order to meet the course due dates and to complete all required learning activities.
 - You must read all News items posted on the course home page.
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- You must read all posts to the course discussion in Blackboard. This replaces the normal in-class discussion that occurs. You are responsible for all information posted to the course discussions.
- You are responsible for completing and submitting all assignments for the course on or before the due date.
- You are responsible for maintaining copies of your work and ensuring that your submission has been received.
- Technical challenges are not an acceptable excuse for missing deadlines. You must ensure that you have access to a working computer at all times. Please do not wait until the deadline to submit assignments
- If you have any questions or concerns about any of the assignments or your performance, please contact your instructor immediately. Do not wait until the assignment is due or the performance cannot be rectified.

Online Etiquette

Online etiquette, sometimes called **Netiquette**, takes special attention because it lacks the visual cues that we rely on to give meaning to communication. Included below are some points to keep in mind throughout the duration of the course.

1. **Avoid language that may come across as strong or offensive.** Language can be easily misinterpreted in written communication. If a point must be stressed, review the statement to make sure that an outsider reading it would not be offended; then post the statement. Try to be as matter-of-fact and professional as possible.
 2. **Keep writing to a point and stay on topic.** Online courses require a lot of reading. When writing, keep sentences poignant and brief so that readers do not get lost in wordy paragraphs and miss the point of the statement. Also, it is important to stay focused and on topic.
 3. **Read first, write later.** It is important to read all posts or comments of students and instructors within the course discussion before personally commenting to prevent repeating commentary or asking questions that have already been answered.
 4. **An online classroom is still a classroom.** Though the courses may be online, appropriate classroom behavior is still mandatory. Respect for fellow classmates and the instructor is as important as ever.
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LTEC 4040
Course Assignment Schedule

Note due dates carefully. Late assignments will not be accepted except in extreme cases. Points will be deducted for late assignments.

Unit	Semester Week	Assignment Due Dates
1	Week 1	25-Jan
2	Week 2	1-Feb
3	Week 4	15-Feb
4	Week 5	22-Feb
5	Week 7	7-Mar
6	Week 8	14-Mar
7	Week 9	21-Mar
8	Week 10	28-Mar
9	Week 12	11-Apr
10	Week 14	25-Apr
11	Week 15	2-May