

UNIVERSITY OF NORTH TEXAS

LTEC 4040

Organizational Development and Performance Improvement

COURSE INFORMATION

- Organizational Development and Performance Improvement
- LTEC 4040.02X, 3 Credit Hours
- Internet Course

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

- No course pre-requisites

Materials – Text, Readings, Supplementary Readings

- Textbook information -- *The Six Disciplines of Breakthrough Learning: How to Turn Training and Development into Business Results*. Calhoun Wick, Roy Pollock, Andrew Jefferson, and Richard Flanagan. Pfeiffer.

High Impact Learning. Robert Brinkerhoff and Anne Apking, Basic Books.

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.

- Instructional method -- Internet

- 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

Teaching Philosophy

The information covered in this course will serve you well during a career in training. By being able to deploy the skills covered, the training you create will be of long-term value to your organization. As students it is your responsibility to take charge of your learning and the

assignments within this course. I am here to help and guide you along the way. But I cannot provide guidance if I don't know you need help. It is up to you to contact me when necessary.

TECHNICAL REQUIREMENTS / ASSISTANCE

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

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.

Internet Access with [compatible web browser](#)
Microsoft Word

- Browser and computer settings check: <https://ecampusupport.unt.edu/browser>
- Computer and Internet Literacy: Visit http://www.clt.odu.edu/oso/index.php?src=pe_comp_lit
- Plug-ins necessary to access course materials and resources:
<https://ecampusupport.unt.edu/plugin>

ACCESS & NAVIGATION

Access and Log in Information

This course was developed and will be facilitated utilizing the University of North Texas' Learning Management System, Blackboard Vista. To get started with the course, please go to: <http://ecampus.unt.edu>

You will need your EUID and password to log in to the course. If you do not know your EUID or have forgotten your password, please go to: <http://ams.unt.edu>.

Ticket to Vista Tutorial

As a student, you will have access to the “Ticket to Vista” tutorial via Blackboard Vista. It is recommended that you become familiar with the tools and tutorials within Ticket to Vista to better equip you to navigate the course.

Being a Successful Online Student

-[What Makes a Successful Online Student?](#)

-[Self Evaluation for Potential Online Students](#)

How the Course is Organized

The overall outline for this course is contained under “Course Assignment Guidelines.” The course detail and assignments are Units found under “Course Content.”

What Should Students Do First?

Once the course has been accessed, students must complete all start-up activities – Read all the information under “Start Here with Course Orientation” and all the steps under “Required Tasks to Gain Access to Course Content.” Unit 1 assignment due the first week of the semester is a Student Introduction.

How Students Should Proceed Each Week for Class Activities

All assignment information, including how to submit assignments, is contained under Course Content.

Student Support

The University of North Texas provides student technical support in the use of Blackboard and supported resources. The student help desk may be reached at:

Email: vista@unt.edu

Phone: 940.565-2324

In Person: ISB Rm. 119

Regular hours are maintained to provide support to students. Please refer to the website (https://ecampusupport.unt.edu/index.cfm?M=Student_Resources) for updated hours.

COURSE REQUIREMENTS

1. The student will access and follow all course instructions found in the Course Content area of the Blackboard course.
2. The student will complete and submit assignments electronically using the Blackboard assignment drop box tool/tab.

COMMUNICATIONS

1. Email within the course is the primary communication tool between students and the instructor. Questions regarding the course and specific assignments should be sent via e-mail.
2. Discussions will contain additional course information on an as-needed basis. Also students may post information of general interest to the class or ask questions that pertain to the course within the Discussion tool

GRADING

Total Points Possible for Semester = 560

90 – 100% = A
80 – 89% = B
70 – 79% = C
60 – 69% = D
59% and below = F

Accessing Grades

Assignment Submission Instructions

Points earned for each assignment can be found under “My Grade” within the course.

ACADEMIC CALENDAR/COURSE DESIGN

See the Course Assignment Guidelines for an overview of the week of the semester in which a specific assignment is due. Refer to the course calendar for specific dates for each assignment

COURSE EVALUATION

Students will be notified via e-mail within the course when the course evaluation is available.

SCHOLARLY EXPECTATIONS

All works submitted for credit must be original works created by the scholar uniquely for the class. It is considered inappropriate and unethical to make duplicate submissions of a single work for credit in multiple classes, unless specifically requested by the instructor

RESOURCES

UNT Portal: <http://my.unt.edu>

UNT Blackboard Student Resources: Technical Support:
https://ecampusupport.unt.edu/index.cfm?M=Student_Resources

UNT Library Information for Off-Campus Users:

<http://www.library.unt.edu/services/for-special-audiences/offcampus/information-for-off-campus-users>

UNT Computing and Information Technology Center:

<http://citc.unt.edu/services-solutions/students>

Computer Labs: *[provide information if departmental labs are available for use to students]*. General access computer lab information (including locations and hours of operation) can be located at: <http://www.gacl.unt.edu/>

COURSE POLICIES

Assignment Policy

The course calendar shows the official due dates are for each assignment. Assignment instructions are located with Course Content under specific units. Assignments should be saved as .doc or .docx, or .xls or .xlsx. All assignments should be submitted via the Assignment drop box).

Late Work

Late work is not accepted and will receive a 0.

Incompletes

Incompletes are not given in this course unless there is a Doctor's medical excuse stating that the student cannot sit at a computer.

Copyright Notice

Some or all of the materials on this course Web site may be protected by copyright. Federal copyright law prohibits the reproduction, distribution, public performance, or public display of copyrighted materials without the express and written permission of the copyright owner, unless fair use or another exemption under copyright law applies. *[Additional sample statements can be located at: <http://copyright.unt.edu/content/sample-copyright-notices>]* Additional copyright information may be located at: <http://copyright.unt.edu/content/unt-copyright-policies>.

Graduate Online Course Attendance Policy

Submitting assignments in an internet class is the same as class attendance for a classroom class. The student will be withdrawn from the course if 3 assignments are missed.

Undergraduate Online Course Attendance Policy

Submitting assignments in an internet class is the same as class attendance for a classroom class. The student will be withdrawn from the course if 3 assignments are missed.

Administrative Withdrawal

If a student misses 3 assignments, he/she will receive an Unsatisfactory Progress report. It is up to the student to withdraw from the class within the time frame for student request for

withdrawal. The student will receive a W if done by that deadline. If the student does not withdraw by the deadline, he/she will be withdrawn with a WF.

Syllabus Change Policy

Students will be notified 2 weeks in advance for any change to the syllabus, assignments, and/or assignment due dates.

Policy on Server Unavailability 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 at the UNT end which prevents students from completing a time sensitive assessment activity, the instructor will extend the time windows and provide an appropriate accommodation based on the situation and confirmation from the Help Desk that a problem has occurred. 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.

UNT POLICIES

Academic Honesty Policy

"You are encouraged to become familiar with the University's Policy of Academic dishonesty found in the [Student Handbook](#). The content of the Handbook applies to this course. If you are in doubt regarding the requirements, please consult with me before you complete any requirements of the course."

ADA Policy

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.

As a faculty member, I am required by law to provide "reasonable accommodations" to students with disabilities, so as not to discriminate on the basis of that disability. Student responsibility primarily rests with informing faculty of their need for accommodation and in providing authorized documentation through designated administrative channels. Information regarding specific diagnostic criteria and policies for obtaining academic accommodations can be found [here](#). Also, you may visit the Office of Disability Accommodation in the University Union (room 321) or call us at (940) 565-4323.

Add/Drop Policy

A student must contact the course instructor to be added or dropped from the class after the Add/Drop period has closed.

Code of Conduct

This course adheres to the Student Code of Conduct policies.

Important Notice for F-1 Students taking Distance Education Courses: Federal Regulation

To read detailed Immigration and Customs Enforcement regulations for F-1 students taking online courses, please go to the Electronic Code of Federal Regulations website at <http://ecfr.gpoaccess.gov>. The specific portion concerning distance education courses is located at "Title 8 CFR 214.2 Paragraph (f)(6)(i)(G)" and can be found buried within this document: <http://frwebgate.access.gpo.gov/cgi-bin/get-cfr.cgi?TITLE=8&PART=214&SECTION=2&TYPE=TEXT>

The paragraph reads:

(G) For F–1 students enrolled in classes for credit or classroom hours, no more than the equivalent of one class or three credits per session, term, semester, trimester, or quarter may be counted toward the full course of study requirement if the class is taken on-line or through distance education and does not require the student's physical attendance for classes, examination or other purposes integral to completion of the class. An on-line or distance education course is a course that is offered principally through the use of television, audio, or computer transmission including open broadcast, closed circuit, cable, microwave, or satellite, audio conferencing, or computer conferencing. If the F–1 student's course of study is in a language study program, no on-line or distance education classes may be considered to count toward a student's full course of study requirement.

University of North Texas Compliance

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 Student and Scholar Services Office. ISSS 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 Student and Scholar Services Office (telephone 940-565-2195 or email internationaladvising@unt.edu) to get clarification before the one-week deadline.

BIBLIOGRAPHY

Wick, C., R. Pollock, A. Jefferson, and R. Flanagan. (2006). *The Six Disciplines of Breakthrough Learning: How to Turn Training and Development into Business Results*. San Francisco: Pfeiffer.

Brinkerhoff, R. O., and A. Apking. (2001). *High Impact Learning*. New York: Basic Books.