SPC St. Petersburg College

Course Syllabus

ETI 3647 - 2977

Supply Chain Management Fall Term 2024-2025 (0640)

Welcome
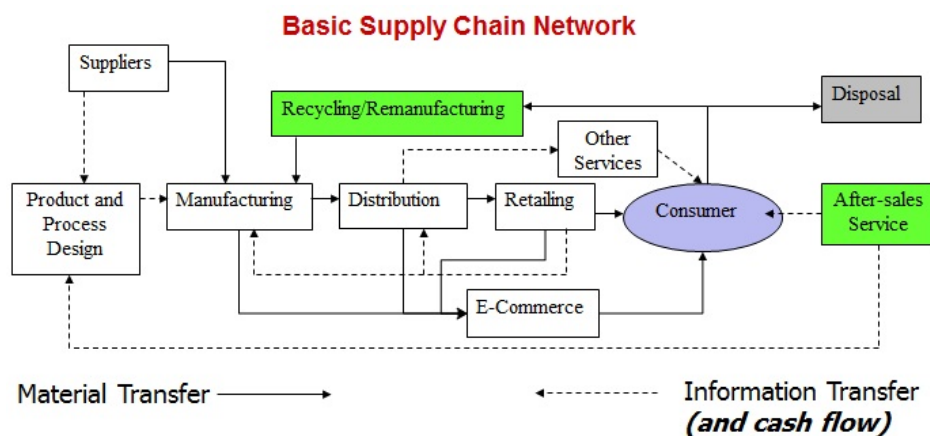
What is a supply chain? The supply chain starts with raw materials (grown, extracted, or made) and ends with final consumable or used products and services. It also considers sustainable solutions at the end of the life to recycle or reuse products in another supply chain (cradle-to-cradle). Everything you buy or use as a consumer needed a supply chain to get to you!

We use much technology to manage communication, inventory, orders, transportation, and more in our supply chains which integrate different industries or stages of typically independent organizations. Supply chain decisions impact competitive abilities at an extended enterprise-level flowing products or services in complex and global systems that add value focused on satisfying customer demands and expectations. Supply chains

also create financial value as without a profit for all partners or stakeholders the supply chain will struggle or become bankrupt.

Supply chain management is an interdisciplinary course that uses financing, marketing, and operating decisions. While this course requires students to complete MAN 3504 operations management to register, it is recommended that students also complete FIN 3403 financial management and MAR 3802 marketing management before this class.

As students continue to grow their careers, this field of study is linked to many exciting career opportunities! Each business enterprise, whether a sole proprietor or a major corporation, a for-profit or not-for-profit, is part of one or more supply chains. Just about every job and business needs to manage different supply chain decisions and this knowledge may offer further career advancement opportunities and/or support for new business development plans.

Instructor Contact Information

Dr. Wende Huehn-Brown
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Phone: 727-341-3131
Office and Online Chat Hours:
Campus Office Hours Each Monday and Tuesday 10AM to 2PM (or later depending on meeting schedule).

Virtual Office Hours Each Wednesday 11:30AM to 12:30PM at TBD

Want to meet or Zoom another day or time? Just call or email to make an appointment that fits our schedules.

Contact via phone or email any time. Regularly available and quick to respond (not more than 24 hours).
Office Location:
St. Pete/Gibbs Campus TE Room 131-A and Zoom
Instructor Web Page:
https://webapps.spcollege.edu/instructors/id/huehnbrown.wende

Departmental Contact Information

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Appointment Information: Call or Email contacts above to schedule an appointment

Course Information

Prerequisite(s): Prerequisites: MAN 3504 and Admission to: INTBUS-BAS or SUSMGT-BAS or TMGT-BAS or MGTORG-BAS or BUS-BS or SCMGT-ATC.

Credit Hours: 3

Modality: Online

Course Description: This course builds on the basic concepts learned in operations management in order for students to further understand how to build and implement supply chain or value chain networks. Students learn principles, processes, technologies, strategies, and analytical techniques used to integrate global supply chain management best practices. Emphasis will be on the student developing an enterprise wide and systems view to manage the flow of information, physical distribution, and revenue

required to deliver products and services from raw materials through end consumer use (and reverse flow). This course will incorporate basic supply chain management, customer demand management, inventory management, supplier relationship management, and logistic management as they relate to the core aspects of this management practice.

Course Objectives

1. The student will evaluate basic supply chain management concepts through functional integration and strategic fit by:

   a. describing the goals and objectives of supply chain management and the significance of decision phases (strategic (design), planning, and operational).

   b. examining cycle and push/pull view, as well as macro processes (customer relationship management, internal supply chain management, and supplier relationship management).

   c. evaluating strategic fit to better align customer needs, uncertainties, capabilities (efficiency, responsiveness), etc. across the functions and stages within a supply chain to achieve strategic goals and objectives.

   d. understanding different customer segments and capacities that affect supply chain strategic fit (quantity needed, acceptable response time, product variety, service level required, pricing, rate of innovation, supply uncertainty, etc.).

   e. discovering major obstacles in variety, life cycles, customer demand, globalization, ownership fragmentation, sustainability, agility, and other factors impacting supply chain performance.

   f. assessing roles and performance metrics in major drivers of supply chain performance (facilities, inventories, transportation, information, sourcing, pricing, etc.) in order to better compete in the global marketplace.

2. The student will analyze supply chain network designs and the application to e-business by:

a. identifying key factors, strengths, weaknesses, and options in designing distribution networks to meet key customer needs for response time, customized experience, variety, availability, convenience, time to market, order visibility, and returnability.

b. assessing how e-Business has affected customer service and supply chain costs.

c. understanding roles of supply chain network design decisions regarding facilities, locations, capacities, markets, and suppliers.

d. comparing factors that influence supply chain network design decisions (strategic, technical, macroeconomic, political, infrastructure, competitive, presence/response time, information technology, and operational) to understand roles, models, and impacts on performance.

e. examining impact of globalization on total cost, value creation, risk management, uncertainties, and continuous improvement when designing or further evolving global supply chains.

f. examining different options used to mitigate risks, manage cash flow, and design global supply chain networks (including Supply Chain Operations Reference (SCOR) Model).

g. examining real applications of supply chain management across diverse enterprises.

3. The student will examine the significance of customer demand and supply planning by:

a. differentiating the role of forecasting across the enterprise and understanding the characteristics and components used to develop customer demand forecasts.

b. developing forecasting models using different methods and measuring forecast error.

c. understanding the role information technology has in planning and the role risk management has in contingency planning.

d. creating demand-driven supply chains to replace forecasts and improve agility and collaboration.

e. describing aggregate planning use for capacity, production, and inventory decisions to understand its importance to supply chain planning, as well as the information needed and trade-offs to consider for improved performance.

f. exploring price and promotion strategies used to counter customer predictable variation for sales and operations planning.

g. integrating how to manage supply and demand to synchronize the supply chain and maximize profitability.

4. The student will analyze methods to plan and manage inventory by:

a. understanding functions and roles of inventory across the supply chain network.

b. calculating costs and measures for cycle inventory, flow time, holding and ordering costs, economic order quantity, quantity discounts, lot sizing, safety inventory, demand uncertainty, and product availability.

c. identifying price discrimination, discounting, trade promotion, and other methods to better manage inventory decisions

d. examining inventory management options across multiechelon or multiple supply chain stages regarding replenishment, service level, fill rate, aggregation, information technology, specialization, substitution, commonality, postponement, and review policy decisions.

e. examining factors of product availability regarding seasonality, over/under conditions, quantity discounts, stockouts/backlogs, service levels, salvage values, marginal costs, forecasts, quick response, postponement, sourcing, capacity, and other improvements to enhanced supply chain profitability.

f. examining real applications of supply chain management across diverse enterprises.

5. The student will assess transportation network and sourcing decisions by:

a. understanding roles, strengths, weaknesses, infrastructures, and policies associated with different modes of transportation and sourcing decisions.

b. identifying various transportation network designs (third and fourth party logistics, direct shipments, milk runs, distribution centers, line hauls, cross-

docking, and tailored networks).

    c. examining trade-offs in transportation decisions regarding costs, inventory, and customer responsiveness.

    d. discussing role information technology and risk management has in transportation network and sourcing decisions.

    e. analyzing factors that affect in-house vs. outsourcing decisions and supplier performance.

    f. examining various supplier strategies (selection, scoring, assessment, certifications, auctions, partners, alliances, negotiations, contracts, buy-back, risk and revenue sharing, quantity flexibility and discounts, tariffs, exchange rates, terms, design collaboration, customs, governance, security, etc.).

    g. examining real applications of supply chain management across diverse enterprises.

6. The student will evaluate pricing, revenue management, and information technology in the supply chain by:

    a. understanding the role and identifying the conditions of effective revenue management.

    b. examining trade-offs to consider in pricing and revenue management decisions (i.e. capacity, assets, overbooking, seasonality, customer uncertainty, bulk/long-term, contract terms, market changes, forecast errors, etc.).

    c. integrating the importance of accurate, accessible, the right kind, and shared information and information technology across supply chain decisions.

    d. understanding the evolution of software across the enterprise and supply chain macro processes (customer relationship management, internal supply chain management, and supplier relationship management).

    e. examining real applications of supply chain management across diverse enterprises.

7. The student will analyze collaboration and coordination needs across the supply chain by:

a. understanding the bullwhip effect and its impact on supply chain performance.

b. identifying obstacles to coordination (local optimization, incentives, information accuracy, long lead times, rationing/shortages, large lots, price fluctuations, structure and trust issues, etc.)

c. examining managerial levels used to help achieve coordination (aligning goals, objectives, and incentives, information technology, Point-of-Sale (POS) data sharing for continuous replenishment, vendor managed inventory, improving lead time, reducing lot sizes, pricing, stable orders, limit gaming, team building, etc.).

d. describing the actions that facilitate building strategic partnerships for cooperation and trust.

e. comparing different forms, risks, and hurdles of collaborative planning, forecasting, and replenishment (CPFR).

f. examining real applications of supply chain management across diverse enterprises.

Important Dates

Class Dates: 12-AUG-2024 to 04-OCT-2024
Drop Date: 16-AUG-2024

Withdrawal Date: Please reference the Academic Calendar below
https://www.spcollege.edu/academic-calendar

Required Textbook and Other Resources

There are no publisher materials needed to purchase for this course. Everything is built into the Course Content.
Notes
This course uses a variety of multi-media to learn the various tools and techniques used in supply chain management. This includes texts, images, audios, videos, handouts, e-books, website links, news articles, case studies, and other resources for students to

learn best practices for supply chain management. As covered in the Syllabus, all materials are subject to copyright law and only available for use in the course (cannot be shared elsewhere).

Performance Assessment and Grading

Each week builds on prior weeks. Students need to plan time to assure they successfully complete each sub-module as later sub-modules will need that knowledge and skill. It is also vital to learn from the feedback provided on each submission to avoid repeating issues and further growing knowledge, skills, and abilities that apply in later submissions too. Quizzes open for review after submission with further feedback posted with Grades for each submission. All feedback is returned within 3 days from the due date. Always timely read feedback and ask questions to help yourself continue to learn and improve performance.

Students need to complete the MyCourses Course Content to support success on submissions (i.e. closely read, watch, take notes, plan time to study, etc.). The Course Content substitutes for a traditional textbook and lab. Each week sub-modules group key concepts, tools, techniques, and other best practices that have evolved in supply chain management to support the course learning objectives.

This course also has weekly math, or analytic assignments associated with how decisions are evaluated to support the course learning objectives. These assignments include a set of tutorials with a practice problem scenario that builds over the course so students can see how the lessons apply in realistic business situations. Then students will need to demonstrate their mastery of the analytics in an assessment that requires them to critically think how to apply the same analytical methods in a new situation or scenario. This assignment encourages students to grow further Microsoft Excel skills to support learning the analytical methods.

This course has a final comprehensive exam due early in Week 8 (Wednesday at 11:55PM). This final exam uses similar questions from the weekly submissions.

Grading Scale

Schedule color coding corresponds to this grade summary:

Grade Weight by Category:		
Introduction (Syllabus Quiz & Discussion Posts)	10	2.4%
Assessments (Week 1 thru 7)	210	49.4%
Analytics (Week 1 thru 7)	140	32.9%
Final Exam	65	15.3%
Total Points	**425**	**100%**

Sub-Module 1 through 3 Assessments: Students have 3 attempts on concept and term assessments. Use each attempt to identify gaps or opportunities to improve comprehension (revisit course content between attempts). Use all 3 attempts to see more of the questions in the quiz pool as similar questions are used for the final exam (take this time for all 3 attempts and learn from errors to master these concepts). These assessments are timed and close at 11:55PM on Saturday with the highest grade reported.

Sub-Modules 4 Analytics: Students have 1 attempt on math or analytic submissions. There is a series of tutorials to help students learn and practice the analytics used in these assignments. Follow these tutorials and build own Excel template. Ask the professor for help if you struggle on the practice problems (send your work and they can check your analysis to offer tips from the tutorials so you can revisit solution methods). The analytic assignment uses a different scenario and is not timed. These close at 11:55PM on Sunday. After the due date they are available for review. Be sure to evaluate errors to prepare for final exam (email work to professor if you need help).

Sub-Module 5 Case Studies: Students have additional case studies to explore to help think like a supply chain manager. All businesses need supply chains and you most likely

have experienced them. Organizations urgently need more people to help manage them better!

Follow the instructions and assessment rubrics for each assignment. Students should discuss any assignment questions or grade issues directly with the professor. Total points earned for all assignments results in the final grade:

Final Grade Distribution:			
A =	382.5	to	425.0
B =	340.0	to	382.4
C =	297.5	to	339.9
D =	255.0	to	297.4
F =		<	254.9

A final grade curve may be applied at the professor's discretion. Instructors may assign an incomplete (I) grade if a student provided a documented excuse or circumstance(s) for the extension. The student must have 80% of the course completed and be considered in good standing (i.e. minimum of C). In the event of an I grade; the professor will provide the terms to complete remaining work and the student must acknowledge this plan in writing to complete the work before final grades are submitted on Friday in Week 8. After the agreed upon incomplete assignment deadline, a grade of F (or higher if the work submitted justifies) will be assigned.

Late Work Policy

Late submissions may be accepted with a documented excuse (i.e. family death certificate, doctor's note, etc.). Flexibility may be granted due to illness or other challenges. Contact your professor to discuss your needs. Advance notice should be provided to arrange alternative needs. Late submissions should be complete within one week from the original due date.

Availability of Course Content

This course will be available by Thursday prior the first week of class. Students must complete specific action items in the Start Here module to open further Course Content

which contains the weekly lessons. Students may work ahead up until the due date at their own pace.

Course Assignment Schedule

See MyCourses Calendar for specific dates. Set MyCourses Notifications (text or email) to help yourself stay on track. The Start-Here module includes this schedule in an Excel file with dates.

Week #	Action Item	Points	Additional Instructions	Due Date
1	Start Here - Introduction		Course Content - Meet Professor, Syllabus, Additional Links & Resources, Course Design (video opens Introduction Quiz), SCM Study Tips	Wednesday
1	Introduction Quiz	5	Introduction - Earn ≥ 90% on Quiz (opens Week 1-8)	Wednesday
1	Issue 1.0 - Week 1 Highlights		Week 1 Course Content - Read (included in 1.1 assessment)	Wednesday
1	1.1 Basics - Review	10	Week 1 Course Content - Watch/Read and includes assessment	Saturday
1	1.2 Strategies & Trends	10	Week 1 Course Content - Watch/Read and includes assessment	Saturday
1	1.3 Performance Measures	10	Week 1 Course Content - Watch/Read and includes assessment	Saturday
1	1.4 Analytics - Descriptive Techniques	20	Week 1 Course Content - Watch/Read add Apply (Excel Data Analysis Toolpak, descriptive statistics, chart)	Sunday
1	1.5 Additional Case Studies		Week 1 Course Content - Watch/Read	Sunday
2	Class Introductions	5	Week 2 Course Content - Read and post video intro with replies	Wed. & Fri.
2	Issue 2.0 - Week 2 Highlights		Week 2 Course Content - Read (included in 2.1 assessment)	Wednesday
2	2.1 Networks - Designs	10	Week 2 Course Content - Watch/Read and includes assessment	Saturday
2	2.2 Services vs. Products	10	Week 2 Course Content - Watch/Read and includes assessment	Saturday
2	2.3 Key Supply Chain Decisions	10	Week 2 Course Content - Watch/Read and includes assessment	Saturday
2	2.4 Analytics - Networks/Locations	20	Week 2 Course Content - Watch/Read and apply (Weighted Scoring, Breakeven, Center of Gravity, Discounted Cash Flow, Decision Tree)	Sunday
2	2.5 Additional Case Studies		Week 2 Course Content - Watch/Read	Sunday
3	Issue 3.0 - Week 3 Highlights		Week 3 Course Content - Read (included in 3.1 assessment)	Wednesday
3	3.1 Processes & People	10	Week 3 Course Content - Watch/Read and includes assessment	Saturday
3	3.2 Sustainability & Regulations	10	Week 3 Course Content - Watch/Read and includes assessment	Saturday
3	3.3 Supply Management	10	Week 3 Course Content - Watch/Read and includes assessment	Saturday
3	3.4 Analytics - Planning	20	Week 3 Course Content - Watch/Read and apply (Supplier Selection, Aggregate Planning (S&OP), Revenue (Yield) Management)	Sunday
3	3.5 Additional Case Studies		Week 3 Course Content - Watch/Read	Sunday
4	Issue 4.0 - Week 4 Highlights		Week 4 Course Content - Read (included in 4.1 assessment)	Wednesday
4	4.1 Customer Centric	10	Week 4 Course Content - Watch/Read and includes assessment	Saturday
4	4.2 Communication & Collaboration	10	Week 4 Course Content - Watch/Read and includes assessment	Saturday
4	4.3 Information Systems & Technologies	10	Week 4 Course Content - Watch/Read and includes assessment	Saturday
4	4.4 Analytics - Forecasting	20	Week 4 Course Content - Watch/Read and apply (Moving Average, Exponential Smoothing, Regression, Trend, Seasonality, Error, Bias, Tracking Signal)	Sunday
4	4.5 Additional Case Studies		Week 4 Course Content - Watch/Read	Sunday
5	Issue 5.0 - Week 5 Highlights		Week 5 Course Content - Read (included in 5.1 assessment)	Wednesday
5	5.1 Inventory Management	10	Week 5 Course Content - Watch/Read and includes assessment	Saturday
5	5.2 Capacity & Warehouse	10	Week 5 Course Content - Watch/Read and includes assessment	Saturday
5	5.3 Price & Promote	10	Week 5 Course Content - Watch/Read and includes assessment	Saturday
5	5.4 Analytics -Pricing	20	Week 5 Course Content - Watch/Read and apply (Price Elasticity, Differential & Single Pricing, Capacity Constraints, Overbooking, Long-term Bulk vs. Spot Market, Excel Solver)	Sunday
5	5.5 Additional Case Studies		Week 5 Course Content - Watch/Read	Sunday
6	Issue 6.0 - Week 6 Highlights		Week 6 Course Content - Read (included in 6.1 assessment)	Wednesday
6	6.1 Transportation	10	Week 6 Course Content - Watch/Read and includes assessment	Saturday
6	6.2 Cost Management	10	Week 6 Course Content - Watch/Read and includes assessment	Saturday
6	6.3 Data Mining & Sensitivity	10	Week 6 Course Content - Watch/Read and includes assessment	Saturday
6	6.4 Analytics - Scheduling	20	Week 6 Course Content - Watch/Read and apply (Economic Order Quantity, Quantity Discounts, Safety Stock,Transportation Model, Supplier Comparison)	Sunday
6	6.5 Additional Case Studies		Week 6 Course Content - Watch/Read	Sunday
7	Issue 7.0 - Week 7 Highlights		Week 7 Course Content - Read (included in 7.1 assessment)	Wednesday
7	7.1 Global Trade Management	10	Week 7 Course Content - Watch/Read and includes assessment	Saturday
7	7.2 Risk Management	10	Week 7 Course Content - Watch/Read and includes assessment	Saturday
7	7.3 Simulations & Models	10	Week 7 Course Content - Watch/Read and includes assessment	Saturday
7	7.4 Analytics - Prescriptive Techniques	20	Week 7 Course Content - Watch/Read and includes assessment (Algorithms, Optimization Technologies, Business Intelligence, Machine Learning, Aritifical Intelligence, Visualizations)	Sunday
7	7.5 Additional Case Studies		Week 7 Course Content - Watch/Read	Sunday
8	Final Exam	65	Week 8 Course Content - Comprehensive (*due early*)	Wednesday

All submission deadlines are 11:55PM (EST). Each week plans a minimum of 15-18 hours for learning standards and articulation needs. Due dates are not start dates, so work to plan your time each week to support milestone deadlines.

Alterations may be made to the schedule as the need arises in the judgement of the professor.

Follow MyCourses Course Content for each week.

Communication Plan

There are a variety of communication channels for general course information and needs:

1. Course Home News - Be sure to read and watch each news item as announced.

2. MyCourses - See Calendar (aligns to syllabus schedule). The weekly modules in the Course Content offer each lesson resource and each assessment submission in sub-modules. Everything is built in the Course Content. Follow the weekly lessons as critical to read and watch resources for success in this course.

3. Emails - Weekly emails guide action items and explain further communication important for success. Reply if having further questions. Use MyCourses for course related communication (be sure to set notifications and forward to an account readily seen to enable timely communication, see top right under your name).

6. Water Cooler Discussion - Further Questions/Answers are discussed regularly. Be sure to subscribe to the Water Cooler discussion as important information and questions/answers you may not even considered will be used throughout the course and can be helpful for assignments.

Expectations

The Course Content includes the modules to support these learning objectives:

Week 1
- Basics, Strategies & Trends
- Performance Measures
- Descriptive Techniques

Week 2
- Networks & Locations
- Services vs. Products
- Key Decisions & Analytics

Week 3
- Processes & Regulations
- Supply Management
- Planning Analytics

Week 4
- Customer Centric
- Info. Sys.& Technologies
- Forecasting Methods

Week 5
- Inventory Management
- Capacity & Warehouse
- Price & Promote

Week 6
- Transportation & Cost
- Data Mining & Sensitivity
- Scheduling Analytics

Week 7
- Global Trade & Risk Mgmt
- Simulations & Models
- Prescriptive Techniques

Week 8
- Integrate lessons
- Final Exam

Capstone*
- Co-Manage International Business in Simulation

* The next course in your journey towards graduation!

* This course is also offered in SPC's Supply Chain Management Advanced Technical Certificate program. This certificate does not require the Capstone simulation. Students may want to talk to their advisor about completing this upper-level certificate with their bachelor's degree too.

How to Be a Successful Student

Embarking on the journey of higher education can be transformative, and embracing the habits of successful students is a key component of that transformation.

Habits of Successful Students:

- Proactive and disciplined attendance: punctual attendance, active engagement in class activities.
- Actively seek to catch up on missed materials: acquire notes and assignments promptly.
- Engage in continuous study outside class: deepen understanding through self-study.
- Integrate feedback and seek extra credit opportunities.
- Remain fully involved in the educational process.

Mindset and Strategic Approach:

- Set realistic and specific learning goals for focus and direction.
- Recognize the value in each task to sustain effort.
- Maintain a positive attitude and break tasks into manageable parts.
- Regularly monitor progress and understanding.
- Embrace mistakes as learning opportunities for resilience and genuine interest in the subject.

Course Attendance

Participation in the course is essential for learning and avoiding withdrawal for nonattendance. Participation is defined as reading and preparing for weekly lessons, as well as completing and submitting ALL assignments on time

as listed on the syllabus schedule. The schedule in the Start Here module includes a spreadsheet format to aid students and aligns to the syllabus schedule and the

MyCourses course calendar. Each action item is required

for active participation and attendance in this course.

Lack of attendance can result in students being administratively withdrawn. Effective August 2024, the SPC college wide policies have changed. Students absent Week 1 will be dropped without penalty from this course. Students with participation issues at the 60% participation reporting point with be withdrawn (W). Avoid missing any item in the

syllabus schedule to avoid these issue as it can result in serious financial and GPA consequences. Talk to the professor or an academic advisor for help with options if having attendance issues.

SPC Policy: Attendance/Participation/Withdrawal

Withdrawing from a course with a "W" or "WF" may impact students' academic standing and financial aid eligibility including placing the student in early repayment. It is the student's responsibility to understand the consequences of withdrawing.

Attendance
College policy requires students to attend class prior to the published deadline to drop with a refund. The instructor is required to report non-attendance and the student will be dropped after the first week of classes.

If you don't attend during the first week of the term, you will be automatically dropped, and the class removed from your schedule. If you receive financial aid, your award amount may be adjusted if the drop changes your enrollment status (e.g. full-time to part-time).

It is the student's responsibility to know the attendance policy of the class in which they are enrolled.

- Depending on the modality of the course, attendance may be online, LIVE Online, blended, or on-campus.
- For LIVE Online classes, attendance will be taken online during the normal class meeting time/days.
- Students who are feeling ill for any reason should communicate in a timely manner with their instructor regarding attending online instead of on-campus, and/or the responsibility of excused absences. Students are also responsible to discuss completing any missed work with the instructor.

Participation

College policy require the instructor to report any student who is not actively participating at the 60% point of a class. The instructor will report the student by the end of the week immediately following the 60% point of the class and the student will be withdrawn from the course and assigned a "W" grade. It is the student's responsibility to understand the instructor's requirements for 'active participation.

Student Withdrawals

You may drop a course through the [Drop with Refund](#) date listed on your Fee Schedule and be eligible for a refund, although withdrawing may affect your financial aid. If you withdraw prior to completing 60% of a class and receive any form of federal financial aid (grants or loans) you will be required to repay a portion. If you are thinking of withdrawing, please speak with your instructor, an [Academic Advisor](#) or a [financial aid counselor](#).

Withdraw requests submitted after the last date to withdraw with a "W" (see academic calendar) will result in a "WF". Students and instructors will automatically receive an email notification through their SPC email address whenever a withdrawal occurs. Students should consult with an academic advisor or financial assistance counselor prior to withdrawing from a class.

Students who wish to withdraw completely from SPC are not able to totally withdraw from all classes through MySPC. A student must contact an Academic Advisor to totally withdraw.

Technology Requirements & Policy

View the [MyCourses Minimum Technology Requirements](#).

If you need technical assistance, please [Contact the Technical Support Center.](#)

Minimum Technical Skills: Students should know how to navigate the course and use the course tools (course content, email, discussion, gradebook, etc.). MyCourses tutorials are available to students new to this LMS and are located at the bottom of the course. Most features on MyCourses are accessible on mobile devices, although it is recommended that you use a computer for quizzes, tests, and essay assignments.

Students need to become proficient with MyCourses and Microsoft Office, as well as YouTube for course needs.

Accessibility of Technology

- [MyCourses (Brightspace by Desire2Learn) Accessibility](#)
- [Microsoft Accessibility](#)
- [Google (YouTube) Accessibility](#)

Privacy

- [MyCourses (Brightspace by Desire2Learn) Privacy](#)
- [Microsoft Privacy](#)
- [YouTube Privacy](#)

Students should have regular access to a computer connected to the Internet. When viewing online videos or completing online assignments the connection needs to be stable. Students without should consider alternative arrangements.

All submissions should be completed with Microsoft Office (i.e. Excel). Students can get the software for Windows or Mac FREE in MySPC: https://www.spcollege.edu/microsoft.

Students should download Adobe Acrobat Reader to best use PDFs: https://get.adobe.com/reader/.

Use of POM for Windows or ExcelOM add-in from pre-requisite MAN 3504 Operations Management is encouraged.

Access to web camera and microphone is needed for video intro.

Academic Honesty Policy

You are expected to be honest in all your academic work. By enrolling at the College, you agree to abide by all the standards of academic honesty and integrity and failing to observe the rules may result in academic and disciplinary action, up to and including expulsion from the College. The academic honesty policy and procedures are available online:

- Academic Honesty Policies, Honor Code
- Academic Integrity Policies and Procedures

These documents include details on what is meant by:

- Cheating
- Bribery
- Misrepresentation
- Conspiracy
- Fabrication
- Collusion
- Duplicate submissions

- Academic misconduct

- Improper calculator, computer or online use

This course includes online material that is protected by copyright. This means that the work is available for you to use in your studies, but you can't copy and share the materials (copyright.gov). Please see [SPC's copyright information](). It's your responsibility to be academically honest in all of your work.

Students that receive assistance from a tutor for this course must ensure all scheduled quizzes, analytic assignments, and exams are their own work. Tutors may assist with practice problems and other similar problems only.

Generative AI Not Permitted

The best-known example of Generative AI (Artificial Intelligence) is ChatGPT, a chatbot that allows you to type a question as if you were talking to a real person, and it quickly offers a seemingly meaningful, original answer. Tools like this are powerful and can be useful in many contexts, but you must be aware of their limitations, as they can produce inaccurate, fabricated, and even offensive content. In addition, the work produced is not technically your own. In order to avoid violating [SPC's academic integrity policy](), students must be sure to follow the course's policies regarding the use of artificial intelligence in academic work. The AI policies for this class are outlined below.

You are strictly prohibited from using use Generative AI (Artificial Intelligence), including ChatGPT and similar AI tools, in this course. The work produced by AI writing tools is not your own original work and is therefore unacceptable for the assignments in this course. If you cite AI-generated content, the work will be considered incomplete and receive a zero. If you do not cite, the work will be considered plagiarism and receive a zero.

If students use AI or tutors for their graded work, it violates the academic honor code agreed upon when registering for the class. AI or tutors are not a replacement for building your own critical thinking needs for the submissions in this course.

Organizational leaders and managers expect students that take this kind of course to learn the objectives for the course. If students cut their learning short violating the academic honesty and integrity polices, they leave themselves at a deficient level for building the knowledge, skills, and abilities needed to support their own business and/or career too.

Turnitin

The instructor of this course may require use of Turnitin.com as a tool to promote learning. The tool flags similarity and mechanical issues in written work that merit review. Use of the service enables students and faculty to identify areas that can be strengthened through improved paraphrasing, integration of sources, or proper citation. Submitted papers remain as source documents in the Turnitin database solely for the purpose of detecting originality. Students retain full copyright to their works. Review the [Turnitin Usage Agreement](#) for full details. Students who do not wish to submit work through Turnitin must notify their instructor via course email within the first seven days of the course. In lieu of Turnitin use, faculty may require a student to submit copies of sources, preliminary drafts, a research journal, or an annotated bibliography.

View the [Reviewing a TurnItIn/Originality Report](#) tutorial.

Learner Support and Other Student Resources

Use the following links to view web sites on SPC's:

- [Free Tutoring](#)
- [Accessibility Services](#)
- [Academic Support](#)
- [On-Campus and Online Support](#)
- [Student Services](#)

Additional Resources:

- [Academic Calendar](#)

- [Learning Resources](#)

- [Career Services](#)

- [International Student Services](#)

- [Veterans Services](#)

Code of Conduct

Code of Conduct
The behavior of all students in class should reflect a professional, respectful, and compassionate environment. Inappropriate or inconsiderate behavior will result in consequences. Students must be thoughtful of their comments, actions, and decisions, considering how these impact classmates and instructors.

Online Student Participation and Conduct Guidelines
The practices of courtesy and respect that apply in the on-campus classroom also apply online. Any discriminatory, derogatory, or inappropriate comments are unacceptable and subject to the same disciplinary action applied in courses offered on campus.

Netiquette
Whether you are in an online class or a physical classroom, certain behaviors are expected when you communicate with your peers and your instructors. You need to contribute to a positive learning/teaching environment, respecting the rights of others and their opportunity to learn. No one has the right to interfere with the teaching/learning process. Below are the traits of a successful student. These guidelines pertain whether your course is online or in the classroom. When communicating, you should always:

- Treat everyone with respect in every communication

- Use your professor's proper title: Dr. or Prof., or if you are in doubt use Mr. or Ms.

- Use clear and concise language

- Remember that college level communication should use correct grammar, whether written or spoken. Avoid slang.

- Use correct spelling and avoid texting abbreviations

- Avoid using the caps lock feature as it can be interpreted as yelling online

- Be cautious when using humor or sarcasm as tone is sometimes lost in an email or discussion post and, even when spoken, your message might be misunderstood

- Be cautious with personal information (both yours and others')

When you send an email to your instructor, department chair, dean, or classmates, you should:

- Use a subject line that describes what you are writing about

- Avoid attachments unless you are sure your recipients can open them

- Be clear, concise, and courteous

- Sign your message with your name

- Use your SPC email account to ensure delivery. Sometime emails from non-SPC accounts are stopped by the spam filter and the recipient may not receive it.

When posting to a discussion board, you should:

- Write posts that are on-topic and within the scope of the course material

- Take your posts seriously; 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

- Read all messages in a thread before replying

- Avoid repeating 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 others' opinions, even when they differ from your own

- Express any differing opinions in a respectful, non-critical way

- Not make personal or insulting remarks
- Be open-minded

Recordings in the classroom

Students may record lecturers in class for personal use (such as studying or documenting complaints to the institution) without explicit permission. However, students may not record non-lecture portions of class (such as skills labs, student group work, individual student instruction, Q/A sessions, recording studio critiques, group/individual production and computer lab time, practicums/internships, or clinical/simulation rotations) or other students without explicit permission, and may not disrupt class in making such recordings (such as trying to use a device with a calculator or calculator app in a class that does not allow calculators, or blocking the view or aisles for others in the class). Having an approved ADA accommodation is considered explicit permission to record from the college.

Students making such recordings may not share recordings without explicit permission and are personally liable for unauthorized dissemination. If in doubt, please discuss with your professor before class.

The instructor has the authority to ask a disruptive student to leave a classroom or lab. The instructor may also delete posts or materials from an online or blended class and/or take disciplinary action if disruptive behavior continues. This ensures that all students in the class have an opportunity to learn.

For additional information, review the [SPC Expectations for Student Conduct](), [Online Student Participation and Conduct Guidelines](), and the [SPC Netiquette Policy](). Please strive to uphold these standards to ensure a positive and productive learning environment.

Student Survey of Instruction

The Student Survey of Instruction is administered in courses each semester. It is designed to improve the quality of instruction at St. Petersburg College. All student responses are confidential and anonymous and will be used solely for the purpose of performance improvement.

Title IX

At St. Petersburg College, our faculty are dedicated to fostering a secure and open environment conducive to learning for all students. Title IX prohibits gender discrimination, including sexual harassment, domestic and dating violence, sexual assault, and stalking. If you, or someone you are aware of, has experienced sexual harassment or sexual violence, or any form of sexual misconduct, which includes incidents like sexual assault, relationship violence, or stalking, please know that there are avenues for help and support.

We strongly encourage every member of our college community to be proactive, seek assistance, and report occurrences of sexual misconduct to the Title IX Office. It's important to be aware that under Title IX regulations, faculty members are obligated to report such incidents to the Title IX Office. However, if you prefer to have a conversation with someone who is not required to report, you can consult the [SPC's Counseling Services](#).

St. Petersburg College urges everyone in our community to step forward, seek support, and report any incidents of sexual harassment or gender-based discrimination to the St. Petersburg College Title IX Office. They can be reached via email at SPCTitleIX@spcollege.edu or by phone at 727-341-3261. Remember, these resources are here for your support and well-being.

Equal Access

St. Petersburg College affirms its equal opportunity policy in accordance with the provisions of the Florida Educational Equity Act and all other relevant state and federal laws, rules and regulations. The College will not discriminate on the basis of race, color, ethnicity, religion, sex, age, national origin, marital status, pregnancy, sexual orientation, gender identity, genetic information, or against any qualified individual with disabilities in its employment practices or in the admission and treatment of students. Recognizing that sexual harassment constitutes discrimination on the basis of sex and violates this Rule, the College will not tolerate such conduct. Should you experience such behavior, please contact the Equal Access/Equal Opportunity Office at 727-341-3261; by mail at P.O. Box 13489, St. Petersburg, FL 33733-3489; or by email at eaeo_director@spcollege.edu.

Accessibility Statement

St. Petersburg College recognizes the importance of equal access for all students. Accessibility Services (AS) is the campus office that supports students with disabilities to approve and coordinate reasonable accommodations. Students who have, or think they may have, a disability (e.g., learning disability, ADD/ADHD, psychiatric, medical/orthopedic, vision, and/or hearing) are invited to contact their AS campus coordinator (Accessibility Services Contacts) for a confidential discussion. If an accommodation is deemed to potentially alter the nature of the course, it will require a decision by a committee. Therefore, ample time must be provided to evaluate and process such requests. Students who are currently registered with AS are encouraged to request accommodations early in the semester by logging into their AIMS account. Additional information is available at the college-wide Accessibility Services website www.spcollege.edu/accessibility.

Safety and Security

We want to make sure that you are comfortable on campus and feel secure in your learning environment. The SPC campuses are very safe but you should be aware of your surroundings, just as you are anytime you are in a public space. In each classroom there is an Emergency Response Guide to help you during an emergency. It is also a good idea to be familiar with evacuation routes in buildings that you use frequently. **If you have an emergency, dial 911 immediately**. For information on campus safety and

security policies, please call 727-791-2560. More information is also available on the [Campus Safety website](#).

The college website ([spcollege.edu](#)) is the best source of information in the event of an emergency. It's possible for something like a hurricane to disrupt classes on campus; if this happens there are plans on how to help you continue your education. You should be comfortable using MyCourses as the learning management system will be key in communicating with faculty about course materials and assignments. Make sure you complete the Introduction to MyCourses so that you are familiar with sending and receiving emails, participating in discussion posts, navigating through course materials, and submitting assignments. It is important to be able to use MyCourses for learning activities if your campus is closed.

Federal and state law requires a person designated as a "sexual predator or offender" to register with the Florida Department of Law Enforcement (FDLE). The FDLE is then required to notify the college if the person attends, or is employed, by a college or university. You can find out more information by calling the FDLE hotline (1-888-FL-PREDATOR) or by visiting [offender.fdle.state.fl.us/offender](#). A list of sexual offenders or predators registered for classes at SPC is also available.

Titans Care (Student Assistance Program)

As an SPC student it's vital that you know Titans Care. You can access resources through [SPC's Student Assistance Program (SAP)](#), a collaborative resource for students with mental health or general life issues. SAP provides help and education in suicide prevention, mental health, substance abuse awareness and more. It is SPC's belief that supporting mental wellness is everyone's charge and that one loss as a result of substance abuse, mental illness, or suicide is one too many. If you or a loved one are considering suicide, please call the National Suicide Prevention Lifeline at 1-800-273-8255.

Student Concerns

St. Petersburg College wants to make sure that you are able to receive prompt and fair resolutions to any concerns that you might have. If you feel that you have had a bad experience with a college employee, or you have a concern about college facilities, please bring it to our attention. Begin by speaking directly to the person responsible for the department; direct conflict resolution is an important skill to develop and usually brings about the best results. If you aren't satisfied with the outcome, or are not comfortable approaching the person directly, you may submit the information using an online form: web.spcollege.edu/survey/13002

If you're not able to submit the form online yourself, feel free to ask a college employee to submit the form on your behalf.

SPC Vaccination Policy

SPC is concerned about the health and well-being of all students. We encourage all students to remain current on vaccinations as suggested by appropriate health authorities. SPC does not require vaccinations for general admissions to our degree or certificate programs, with some exceptions for specific programs.

Instructional Continuity During Emergencies

The St. Petersburg College website at www.spcollege.edu is the official source of college information regarding the status of the institution. Other important information will be communicated via SPC Alert, local media outlets, and the college toll-free phone number 866-822-3978. All decisions concerning the discontinuation of college functions, cancellation of classes, or cessation of operations rest with the President or his/her designee. The College realizes that it is possible for a significant natural disaster to compromise SPC campus facilities sufficiently to disrupt the delivery of classes on campus/campuses for an extended period and is planning ways our operations can continue following such an emergency.

So, if a hurricane or other natural disaster causes significant damage to St. Petersburg College facilities, please visit the college website for an announcement of the College's plan to resume operations.

Further, in the event of such a disaster, the Instructor will continue using the Learning Management System (LMS) of MyCourses for continuation of all required learning and instructional activities in this course, including the issuing of graded online assignments and expectation of student completion of those graded assignments.

Therefore, to keep up with all activities in this course during and after a natural disaster, please plan to continue this course by maintaining online access to MyCourses (possibly through duration of the course's regularly scheduled end date). We will finish this course in MyCourses, as directed by your Instructor online, and your Instructor will use all graded assignments to assess and issue your final letter grade for this course, as normally planned, despite occurrence of the natural disaster.

For all current updates on pandemic conditions or other events, please visit SPC Updates at https://www.spcollege.edu/spc-updates

Terms of Instruction

Please note this syllabus is an instructional guide and that the instructor/professor reserves the right to make any changes to it, as needed. This includes changes to the course schedule and assignments, etc., throughout the term. If changes occur, you will be notified as soon as possible via email and/or an announcement in MyCourses. Changes may be necessary for various reasons, including instructor illness, students' progress, weather events, institutional needs, etc. Please approach any changes with flexibility and understanding.