



## Walters State Community College Course Syllabus

### Course Information

**Course Number and Name:** BUSN 2340 Human Resource Management

**Section ID:** 80311.202380

**Semester and Year:** Fall 2023

**Credit Hours:** 3

**Start Date:** August 21, 2023

**End Date:** December 08, 2023

**Course Format:** WEB - Web Classes

**Catalog Course Description:** This course is a study of principles of human resource management, which may include: equal employment law and the recruitment, selection, and development of the human resources. **S**

**Meeting Details:** TBD

**Course Drop Deadline:** October 27, 2023

### Instructor Information

**Name:** Amy Ross

**Office Location:** TECH 240

**Office Hours:** As needed; email to schedule

**Office Phone:** 423-585-6982

**Email:** amy.ross@ws.edu

**Supervisor Name:** Dr. Anthony Miksa

**Supervisor Phone:** 423-585-6772

**Secretary Name:** Leanne Long

**Secretary Phone:** 423-585-6772

**Name:** Joseph Cairns

**Office Location:** CAPE 118

**Office Hours:** Please email to schedule appointment

**Office Phone:** 865-774-5816

**Email:** Joseph.Cairns@ws.edu

**Supervisor Name:** Dr. Tera Howerton, Dean of Business and Technical Education

**Supervisor Phone:** 423-585-6961

**Secretary Name:** Deb Peachey

**Secretary Phone:** 865-774-5817

## Required Textbook(s) and Materials



**ManageFirst: HR & Supervision (w/Test Voucher & Access)**

**ISBN:** 9780134720531

**Publisher:** PEARSON

**Edition:** 2ND 13

## Student Learning Outcomes/Objectives

- Describe process of management through effective communication skills
- Summarize leadership styles and analyze when each is most appropriate.
- Outline the supervisor's role in decision-making, problem solving and delegation of duties.
- Explain the role of job descriptions and specifications.
- Perform mock interviews; prepare resumes, job applications and cover letters.
- Describe procedures of new employee orientation.
- Compare and contrast training methods.
- Analyze types and methods of employee evaluation.
- Describe necessity of change and ways of implementing change with the least employee resistance.

- Evaluate methods of conflict resolution and grievance procedures (union /non- union).
- Identify reasons for disciplinary problems and discuss the supervisor's role in handling them.
- Describe the procedure for terminating employees.
- Analyze motivational techniques/problems. Discuss procedures for attitudinal changes.
- Analyze ways of dealing with stress in the workplace.
- Discuss time management and other organizational management techniques.
- Discuss legal issues related to managerial decisions (sexual harassment, discrimination, violence/anger and unemployment compensation).
- Recognize the needs, wants and desires of the internal and external customers.

## Grading Scale

A	900-1000
B	800-899
C	700-799
D	600-699
F	0-599

## Assignments

Each week you will have a discussion board from the material covered that week. Discussion posts will be due by 11:59 pm on Tuesday nights. The discussions are graded on originality, depth of understanding, and grammar. All posts will be read and feedback is provided. Copying or rewording another student's post is plagiarism and will be subject to academic discipline action. Refer to the class outline located on eLEARN for specific dates.

**1. Chapter Quizzes:** Each week you will have a chapter quiz, which is due by 11:59 pm on Tuesday nights. You have two opportunities to take each quiz and the better of the two grades will be recorded. If you still have incorrect answers after taking the quiz twice, you may get the correct answers via email. Contacting the instructor for the correct answers will benefit you when taking the chapter tests.

2. **Progress Tests:** Every other week you will have a chapter test, which is due by 11:59 pm on Tuesday nights. This covers two chapters and you have only one opportunity to take each test. If you still have incorrect answers after taking the test, you may get the correct answers via email. Contacting the instructor for the correct answers will benefit you when taking the certification exam/final exam.

3. **HR Paper:** Each student will read a short motivational human resource related book and give a synopsis and evaluation of the book in a short paper. The work of each student must be original and in their own words. Note the aspects of the book, which will be beneficial to you in your personal life as well as in the workplace. You may apply real life scenarios to elaborate on points, which relate back to the content of the book. Be very specific as to what the common theme of the book is, and specify if there are any potential changes that you can make in your personal/professional life as a result of what you have learned. This can be turned in at any time during the semester; therefore, you have plenty of time to get it done properly.

- The paper **MUST** be word-processed
  - Double-spaced, Times New Roman or Arial 12-point font
  - Use a logical, easy to read format
  - Include cover page with your name, the book name, class name and date
  - Reference page properly cited
  - 900 word paper - approximately 3 pages (excluding cover page and references)
- \* Credit will be lost for each item not covered in a professional manner.

PAPER RUBRIC:

Item	Points Possible
<b>Content-</b> What is the main idea of the book and how can you apply this in your personal or professional life? I do not want a recap of the book.	60
<b>Title Page-</b> Does the title page include your name, book title, class title, and date?	5
<b>Reference Page-</b> Are all sources referenced properly?	5
<b>Readability-</b> Does the paper flow and use correct grammar? Is it easy to understand and read?	10

<b>Word Processing-</b> Is the paper typed, double-spaced, use correct font and size, 900 words?	10
<b>Total</b>	90

### Book List

Ø Fish!- Stephen Lundin

Ø Who Moved My Cheese?- Spencer Johnson

Ø 1 Minute Manager- Ken Blanchard

Ø The Fred Factor- Mark Sanborn

Ø The Go Giver- Bob Burg

**You are responsible to acquire one of these books (of your choosing). They are around \$10.00 on Amazon or are free at your local library to check out.**

**4. Final Exam/Certification Exam: All culinary students are required to take the certification exam as the final exam.** Business students have a choice of taking the certification exam or the final exam. The tests are the same, but the certification exam requires an online exam voucher that comes with the book. If you purchased a used book, the official scantron can be purchased separately at [www.managefirst.restaurant.org](http://www.managefirst.restaurant.org). Students who pass this exam will be certified in Human Resource and will get a certificate from the National Restaurant Association as verification. Business students not wishing to take the certification exam will take a final examination, but will not have the opportunity to earn the certificate. The final exam will take place on the SEVIERVILLE campus in CAPE 104-106 (CAPE Dining Rooms) on Tuesday December 5th at 3 pm. Please bring your online exam voucher found in your textbook. Students will also be required to set up an account at [www.managefirst.com](http://www.managefirst.com), and you will need to bring your username and password to be able to log in to take the final exam online. Students who do not have this information will not be able to take the certification exam and will need to take the online version. (All culinary students can use the same log in information as used for ServSafe.com, as this is the same organization).

## Class Participation

Students are expected to turn in all assignments by the assigned due date. The only exception is a true emergency that will be dealt with on an individual basis. Verification documents will be required before missed assignments can be made up. It is your responsibility to manage your time wisely to give yourself the best opportunity for success.

**Effective preparation for each test and the final:**

1. Read each chapter of the text in a digestible portion. Highlight key terms and processes
2. Thoughtfully answer the case study for each chapter.
3. Define Key Terms.
4. Review the end-of-chapter summary.
5. **STAY ON TRACK! STUDY DAILY!**

## Academic Honesty

Faculty expect all students to refrain from acts of academic misconduct including but not limited to:

1. Plagiarism - refers to using another person's ideas or writing without giving proper credit to the original source. Indulging in this type of conduct will subject the student to disciplinary sanctions, which may be imposed through the regular institutional procedures of Walters State Community College as outlined in the Student Handbook. Plagiarism will result in a grade of "0" for the paper/exam/presentation. Student Conduct and Disciplinary Sanctions contained in the college Catalog/Student Handbook apply (see policy 04:18:02 Disciplinary Sanctions).  
Plagiarism includes, but is not limited to the following:
  - a. Using cut/paste tool from original document with no references given.
  - b. Copying another student's work and submitting it as one's own.
  - c. Forging or otherwise altering signatures.
  - d. Giving or falsifying academic documents or materials.
2. Cheating - construed as attempting to deceive or mislead which includes, but is not limited to the following:
  - a. Utilizing old tests, projects, notes or written papers.
  - b. Providing unauthorized information to a fellow student about exam content.
  - c. Receiving unauthorized aid from any source with quizzes, examinations, or other assignments.
  - d. Seeking information in an unacceptable manner during/preceding an exam or other assigned work (cheat sheet, verbal exchange, looking at another person's paper or electronic device, utilizing headphones, using textbook when the test/quiz is not an open book test/quiz, using textbook test bank etc.).
  - e. Consulting with a classmate or others when taking a computerized test.
  - f. Disregarding other specific policies and procedures outlined for a particular class.

- g. Utilizing unapproved technology/electronic equipment during testing (i.e.: mobile devices such as cell phones, smart devices, or tablets, etc.).
  - h. Using the same Internet Protocol network address (IP address) as another student for testing without approval from the course faculty.
3. The use of any generative artificial intelligence (AI) tool, such as OpenAI's ChatGPT, Google's Bard, or any other pre-trained language model (commonly referred to as "chatbot"), must be cited for any assignment where it has been used and may not be used unless specifically allowed by your instructor. Please see your instructor or the course policies within the syllabus if you have questions.

## Student Resources

### TUTORING SERVICES

Students in need of tutoring assistance are encouraged to contact the Office of Student Tutoring located as follows:

- Morristown Campus - Student Services Building Room L107 - (423) 585-6920
- Niswonger Campus - GRNV 226 - (423) 798-7982
- Sevierville Campus - MMH Room 210 - (865) 286-2787
- Claiborne Campus - Room 123A - (423) 851-4761

Specific tutoring assistance in mathematics and writing is available in-person and online as follows:

- Morristown Campus - English Learning Lab - HUM 120 - (423) 585-6970

[Walters State English Learning Lab \(opens in new window\)](https://www.walters.edu/academics/humanities/writing-lab)  
[ws.edu/academics/humanities/writing-lab](https://www.walters.edu/academics/humanities/writing-lab)

- Morristown Campus - Mathematics Lab - MBSS 222 - (423) 585-6872

[Walters State Mathematics Learning Lab \(opens in new window\)](https://www.walters.edu/academics/mathematics/learning-lab)  
[ws.edu/academics/mathematics/learning-lab](https://www.walters.edu/academics/mathematics/learning-lab)

### TECHNOLOGY SUPPORT

Students who need assistance with computing and technology issues should contact the IET Helpdesk by phone at Morristown: (423) 318-2742; Niswonger: (423) 798-8186; or Sevierville: (865) 286-2789 or on-line access.

[Walters State Helpdesk \(opens in new window\)](#)  
[helpdesk.ws.edu](http://helpdesk.ws.edu)

## **STUDENTS WITH DISABILITIES SUPPORT SERVICES**

Students with disabilities must register with Student Support Services each semester in the Student Services Building, Room U134 (phone (423) 585-6892) if they need any special facilities, services, or consideration.

[Walters State Student Support Services \(opens in new window\)](#)  
[ws.edu/student-services/disability/](http://ws.edu/student-services/disability/)

## **SUICIDE PREVENTION STATEMENT**

Walters State is committed to and cares about all students. Support services are available for any person at Walters State who is experiencing feelings of being overwhelmed, hopelessness, depression, thinking about dying by suicide, or is otherwise in need of assistance. For immediate help, contact the National Suicide Prevention Lifeline by calling or texting 9-8-8 or the Trevor Lifeline at 1-866-488-7386. Veterans may also contact the Veterans Crisis Line at 1-800-273-8255 (press 1) or Text 838255.

Walters State has a relationship in place with the following community agencies to provide services (may include crisis referral services, prevention screenings, etc.):

- Cherokee Health Systems 423-586-5032
- Frontier Health 423-467-3600

# **College Policies**

## **STUDENTS HANDBOOK AS OFFICIAL GOVERNING DOCUMENT**

This class is governed by the policies and procedures stated in the current Walters State Community College Student Handbook. All students attending Walters State Community College, regardless of the time, location, or format of the class, must abide by the rules and regulations outlined in the current Walters State Catalog/Student Handbook and the current Walters State Timetable of Classes.

[Walters State Catalog \(opens in new window\)](#)  
[catalog.ws.edu/](http://catalog.ws.edu/)

[Walters State Timetable of Classes \(opens in new window\)](#)  
[ws.edu/admissions/registration/](http://ws.edu/admissions/registration/)

## **PURPOSE, LIMITATIONS AND MODIFICATION OF SYLLABUS**



This syllabus sets forth the expectations for the course content, work, and grading as well as expectations for student performance and conduct. The syllabus does not constitute a contract between the student and the instructor or the College. The information contained here is subject to change at any time. The instructor reserves the right to modify this syllabus at any time with written notification to the students. Though changes are possible, it is expected that the course will be conducted as described in this syllabus for the semester/year specified in the Course Information section of the syllabus. This syllabus is only valid for the semester/year specified and course requirements are not guaranteed for future semesters.

## **COURSE GROUND RULES**

- Students must attend the first day of on-ground class or contact the instructor prior to the first class. Failure to do this may result in being dropped from the class. Excessive absences may substantially lower the course grade.
- Regular class attendance is a student's obligation for any course regardless of format. (See the Walters State Catalog/Student Handbook). If a student misses class, it is his or her responsibility to contact the instructor regarding missed assignments and/or activities and to be prepared for the next class assignment.
- Students enrolled in web courses must follow the course attendance policy defined for online attendance during the first week of class and throughout the term. Failure to do this may result in being dropped from the class during week one OR may result in the accrual of absences which may negatively impact the student's grade in the course.
- Students who have not paid fees on time and/or are not correctly registered for this class and whose names do not appear on official class rolls generated by the Walters State student information system (MyWS) will not be allowed to remain in class or receive credit for this course.
- Electronic devices must not disrupt the instructional process or college-sponsored academic activity. Use of electronic devices is prohibited unless use of the device is relevant to the activity and use is sanctioned by the faculty member in charge. Electronic devices that are not relevant to the activity or sanctioned by the faculty member in charge should be set so that they will not produce an audible sound during classroom instruction or other college-sponsored academic activity.

## **FINANCIAL AID**

Students receiving any type of financial aid or scholarship should contact the Financial Aid Office before making any changes to their schedule. Schedule changes without prior approval may result in loss of award for the current term and future terms.

All forms of student Financial Aid may be jeopardized or lost due to the lack of Satisfactory Academic Progress in one or multiple courses. Lack of Satisfactory Academic Progress may negatively impact a

student's degree/certificate completion pace and further jeopardize Financial Aid eligibility.

## **CANCELLATION OF CLASSES AND ACADEMIC CONTINUITY**

For information related to the cancellation of classes due to inclement weather or other events, please check the Senators Emergency Text system or the college's Web site at:

[Walters State Homepage \(opens in new window\)](#)

[ws.edu/home/](http://ws.edu/home/)

[Walters State Facebook page \(opens in new window\)](#)

<https://www.facebook.com/WaltersState/>

[Walters State Twitter page \(opens in new window\)](#)

<https://twitter.com/waltersstate>

or call the college's student information line, 1-800-225-4770, option 1; the Sevier County Campus, (865) 774-5800, option 7; the Niswonger Campus (423) 798-7940, option 7; or the Claiborne County Campus, 423-636-6200, option 7. Also, please monitor local TV and radio stations for further announcements.

When an event or disaster interrupts the scheduled operations of the college and the ability to proceed with the academic course activities as planned, the college and your instructor may alter the course plan outlined in the syllabus. Should an event occur, students should refer to their course e-Learn pages and/or class materials previously delivered to receive guidance from their instructor. Students should continue to monitor the official college channels of communication listed in the above paragraph. If you would like to sign up for the Senators Emergency Text system, please go to the following Web site:

[Senator Emergency Text System \(opens in new window\)](#)

[ws.edu/set/](http://ws.edu/set/)

Dual Enrollment students attending on a high school campus should refer to the high school inclement weather cancellations.

## **LEARNING MANAGEMENT SYSTEM**

Brightspace (commonly known as eLearn or D2L) is the college's Learning Management System (LMS).

Brightspace is committed to accessibility by "deliver[ing] a learning experience that meets the needs of all people, regardless of age or ability." [Brightspace Accessibility Standard \(opens in new window\)](#)

Brightspace is also committed to guarding student data and privacy. [Brightspace Privacy Policy](#) (opens in new window).