MGMT 3113: INTRODUCTION TO ORGANIZATIONAL BEHAVIOR
SPRING 2016

Instructor:	Sukumar Debnath, Professor of Management
Section # and CRN:	Z01, 22543
Office Location:	Agriculture/Business Multipurpose Building
	Room # 354, PVAMU Main Campus
Office Phone:	(936) 261-9204
Email Address:	scdebnath@pvamu.edu (For **this online class, all emails must originate from eCourse site or iMail Platform**)
Office Hours:	PV Main Campus: M 1:00 PM - 4:00 PM; F 1:00 PM - 5:00 PM
	PV NWH Campus: T 5:30 PM- 6:00 PM & After Class: 30 Minutes
	Via Online & Email: As needed
Mode of Instruction:	**Online**
Course Location:	Online
Class Days, Times:	**Online Schedule**
Catalog Description:	Credit 3 semester hours. Considers elements of several management theories and the implications of individual and group behavior for organizational effectiveness. Topics include perception; learning; personality; group dynamics; norms; inter-group relations; motivation; conflict and change.
Prerequisites:	MGMT3103
Co-requisites:	None
Required Texts:	ORGANIZATIONAL BEHAVIOR BY RICKY GRIFFIN & GREGORY MOORHEAD, NINTH EDITION, 2010, SOUTH-WESTERN. ISBN 978 0547 16733-6 (OR 0547 16733 4)
Recommended Texts:	Other Organizational Behavior Books
	Journal and Business Magazine Articles

Student Learning Outcomes:

	Upon successful completion of this course, students will be able to:	Program Learning Outcome # Alignment	Core Curriculum Outcome Alignment
1	Understand the link between organizational behavior and the management process.	BBA 1	CT
2	Understand and analyze how perception affect behavior in organizations.	BBA 1	CT
3	Develop an understanding of various need-based and process-based motivational theories and how they can be used to motivate employees.	BBA 1	CT
4	Identify approaches to job design and their role in employee motivation.	BBA 1	CT
5	Understand what is organizational communication and how to improve it.	BBA 1 BBA 4	COM CT
6	Develop insights regarding group dynamics and how they influence group performance in organizations.	BBA 1	CT
7	Compare and contrast various approaches to leadership as a framework to influence subordinate behavior.	BBA 1	CT
8	Identify and understand various sources/bases of leader power.	BBA 1	CT
9	Analyze a mini-case(s) or discuss an essay question(s) related to an above mentioned objective(s).	BBA 1 BBA 4	COM CT

Technical Support

Students should go to https://mypassword.pvamu.edu/ if they password issues. The page will provide instructions for resetting passwords and contact information if login issues persist. Student should call the Prairie View A&M University **Helpdesk at 936-261-2525 or 1-877-241-1752** for technical issues and navigational problem. The helpdesk is available 24 hours a day/7 days a week. For other technical questions regarding eCourse, call the **Office of Distance Learning at 936-261-3290 or 936-261-3283, or email to dlearning@pvamu.edu.**

MAJOR COURSE REQUIREMENTS AND METHODS OF DETERMINING FINAL COURSE GRADE

This course will utilize the following instruments to determine student grades and proficiency of the learning outcomes for the course.

Course Grade Requirements	Value or Allocation of points
Test I and Test II @200	400
Final exam	300
Quizzes, 8 @ 25	200
Discussion Assignments, 4 @ 25	100

Total ---------------------------------------	1000

Grade Distribution:
     A: 90% & over
     B: 80% - 89.9%
     C: 70% - 79.9%
     D: 60% - 69.9%

1. Examinations.   There will be two tests during the semester and a final exam. The tests will be based on multiple choice questions. The exams will be based on the material covered in the class. The exams during the semester (Test I & Test II) each will be 1 hour long and consist of 50 multiple-choice questions. The final exam may be 90 minutes long, consist of 75 multiple-choice questions, and fully comprehensive.

The schedules for the exams are as follows:

TEST I*: 5:00 PM, Saturday, February 20 to 2:00 PM, Sunday, February 21*
     One hour, 50 questions;   Chapters 1, 3, & 4

Test II*: 5:00 PM, Saturday, April 2 to 2:00 PM, Sunday, April 3*
One hour, 50 questions; Chapters 5, 9, & 11

Final Exam*: 5:00 PM, Saturday, May 7 to 2:00 PM, Sunday, May 8*
     The duration of test, number of questions, and chapters to be announced

Please remember that **a test must be finished within the time limit allowed for the test (say, 60 minutes from the starting time) and submitted. The submission must occur within the scheduled availability time** of the test or before the test closes (say, 2.00 P.M.). The time limit for each exam will be strictly followed; you will not be able to submit the test if you exceed the given time. You may take an exam anytime during the time window, but once you begin an exam, **you will not be able to**

pause/stop/restart it. Though the exams are open-notes, open-book, and open computer, **there will not be much time to refer to your notes and the textbook during an exam**. So it will be important to be well prepared ahead of time so that you can complete the exam within the allocated time. Unlike the group projects, the exams are non-collaborative (that is, you must not work with anyone else when taking an exam; **collaboration involving a test will be considered cheating, and if detected, the student will be given an F for the course**).

You can take the test or quiz only once. Therefore, please ensure that the **computer you are using is powerful enough** to meet the demands; otherwise, it may freeze. Also, choose a time and an environment, where you will be free from any interruption while taking the test/quizzes and internet connection is less likely to fail (e.g., avoid stormy weather or a time period when internet traffic is heavy). **Precautions should be taken to minimize technical failures. A grade of zero given for a test to the student who uses a false claim of test interruption** (e.g., computer problem, quiz did not present all test questions, internet problem) **with the intention of retaking a test**.

Important for Test Taking
Installation and Use of <u>Respondus Lockdown Browser</u> For Online Test Taking

To take your exams or quizzes, you would need to download the Respondus LockDown Browser application on the PC at which you plan to take the test. For the duration of the test, this software will allow access to the test only, and block access to all other programs and functions. **Caution: If you try to access any other source for obtaining information during the test, the browser will freeze or shut you out of the test.**

To install the LockDown Browser, go to the following link:

http://www.respondus.com/lockdown/information.pl?ID=975813429

Remember:

- To take a quiz or an exam that requires the LockDown Browser, you MUST ACCESS THE QUIZ OR EXAM **THROUGH** THE LOCKDOWN BROWSER.
- You will not be able to access them through eCourses.
- You can access the quiz or exam through the LockDown Browser by clicking the LockDown Browser shortcut from your desktop or Programs menu.

2. Quizzes: There will be eight short quizzes over the semester on the chapters covered in the course, and will be based on multiple choice questions. Each quiz will have 10 questions to be answered within 12 minutes. You would need to access the quizzes through ***<u>Respondus Lockdown Browser.</u>***

QUIZ#1: Chapter 3; <u>5:00 PM, Saturday, February 6 to 2:00 PM, Sunday, February 7</u>

QUIZ#2: Chapter 4; <u>5:00 PM, Saturday, February 13 to 2:00 PM, Sunday, February 14</u>

*QUIZ#3: **Chapter 5;** <u>5:00 PM, Saturday, February 27 to 2:00 PM, Sunday, February 28</u>*

*QUIZ#4: **Chapter 9;** <u>5:00 PM, Saturday, March 5 to 2:00 PM, Sunday, March 6</u>*

*QUIZ#5: **Chapter 11;** <u>5:00 PM, Saturday, March 26 to 2:00 PM, Sunday, March 27</u>*

*QUIZ#6: **Chapter 12;** <u>5:00 PM, Saturday, April 9 to 2:00 PM, Sunday, April 10</u>*

*QUIZ#7: **Chapter 13;** <u>5:00 PM, Saturday, April 23 to 2:00 PM, Sunday, April 24</u>*

*QUIZ#8: **Chapter 14;** <u>5:00 PM, Saturday, April 30 to 2:00 PM, Sunday, May 1</u>*

3. Discussion assignments (individual): You are required to submit/upload your answers related to the assigned discussion questions during **four different sessions**. You are to post your responses for all four sessions, which should be substantive, relevant, and thorough. The grading will be based on the quality of responses and how well you comply with the guidelines. There is **no make up for any missed assignment**; however, you can post your discussion any time prior to the deadline. You should not summarize/restate theories unless necessary, but utilize them in preparing your responses. The **following are the schedules and guidelines for the assignments:**

*Discussion Assignment#1: Tell me about yourself, your background, and your work experience. Please elaborate so that I get to know you well. **Deadline:** 11:55 PM, Sunday, January 24*

Discussion Assignment #2: How does perception affect behavior? (Chapter 3, p. 76)
   ***Deadline:** 11:55 PM, January 31*

*Discussion Assignment#3 (**mini-case**): Flexible work arrangements at Hewlett-Packard, (Chapter 5, p. 133). **Deadline**: 11:55 PM, March 13*

Discussion Assignment #4: Compare and contrast the LPC and Path-Goal theories of leadership. What are the strengths and weaknesses of each? (Chapter 12, P. 343),
   ***Deadline:** 11:55 PM, April 17*

Guidelines Related to Discussion Assignments:

- Please make sure that **your name is on the submission;** otherwise, points will be deducted. In preparing your responses, **state a question first and under the question, provide your answer** in paragraph format.
- The length should be **limited to 500-words maximum** (exclude the questions from word count); beyond that, I would not be reviewing for grading purpose. The minimum is up to you.
- If you have several points to make, you may use a sequence (numbers or letters). Basically, use the standard format in practice.
- While some questions may involve your opinions, you are required to **utilize all relevant chapter material (theories, concepts, etc.,) as much as possible to frame your response** or

position; otherwise, points will be deducted.

- If I detect **any striking similarity** between two submissions to conclude that one has been copied from the other, both assignments will be **given a zero**. The same applies for any type of plagiarism. No exceptions, and my judgment would be final regarding this.
- **Points will be deducted** for **inadequate and irrelevant answers, lack of clear expression, poor flow in writing, and grammatical errors and typos**. Therefore, please be sure to review your responses thoroughly to avoid these mistakes.
- Please use **MS Word** or a compatible software to prepare your response (which will help you avoid some errors), and upload it in the **submission box** for the assignment.
- There is no make up for missed assignments.

Important dates (please verify to ensure the dates):

February 3: Last Day to Withdraw from Courses without Record
February 3: Application deadline for Spring 2016 Graduation
March 14 (M)-20 (Sun): Spring break
March 25 - 26: Good Friday holiday
April 4: Last Day to Withdraw from Courses with a "W"

SCHEDULE OF ACTIVITIES, CHAPTER ASSIGNMENTS, WRITTEN SUBMISSIONS, QUIZZES, EXAMS, AND OTHER REQUREMENTS**

LEARNING MODULE I

Chapter 1: An overview of organizational behavior (OB)
Chapter 3: Foundations of individual behavior
Chapter 4: Motivations in organizations

Discussion Assignment#1: Tell me about yourself, your background, and your work experience. Please elaborate so that I get to know you well. **Deadline:** *11:55 PM, Sunday, January 24*

Discussion Assignment #2: How does perception affect behavior? (Chapter 3, p. 76)
   Deadline: *11:55 PM, January 31*

*QUIZ#1: **Chapter 3**; 5:00 PM, Saturday, February 6 to 2:00 PM, Sunday, February 7*

*QUIZ#2: **Chapter 4**; 5:00 PM, Saturday, February 13 to 2:00 PM, Sunday, February 14*

TEST I: 5:00 PM, Saturday, February 20 to 2:00 PM, Sunday, February 21
   One hour, 50 questions; Chapters 1, 3, & 4

LEARNING MODULE II

Chapter 5: Motivating employee performance through work
Chapter 9: Foundations of interpersonal & group behavior
Chapter 11: Communications in organizations

QUIZ#3: *Chapter 5;* *5:00 PM, Saturday, February 27 to 2:00 PM, Sunday, February 28*

QUIZ#4: *Chapter 9;* *5:00 PM, Saturday, March 5 to 2:00 PM, Sunday, March 6*

Discussion Assignment#3 (mini-case): Flexible work arrangements at Hewlett-Packard, (Chapter 5, p. 133). *Deadline: 11:55 PM, March 13*

March 14-20: Spring Break

QUIZ#5: Chapter 11; *5:00 PM, Saturday, March 26 to 2:00 PM, Sunday, March 27*

Test II: 5:00 PM, Saturday, April 2 to 2:00 PM, Sunday, April 3
One hour, 50 questions; Chapters 5, 9, & 11

LEARNING MODULE III

Chapter 12: Traditional models for understanding leadership
Chapter 13: Contemporary views of leadership in organizations
Chapter 14: Power, politics, & organizational justice
Chapter 15: Conflict & negotiation in organizations

QUIZ#6: Chapter 12; *5:00 PM, Saturday, April 9 to 2:00 PM, Sunday, April 10*

Discussion Assignment #4: Compare and contrast the LPC and Path-Goal theories of leadership. What are the strengths and weaknesses of each? (Chapter 12, P. 343),
  Deadline: 11:55 PM, April 17

QUIZ#7: Chapter 13; *5:00 PM, Saturday, April 23 to 2:00 PM, Sunday, April 24*

QUIZ#8: Chapter 14; *5:00 PM, Saturday, April 30 to 2:00 PM, Sunday, May 1*

Final Exam: 5:00 PM, Saturday, May 7 to 2:00 PM, Sunday, May 8
    The duration of test, number of questions, and chapters to be announced

The syllabus provides a general plan for the course. It **may be subject to changes, and you will be informed if any changes are made to this.

OTHER POLICIES, CLARIFICATIONS, AND INFORMATION

Attendance Policy

Prairie View A & M University requires regular class attendance. Excessive absences will result in lowered grades. Excessive absenteeism, whether excused or un-excused, may result in a students' course grade being reduced or in assignment of a grade "F". Absences are accumulated beginning with the first day of class.

The attendance for this course will be registered based on:
(a) your online postings related to the assignments--discussion and research assignments-- within the specified date and time for each; and (b) your timely completion of the quizzes and exams (includes final exam). Each instance of failure will constitute an absence and will affect your status as a regular attendee.

Technical Support

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Make up provisions for exams

As a general rule, no make up tests will be given. **You will get a zero if you miss a test or cheat on the test**. However, if you have a very compelling reason (such as hospitalization, required court appearance, etc.) for missing a test during the semester and can provide proof/documents, you will be given a chance to make up for the test. If a **make up exam is justified, the percentage obtained in the final exam will be applied to make up for the missed test**.

A student who misses the **final exam** will receive a zero score, except in cases of documented dire personal need, in which case the student may qualify to receive an "Incomplete" grade for the semester (subject to the approval from the appropriate authorities and that the student has a passing grade before the final exam). There is **no make up for any other required activities.**

It will be **your responsibility to regularly visit the eCourse site, to keep up with the announcements, deadlines, and any changes.**

Communication

I should respond to eCourse (Moodle) e-mails earliest within 24-48 hours of receipt. **Please always use iMail platform from eCourse site; otherwise, it may create confusions.**

Textbook companion website

You would need to acquire a copy of the textbook as soon as possible; otherwise you may face problems in completing assignments and preparing for the course. The textbook should be available at the PVAMU bookstore; or you can buy the book from online stores. The textbook publisher provides a companion site for the textbook, which can be used for learning and honing your skills.

Enter the ISBN number in the top right corner to get to the textbook site, and then click on the **Student Resources** tab. You should see chapter outlines, chapter summaries, synopsis, and tutorial quiz on the page. You may check if the publisher restricts access to such material to the textbook owners only.

Useful links (please type the address on browser):

- http://ecourses.pvamu.edu/
- Office of Distance Learning: http://dl.pvamu.edu/Pages/default.aspx
- **Coleman Library**: http://pvamu.edu/pages/3585.asp
- **College of Business: http://www.pvamu.edu/pages/129.asp**
- **Prairie View A&M University: http://www.pvamu.edu**

Taskstream

Taskstream is a tool that Prairie View A&M University uses for assessment purposes. At least one of your assignments is **REQUIRED** to be submitted as an "artifact," an item of coursework that serves as evidence that course objectives are met. More information will be provided during the semester, but for general information, you can visit Taskstream via the link in eCourses.

<center>STUDENT SUPPORT AND SUCCESS</center>

John B. Coleman Library
The library and its partners have as their mission to provide resources and instructional material in support of the evolving curriculum, as a partner in Prairie View A&M University's mission of teaching, research, and service and to support the University's core values of access and quality, diversity, leadership, relevance, and social responsibility through emphasis on ten key areas of service. It maintains library collections and access both on campus, online, and through local agreements to further the educational goals of students and faculty. https://www.pvamu.edu/library/ Phone: 936-261-1500

The Learning Curve (Center for Academic Support)
The Learning Curve offers Tutoring via peer tutoring. The services include workshops (i.e., Save My Semester, Recalculate Your Route), seminars (i.e., Tools You Can Use: TI-84), group review sessions (i.e., College Algebra Topic Reviews, GRE Preparation), group study opportunities (i.e., TSIA, HESI, Study Break, Exam Cram), and test-taking strategies (How to take Notes, Study Buddy, 5 Day Study Guide). The Learning Curve is a nationally certified tutoring program through the National Tutoring

Association. The peer tutors are trained and certified by the coordinator each semester. Location: J.B. Coleman Library Rm. 207F. Phone: 936-261-1561

The Center for the Oversight and Management of Personalized Academic Student Success (COMPASS)

The Center for the Oversight and Management of Personalized Academic Student Success (COMPASS) is designed to help Prairie View students in their second year and beyond navigate towards graduation by providing the following services: Academic Advisement, Targeted Tutorials for Personalized Learning, Campus-Wide Referrals, and Academic & Social Workshops. Location: J.B. Coleman Library Rm. 306. Phone: 936-261-1040

Writing Center

The Writing Center provides student consultants on all aspects of the writing process and a variety of writing assignments. Writing Center consultations assist students in such areas as prewriting, brainstorming, audience awareness, organization, research, and citation. Students taking on-line courses or courses at the Northwest Houston Center or College of Nursing may consult remotely or by email. Location: Hilliard Hall Rm. 121. Phone: 936-261-3724.

Student Counseling Services

The Student Counseling Services unit offers a range of services and programs to assist students in maximizing their potential for success: short-term individual, couples, and group counseling, as well as crisis intervention, outreach, consultation, and referral services. The staff is licensed by the State of Texas and provides assistance to students who are dealing with academic skills concerns, situational crises, adjustment problems, and emotional difficulties. Information shared with the staff is treated confidentially and in accordance with Texas State Law. Location: Owens-Franklin Health Center Rm. 226. Phone: 936-261-3564

Testing

The Department of Testing administers College Board CLEP examinations, the HESI A2 for pre-nursing majors, LSAT for law school applicants and MPRE for second-year law students, the Experiential Learning Portfolio option, the Texas Success Initiative (TSI) Assessment, which determines college readiness in the state, and exam proctoring, among other service such as SAT and ACT for high school students. Location: Delco Rm. 141. Phone: 936-261-4286

Office of Diagnostic Testing and Disability Services

As a federally-mandated educational support unit, the Office of Disability Services serves as the repository for confidential disability files for faculty, staff, and students. For persons with a disability, the Office develops individualized ADA letters of request for accommodations. Other services include: learning style inventories, awareness workshops, accessibility pathways, webinars, computer laboratory with adapted hard and software, adapted furniture, proctoring of non-standardized test administrations, ASL interpreters, ALDs, digital recorders, livescribe, Kurtzweil, and a comprehensive referral network across campus and the broader community. Location: Evans Hall Rm. 317. Phone: 936-261-3585

Veteran Affairs

Veterans Services works with student veterans, current military and military dependents to support their transition to the college environment and continued persistence to graduation. The Office coordinates

and certifies benefits for both the G.I. Bill and the Texas Hazlewood Act. Location: Evans Hall Rm. 323. Phone: 936-261-3563

Office for Student Engagement
The Office for Student Engagement delivers comprehensive programs and services designed to meet the co-curricular needs of students. The Office implements inclusive and accessible programs and services that enhance student development through exposure to and participation in diverse and relevant social, cultural, intellectual, recreational, community service, leadership development and campus governance. Location: Memorial Student Center Rm. 221. Phone: 936-261-1340

Career Services
Career Services supports students through professional development, career readiness, and placement and employment assistance. The Office provides one-on-one career coaching, interview preparation, resume and letter writing, and career exploration workshops and seminars. Services are provided for students at the Northwest Houston Center and College of Nursing in the Medical Center twice a month or on a requested basis. Distance Learning students are encouraged to visit the Career Services website for information regarding services provided. Location: Evans Hall Rm. 217. Phone: 936-261-3570

UNIVERSITY RULES AND PROCEDURES

Disability Statement (Also See Student Handbook):
The Americans with Disabilities Act (ADA) is a federal anti-discrimination statute that provides comprehensive civil rights protection for persons with disabilities. Among other things, this legislation requires that all students with disabilities be guaranteed a learning environment that provides for reasonable accommodation of their disabilities. If you believe you have a disability requiring an accommodation, please contact Disability Services, in Evans Hall, Room 317, or call 936-261-3585/3.

Academic Misconduct (See Student Handbook):
You are expected to practice academic honesty in every aspect of this course and all other courses. Make sure you are familiar with your Student Handbook, especially the section on academic misconduct. Students who engage in academic misconduct are subject to university disciplinary procedures.

Forms of Academic Dishonesty:
1. Cheating: deception in which a student misrepresents that he/she has mastered information on an academic exercise that he/she has not mastered; giving or receiving aid unauthorized by the instructor on assignments or examinations.

2. Academic misconduct: tampering with grades or taking part in obtaining or distributing any part of a scheduled test.

3. Fabrication: use of invented information or falsified research.

4. Plagiarism: unacknowledged quotation and/or paraphrase of someone else's words, ideas, or data as one's own in work submitted for credit. Failure to identify information or essays from the Internet and submitting them as one's own work also constitutes plagiarism.

Nonacademic Misconduct (See Student Handbook)
The university respects the rights of instructors to teach and students to learn. Maintenance of these rights requires campus conditions that do not impede their exercise. Campus behavior that interferes with either (1) the instructor's ability to conduct the class, (2) the inability of other students to profit from the instructional program, or (3) campus behavior that interferes with the rights of others will not be tolerated. An individual engaging in such disruptive behavior may be subject to disciplinary action. Such incidents will be adjudicated by the Dean of Students under nonacademic procedures.

Sexual Misconduct (See Student Handbook):
Sexual harassment of students and employers at Prairie View A&M University is unacceptable and will not be tolerated. Any member of the university community violating this policy will be subject to disciplinary action.

Title IX Statement
Prairie View A&M University (PVAMU) is committed to supporting students and complying with the Texas A&M University System non-discrimination policy. It seeks to establish an environment that is free of bias, discrimination, and harassment. If you experience an incident of sex- or gender-based discrimination, including sexual harassment, sexual assault or attempted sexual assault, we encourage you to report it. While you may talk to a faculty member about an incident of misconduct, the faculty member must report the basic facts of your experience to Ms. Alexia Taylor, PVAMU's Title IX Coordinator. If you would like to speak with someone who may be able to afford you privacy or confidentiality, there are individuals who can meet with you. The Title IX Coordinator is designated to handle inquiries regarding non-discrimination policies and can assist you with understanding your options and connect you with on- and off-campus resources. The Title IX Coordinator can be reached by phone at 936-261-2123 or in Suite 013 in the A.I. Thomas Administration Building.

Class Attendance Policy (See Catalog for Full Attendance Policy)
Prairie View A&M University requires regular class attendance. Attending all classes supports full academic development of each learner whether classes are taught with the instructor physically present or via distance learning technologies such as interactive video and/or internet.

Excessive absenteeism, whether excused or unexcused, may result in a student's course grade being reduced or in assignment of a grade of "F". Absences are accumulated beginning with the first day of class during regular semesters and summer terms. Each faculty member will include the University's attendance policy in each course syllabus.

Student Academic Appeals Process
Authority and responsibility for assigning grades to students rests with the faculty. However, in those instances where students believe that miscommunication, errors, or unfairness of any kind may have adversely affected the instructor's assessment of their academic performance, the student has a right to appeal by the procedure listed in the Undergraduate Catalog and by doing so within thirty days of receiving the grade or experiencing any other problematic academic event that prompted the complaint.

TECHNICAL CONSIDERATIONS

Minimum **Recommended Hardware and Software:**
- Intel PC or Laptop with Windows 7; Mac with OS X; Smartphone or iPad/Tablet with Wi-Fi

- High speed Internet access
- 8 GB Memory
- Hard drive with 320 GB storage space
- 15" monitor, 800x600, color or 16 bit
- Sound card w/speakers
- Microphone and recording software
- Keyboard & mouse
- Most current version of Google Chrome, Safari, Internet Explorer or Firefox

Note: Be sure to enable Java & pop-ups in the Web browser preferences

Participants should have a basic proficiency of the following computer skills:
- Sending and receiving email
- A working knowledge of the Internet
- Proficiency in Microsoft Word (or a program convertible to Word)
- Proficiency in the Acrobat PDF Reader
- Basic knowledge of Windows or Mac O.S.

Netiquette **(online etiquette):**
Students are expected to participate in all discussions and virtual classroom chats as directed. Students are to be respectful and courteous to others on discussions boards. Foul or abusive language will not be tolerated.

*Technical Support***:**
Students should go to https://mypassword.pvamu.edu/ if they have password issues. The page will provide instructions for resetting passwords and contact information if login issues persist. For other technical questions regarding eCourses, call the Office of Distance Learning at 936-261-3283

*Communication Expectations and Standards***:**
Emails or discussion postings will receive a response from the instructor, usually in less than 48 hours. Urgent emails should be marked as such. Check regularly for responses.

Discussion Requirement:
Online courses often require minimal to no face-to-face meetings. However, conversations about the readings, lectures, materials, and other aspects of the course can take place in a seminar fashion. This will be accomplished by the use of the discussion board. The exact use of discussion will be determined by the instructor.

It is strongly suggested that students type their discussion postings in a word processing application and save it to their PC or a removable drive before posting to the discussion board. This is important for two reasons: 1) If for some reason your discussion responses are lost in your online course, you will have another copy; 2) Grammatical errors can be greatly minimized by the use of the spell-and-grammar check functions in word processing applications. Once the post(s) have been typed and corrected in the word processing application, it/they should be copied and pasted to the discussion board.