

Syllabus

MANAGEMENT OF SERVICE AND PROJECT OPERATIONS 3204

Section 001 and 002

Fall 2023

Section 001: 2:30-3:45 pm

Section 002: 4:00-5:15 pm

Instructor: Carolyn Farr Sly, CFPIM, CSCP, CPSM, CPM

Office: Friday 218C

Office hours: 1:00-2:15 on Wednesdays (Zoom)- let me know if you need to meet

(email me if you need to meet during office hours or another time during the week. I know several of you work and need an alternative time to discuss the topics in the Homework, Quizzes or Curriculum. I can setup a WebEx invitation so we can talk.

Email: cfsly@charlotte.edu

Class Website: Canvas will be the website for course information and primary communication channels for this class. Go to <http://canvas.uncc.edu> and log in with your NinerNet credentials. I may be altering the syllabus during the class duration and will alert class participants if a change is made.

Catalog Course Description:

Tools, techniques and strategies required to improve the operations of services-oriented organizations including topics such as strategic choices regarding service systems, capacity management, waiting-line management, and yield management. Concepts and cases will be discussed from the standpoint of various service industries such as service-based manufacturing, transportation/logistics, financial services, hospitality/travel/leisure, telecommunications/information services, food services, health-care operations and others.

General Objectives:

Students will understand the issues of service operations management as it relates to the internal and external functions of a company.

- Students will be able to analyze and interpret quantitative information and demonstrate knowledge and use of quantitative tools and techniques such as the ones in yield management, queuing theory and service inventory.
- Students would know the state-of-the-art trends/happenings/future outcomes in the service operations area.
- Students would know about the future opportunities that exist for them if they decide to take up a career in this area.

The course will consist of a combination of lectures and class discussions. General concepts and some quantitative techniques will be developed in the lectures.

Text and Materials:

- Service Management: Operations, Strategy, and Information Technology, 10th Edition by Sanjeev K Bordoloi, Fitzsimmons, James A., Mona J. Fitzsimmons, Irwin/McGraw-Hill, 2018. ISBN-13: 978-1259784637, ISBN-10: 1259784630
- Syllabus, Quizzes, Optional Homework and Class Powerpoints are on Canvas.

Use of Canvas: You may access UNCC Canvas from My UNC Charlotte (<https://my.uncc.edu/>) or direct type **canvas.uncc.edu/**. All lecture notes, quizzes, suggested assignments, practice questions, solutions, grades, and updated information regarding the class will be posted on Canvas. It's each student's responsibility to check Canvas frequently and report anything that does not match your own record (e.g., missing or wrong grade) within SEVEN calendar days since the date the information was posted. **Do not use phones to take Canvas quizzes. Many graphics will not display on cellphones and no retakes will be allowed. Laptops can be loaned from the Computer Labs in the Friday Building.**

Class participation: I expect every student to study the textbook and other posted materials (notes, solutions, etc.) prior to each class session. Students must be prepared to answer questions on the "current" topic. **There will be in class quiz questions in class that will need to be answered during class.**

Attendance Policy: Class attendance is required and will be calculated as part of your grade. I will be taking attendance every class. **If you are not able to make the class, please email me BEFORE the class and specify the reasons.** Consistent class attendance is a strong predictor of academic success. If you earn an F or U grade, your last date of attendance will be reported. This may require you to pay back any financial aid money received for the course based on the United States Department of Education Requirements. Please note the attendance impact in the Grading Policy listed in this syllabus.

You will not be given partial credit for attending part of class.

Students who miss more than 50% of the classes (excused or unexcused) during the semester will not be allowed to take the exams. However, when you attend class, it is important to not arrive late or leave early as it is very, very disruptive. You are responsible for completing the work from all of the class meetings. You are responsible for any material covered, announcements made, assignments distributed, and any other type of work you may miss during any absence from class. The quizzes and exams may contain material discussed in the class but not posted on Canvas.

Some topics discussed in the classroom are not covered adequately in the textbook, thus the instructor will present alternative and better approaches.

A student that misses a class is responsible for obtaining any needed information (e.g., notes, announcements) from fellow students.

Class Cancellation: In the event that I am unable to attend class or the University is closed unexpectedly, assume the material will be moved forward to the next meeting. You will not be penalized for missing a cancelled class.

Class Conduct: Disruptive behavior includes but is not limited to, side conversations between two or more students during lecture, unnecessary comments that add no value to class, and any activities that negatively impact the ability of other students to learn and/or listen.

Please keep all electronic and telecom equipment such as cell phones, laptops, etc. on “silent” mode during class.

Assignments: Students are expected to do all the suggested assignments, since the effort expended in the assignment is usually reflected in performance on the exams. Homework will be posted and the answer key to the homework will be posted after the homework has been due. Homework is optional.

Grading Policy:

1. In Class Quizzes: There will be small quizzes during class. It is important that you listened to the content of the class, as the quiz will be based on some of the topics we have discussed during that session. If you miss class with an unexcused absence you will not be allowed to take the in class quiz. These are not open book/open note quizzes.

2. Quizzes: Several quizzes will be posted on Canvas. No quiz grades will be dropped. No makeup will be allowed unless you have a school authorized excuse. A school authorized excuse is not that you “lost power” one hour or had a flat tire from when the Canvas quiz was due!

Maximum 100 points.

3. Examinations: There are three exams. Each exam will be worth 100 points. All exams will be during class. There will not be a final exam. No makeup will be allowed unless you have a school authorized excuse.

Note: if students use submissions from prior semesters from other students and are caught that is considered a zero.

(Maximum 300 points)

4. Participation grade/attendance: You must attend at least 50% of the classes in order to take any exam. That is cumulative or can be the time between exams.

NO MAKE-UP EXAMS/QUIZZES will be given unless students obtain prior permission from the professor and provide official documents from the school authorizing absence. An unexcused absence from an exam will result in a grade of zero for that exam..

In the event that a student anticipates missing an exam, she/he must provide appropriate supporting documents at least 24 hours before the exam to the instructor to request a make-up exam. The instructor will review all requests and authorize, at their discretion, eligible students to take

makeup exams. A student who misses an exam without prior approval, possibly due to an unexpected situation on the exam day, should contact the instructor within 12 hours of the exam start date/time and provide appropriate supporting documentation to be eligible for the makeup exam. It is the student's responsibility to be aware of and follow the make-up exam policies and no special accommodations will be made for any exceptions.

Students who have questions about their exam grading should request a meeting with the instructor within 5 days of the posting of the exam grades). No grade reviews or grade changes will be done beyond this 5-day period.

Summary of Grading Policy:

Grading Policy:

The performance criteria are weighted as follows:

Exam 1	100 points
Exam 2	100 points
Exam 3	100 points
Quiz (individual)	100 points (includes out of class quizzes posted on Canvas as well as in class quizzes based on the class instruction)

Total
400 points

- A=360-400 points
- B=320-359 points
- C=280-319 points
- D=240-279 points
- F=239 and below points

There will be **NO EXTRA CREDIT** work offered for any student during the semester. Please do not depend on any extra credit opportunities to improve your grade later in the semester.

Withdrawal from Class: The administration of this institution has set deadlines for withdrawal of any college-level courses. These dates and times are published in that semester's course catalog. Administration procedures must be followed. It is the student's responsibility to handle withdrawal requirements from any class. In other words, I cannot drop or withdraw any student. You must do the proper paperwork to ensure that you will not receive a final grade of "F" in a course if you choose not to attend the class once you are enrolled.

Students are expected to complete all courses for which they are registered at the close of the add/drop period. If you are concerned about your ability to succeed in this course, it is important to make an appointment to speak with me as soon as possible. The University policy on withdrawal allows students only a limited number of opportunities available to withdraw from courses. It is important for you to understand the financial and academic consequences that may result from [course withdrawal](#).

Incomplete Grade Policy: As per [university policy](#), incomplete grades will be granted when a student who is otherwise passing has not, due to circumstances beyond his/her control, completed all the work in the course. The missing work must be completed by the deadline specified by the instructor or during the next semester (fall or spring) in residence, but no later than 12 months after the term in which the *I* was assigned, whichever comes first. If the *I* is not removed during the specified time, a grade of *F*, *U* or *N* as appropriate is automatically assigned. *The grade of I cannot be removed by enrolling again in the same course.*

Academic honesty/integrity:

The UNC Charlotte Code of Student Academic Integrity governs the responsibility of students to maintain integrity in academic work, defines violations of the standards, describes procedures for handling alleged violations of the standards, and lists the applicable penalties. The following is a list of prohibited conduct in that Code as violating these standards: A) Cheating; B) Fabrication and Falsification; C) Multiple Submission; D) Plagiarism; E) Abuse of Academic Materials; and F) Complicity in Academic Dishonesty. For more detail and clarification on these items and on academic integrity, students are strongly advised to read the UNCC Code of Student Academic Integrity (<http://legal.uncc.edu/policies/up-407>).

Statement on Diversity: The Belk College of Business strives to create an inclusive academic climate in which the dignity of all individuals is respected and maintained. Therefore, we celebrate diversity that includes, but is not limited to ability/disability, age, culture, ethnicity, gender, language, race, religion, sexual orientation, and socio-economic status.

Disability Services Statement: UNC Charlotte is committed to access to education. If you have a disability and need academic accommodations, please provide a letter of accommodation from Disability Services early in the semester. For more information on accommodations, contact the Office of Disability Services at 704-687-0040 or visit their office at Fretwell 230.

Accommodation for Religious Observances: UNC Charlotte provides reasonable accommodations for religious observations required by a student's religious practice or belief. Please refer to <https://legal.uncc.edu/policies/up-409> for details on requesting such accommodations.

Respect for all those in classroom: All students and the instructor are expected to engage with each other respectfully. Unwelcome conduct directed toward another person based upon that person's actual or perceived race, actual or perceived gender, color, religion, age, national origin, ethnicity, disability, or veteran status, or for any other reason, may constitute a violation of University Policy 406, The Code of Student Responsibility. Any student suspected of engaging in such conduct will be referred to the Office of Student Conduct.

Gender Expression/Gender Identify: This course affirms people of all gender expressions and gender identities. If you prefer to be called a different name than what is indicated on the class roster, please let me know. Feel free to correct me on your preferred gender pronoun. If you have any questions or concerns, please do not hesitate to contact me.

Tentative Course Outline/Schedule:

This syllabus may be subject to minor changes during the semester after adequate advance notice to students.

Remember: you would have to attended at least 50% of classes to proceed with exams!

Date	Topic	Chapter	In Class or Zoom
8/28	Introductions and Quiz	1	In Class
8/30	Chapter 1 & 2	1 & 2	Zoom
9/4	No Class Labor Day		No Class
9/6	Chapter 2 & begin 3	2 & 3	Zoom
9/11	No Class but will be a Canvas quiz		
9/13	Chapter 3 and begin 4	3 & 4	Zoom
9/18	Chapter 4 & 5	4 & 5	In Class
9/20	Chapter 5	5	Zoom
9/25	Exam 1	Chapters 1-5	You will be given 3 days for this exam. No class.
9/27	Chapter 6	6	Zoom
10/2	Chapter 7	7	In Class
10/4	Chapter 8	8	Zoom
10/9	Chapter 9	9	In Class
10/11	Chapter 9	9	Zoom
10/16	Chapter 11	11	In Class
10/23	Fall Break		No Class
10/25	Finish exam content		Zoom
10/30	Exam 2	Chapters 6,7,8,9,11	You will be given 3 days for this exam. No class
11/1	Chapter 12	12	Zoom
11/6	Chapter 12	12	In Class
11/8	Chapter 13	13	Zoom
11/13	Chapter 14	14	In Class
11/15	Chapter 14	14	Zoom
11/20	Chapter 14		Zoom- day before Thanksgiving break
11/27	Chapter 15		In Class
11/29	Review of prior chapters		In Class
12/4	Exam 3	Chapters 12,13,14,15	You will be given 3 days for this exam. No class
12/6	Possibly in class		To be determined

