3 Steps to Getting Started

MGMT 3610
Sections D01 & D02

1. **Read your syllabus. See page 1 of your course booklet.**
   Check RaiderNet to find out if your class has any mandatory orientations, meetings, or proctored exams.
   - Log into RaiderNet through PipelineMT.
   - Click on Student.
   - Click on Registration.
   - Click on Student Detail Schedule.

2. **Begin working on assignments.**
   - **Submit assignments to your instructor:**
     Tracy P. Knight
     179 Maplemere Drive
     Clarksville, TN 37040
     Tracy.Knight@mtsu.edu
   - Assignments must be completed in sequence and are due to your instructor according to the schedule listed on D2L. No faxed assignments will be accepted.
   - You must complete all assignments that pertain to the chapters covered on the midterm by the scheduled midterm exam date (see step 3). If you do not have these assignments completed and postmarked or in the D2L drop box by the scheduled midterm exam date, you will receive a zero on each assignment.
   - Assignments that pertain to the chapters on the final must be postmarked or in the D2L drop box no later than two (2) weeks before the scheduled final exam date (see step 3). Assignments that are late will receive a zero.
   - While there are no set due dates for each assignment, you may not submit more than two (2) assignments per week. Weeks start on Sunday and end on Saturday. If you submit more than two (2), you will only receive a grade on the first two submitted.
   - If you have not received feedback on your assignments within one week of submission, contact your instructor. If you receive no response, check with Distance Learning Student Services to make sure the contact information is correct.
   - If you have trouble submitting your assignments via email (i.e., not sending, not receiving, computer crashes), you must submit your assignments via the mail.
   - **Cover sheets.** Please use one cover sheet (located in the back of your booklet) with each group of assignments due on the same date. Assignments due together should be mailed together if possible.

See other side for exam schedule.
3. **Take your exams. Check for conflicts now!**

NOTE: The exams will be in a computer lab. To gain access to this room you are **required** to have your MTSU student ID. Without your student ID you **will not** be permitted in the computer lab or allowed to take the test! No exceptions!

**Section D01**

<table>
<thead>
<tr>
<th></th>
<th>Midterm Exam</th>
<th>Final Exam</th>
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</thead>
<tbody>
<tr>
<td><strong>Date</strong></td>
<td>October 9, 2014</td>
<td>December 4, 2014</td>
</tr>
<tr>
<td><strong>Time</strong></td>
<td>1:00–3:00 p.m. (arrive by 1:00 p.m.)</td>
<td>1:00–3:00 p.m. (arrive by 1:00 p.m.)</td>
</tr>
<tr>
<td><strong>Place</strong></td>
<td>Business and Aerospace Building (BAS)</td>
<td>BAS</td>
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<tr>
<td><strong>Room</strong></td>
<td>S137E</td>
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**Section D02**

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<th>Midterm Exam</th>
<th>Final Exam</th>
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<tr>
<td><strong>Date</strong></td>
<td>October 9, 2014</td>
<td>December 4, 2014</td>
</tr>
<tr>
<td><strong>Time</strong></td>
<td>2:00–4:00 p.m. (arrive by 2:00 p.m.)</td>
<td>2:00–4:00 p.m. (arrive by 2:00 p.m.)</td>
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<tr>
<td><strong>Place</strong></td>
<td>Business and Aerospace Building (BAS)</td>
<td>BAS</td>
</tr>
<tr>
<td><strong>Room</strong></td>
<td>S137E</td>
<td>S137E</td>
</tr>
</tbody>
</table>

You should attend your scheduled exam time unless you have another class at this time. If you need to reschedule your exam, please see instructions in your booklet.

Any corrections or updates to the printed material will be posted within the D2L shell for this course or sent by MTSU email. If you do not have Internet access, please notify your instructor immediately.
Student Services
Area Code: 615

Admissions 898-2111 www.mtsu.edu/admissions.php
Bookstore, Phillips 898-2700 www.mtsu.edu/~phillips/
Child Care Complaint Hotline 313-4820 1-800-462-8261
MTSU Child Care Lab 898-2970 www.mtsu.edu/childcare/
Correspondence Courses 898-5332 www.mtsu.edu/universitycollege/distance/correspondence.php
Disabled Student Services 898-2783 www.mtsu.edu/dssemail/
Distance Learning Student Services 898-5332 www.mtsu.edu/universitycollege/distance/students.php
Distance Learning Testing Center 898-2743 www.mtsu.edu/universitycollege/distance/testing.php

Email
Email accounts are automatically created when you apply.
Check your email at least once a week via PipelineMT.

Evening School Services 898-5332 www.mtsu.edu/universitycollege/distance/evening_school.php
Information Technology Help Desk 898-5345 www.mtsu.edu/itdcommunications/helpdesk/
Library, Walker 898-2817 http://library.mtsu.edu
Distance Education Library Services 898-2549
Hours and Information 898-2817
Reference Desk 904-8539
June Anderson Center for Women and Nontraditional Students 898-5812 www.mtsu.edu/jac/
Parking and Transportation 898-2850 www.mtsu.edu/parking/
Records 898-2600 www.mtsu.edu/records/
Scheduling Center 898-5800 www.mtsu.edu/records/

SMARTTHINKING Online Tutoring http://services.smarthinking.com
Your user name is your complete MTSU email address (i.e., jhz2a@mtmail.mtsu.edu).
Your password is “MTSU.” If you have problems logging in, please call 898-5332.

University Writing Center 904-8237 www.mtsu.edu/uwc/students.php
Principles of Management
MGMT 3610

Course Author: Dr. Jill Austin
Course Instructor: See enclosed sheet for instructor information.

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University College
Middle Tennessee State University
P.O. Box 54
1301 East Main Street
Murfreesboro, TN 37132
Phone: (615) 898-5332
Email: distance@mtsu.edu
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MGMT 3610
Principles of Management
3 Semester Hours

Course Syllabus

Instructor
See enclosed sheet for instructor information.

Course Objectives

• To develop an understanding of the history and importance of management to the firm and to society.
• To develop an understanding of the nature and types of planning.
• To assist students in understanding the significance and methods of organizing at the individual and organizational levels.
• To develop an understanding of the fundamentals of leading and its relationship to communication, motivation, and group dynamics.
• To assist students in understanding the role and methods of control used in an effective organization.
• To provide students with practice in applying management concepts to real situations.
• To provide instruction and practice in making efficient and effective decisions in the management of a firm.

Course Introduction
This course is an introductory-level management course designed to familiarize students with the four management functions (planning, organizing, leading, and controlling—PLOC) and with behavioral science concepts related to management of people in organizations. The course provides a foundation for management elective courses.

Text
Performance Evaluation
Grades will be based on a total of 350 points. Weights for evaluation are as follows:

<table>
<thead>
<tr>
<th>Evaluation</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Midterm Exam</td>
<td>100</td>
</tr>
<tr>
<td>Final Exam</td>
<td>100</td>
</tr>
<tr>
<td>Assignments (10 @ 15 pts. each)</td>
<td>150</td>
</tr>
<tr>
<td>TOTAL</td>
<td>350</td>
</tr>
</tbody>
</table>

Grading Scale
- A 90 – 100 315 – 350 pts.
- B 80 – 89 280 – 314 pts.
- C 70 – 79 245 – 279 pts.
- D 60 – 69 210 – 244 pts.
- F Below 60 below 210 pts.

Communication Guidelines
Email
- Always include a subject line.
- Remember, without facial expressions some comments may be taken the wrong way. Be careful in wording your emails. Use of emoticons might be helpful in some cases.
- Use standard fonts.
- Do not send large attachments without permission.
- Special formatting such as centering, audio messages, tables, html, etc., should be avoided unless necessary to complete an assignment or other communication.
- Respect the privacy of other class members.

Accessing Your Course with a Web Component
Log onto www.mtsu.edu/pipelinemt, then click on the course under the My Courses tab. If you have questions about using D2L, call the Information Technology Help Desk at 898-5345.

Library
Walker Library provides services for the distance learner (including students taking online, correspondence, and videoconferencing courses) at http://library.mtsu.edu/distance/index.php. Services include library research assistance, instruction in using the online catalog and full-text electronic databases, and the ability to borrow books from the library. Students are eligible to request that books and copies of periodical articles be mailed to them. Reference services via email and telephone are also available.
The distance learning librarian will be happy to assist students with their academic and research needs, and may be reached at (615) 898-2535 or via email at http://library.mtsu.edu/help/email.php.

Students need valid student IDs to use Walker Library on campus. If you cannot come to campus, you may request materials through interlibrary loan at your local public or school library.

**University Writing Center**

- Writing Center, Walker Library 362
- 904-8237
- www.mtsu.edu/uwc
- uwcenter@mtsu.edu

The University Writing Center (UWC) offers free writing assistance for any writing assignment in any class. The UWC staff, composed of English graduate assistants, works with students to develop the skills necessary to become confident, competent writers by providing one-on-one consultations and helpful handouts. The Writing Center offers many online services as well, including a grammar hotline for quick questions, a D2L email drop box and chat room, and a website filled with helpful handouts, exercises, and resource links for individual work. The center is open Monday through Saturday, and access to online services is available 24/7.

**SMARTHINKING Online Tutoring Service**

SMARTHINKING is the leading provider of online tutoring. Students connect to live tutors from any computer that has Internet access. SMARTHINKING is a virtual learning assistance center. It provides online tutoring 24 hours a day, 7 days a week. SMARTHINKING is a free service for MTSU students. To use this service at http://services.smarthinking.com, use the following username and password information:

**Username:** full MTSU email address (example lmm2r@mtmail.mtsu.edu)

**Password:** MTSU

If you have trouble logging in, please call (615) 898-5332.

**Students with Disabilities**

Qualified students with disabilities will be provided reasonable and necessary academic accommodations if determined eligible by the Office of Disabled Student Services (DSS) (www.mtsu.edu/dssemail/). Before granting disability accommodations in this course, the instructor must receive written verification of a student’s eligibility from the Office of Disabled Student Services. It is the student’s responsibility to initiate contact with the DSS staff and to follow the established procedures for having the accommodation notice sent to the instructor.
Syllabus Changes
The instructor reserves the right to make changes as necessary to this syllabus. If changes are necessitated during the term of the course, the instructor will immediately notify students of such changes by telephone, individual email communication (if email is used), or by the U.S. Postal Service.

Technical Support
If your course has an online component and you experience problems when logging in, timing out, using website tools, or other technical problems, please contact the MTSU Help Desk by calling (24/7) (615) 898-5345 or by going to the website at www.mtsu.edu/itdcommunications/helpdesk/.

Academic Misconduct
The use of a third party to submit a student’s work is only allowed when accommodations are approved by the Disabled Student Services Office. Students found to be in violation of this policy will be reported to the faculty member and dean of Student Affairs. Students should be familiar with the MTSU Students Rights and Responsibilities handbook, which outlines academic misconduct defined as “plagiarism, cheating, fabrication, or facilitating any such act,” a statement of community standards of civil behavior, and code of computer use. The handbook can be accessed at www.mtsu.edu/stuaff/PDF/rights.pdf.

Scholarship Information
Hope (Lottery) Scholarship
To retain Tennessee Education Lottery Scholarship eligibility, you must earn a cumulative TELS GPA of 2.75 after 24 attempted hours and a cumulative TELS GPA of 3.0 thereafter. A grade of C, D, F, or I in this class may negatively affect TELS eligibility. Dropping a class after 14 days may also affect eligibility. If you withdraw from this class and it results in an enrollment status of less than full time, you may lose eligibility for your lottery scholarship. For additional lottery scholarship rules, please refer to your Lottery Statement of Understanding form, review lottery scholarship requirements on the web at www.mtsu.edu/scholarships/, or contact the MTSU Financial Aid Office at 898-2830.

Dennis Bain Scholarship
Dennis Bain Scholarship applications are open to any student who has taken at least one distance learning course (i.e., correspondence, online, RODP, or videoconferencing) over the past year, is currently enrolled, and who is an adult student. (See application for further details.) Applications are due by February 15 each year. For more information, please see https://mtsu.scholarships.ngwebsolutions.com/ScholarX_ScholarshipSearch.aspx. Type Dennis Bain in the Description and Name Search.
Test and Examination Information

Plan on taking your exam at the time scheduled for your course as listed on the enclosed “3 Steps to Getting Started” page. If you are unable to come to your scheduled time or location, exams can be proctored at the Academic Outreach and Distance Learning Testing Center in KUC, Room 107. The extenuating circumstances for your need to reschedule (class conflict, work schedule, etc.) will be verified by the Testing Center.

Makeup Exams

Students must register at www.mtsu.edu/universitycollege/distance/testing.php or call (615) 898-2743 for an appointment since the Testing Center is not staffed continuously. Students must do the following:

- Read the Flextest website carefully. **Instructors may have a makeup deadline. It is the student’s responsibility to know and adhere to this deadline.**
- Reschedule as soon as they know of a conflict (space is limited).
- **Have an appointment** to take the exam at the Testing Center.
- Show student ID or driver’s license to take the exam.

Off-Campus Exams

Students who live **more than 50 miles** away from the Murfreesboro campus may have their exams sent off-campus to an approved proctor. To do this, please follow these steps:

- Plan ahead; a two-week notice to the Testing Center is required.
- Locate a public institution near you (public library, community college, etc.).
- At that institution, locate a proctor who is willing to administer the exam. The proctor must be a librarian, administrator, or teacher and have at least a bachelor’s degree and cannot be related to you.
- Set up a mutually convenient date and time for you to take your exam.
- Obtain the proctor’s mailing address and phone number. MTSU will provide postage for the exam to be mailed and returned, if needed; however, you will be responsible for any fees charged by the proctor. MTSU will mail or email all exams to the proctor (exams cannot be faxed).
- Request your exam be sent off-campus by completing an online request at www.mtsu.edu/universitycollege/distance/testing.php or by calling (615) 898-2743.

**Expanded hours are offered during exam weeks. See website for current testing hours.**
**Remember, students MUST have an appointment to take their exams at the Testing Center.**
Assignments Due to Instructor
At least 10 of these assignments should be completed. (Students may complete all 12 projects and the instructor will count the 10 assignments with the highest grade.)

- All work must be completed in sequence
- Use your own words for answers to the questions. (When quoting from the text of other materials use quotation marks and cite the source.)
- **Assignments:** Assignments should be submitted to the assignment drop-box on D2L. Assignments due dates may be viewed in the D2L assignment drop-box.
- **Assignments sent by mail:** Assignments may also be submitted through the mail. Each assignment should be sent in a separate envelope. All assignments sent by mail should include a completed cover sheet. Write your assignments legibly or type them in double-spaced format. If the grades are sent by mail, there may be a delay in the grades being posted to D2L.
- Make a copy of your work. If your work is lost before a grade is recorded, it must be resubmitted.
- Use the correct postage. More than four pages may require extra postage.

Suggested Approach to Learning for This Course

- Read each assigned chapter.
- Make your own study notes for *all of the topics listed on the syllabus* for the chapter. (Define terms, think of some real-life examples, and write an explanation of the theories and issues.) Test questions will be taken from the topics listed on the syllabus.
- Answer the “assignment” for the chapter and send it to the instructor.
- Review your study notes to be sure you clearly understand the concepts. Go back to the chapter to review if needed and add to your study notes.
**Study Schedule - Plan Now for Success!**

Success in learning by correspondence courses begins with a regular study schedule such as a student would maintain in a regular class. Plan for your success now by using the enclosed Time Management Workshop and the form below to keep a record of your progress. The correspondence course lessons are approximately one week of classroom instruction and six to eight hours of study time.

We recommend you complete about one to two lessons per week.

START: I began this course on ________________________________

<table>
<thead>
<tr>
<th>Assignment</th>
<th>PLANNED DATE</th>
<th>ACTUAL DATE SENT</th>
<th>DATE RECEIVED</th>
<th>GRADE</th>
</tr>
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<tbody>
<tr>
<td>Assignment 1:</td>
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<td>Assignment 2:</td>
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<td>Assignment 6:</td>
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Midterm (If this course is being taken for credit, this MUST be a proctored exam.) ______

<table>
<thead>
<tr>
<th>Assignment</th>
<th>PLANNED DATE</th>
<th>ACTUAL DATE SENT</th>
<th>DATE RECEIVED</th>
<th>GRADE</th>
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<tbody>
<tr>
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<td>Assignment 8:</td>
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<td>Assignment 9:</td>
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<td>Assignment 11:</td>
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<td>Assignment 12:</td>
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**Final Exam** (If this course is being taken for credit, this MUST be a proctored exam.) ______
Text Chapters for Exams

Midterm Exam

Chapter 1 – The Exceptional Manager: What You Do, How You Do It
Chapter 2 – Management Theory: Essential Background for the Successful Manager
Chapter 3 – The Manager’s Changing Work Environment & Ethical Responsibilities: Doing the Right Thing
Chapter 5 – Planning: The Foundation of Successful Management
Chapter 7 – Individual and Group Decision Making: How Managers Make Things Happen
Chapter 8 – Organizational Culture, Structure and Design: Building Blocks of the Organization

Final Exam

* Material covered on the midterm exam may also appear on the final exam.

Chapter 10 - Organizational Change and Innovation: Lifelong Challenges for the Exceptional Manager
Chapter 12 – Motivating Employees: Achieving Superior Performance in the Workplace
Chapter 13 – Groups and Teams: Increasing Cooperation, Reducing Conflict
Chapter 14 – Power, Influence, and Leadership: From Becoming a Manager to Becoming a Leader
Chapter 15 - Interpersonal and Organizational Communication: Mastering the Exchange of Information
Chapter 16 – Control and Quality Improvement: Techniques for Enhancing Organizational Effectiveness

NOTE: Please bring your student ID or driver’s license to the exams. If you cannot take the exam at the regularly scheduled time, please contact the testing center to schedule a time to take it there www.mtsu.edu/flexttest.
Assignments

Be sure to answer each part of each question; be specific and thorough.

Assignment 1 – (Chapter 1)
1. Describe first-line, middle, and top managers. Be sure to discuss how a manager’s job changes with his or her level in the organization: functions, roles, skills.
2. Assume you are a first-line manager. Give specific examples of how you would use planning, leading, organizing, and controlling in your job.

Assignment 2 – (Chapter 2)
1. After studying the classical, behavioral, and the quantitative approach, which approach best describes your current workplace environment? Why do you think that is the case - be specific? (If you are not currently employed, think about your last place of employment).
2. Think about one of your previous places of employment. Using the contingency approach, explain what your managers do, “the way they coordinate and integrate work activities.” What does their management style depend on?

Assignment 3 – (Chapter 3)
Read Self Assessment on pages 99-100, answer questions 2 and 4 on page 100.

Assignment 4 - (Chapter 5)
Read Management in Action on Pages 158-159, answer questions 2 and 5 on page 159.

Assignment 5 – (Chapter 7)
Read Management in Action pages 229-230, and answer questions 1 and 5 on page 230.

Assignment 6 – (Chapter 8)
1. Describe what is meant by the term organizational design.
2. Can an organization’s structure be changed quickly? Why or why not?

Assignment 7 - (Chapter 10)
Read Management in Action on pages 332-333, and answer questions 3 and 4 on page 334.

Assignment 8 – (Chapter 12)
Read Management in Action on pages 401-403 and answer questions 1 and 2 on page 403.

Assignment 9 – (Chapter 13)
Read Management in Action on pages 431-432 and answer questions 2 and 4 on page 432.

Assignment 10 – (Chapter 14)
Read Management in Action on pages 468-469 and answer questions 1 and 3 on page 469.

Assignment 11 – (Chapter 15)
Read Management in Action on pages 500-501, and answer questions 2 and 4 on page 501.

Assignment 12 – (Chapter 16)
Read Management in Action on pages 542-544 and answer questions 3 and 4 on page 544.
Study Guide
(This is merely a guide and is not all inclusive)

Chapter 1 – Three levels of management, four management functions, management roles, management skills

Chapter 2 – classical viewpoint, behavioral science, contingency approach, human relations movement, quantitative management, total quality management, scientific management (Taylor), Administrative management (Fayol and Weber), bureaucracy, Mary Parker Follett, Hawthorne effect, behavioral science, open system, closed system.

Chapter 3 – ADA, diversity, ethnocentrism, ethical behavior, glass ceiling, philanthropy, social responsibility, sociocultural forces, value system,

Chapter 5 – management by objectives, mission, mission statement, objective, operating plan, planning, planning/control cycle, policy, procedure, strategic plan, tactical goals, vision, vision statement,

Chapter 7- bounded rationality, brainstorming, decision making, programmed decision, non programmed decision, decision-making style, decision tree, escalation of commitment, groupthink, heuristics, intuition.

Chapter 8 – accountability, authority, centralized authority, decentralized authority, delegation, division of labor, hierarchy, of authority, line managers, matrix structure, organic organization, organizational culture, organizational structure, responsibility, span of control, team-based structure, unity of command.

Chapter 10 - change agent, adaptive change, organizational development, proactive change, reactive change, resistance to change,

Chapter 12 – equity theory, expectancy, gain sharing, goal-setting theory, hierarchy of needs, hygiene factors, intrinsic rewards, job design, job enlargement, job enrichment, motivating factors, motivation, needs, Maslow, pay for performance, positive reinforcement, profit sharing, punishment, reinforcement, valence,

Chapter 13 – adjourning, cohesiveness, cross-functional team, division of labor, formal group, forming, group cohesiveness, groupthink, informal group, norming, performing, roles, self-managed team, social loafing, storming, team.

Chapter 14 – behavioral leadership approach, charismatic leadership, coercive power, contingency approach, expert power legitimate power, path-goal leadership model, referent power, reward power, servant leaders, transactional leaders, transformational leaders.

Chapter 15 – communication, decoding, feedback, external communication, grapevine, horizontal communication, informal communication channels, formal communication channels. Nonverbal communication, receiver, sender, semantics, sender.

Chapter 17 – bureaucratic control, budget, continuous improvement, control process, decentralized control, audit, balance sheet, income statement, special purpose team, strategic control, tactical control, total quality management.
Appendix

(You are only required to submit ten (10) assignments.)
Assignment Cover Sheet for Assignment No.________

Submit this sheet along with the completed assignment to your instructor. Fill in all blanks.

*Write your address clearly inside the address box.*  
This will be your instructor’s label when returning your assignments.

<table>
<thead>
<tr>
<th>Student Name</th>
<th>Street Address (include apartment number)</th>
<th>City, State Zip</th>
</tr>
</thead>
<tbody>
<tr>
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<td></td>
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</tr>
</tbody>
</table>

Course no. and title ________________________________ Instructor _________________________

**Student Information**

Date mailed ________________________

Contact phone ________________________ Fax ______________________________

Contact hours ______________________________________________________________________

E-mail address _____________________________________________________________________

Student comments___________________________________________________________________

_________________________________________________________________________________

_________________________________________________________________________________

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**Faculty Use Only**

Date received __________________________ Date returned ______________________________

Grade ____________________________________________________________________________

Teacher comments ________________________________________________________________

_________________________________________________________________________________

_________________________________________________________________________________

_________________________________________________________________________________

_________________________________________________________________________________

Correspondence Course Office • Middle Tennessee State University, Murfreesboro
Mission Statement

The primary mission of correspondence study at Middle Tennessee State University is to extend the resources of the University to promote and provide for lifelong learning. Correspondence study provides the flexibility that some students need in order to meet their educational goals. But because of this flexibility, students must take greater responsibility for their education.

Correspondence study is a highly individualized method of instruction. This form of education is not meant to replace the classroom but to provide an alternate method for students who want to continue their education but because of odd work schedules, health problems, home responsibilities, etc., have restricted classroom opportunities. The same standards of quality are applied to correspondence courses as to all other University programs and instructors. These courses have been approved by the appropriate University departments and carry full University credit.