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**
     John Dudinetz  
     1301 E. Main Street  
     MTSU Box 75  
     Murfreesboro, TN 37132  
     John.Dudinetz@mtsu.edu  
   - Assignments must be completed in sequence and are due to your instructor by the due dates listed. Due dates are dates the assignments must be postmarked or sent by email. No faxed assignments will be accepted.
   - **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.

3. **Take your exams. Check for conflicts now!**
   **Note:** All four exams will be in a computer lab. To gain access to this room you will be **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! See information on the back of this page.
   - You should attend your scheduled exam unless you have another class at that time.
   - Please allow a maximum of two (2) hours to complete the exam.
   - If you need to reschedule your exam please see instructions in your booklet.
   - Unless otherwise requested by email, exam grades will be noted on the homework assignment submitted following that specific exam.
Lesson (or Exam) Due Dates
By following this schedule, you will be prepared for each exam on time.

<table>
<thead>
<tr>
<th>Lesson</th>
<th>Due Date</th>
<th>Exam Time</th>
<th>Exam Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lesson 1</td>
<td>September 2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lesson 2</td>
<td>September 9</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lesson 3</td>
<td>September 16</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Exam 1</td>
<td>September 18</td>
<td>5:30–7:30 p.m.</td>
<td>BAS S137E</td>
</tr>
<tr>
<td>Lesson 4</td>
<td>September 30</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lesson 5</td>
<td>October 7</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Exam 2</td>
<td>October 23</td>
<td>5:30–7:30 p.m.</td>
<td>BAS S137E</td>
</tr>
<tr>
<td>Lesson 6</td>
<td>October 28</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lesson 7</td>
<td>November 4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lesson 8</td>
<td>November 11</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Exam 3</td>
<td>November 13</td>
<td>5:30–7:30 p.m.</td>
<td>BAS S137E</td>
</tr>
<tr>
<td>Lesson 9</td>
<td>November 18</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lesson 10</td>
<td>November 25</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Exam 4</td>
<td>December 3</td>
<td>5:30–7:30 p.m.</td>
<td>BAS S137E</td>
</tr>
</tbody>
</table>

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
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- Assignment Cover Sheets
MGMT 3620
Production and Operations Systems
3 Semester Hours

Course Syllabus

Introduction
See enclosed sheet for instructor information.

Prerequisites
QM 2610

Course Instructions
This is an introductory-level course that familiarizes students with the management of systems or processes that provide goods and/or services. Additionally, approaches to assist a manager in making decisions surrounding the design, operation, and control of the operations and production function in an organization will be covered. The course also provides a foundation for elective courses in operations management: MGMT 3710, MGMT 3730, MGMT 3750, MGMT 3770, and MGMT 4700.

Course Objectives
1. Familiarize the student with the general decision areas involved with the designing, operating, and controlling of the operations function.
2. Show how the various aspects of the operations function relate to each other and to the other functional areas of an organization.
3. Assist the student in developing approaches to, or methods for, solving complex operations problems.
4. Enable the student to correctly apply the appropriate analytical techniques to solve operations problems that may occur in various occupational environments that range from manufacturing to the service sector.

Text
Heizer, R., Operations Management: Sustainability and Supply Chain Management, 11th Edition. Note: This text is available in both hardcover and prepunched Student Value Edition–either version is fine.

Course Materials
Correspondence courses rely heavily on the student having good study habits since classroom interaction is not possible. However, there are several excellent study aids on the Pearson.com website using the access code included with a newly purchased text.

Please note that this course is objective in nature, so using all of the study aids provided will greatly assist in your understanding of the material, but is not intended to replace the text.
Performance Evaluations

Your grade is determined solely by your performance on the opportunities described below that will be provided during the semester. This means that extra work in any form is NOT available during the semester, or after the semester ends, to augment your final grade.

<table>
<thead>
<tr>
<th>Opportunity</th>
<th>Points</th>
<th>Percentage of Final Grade</th>
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</thead>
<tbody>
<tr>
<td>Exam I</td>
<td>74</td>
<td>16.4</td>
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<tr>
<td>Exam II</td>
<td>82</td>
<td>18.1</td>
</tr>
<tr>
<td>Exam III</td>
<td>79</td>
<td>17.5</td>
</tr>
<tr>
<td>Exam IV</td>
<td>67</td>
<td>14.8</td>
</tr>
<tr>
<td>Assignments (10 at 15 pts. each)</td>
<td>150</td>
<td>33.2</td>
</tr>
<tr>
<td>Total</td>
<td>452</td>
<td>100.0</td>
</tr>
</tbody>
</table>

Grading Scale

<table>
<thead>
<tr>
<th>Grade</th>
<th>Percentage</th>
<th>Total Points</th>
</tr>
</thead>
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<td>A</td>
<td>90-100</td>
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<tr>
<td>B</td>
<td>80-89</td>
<td>362-406</td>
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<tr>
<td>C</td>
<td>70-79</td>
<td>316-361</td>
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<tr>
<td>D</td>
<td>60-69</td>
<td>271-315</td>
</tr>
<tr>
<td>F</td>
<td>Below 60</td>
<td>Below 271</td>
</tr>
</tbody>
</table>

Homework

To qualify to take the first exam, you must submit the first three assignments (1–3) before the test date. To qualify to take the second exam, you must submit assignments 4–5 before the test date. To qualify to take the third exam, you must submit assignments 6–8 before the test date. To qualify to take the fourth exam, you must submit assignments 9–10 before the test date. Assignments submitted after their respective exams will not be counted toward your grade.

Suggestion: Students should avoid finding a worked problem in the text that is similar to the assigned problem and simply “exchanging” numbers. This will most likely result in the students’ being unable to work problems as presented on the exam. Therefore, please be certain you can work all homework problems without referencing any text material. Since a formula sheet will be provided for each exam, memorizing formulas will not be an issue. Rather, being certain that you understand the issues involved in the question is key because that understanding will direct you to use the appropriate formula and will result in improved exam scores.

Please note that the purpose of homework submissions is to be certain you understand the material in the text, so submit all work early enough to allow for instructor feedback to occur in a timely manner.
Exams

All exams are noncumulative and are composed of two types of multiple choice questions: nonquantitative and quantitative. Each nonquantitative question is worth two (2) points and comes directly from the reading material assigned. The quantitative questions are problems similar to the assigned end-of-the-chapter problems. Each is worth five (5) points. The table on the next page shows how many questions of each type there will be from each chapter for each exam.

All exams are presented via computer as noted in the syllabus. When you come to take any of the exams, please bring the following: No. 2 pencil(s), an eraser, a working calculator, and your student ID or driver’s license. There will be scrap paper provided to work the problems, so you do not need to bring additional paper. A copy of the formula/table sheet and a blank scantron form will be provided. Each exam should take no longer than thirty minutes to complete if you are familiar with the material, which shouldn’t be a problem given that you understand the material covered.

If you cannot take the exam at the regularly scheduled time, please complete an online form to reschedule at www.mtsu.edu/flextest. If you do not have access to the Internet, please call (615) 898-2743 as soon as possible to set up an individual appointment. If you live more than 50 miles from MTSU or cannot make driving arrangements, please complete an online request at www.mtsu.edu/learn/testing/ or call (615) 898-2743 to arrange to have your exam proctored at an off-campus site.

Suggested Approach to Learning for This Course

• Read each chapter listed in the assignment.
• Make your own study notes for each of the assigned chapters. (Define terms; think of some real-life examples; write explanations of the theories and issues.) Test questions will be taken from the topics listed on the syllabus.
• Use the sample problems in the chapter and the solved problems at the end of the chapters for guidance when solving the assigned problems.
• Complete the assignment, and send it to the instructor in a timely manner. Allow enough time for feedback to be certain you fully understand the issues at hand.
• 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 all of your study notes and the assignments for upcoming exams.
• Continue with this study approach for the portion of the course material that will be covered on each of the following exams.
• Although this is a management class, there is a significant quantitative component. Over half of the exam points are from problems. It is recommended that you pace yourself in covering the material and completing the assignments. Most students need some time to grasp some of the quantitative material. Don’t rely on cramming before an exam to improve your performance.
**Turnaround Time**

Assignments or questions concerning the course material, submitted by either U.S./campus mail or email, will be responded to within 48 hours after receipt, excluding weekends. Therefore, please be certain to allow for handling/delivery time, depending on type of mail used. As stated earlier, assignments received (postmarked, etc.) after the exam date noted in this syllabus will not be counted toward your grade. **Do not use PipelineMT or D2L for submission of assignments.**
**Assignments Due to the Instructor**

The following table presents the questions and problems for each assignment. These questions and problems are located at the end of the assigned chapters of the Swink text.

- Answer discussion questions first, and then answer problems for each chapter. Make sure you complete all chapters for each assignment in sequence.
- Identify each question and problem by the number used in the text.
- Use your own words for answers to the discussion questions. (When quoting from the text of other materials, use quotation marks and cite the source.)
- **Show your work** when completing the problems. The instructor must be able to follow your logic and the steps that you took to get your answer. If there are insufficient supporting steps, credit for that problem will not be given.

**Note**: The answers to selected problems are given at the end of the text, but all answers may not be correct.

- **Assignments sent by email**: Provide your name, course number, the assignment number, and text numbers for each question answered AT THE TOP OF THE FIRST PAGE on email assignments. Please note that several problems require graphs and line drawings, so email may not be the best medium for these submissions.

- **Assignments sent by mail**: Provide your name, the assignment number, and text numbers for each question answered. 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.

- **Mail your assignments** in a regular, number 10 business size envelope to your instructor’s address. If you mail your assignments on campus, include your return P.O. box address and name on the envelope. The MTSU post office **will not deliver mail without** a return address AND name. The return address MUST be your MTSU post office box. **If either of these is not listed, your mail will not be delivered.** If you do not have a P.O. box, you must pay postage when mailing assignments to your instructor; **return postage is paid by MTSU.**

- Make a copy of your work. If your work is lost before a grade is recorded, it must be resubmitted.
- Use the correct postage. Using both sides of a piece of paper should minimize the need for extra postage.
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 circumstance 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.
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 and record 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 1 lesson per week.

START: I began this course on ________________________________

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

<table>
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<th>DATE RECEIVED</th>
<th>GRADE</th>
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Exam 2: (If this course is being taken for credit, this **MUST** be a proctored exam.) ________

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<th>Assignment 6:</th>
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<th>ACTUAL DATE SENT</th>
<th>DATE RECEIVED</th>
<th>GRADE</th>
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</thead>
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<tr>
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<table>
<thead>
<tr>
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<th>ACTUAL DATE SENT</th>
<th>DATE RECEIVED</th>
<th>GRADE</th>
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</thead>
<tbody>
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</table>

<table>
<thead>
<tr>
<th>Assignment 8:</th>
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<th>ACTUAL DATE SENT</th>
<th>DATE RECEIVED</th>
<th>GRADE</th>
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<td>__________</td>
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</table>

Exam 3: (If this course is being taken for credit, this **MUST** be a proctored exam.) ________

<table>
<thead>
<tr>
<th>Assignment 9:</th>
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Exam 4: (If this course is being taken for credit, this **MUST** be a proctored exam.) ________

11
## Course Homework Assignments

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<thead>
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<th>Discussion Questions</th>
<th>Problems/Case Analysis</th>
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Note: A maximum of fifteen (15) extra-credit points may be obtained by submitting questions 1, 2, and 9 and problems 17.1 and 17.6 of Chapter 17. Chapter 17 will not be covered on exam 4.

Example of supporting work required to obtain credit for quantitative problems:

*Determine the productivity of four workers installing 720 square yards of carpeting in eight hours.*

Acceptable submission of answer for credit is:

\[
\frac{720 \text{ sq. yds}}{4 \text{ workers} \times 8 \text{ hours/worker}} = \frac{720}{32} = 22.5 \text{ yards/hour}
\]

Unacceptable submission of answer for credit is:

\[
= 22.5 \text{ yards/hour}
\]
Appendix
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.

____________________________________________________ Student Name

____________________________________________________ Street Address (include apartment number)

____________________________________________________ City, State Zip

Course no. and title ________________________________ Instructor _________________________

Student Information
Date mailed ________________________
Contact phone ________________________ Fax ___________________________
Contact hours ______________________________________________________________________
E-mail address _____________________________________________________________________
Student comments __________________________________________________________________
_________________________________________________________________________________
_________________________________________________________________________________
_________________________________________________________________________________

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.