NOTE to prospective students: This syllabus is intended to provide students who are considering taking this course an idea of what they will be learning. A more detailed syllabus will be available on the course site for enrolled students and may be more current than this sample syllabus.

Course Name: Business Process Management
Course Number: BA302
Credits: 4

Course Description
BA302 is a ‘Business Process Management’ course that introduces and integrates some core concepts from Operations Management (OM) and Business Information System (BIS) disciplines. All organizations must carefully analyze, document, and continuously assess the efficiency and effectiveness of their business processes to minimize cost and maximize value creation.

BA302 introduces a process-oriented view of the flows of materials, information, products and services through and across organizational functions. The course helps students to: identify information-bearing events and actors, model and analyze business processes, assess and improve process efficiency, recognize probabilistic components of business processes and understand the interactions between human behavior and process design. Hands-on, case-based assignments allow for practicing some principles and concepts addressed in the course.

PREREQS: (MTH 245 [C-] or MTH 251 [C-] or MTH 251H [C-]) and sophomore standing.

Communication
Please post all course-related questions in the General Discussion Forum so that the whole class may benefit from our conversation. Please email your instructor for matters of a personal nature. I will reply to course-related questions and email within 24-48 hours. E-mail is the preferred mode of communication for matters of a personal nature. If the situation warrants, the instructor may suggest the use of phone or a web conferencing technology for some communications. I will strive to return your assignments and grades for course activities to you within five days of the due date. Please ensure your questions or comments are framed well in a professional manner.

Course Credits
This course combines approximately 110 hours of instruction, online activities, and assignments for 4 credits.

Technical Assistance
If you experience computer difficulties, need help downloading a browser or plug-in, assistance logging into the course, or if you experience any errors or problems while in your online course, contact the OSU Help Desk for assistance. You can call (541) 737-3474, email osuhelpdesk@oregonstate.edu or visit the OSU Computer Helpdesk online.

- COURSE DEMO
- GETTING STARTED

Learning Resources
Required Textbook:
ISBN: 978-1-121-95062-7

Supplementary readings/videos/tutorial in the form of web links, PDF, and other handouts posted on Canvas, may be assigned or used for some topics.

You are likely to use software such as Microsoft Word, Excel, Visio, and MS Dynamics to complete some assignments or class exercises in this course. These software will be available via remote access on OSU’s College of Business (COB) lab computers. Instructions for remote access will be provided to you later in the term. Some software may be available through Microsoft Academic Alliance Network (MSDNAA). Please contact the COB and/or OSU IT Help Desk Services for additional information regarding MSDNAA.

Note to prospective students: Please check with the OSU Bookstore for up-to-date information for the term you enroll (OSU Bookstore Website or http://osubeaverstore.com/Academics/ or 800-595-0357). If you purchase course materials from other sources, be very careful to obtain the correct ISBN.

Canvas
This course will be delivered via Canvas where you will interact with your classmates and with your instructor. Within the course Canvas site, you will access the learning materials, such as the syllabus, class discussions, assignments, quizzes, and assigned readings/videos/tutorials. To preview how an online course works, visit the Ecampus Course Demo. For technical assistance, please visit Ecampus Technical Help.

Measurable Student Learning Outcomes
Students who successfully complete BA302 can:

- Conceptualize business operations as processes.
Business Process Management  
BA302

- Model simple business processes in terms of: the actors and activity sequences involved, the data flowing through those sequences and the dependencies between data and business activities.

- Recognize probabilistic components of business processes and associate probability distributions with these components.

- Characterize business processes in terms of their key operations characteristics; e.g., productivity, efficiency, quality, time and costs associated with waiting lines etc.

- Identify inefficiencies in business processes and formulate improvements to these processes.

- Recognize the interdependencies of business processes within and across organizational boundaries.

- Identify the role of information systems in business processes and business process improvement; recognize the role of ERP systems.

**Evaluation of Student Performance**

**Evaluation Components:** Individual grades will be based on a weighted average as follows:

- Discussions 50 points (10% of total points)
- Quizzes 100 points (20% of total points)
- Assignments 150 points (30% of total points)
- Pre-Final Exam 50 points (10% of total points)
- Final Exam 150 points (30% of total points)

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Total 500 points (100%)

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Student grades will be based on discussions, quizzes, assignments and exams. Each week there will be some required discussions among peers in the class. Students should expect to take a quiz each week. The quizzes will be based on class content for that week and/or the previous week(s). There will be four assignments. Please note that the assignments are not weighted equally. There will be a non-proctored pre-final exam, and a proctored final exam.
Grading Scale

Course Grades: The following breakout depicts how grades will be assigned.

<table>
<thead>
<tr>
<th>Grade</th>
<th>Percentage</th>
<th>Total Points</th>
<th>Grade</th>
<th>Percentage</th>
<th>Total points</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>93 to 100%</td>
<td>465-500</td>
<td>C+</td>
<td>77 up to 80</td>
<td>385-399</td>
</tr>
<tr>
<td>A-</td>
<td>90 up to 93%</td>
<td>450-464</td>
<td>C</td>
<td>73 up to 77</td>
<td>365-384</td>
</tr>
<tr>
<td>B+</td>
<td>87 up to 90</td>
<td>435-449</td>
<td>C-</td>
<td>70 up to 73</td>
<td>350-364</td>
</tr>
<tr>
<td>B</td>
<td>83 up to 87</td>
<td>415-434</td>
<td>F</td>
<td>Less than 70</td>
<td>0 - 349</td>
</tr>
<tr>
<td>B-</td>
<td>80 up to 83</td>
<td>400-414</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Course Policies

Discussion Participation

Students are expected to participate in all graded discussions. While there is great flexibility in online courses, this is not a self-paced course. You will need to participate in online discussions each week. Often it may be required or recommended that you interact with your peers in online discussions, after you have submitted an initial post. Clear instructions will be available on Canvas for each discussion exercise. Due dates for each week’s discussions are available in this syllabus document. Please note that peer-to-peer interactions must be professional at all times even when a student may disagree with their peer(s) or challenges their ideas.

Proctored Exams

This course requires that you take a final exam under the supervision of an approved proctor. Proctoring guidelines and registration for proctored exams are available online through the Ecampus testing and proctoring website. It is important to submit your proctoring request as early as possible to avoid delays.

Makeup Exams

Makeup exams will be given only for missed exams excused in advance by the instructor. Excused absences will not be given for airline reservations, routine illness (colds, flu, stomach aches), or other common ailments. Excused absences will generally not be given after the absence has occurred, except under very unusual circumstances of a serious nature.

Exam and Quizzes - Time Limits

Exams and quizzes in this class are timed. You may not have an option to go beyond the time limit. If you are given the option to exceed time limit, please note that you will be assessed a penalty of 10% for every five minute interval beyond the time limit on the exams, and a 10% penalty for every few hours beyond the time limit for quizzes.

Incompletes
Incomplete (I) grades will be granted only in emergency cases (usually only for a death in the family, major illness or injury, or birth of your child), and if the student has turned in 80% of the points possible (in other words, usually everything but the final exam). If you are having any difficulty that might prevent you completing the coursework, please don’t wait until the end of the term; let me know right away.

Grade Appeals: If you are not satisfied with a grade you have received for an exam, or assignment, you are welcome to discuss it with the instructor. The instructor reserves the right to ask the student to provide a formal written grade appeal. In such cases, written grade appeals with appropriate justification have to be made within one week from the time the grades are given out by the instructor.

Communication:
Please use good e-mail etiquette. If you are sending an e-mail to the instructor, please ensure that your subject line starts with BA302 – Term/Year (e.g., Fall 2015) and then some key words that relate to the content of your e-mail. Print your first and last name in English at the end of the e-mail. Ensure that the e-mail is professional, and well written. Do not type an e-mail with all capital letters.

OSU 'No Show Drop' rule: It is expected that the OSU 'No Show Drop' rule will be strictly enforced for this course. This rule: Academic regulations AR 9§b reads as follows: "If it is anticipated that the demand for enrollment in a given course will exceed the maximum number that can be accommodated, the department offering the course may designate it in the Schedule of Classes with the code "NSHD" (no-show-drop). A student who is registered for such a course who attends no meetings of the course during the first five school days of the term will be dropped from the course by the instructor, unless the student has obtained prior permission for absence. If such action is taken, the instructor will send written notice through the department to the Registrar’s Office, which in turn will notify the student that the course has been dropped from his or her schedule. Students should not assume they have been dropped unless they receive notification from the Registrar’s Office."

Guidelines for a Productive and Effective Online Classroom
Students are expected to conduct themselves in the course (e.g., online discussion, email) in compliance with the university’s regulations regarding civility.

Civility is an essential ingredient for academic discourse. All communications for this course should be conducted constructively, civilly, and respectfully. Differences in beliefs, opinions, and approaches are to be expected. In all you say and do for this course, be professional. Please bring any communications you believe to be in violation of this class policy to the attention of your instructor.
Active interaction with peers and your instructor is essential to success in this online course, paying particular attention to the following:

- Unless indicated otherwise, please complete the readings and view other instructional materials for each week before taking the weekly quizzes.
- Read your posts carefully before submitting them.
- Be respectful of others and their opinions, valuing diversity in backgrounds, abilities, and experiences.
- Challenging the ideas held by others is an integral aspect of critical thinking and the academic process. Please word your responses carefully and professionally. Recognize that others are expected to challenge your ideas. A positive atmosphere of healthy debate is encouraged.

**Statement Regarding Students with Disabilities**

Accommodations are collaborative efforts between students, faculty, and [Disability Access Services (DAS)](mailto:ecampus@oregonstate.edu). Students with accommodations approved through DAS are responsible for contacting the faculty member in charge of the course prior to or during the first week of the term to discuss accommodations. Students who believe they are eligible for accommodations but who have not yet obtained approval through DAS should contact DAS immediately at 541-737-4098.

**Accessibility of Course Materials**

Most materials used in this course are accessible [with the exception of some audio recordings and videos](mailto:ecampus@oregonstate.edu). If you require accommodations please contact [Disability Access Services (DAS)](mailto:ecampus@oregonstate.edu).

Additionally, Canvas, the learning management system through which this course is offered, provides a [vendor statement](mailto:ecampus@oregonstate.edu) certifying how the platform is accessible to students with disabilities.

**Expectations for Student Conduct**

Student conduct is governed by the university’s policies, as explained in the [Student Conduct Code](mailto:ecampus@oregonstate.edu).

**Academic Integrity**

Students are expected to comply with all regulations pertaining to academic honesty. For further information, visit [Student Conduct and Community Standards](mailto:ecampus@oregonstate.edu), or contact the office of Student Conduct and Mediation at 541-737-3656.

OAR 576-015-0020 (2) Academic or Scholarly Dishonesty:
a) Academic or Scholarly Dishonesty is defined as an act of deception in which a Student seeks to claim credit for the work or effort of another person, or uses unauthorized materials or fabricated information in any academic work or research, either through the Student's own efforts or the efforts of another.

b) It includes:

i) CHEATING - use or attempted use of unauthorized materials, information or study aids, or an act of deceit by which a Student attempts to misrepresent mastery of academic effort or information. This includes but is not limited to unauthorized copying or collaboration on a test or assignment, using prohibited materials and texts, any misuse of an electronic device, or using any deceptive means to gain academic credit.

ii) FABRICATION - falsification or invention of any information including but not limited to falsifying research, inventing or exaggerating data, or listing incorrect or fictitious references.

iii) ASSISTING - helping another commit an act of academic dishonesty. This includes but is not limited to paying or bribing someone to acquire a test or assignment, changing someone's grades or academic records, taking a test/doing an assignment for someone else by any means, including misuse of an electronic device. It is a violation of Oregon state law to create and offer to sell part or all of an educational assignment to another person (ORS 165.114).

iv) TAMPERING - altering or interfering with evaluation instruments or documents.

v) PLAGIARISM - representing the words or ideas of another person or presenting someone else's words, ideas, artistry or data as one's own, or using one's own previously submitted work. Plagiarism includes but is not limited to copying another person's work (including unpublished material) without appropriate referencing, presenting someone else's opinions and theories as one's own, or working jointly on a project and then submitting it as one's own.

c) Academic Dishonesty cases are handled initially by the academic units, following the process outlined in the University's Academic Dishonesty Report Form, and will also be referred to SCCS for action under these rules.

Please do not share questions and/or answers from quizzes, exams and assignments with anyone using any format. Unless otherwise mentioned by the instructor, sharing these will be considered as an act of academic dishonesty. Using one’s own work from a previous term or someone else’s work without prior permission from the instructor will be considered as an act of academic dishonesty. Note that only non-programmable calculators may be allowed for the exam. Use of any unauthorized equipment or tools will be considered as an act of academic dishonesty. When group work is permitted, the final writing of any individual submissions has to be in the own words of the individual. It is the student’s responsibility to contact the instructor.
when there is any doubt relating to academic dishonesty. Students are expected to report to the instructor any cases of observed academic dishonesty.

All cases of suspected academic dishonesty will be handled in strict accordance with OSU policy and College of Business policy.

College of Business (COB) Code of Honor:
A code of honor represents the moral commitments of those abiding to it. While each person lives by his or her personal code, the establishment of collective values creates a universal goal to which we can aspire. It is through the pursuit of these professional attributes that we reduce the possibility of immoral actions ourselves.

![College of Business Code of Honor](image)

In order to uphold our personal character and the organization that we proudly call our own, we take this oath.

**Integrity**
The quality of being honest and having strong moral principles, integrity stands as the backbone of character and is essential for success.

**Respect**
Respect for others and yourself is a commitment to the fair treatment of and the fair competition with others. Through respect we embolden the character of others and ourselves.

**Responsibility**
We are held accountable for our words and actions as professionals to embed a steadfast commitment to honor in our decisions.

**Conduct in this Online Classroom**
Students are expected to conduct themselves in the course (e.g., on discussion boards, email postings) in compliance with the university's regulations regarding civility.
Tutoring
NetTutor is a leading provider of online tutoring and learner support services fully staffed by experienced, trained and monitored tutors. Students connect to live tutors from any computer that has Internet access. NetTutor provides a virtual whiteboard that allows tutors and students to work on problems in a real time environment. They also have an online writing lab where tutors critique and return essays within 24 to 48 hours. Access NetTutor from within your Canvas class by clicking on the NetTutor button in your course menu.

OSU Student Evaluation of Teaching
Please note that you are most welcome to provide feedback to the instructor at any time during the course as well. If the feedback is provided at the earliest, the instructor may have sufficient time to change the pedagogy to address any potential issues during the term. Course evaluation results are extremely important and are used to help me improve this course and the learning experience of future students. Results from the 19 multiple choice questions are tabulated anonymously and go directly to instructors and department heads. Student comments on the open-ended questions are compiled and confidentially forwarded to each instructor, per OSU procedures. The online Student Evaluation of Teaching form will be available toward the end of each term, and you will be sent instructions via ONID by the Office of Academic Programs, Assessment, and Accreditation. You will log in to “Student Online Services” to respond to the online questionnaire. The results on the form are anonymous and are not tabulated until after grades are posted.

REFUND POLICY INFORMATION
Please see the Ecampus website for policy information on refunds and late fees.