



## Course Outline 2022-2023

# Management and Organizational Studies 4400B

## Field Project

In the event of a COVID-19 resurgence, detailed information about the impact on this course will be communicated by the Office of the Provost and by the course instructor.

### General Information

Course #: MOS 4400B

Section #: 530

Term: Winter

Year: 2022-23

Delivery: In Person

Course Day and Time: Mondays beginning January 9<sup>th</sup> 8:30 am – 11:30 am

Course Location: Ursuline Hall Room 26

### Instructor Information

Name: Heather Hallett

E-mail: hhallett@uwo.ca

Office hours: to be arranged

Office location: Zoom

### Course Description

In this course students will be removed from the typical structured learning environment in the classroom setting and will be challenged to deal with ambiguous, complex and unstructured problems. Students will be provided with the opportunity to interact with the management of a client organization from the community. In small groups, students will be required to complete one consulting engagement where they will be responsible for providing recommendations on important issues critical to the success of the organization. Students must consider the impact of their recommendations on all aspects of the organization.

### COURSE PREREQUISITES AND ANTIREQUISITES

Prerequisite: Enrolment in Year Four of the BMOS program. Antirequisite: MOS 3398A/B, or the former MOS 398A/B if taken in 2005/06,06/07,07/08, or 08/09

### Required Course Materials

Provided by Instructor

## Learning Outcomes

Upon Successful completion of this course students will be able to:

1. Demonstrate an understanding of the consulting process;
2. Develop a strategy, including information to gather and analysis to conduct, to address client issues;
3. Analyze client issues using knowledge gained and tools learned from MOS 4400B, other MOS and university courses;
4. Deliver and defend recommendations and action plans both orally and in writing;
5. Assess and carry out appropriate communication strategies to interact with clients, employees, course instructor, fellow students, research associates and other stakeholders;
6. Demonstrate effective workplace behaviour, for example, participation, persuasion, leadership, collaboration, engagement and presence; and
7. Reflect on experiences, challenges, successes, disappointments and learning gained from the project.

## Brescia Competencies

The Competencies are Brescia's institution-level learning outcomes.

This course will focus on the following competencies/levels:

Communicating

    Ideas Level 4

    Interpersonal communication levels 1-4

Social Awareness and engagement Level 2

Problem solving Level 3

Valuing Level 3

Inquiry and Analysis Level 4

Self Awareness and Development

    Personal growth Level 4

For more information about the Brescia competencies please visit the link below:

[Competency Based Learning - Brescia University College \(uwo.ca\)](https://www.uwo.ca/learning/competency-based-learning/)

## Teaching Methodology and Expectations of Students

Course content will include an introduction to the role of the consultant and the consulting process, a review of information gathering techniques and effective communication strategies.

The instructor will be responsible for securing the client organization and forming consulting team membership. A key contact from the selected organization will present relevant information to the class and students will have limited access to the client after this time. It is the responsibility of the team to handle the division of labour, coordination and management of the group.

Students will be required to work with their teams on the consulting project outside of the regularly scheduled class times. Occasionally students will be provided with class times for this work. A combination of lectures, guest speakers, and discussions may be used to present relevant information.

## Evaluation

Students must complete all elements of evaluation in order to receive a passing grade in the course. There will be no reweighting of components within the course. Please note that grades cannot be adjusted on the basis of need. Your mark in the course will be the mark that you earn based on your demonstrated understanding of the course content. Extra credit assignments are not available and papers cannot be resubmitted to obtain a higher mark. Once a student has completed an assignment she is committed to the mark earned.

### Evaluation Breakdown:

Component	Weight	Date/ Deadline	Learning Outcomes	Brescia Competencies
<b>All students registered in the course must complete the online tutorial (<a href="http://tcps2core.ca/welcome">http://tcps2core.ca/welcome</a>) on ethics of the Tri-Council and submit the certificate of completion to the instructor</b>	0%	February 6 <sup>th</sup> 2023		
<b>Individual Client Proposal</b>	15%	February 6 <sup>th</sup> 2023	1,2,4	Communication level 4 Self Awareness and Development level 4 Valuing level 3
<b>Client Progress Meeting*</b>	10%	March 6 <sup>th</sup> 2023	2.3.4.5.6	Communication level 4 Valuing level 3 Inquiry and Analysis level 4 Problem Solving level 3 Critical Thinking level 3
<b>DROP DATE WITHOUT PENALTY</b>		MARCH 7 <sup>TH</sup> 2023		
<b>Contribution to Learning</b>	10%	On-going	1,5,7	Communication level 4 Social

				Awareness and Engagement level 2
<b>Client presentation</b>	35%	March 27 <sup>th</sup> or April 3 <sup>rd</sup> . This date may need to be revised according to client needs.	3,4,5,6	Valuing level 3 Communication level 4 Inquiry and Analysis level 3 Problem Solving level 3 Critical Thinking level 3
<b>Individual reflection paper</b>	30%	April 10 <sup>th</sup> 2023	8	Communication level 4 Self Awareness and Development level 4 Valuing level 3

## Evaluation Component Descriptions

### Individual Client Proposal

Students will be required to prepare a written proposal directed to the client. Think of this proposal as a sales pitch to the client. Why should the client hire you over all of the other consultants she has met? What will you do to add value to the organization? How will you gain the confidence of the client? The proposal should provide clear objectives for the engagement along with the engagement along with the proposed forms of research and analysis to be undertaken. The outcomes/deliverables of your work (not specific recommendations) should also be clearly presented. Consider framing this information as a series of steps (i.e. Step 1 will involve gathering information from your customers to...). The client should have a very clear understanding of what the consultant will do the help the organization address the issues, problems and opportunities presented. The proposal should not present recommendations. After all, you have not done any research or analysis at this point. It is a process document. The proposal should be no more than four pages (single spaced) in length. An electronic version of the proposal must be submitted to turnitin through the course website. Late proposals will receive a 10% deduction for each 24-hour period the proposal is late.

## Client Progress Meeting

Teams will be required to meet with the instructor (all team members must be present) where they will submit a brief report and discuss team progress. The purpose of this report and meeting is as follows:

- Provide reassurance that the team is making progress, that the project is going smoothly and that it will be completed by the expected date;
- Allow for a discussion about research findings, analysis conducted/planned and a preliminary discussion of possible recommendations;
- Give the instructor the opportunity to evaluate work on the project, provide additional guidance and request changes if necessary;
- Give teams the chance to discuss problems or obstacles; and
- Force teams to establish a work schedule so that the project will be completed on time.

The progress report should be a total of two to three pages (point form is acceptable) and the group will decide on the content. Teams are required to submit the progress report by Friday March 3<sup>rd</sup> by 4pm through OWL and come to the meeting prepared to lead the discussion with questions, concerns and any other relevant items. No summary of progress is needed as the instructor will review the progress report in advance. Teams will be assessed on their ability to lead the meeting, ask questions and present discussion points.

## Client Presentation

Teams will be required to make a 20-minute maximum presentation to the client with a maximum 10 minute question and answer period. The presentation should be directed to the client. A copy of the presentation must be provided in advance to both the instructor and client. Teams may also be required to submit supporting research or other documentation as requested by the client. Both the instructor and the client will evaluate the presentation.

The grade will be the same for each team member. It will be based upon the clarity, quality and feasibility of the actions you propose. In the rare instance of unequal student contribution, the instructor, at her discretion, may assign differential grades.

## Contribution

Contribution by each and every student is a cornerstone of any effective learning experience. Active class involvement augments the learning experience, increases assimilation of material and stimulates the level of class discussion. Students' contribution to this course is initiated through thorough class preparation.

Contribution is expected to be relevant to the current discussion and includes answering direct questions, volunteering answers, advancing the discussion to a new issue, developing one side of an argument, clarifying difficult concepts and asking questions pertinent to the topic. Class contribution may also include assignments, handins, group evaluations, and prompt attendance. Just as important is listening attentively to your classmates and critiquing ideas constructively.

Contribution will be graded on a daily basis. Attending class is important but minimal credit will be given for attendance alone.

Students are encouraged to speak to the instructor if they have concerns about their performance or if they would like to discuss strategies to support regular contribution.

## Reflection Paper

The individual reflection paper assignment will allow the student to communicate insights and observations about her experiences over the course of the consulting project(s). Reports must be formatted with a 1-inch margin on all sides, double-spaced, using a Times New Roman 12-point font and be no longer than eight pages.

The reflection paper format should consist of an introduction, body, and a conclusion. The tone, however, may be informal. Reflection papers might address the following questions:

- If any, describe the differences between your expectations versus the reality of the project.
- What connections do you see between this experience and what you have learned in your university courses?
- What did you learn from this experience that you could apply to new experiences?
- Was there anything which made you either uncomfortable or discouraged or, on the other hand, inspired or surprised you?
- Identify what was most valuable about this experience and what you would change if you had the opportunity to repeat this activity.
- If you were the client, what would you think of yourself and the work you performed?

A hard copy must be handed in and an electronic version must be submitted to turnitin through the course website. Late papers will receive a 10% deduction for each 24-hour period the paper is late.

## TEACHING METHODOLOGY AND EXPECTATIONS OF STUDENTS

**Confidentiality** The consulting engagement within the course is considered a professional consulting relationship and may require access to sensitive organization information. Students will be expected to handle this information on a 100 per cent confidential basis. No student in the class shall reveal to anyone outside of the class anything reported to them by the client organization.

All students participating in the course must sign a confidentiality agreement.

**Expectations** All students registered in the course must complete the online tutorial (<http://tcps2core.ca/welcome>) on ethics of the Tri-Council and submit the certificate of completion to the instructor by February 6th 2023.

Students are expected to be fully engaged in the entire learning process. This means devoting time and energy to preparation before class, listening to others during class discussions and engaging in class discussions.

## CLASS ETIQUETTE

### Attendance

Attendance at all classes in this course is expected. If you believe your absence warrants academic accommodation then you must make an appointment with your home campus academic advisor who will determine if accommodation should be granted.

Under University regulations, your instructor can determine at which point absenteeism has become excessive and approach the Dean who may prevent you from writing the final exam, thus preventing you from passing the course. At the discretion of the individual instructor, any student who misses more than 25% of scheduled classes will receive a class contribution grade of 0 out of 10 for the course.

### Student Use of Technology in Class

The MOS 4400B classroom will be free of electronic devices including laptops and cell phones. Texting in class will result in an immediate "0" in contribution for that class. Recording devices of any kind (camera, recorders, phones, etc.) may not be operated without my consent.

### A Note Regarding Email

Email is a useful communication tool, especially if used for sharing information; however, it is not a good tool for discussion or for decision making. Therefore please follow these guidelines regarding the use of email in this course:

1. Email is fine for sharing information and for setting up meetings and appointments.
2. It is useful for simple questions of clarification, but do not use it for anything that requires more than a one or two sentence response. Instead, make an appointment with your instructor to discuss more complex questions.
3. Email is not an appropriate way to discuss grades or an issue with group dynamics, please make an appointment to discuss these issues in person.
4. Email, although informal, still requires a tone of respect and proper language. Rudeness and disrespect will not be tolerated.
5. I will check email on a daily basis Monday through Friday during normal business hours during the term. I will try to respond to your emails as promptly as possible, usually within two business days.

### Appointments

If you wish to meet with your instructor it is recommended that see your instructor during the designated weekly office hours or that you make an appointment. Appointments can be arranged by approaching your instructor after class or by sending an email to set up a mutually convenient time. Make sure to be on time, have an objective for the discussion and bring a copy of your paper or exam if you wish to discuss it.

## Copyright and Intellectual Property

PowerPoint lecture slides and notes, lists of readings, in-class activities, assignment guidelines, and other components of the course materials are typically the intellectual property of the instructor. Unauthorized reproduction through audio-recording, video-recording, photographing, sharing on

social media, or posting on course-sharing websites is an infringement of copyright and is prohibited. **Such action may be considered a Code of Conduct violation and lead to sanctions.**

## Academic Accommodation

For course components worth 10% or more of the total course grade, please see the Academic Policies and Regulations section at the end of this course outline or consult the Academic Calendar.

This course requires a high level of engagement for success. As we are online, I am not expecting a lot of absences for simply testing positive for Covid. Therefore, for course components worth less than 10% of the total course grade, **documentation will be required.** Medical or other supporting documentation should be submitted **to your Academic Advisor.**

## 2022-23 BRESCIA UNIVERSITY COLLEGE ACADEMIC POLICIES AND REGULATIONS

### 1. POLICY REGARDING ACADEMIC ACCOMMODATION

The complete policy regarding Accommodation for Illness - Undergraduate Students can be found at [https://www.westerncalendar.uwo.ca/PolicyPages.cfm?Command=showCategory&PolicyCategoryID=1&SelectedCalendar=Live&ArchiveID=#Page\\_135](https://www.westerncalendar.uwo.ca/PolicyPages.cfm?Command=showCategory&PolicyCategoryID=1&SelectedCalendar=Live&ArchiveID=#Page_135)

Students who have long-term or chronic medical conditions which may impede their ability to complete academic responsibilities should seek Academic Accommodation through Student Accessibility Services ([https://www.westerncalendar.uwo.ca/PolicyPages.cfm?Command=showCategory&PolicyCategoryID=1&SelectedCalendar=Live&ArchiveID=#Page\\_10](https://www.westerncalendar.uwo.ca/PolicyPages.cfm?Command=showCategory&PolicyCategoryID=1&SelectedCalendar=Live&ArchiveID=#Page_10)).

Personal commitments (e.g., vacation flight bookings, work schedule) which conflict with a scheduled test, exam or course requirement are **not** grounds for academic accommodation.

Students who experience an illness or extenuating circumstance sufficiently severe to temporarily render them unable to meet academic requirements may submit a request for academic consideration through the following routes:

1. For medical absences, submitting a **Student Medical Certificate (SMC)** signed by a licensed medical or mental health practitioner;
2. For non-medical absences, submitting **appropriate documentation** (e.g., obituary, police report, accident report, court order, etc.) to their Academic Advisor. Students are encouraged to contact their Academic Advisor to clarify what documentation is acceptable.

### Request for Academic Consideration for a Medical Absence

When a student requests academic accommodation (e.g., extension of a deadline, a makeup exam) for work representing 10% or more of the student's overall grade in the course, it is the responsibility of the student to provide acceptable documentation to support a medical or compassionate claim. All such requests for academic accommodation **must** be made through an Academic Advisor and include supporting documentation.

Academic accommodation for illness will be granted only if the documentation indicates that the onset, duration and severity of the illness are such that the student could not reasonably be expected to complete their academic responsibilities. Minor ailments typically treated by over-the-counter medications will not normally be accommodated.

The following conditions apply for students seeking academic accommodation on medical grounds:

1. Students must submit their Student Medical Certificate (SMC) along with a request for relief specifying the nature of the accommodation being requested no later than two business days after



the date specified for resuming responsibilities. An SMC can be downloaded from [https://www.uwo.ca/univsec/pdf/academic\\_policies/appeals/medicalform.pdf](https://www.uwo.ca/univsec/pdf/academic_policies/appeals/medicalform.pdf);

2. In cases where there might be an extended absence or serious issue, students should submit their documentation promptly and consult their Academic Advisor for advice during their recovery period;
3. Whenever possible, students who require academic accommodation should provide notification and documentation in advance of due dates, scheduled tests or examinations, and other academic requirements;
4. Students **must** communicate with their instructors **no later than 24 hours** after the end of the period covered by the SMC to clarify how they will fulfil the academic expectations they may have missed during the absence;
5. Appropriate academic accommodation will be determined by the Dean's Office/Academic Advisor in consultation with the course instructor(s). Academic accommodation may include extension of deadlines, waiver of attendance requirements, arranging Special Exams (make-ups), re-weighting course requirements, or granting late withdrawal without academic penalty.

## 2. ACADEMIC CONCERNS

If you feel that you have a medical or personal challenge that is interfering with your work, contact your instructor and Academic Advisor as soon as possible. Problems may then be documented and possible arrangements to assist you can be discussed at the time of occurrence rather than on a retroactive basis. Retroactive requests for academic accommodation on medical or compassionate grounds are not normally considered.

If you think that you are too far behind to catch up or that your work load is not manageable, you should consult your Academic Advisor ([https://brescia.uwo.ca/enrolment\\_services/academic\\_advising/book\\_an\\_appointment.php](https://brescia.uwo.ca/enrolment_services/academic_advising/book_an_appointment.php)). If you consider reducing your workload by dropping one or more courses, this must be done by the appropriate deadlines; please contact your Academic Advisor or see the list of sessional dates in the Academic Calendar (<https://www.westerncalendar.uwo.ca/SessionalDates.cfm?SelectedCalendar=Live&ArchiveID=>).

You should consult with the course instructor and the Academic Advisor who can help you consider alternatives to dropping one or more courses. *Note that dropping a course may affect OSAP eligibility and/or Entrance Scholarship eligibility.*

## 3. ABSENCES

**Short Absences:** If you miss a class due to a minor illness or other problems, check your course outline for information regarding attendance requirements and make sure you are not missing a test or assignment. Cover any readings and arrange to borrow notes from a classmate. Contact the course instructor if you have any questions.

Please note that for asynchronous online courses, attendance or participation requirements may be different than for synchronous or in-person courses.

**Extended Absences:** If you have an extended absence, you should contact the course instructor and an Academic Advisor. Your course instructor and Academic Advisor can discuss ways for you to catch up on missed work, and arrange academic accommodations if appropriate and warranted.

It is important to note that the Academic Dean may refuse permission to write the final examination in a course if the student has failed to maintain satisfactory academic standing throughout the year or for too frequent absence from the class or laboratory

([https://www.westerncalendar.uwo.ca/PolicyPages.cfm?Command=showCategory&PolicyCategoryID=5&SelectedCalendar=Live&ArchiveID=#Page\\_64](https://www.westerncalendar.uwo.ca/PolicyPages.cfm?Command=showCategory&PolicyCategoryID=5&SelectedCalendar=Live&ArchiveID=#Page_64)).

## 4. SCHOLASTIC OFFENCES

Scholastic offences are taken seriously and students are directed to read the appropriate policy, specifically, the definition of what constitutes a Scholastic Offence at:

[https://www.westerncalendar.uwo.ca/PolicyPages.cfm?Command=showCategory&PolicyCategoryID=1&SelectedCalendar=Live&ArchiveID=#Page\\_20](https://www.westerncalendar.uwo.ca/PolicyPages.cfm?Command=showCategory&PolicyCategoryID=1&SelectedCalendar=Live&ArchiveID=#Page_20).

Students are responsible for understanding the nature of and avoiding the occurrence of plagiarism and other academic offences. Note that such offences include plagiarism, cheating on an examination, submitting false or fraudulent assignments or credentials, impersonating a candidate, or submitting for credit in any course without the knowledge and approval of the instructor to whom it is submitted, any academic work for which credit has previously been obtained or is being sought in another course in the University or elsewhere. Students are advised to consult the section on Scholastic Discipline for Undergraduate Students in the Academic Calendar.

If you are in doubt about whether what you are doing is inappropriate or not, consult your instructor, the Academic Dean's Office, or the Registrar. A claim that "you didn't know it was wrong" is not accepted as an excuse.

The penalties for a student guilty of a scholastic offence (including plagiarism) include refusal of a passing grade in the assignment, refusal of a passing grade in the course, suspension from the University, and expulsion from the University.

### **Plagiarism:**

Students must write their essays and assignments in their own words. Whenever students take an idea or a passage from another author, they must acknowledge their debt both by using quotation marks where appropriate and by proper referencing such as footnotes or citations. Plagiarism is a major academic offence.

All required papers may be subject to submission for textual similarity review to the commercial plagiarism detection software under license to the University for the detection of plagiarism. All papers submitted for such checking will be included as source documents in the reference database for the purpose of detecting plagiarism of papers subsequently submitted to the system. Use of the service is subject to the licensing agreement, currently between The University of Western Ontario and Turnitin.com.

### **Computer-marked Tests/exams:**

Computer-marked multiple-choice tests and/or exams may be subject to submission for similarity review by software that will check for unusual coincidences in answer patterns that may indicate cheating. Software currently in use to score computer-marked multiple-choice tests and exams performs a similarity review as part of standard exam analysis.

## **5. PROCEDURES FOR APPEALING ACADEMIC EVALUATIONS**

All appeals of a grade must be directed first to the course instructor. If the student is not satisfied with the decision of the course instructor, a written appeal is to be sent to the School Chair. If the response of the Chair is considered unsatisfactory to the student, they may then submit a written appeal to the Office of the Dean. If the student is not satisfied with the decision of the Dean, they may appeal to the Senate Review Board Academic (SRBA), if there are sufficient grounds for the appeal and if the matter falls within the jurisdiction of the SRBA. For information on academic appeals consult your Academic Advisor or see the Student Academic Appeals – Undergraduate in the Academic Calendar

[https://www.westerncalendar.uwo.ca/PolicyPages.cfm?Command=showCategory&PolicyCategoryID=1&SelectedCalendar=Live&ArchiveID=#Page\\_14](https://www.westerncalendar.uwo.ca/PolicyPages.cfm?Command=showCategory&PolicyCategoryID=1&SelectedCalendar=Live&ArchiveID=#Page_14).

Note that final course marks are not official until the Academic Dean has reviewed and signed the final grade report for the course. If course marks deviate from acceptable and appropriate standards, the Academic Dean may require grades to be adjusted to align them with accepted grading practices.

## **6. PREREQUISITES**

Unless you have either the prerequisites for a course or written Special Permission from the Dean to enroll in it, you will be removed from the course and it will be deleted from your record. This decision may not be appealed. You will receive no adjustment to your fees in the event that you are dropped from a course for failing to have the necessary prerequisite(s).

## 7. SUPPORT

### Support Services

The Brescia University College Registrar's website, with a link to Academic Advisors, is at <http://brescia.uwo.ca/academics/registrar-services/>. Students can access supports through Brescia's Student Life Centre (<http://brescia.uwo.ca/life/student-life/>) and Learning Development & Success at Western (<https://www.uwo.ca/sdc/learning/>).

### Mental Health and Wellness

Students may experience a range of issues that can cause barriers to your learning, such as increased anxiety, feeling overwhelmed, feeling down or lost, difficulty concentrating and/or lack of motivation. Services are available to assist you with addressing these and other concerns you may be experiencing. You can obtain information about how to obtain help for yourself or others through **Health & Wellness at Brescia**, [https://brescia.uwo.ca/student\\_life/health\\_and\\_wellness/index.php](https://brescia.uwo.ca/student_life/health_and_wellness/index.php) and **Health and Wellness at Western**, [http://uwo.ca/health/mental\\_wellbeing/index.html](http://uwo.ca/health/mental_wellbeing/index.html).

### Sexual Violence

All members of the Brescia University College community have a right to work and study in an environment that is free from any form of sexual violence. Brescia University College recognizes that the prevention of, and response to, Sexual Violence is of particular importance in the university environment. Sexual Violence is strictly prohibited and unacceptable and will not be tolerated. Brescia is committed to preventing Sexual Violence and creating a safe space for anyone in the Brescia community who has experienced Sexual Violence.

If you or someone you know has experienced any form of Sexual Violence, you may access resources at [https://brescia.uwo.ca/safe\\_campus/sexual\\_violence/index.php](https://brescia.uwo.ca/safe_campus/sexual_violence/index.php).

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Portions of this document were taken from the Academic Calendar, the Handbook of Academic and Scholarship Policy, and the Academic Handbook of Senate Regulations. This document is a summary of relevant regulations and does not supersede the academic policies and regulations of the Senate of the University of Western Ontario.

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