

Business 1220E: Introduction to Business

CONTACT INFORMATION

Instructor: **Ms. Carlie Bell (prev. Forbes)**
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Office Hours: Thursday, 4:30 – 5:30pm
OR by appointment

Website: <https://owl.uwo.ca/portal>

CLASS INFORMATION

Section 530: 6:00 – 9:00pm, Tuesday and Thursday
Room 303

COURSE DESCRIPTION

Business 1220E, offered by the Ivey Business School, gives students from all faculties the opportunity to learn business fundamentals in finance, marketing, operations, organizational behavior and general management. The course is delivered using Ivey's renowned case method, which challenges students to learn by doing, within an active class environment. Students explore real business issues, make management decisions, defend their position and take action. This course will be particularly appealing to those students who want a glimpse of Ivey's unique learning experience.

Because this course is taught at Western University and all affiliate colleges, the policies below have been taken from main campus in order to ensure all Business 1220E students are treated equally.

COURSE OBJECTIVES

- C1. To present an introductory course in business administration and to offer students an exposure to Finance, Marketing, Operations, Organizational Behaviour, and General Management.
- C2. To provide students with the opportunity to develop skills for effective problem-solving. To do this, students will learn basic analytical tools (e.g., projections, break-evens, cost/benefit analysis, etc.) and then be required to apply these tools to problems, using case methodology.
- C3. To provide students with the opportunity to practise decision-making with imperfect information under time constraints.
- C4. To develop communication skills, both oral and written.
- C5. To provide an overview of the first year of the HBA and MBA programs at the Richard Ivey School of Business.

STUDENT LEARNING OBJECTIVES

At the end of this course students will be able to:

- L1. Make decisions regarding loan requirements after having analyzed the past financial status of a firm (via analysis of the Statement of Cash Flows and ratios), projecting future financing requirements, and assessing the sensitivity of, and the risk associated with, the loan request (Finance unit).
- L2. Develop and assess the feasibility of a marketing plan that focuses on an appropriate target market via specific products and packages of benefits, pricing, placement and promotional decisions after having analyzed the industry, consumers, competition and distribution channels (Marketing unit).
- L3. Assess and determine the most appropriate adjustments, changes and/or investments to improve the efficiency or effectiveness of firm operations after having identified the process type, capacity of current operations and the customers' needs (Operations unit).
- L4. Develop an effective and detailed action plan to resolve interpersonal workplace tensions and issues both in the short-term and long-term by determining and addressing the root cause(s) of the issue(s) (power and influence, leadership, motivation, diversity, organizational structure, cognitive differences) and considering possible outcomes (Organizational Behaviour unit).
- L5. Make strategic decisions regarding the future direction of firms after considering which option(s) fit best given the firms' wants, needs and cans (goals and objectives, industry, consumer, competition and distribution impacts/implications, corporate capabilities). Students will also be able to value a firm (identify its worth) via the Net Book Value, Economic Appraisal, and Capitalization of Earnings valuation methods (General Management unit).

COURSE STRUCTURE AND CONTENT

The course is taught in five units: Financial Management, Marketing Management, Operations Management, Organizational Behaviour and General Management. In each unit, students will examine and discuss a broad range of business cases involving situations where analysis and decision making are required. Students write a test (or exam) or a report at the end of each unit.

While students are expected to learn much about the problems that managers face, the major benefit of the course is an understanding of the environment in which managers make decisions. Students will learn some of what is involved in good and bad judgment. Above all, they will develop the capacity to make sound decisions based on the available information. The course stresses the importance of making timely decisions, often with imperfect information.

Not all material that the student is expected to understand will be explicitly covered in class.

COURSE MATERIALS

1. **REQUIRED Course Pack:** Business 1220E, *Making Business Decisions: Text and Cases, Ninth Edition*, Grasby, Crossan, Frost, Haywood-Farmer, Pearce & Purdy. Ivey Management Services. 2016.

The course casebook and handouts are protected under copyright law and are considered mandatory fees by Western Senate and the Board of Governors.

2. Up-to-date information on class assignments, reports, exams and grades is provided on C. Bell's Business 1220E OWL site: <https://owl.uwo.ca/> (enter your Western ID and Password). Note the 'lecture' slides used in class can be found on this OWL site and should be printed and brought to class to aid with note-taking.

COURSE PREREQUISITES AND ANTIREQUISITES

While required for some programs in the faculties of Social Science, Health Sciences, Music, Family Studies and Foods and Nutrition, Business 1220E requires no prerequisites, is not a prerequisite for any other business course, and is not a requirement of the Ivey Undergraduate (HBA) Business Program.

TEACHING METHODOLOGY AND EXPECTATIONS OF STUDENTS

This course is taught primarily by the case method, which requires a much greater involvement of the student in class than does the traditional lecture method. Students will analyze the case individually in preparation for the class discussion. In the classroom, the instructor will act as discussion leader, with emphasis on students' active participation. The very nature of the case discussion approach demands a high level of attendance, preparation and contribution in class.

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. Collective reasoning and discovery are critical to the successful application of the case method. *Prior to any case discussion, engaging in discussions with (or examining notes from) others who may have already experienced the case class is a clear violation of our norms.*

Detailed note-taking during class can often be counterproductive to your own learning. Instead, try to be selective in taking notes during class. It is a good idea to consolidate what you have learned at the end of each class. Also, bring copies of the day's PowerPoint slides with you (slides will be posted in advance in your class section of the OWL site) so that you can make your own additions to the notes.

Student Use of Technology in Class

Talking privately with classmates or using your computer, cell phone or other electronic device during class for activities such as texting, reading/writing e-mail, Web surfing, etc. is distracting for others, is not conducive to your own learning, is disrespectful to the instructor, and may negatively impact your class contribution grade. The instructor has the right to request that you put your technology away at any time. In addition, cell phones will NOT be permitted on your person/desk during class or exam time: please ensure your phones are turned OFF and inside a bag prior to entering the classroom.

Attendance

Attendance at all classes in this course is expected; however, circumstances may arise which make it impossible for you to attend. For example, if you are unable to attend a class due to health-related or other compelling reasons, you are expected to advise your instructor, in advance when possible (e-mail communication is perfectly acceptable). In addition, academic accommodation may be warranted, but it is the STUDENT'S responsibility to contact their academic advisor **immediately** (if immediacy is not possible, students must contact the advisor WITHIN ONE WEEK of any absence) to seek academic accommodation. Under University regulations, your instructor can determine at which point absenteeism has become excessive and thus can prevent you from passing the course. **At the discretion of your instructor, any student who misses more than 25% of the scheduled classes will receive a class contribution grade of 0 out of 10 for the course.**

NOTE: It is the STUDENT'S responsibility to catch up on missed class material by getting notes/information from students who were present. Once a student has tried to catch up on their own, any remaining questions/concerns will happily be addressed by your instructor.

A Note Regarding Email

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

1. OWL e-mail is NOT checked regularly by your instructor. Please e-mail Carlie directly (at cbell@uwo.ca) instead.
2. Email is fine for sharing information (e.g. you will be absent or late for class).
3. Email is fine for setting up meetings/appointments.
4. Email is useful for simple questions or clarifications, but not for anything that requires more than a one or two sentence response. Instead, make an appointment with Carlie to discuss more complex questions.
5. Email is not an appropriate way to discuss grades or an issue with group dynamics: please make an appointment with Carlie to discuss these issues in person.
6. Email, although informal, still requires a tone of respect and proper language. Rudeness and disrespect will not be tolerated.
7. Carlie will check email daily, Monday through Friday, during the term. I will respond to your emails as promptly as possible, usually within 24 hours. Instant responses will not be provided.

Appointments

If you wish to meet with your instructor, Carlie Bell, you can approach her after class, see her during the designated weekly office hours, or send an e-mail to set up a mutually convenient time to meet. 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.

Privacy

In order to respect privacy laws and the privacy of individual students, student grades will be communicated ONLY via OWL, direct personal contact, or on a test/exam/report paper. Your instructor is not able to email your grade to any email address and will only discuss individual grades with the student in question.

Student grades are confidential. Please take this into consideration when sharing your grades or asking others to share their grades.

The University is committed to protecting specific types of information, which, if disclosed, could reasonably be expected to result in harm to the University, an identifiable individual, or a third party. As a result, your instructor is not able to release any information including, but not limited to, a student's personal information, attendance or grade records, to anyone other than the individual involved without written permission from the student.

EVALUATION

All components of evaluation (tests, reports and exam as noted below) must be completed for a student to be eligible for a passing grade in the course. Students must pass at least one of the following individual timed testing points to be eligible to receive a passing grade: finance test, operations test, general management (final) examination. Reports submitted after ten business days of the due date will not be accepted, resulting in failure of the course. There will be no re-weighting of components within the course. Late penalties will be applied to all reports and will be clearly defined on the rules pages of the reports.

Make-up exam opportunities are extremely limited and not guaranteed: you MUST receive academic accommodation from your Academic Advisor, who will require documentation to be submitted (as is further discussed and explained on page 7 of this outline).

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 tests, reports and exams cannot be rewritten to obtain a higher mark. Once a student has written a test or examination she is committed to the mark earned.

Evaluation of the student is achieved through two mid-term tests, two written reports, a final examination, and class contribution. The weightings of the graded requirements are listed below:

Segment	Date	Objective	Weight
Finance Exam	Thursday, June 2 nd , 2016, 6-10pm	C2-C4, L1	20%
Marketing Report	Due: Tuesday, June 21 st , 2016 6:00pm	C2-C4, L2	15%
Operations Exam	Thursday, June 30 th , 2016, 6-10pm	C2-C4, L3	15%
Organizational Behaviour Group Report	Due: Tuesday, July 19 th , 2016, 6:00pm	C2-C4, L4	10%
Final Exam	TBD: likely August 2nd from 6-10pm	C2-C4, L5	30%
Class Contribution	Every Class	C2-C4	10%
			Total 100%

NOTE THE EXAM TIMES WILL LAST AN HOUR LONGER (10pm instead of 9pm) THAN OUR REGULARLY SCHEDULED CLASSES!

This course will require the submission of all report material to TurnItIn.com via the course OWL site.

An electronic calculator may be used in a mid-term or a final examination provided the electronic instrument used performs calculation functions only. The use of a cell phone, for example, to perform calculations in the examination room is not permitted.

Your Instructor will happily review your exam/report with you (your entire group's presence is required for review of the OB Group Report) as long as you arrange to meet with her within two weeks of the date the exam/report is returned.

Evaluation Component Descriptions

Business 1220E is an essay course; consequently, the content of all testing vehicles (tests, reports, and the final exam) must include the universally acknowledged standard of correct English usage (spelling, points of grammar, syntax, style and the choice of words). Additionally, all testing vehicles must be written clearly and concisely, developing an argument that supports the conclusions drawn from the analysis.

Class Contribution

Class contribution by each and every student is a cornerstone of any effective case method 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. Cases should be analysed, related to readings, lectures and experience. Contribution is expected to be relevant to the current discussion and includes answering 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. Just as important is listening attentively to your classmates and critiquing ideas constructively. Class contribution may also include assignments, hand-ins, group evaluations and prompt attendance.

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.

Financial Management Test: The Financial Management test will be a case analysis and will cover the Financial Accounting and the Financial Management units.

Marketing Management Report: The Marketing Management report must be completed individually. The report will be a case analysis and will cover the Marketing Management unit.

Students may not pay for consultation or advice in the preparation of the Marketing report.

Operations Management Test: The Operations Management test will be a case analysis and will cover the Operations Management unit.

Organizational Behaviour Report: The Organizational Behaviour report will be a group report based on a case analysis, covering the Organizational Behaviour unit.

I expect that every group member will contribute equally to the completion of the Group Report. However, in the unlikely and unfortunate case in which one (or more) member of the group does not contribute equally, that member may receive a grade penalty **if** the process described below is followed by the group.

Since I am not able to monitor the participation of each group member, it is up to the rest of the group to **document the activities of all their group members**. For example, "we all met at 4pm on the 12th for an hour, but Susan didn't show up and never contacted us," and/or "Susan was supposed to have completed a leadership analysis by the 14th but did not have it done by then and then got it to us by the 17th and it was incomplete". If the majority of the group feels that one (or more) member of the group has not contributed to the completion of the report, and does not feel that it is fair for that member receive the same mark as the group, the group must write me a **letter**, fully explaining the situation and the group's efforts to resolve the issue thus far, in addition to providing me with a copy of the

documented activities of the group. The letter must be **signed by all “contributing” members of the group and provided to me before TUESDAY, JULY 12TH, 2016 in order to give the offending party (or parties) a chance to redeem themselves.** The grade penalty will depend upon the extent of the perceived shirking by the majority, and will be determined at the discretion of the Instructor. In the past I have given out zeros to group members who did not contribute at all, thus resulting in automatic failure of the course for those individuals. Unless the group has followed the process as noted above by the required date noted above, everyone in the group will receive the same mark.

Students may not pay for consultation or advice in the preparation of the Organizational Behaviour report.

General Management Exam: The General Management exam will be a comprehensive case analysis covering all units of the course, and will be scheduled by the Registrar during the final exam period.

ACADEMIC ACCOMMODATION

If, on medical or compassionate grounds, a student is unable to complete a course component worth **10 per cent or more** of the final course grade, it is the responsibility of the student to consult with an Academic Advisor *immediately* and follow the procedures documented in the “**POLICY REGARDING MAKEUP EXAMS AND EXTENSIONS OF DEADLINES**” on the final pages of this outline and as in the Academic Calendar. The student must consult with the academic advisor &/or instructor prior to the scheduled time of the test or examination whenever possible. It should be understood that academic accommodation will *not* be granted automatically on request.

Documentation will be required to be submitted to the Academic Advisor. The request for accommodation will be decided by the Academic Advisor in consultation with the instructor.

Dropping a Course

In order to drop this course without academic penalty, you must do so by the following date:

Summer Evening Full Course

June 3, 2016.

For further details, check the online academic calendar in the registrar’s website or check with your academic advisor.

Academic Advisors at Brescia

To book an appointment with one of Brescia’s Academic Advisors, call 519.432.8353, extension 28266.

IVEY PRE-BUSINESS DIRECTOR: ELIZABETH M. A. GRASBY

BRESCIA UNIVERSITY COLLEGE ACADEMIC POLICIES AND REGULATIONS

1. POLICY REGARDING MAKEUP EXAMS AND EXTENSIONS OF DEADLINES

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 on medical grounds 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 her academic responsibilities. Appropriate academic accommodation will be determined by the Dean's Office in consultation with the student's instructor(s). Please note that 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.

A UWO Student Medical Certificate (SMC) is **required** if a student is seeking academic accommodation on medical grounds. This documentation should be obtained at the time of the initial consultation with the physician/nurse practitioner or walk-in clinic. A SMC can be downloaded under the Medical Documentation heading of the following website: <https://studentservices.uwo.ca/secure/index.cfm> . If it is not possible to have an SMC completed by the attending physician/nurse practitioner, the student must request documentation sufficient to demonstrate that her ability to meet academic responsibilities was seriously affected. Please note that under University Senate regulations documentation stating simply that the student "was seen for a medical reason" or "was ill" is **not** adequate to support a request for academic accommodation. All documentation is to be submitted to an Academic Advisor.

Whenever possible, requests for academic accommodation should be initiated in advance of due dates, examination dates, etc. Students must follow up with their professors and Academic Advisor in a timely manner.

The full statement of University policy regarding extensions of deadlines or makeup exams can be found at <http://www.westerncalendar.uwo.ca/2015/pg117.html>

2. ACADEMIC CONCERNS

If you feel that you have a medical or personal problem 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 may not be considered.

If you think that you are too far behind to catch up or that your work load is not manageable, you should consult an Academic Advisor. If you consider reducing your workload by dropping one or more courses, this must be done by the appropriate deadlines (refer to the Registrar's website, www.registrar.uwo.ca, for official dates). 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.*

The 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.

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.

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.

4. POLICY ON CHEATING & ACADEMIC MISCONDUCT

Scholastic offences are taken seriously and students are directed to read the appropriate policy, specifically, the definition of what constitutes a Scholastic Offence, at the following Web site: http://www.uwo.ca/univsec/pdf/academic_policies/appeals/scholastic_discipline_undergrad.pdf.

Students are responsible for understanding the nature of and avoiding the occurrence of plagiarism and other academic offences. Students are urged to read the section on Scholastic Offences in the Academic Calendar. 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 Academic Misconduct in the Western Academic Calendar.

If you are in doubt about whether what you are doing is inappropriate or not, consult your instructor, the Student Services Centre, 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 (see Scholastic Offence Policy in the Western Academic Calendar).

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 signed by the student must be sent to the Department Chair. If the response of the department is considered unsatisfactory to the student, she may then submit a signed, written appeal to the Office of the Dean. Only after receiving a final decision from the Dean may a student appeal to the Senate Review Board Academic. A Guide to Appeals is available from the Ombudsperson's Office, or you can consult an Academic Advisor. Students are advised to consult the section on Academic Rights and Responsibilities in the Western Academic Calendar.

6. PREREQUISITES AND ANTIREQUISITES

Unless you have either the prerequisites for a course or written special permission from your 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 prerequisites.

Similarly, you will also be deleted from a class list if you have previously taken an antirequisite course unless this has the approval of the Dean. These decisions may not be appealed. You will receive no adjustment to your fees in the event that you are dropped from a course because you have taken an antirequisite course.

7. SUPPORT SERVICES

The Brescia University College Registrar's website, with a link to Academic Advisors, is at <http://brescia.uwo.ca/academics/registrar-services/> . The Western Registrar's website is at <http://www.registrar.uwo.ca/index.html> . The website for the Student Development Centre at Western is at <http://www.sdc.uwo.ca/> . Students who are in emotional/mental distress should refer to Mental Health @ Western <http://www.uwo.ca/uwocom/mentalhealth/> for a complete list of options about how to obtain help.

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.