



ONLINE COURSE INFORMATION

Winter 2019 Semester

COURSE: QSTC 111 L1

INSTRUCTOR: P. Nedry

Quality Management

EMAIL: pnedry@monroeccc.edu

There are many benefits of online courses at MCCC:

- Less restrictive scheduling
- Convenience
- Intensive self-study
- Course materials are accessible 24 hours a day 7 days a week

Some students struggle in an online format while other students excel. Students who excel in an online format are:

- Highly self-motivated
- Have strong computer skills
- Possess good time management skills
- Know how to study independently
- Possess good communication skills

Online classes at MCCC are **NOT self-paced**. Instruction is delivered in an entirely web-based format. Students must complete exams, assignments, etc. by specified due dates. Some exams and assignments may be required to be completed at an authorized location as established by the instructor.

When taking an online class students are responsible for:

- A reliable computer with Internet access and Microsoft Word; course specific software will be described below
- Knowing how to email attachments
- Maintaining his or her own computer and Internet connection; technical issues are NOT acceptable excuses for not keeping up with due dates
- Having access to a printer if needed for personal use of online materials

It is the student's responsibility to log into Brightspace multiple times each week to keep up with communication, assignments and other coursework.

Brightspace

Online courses use Brightspace course management system as the means of communication between the students and the instructor.

It is the student's responsibility to be able to log into Brightspace and maintain his or her computer setup to work properly with Brightspace.

The Brightspace Login can be found on the College's webpage, www.monroeccc.edu.

Brightspace courses are made available to students on the day the course begins.

Please see the Start Date below.

MCCC Student Email

It is essential that online students use their MCCC student email account. This will be the primary means of email communication between you and your instructor. For more information about activating your MCCC student email account, visit the college's webpage at www.monroeccc.edu.

NEED HELP?

BRIGHTSPACE HELP DESK: 734.384.4328
or elarning@monroeccc.edu

COLLEGE EMAIL: 734-384-4328

WEBPAL: 734-384-4333

COURSE DESCRIPTION	<p>This course will introduce students to the management approach that developed from principles of Total Quality. Students will study the principles, concepts and practices of Quality Management as developed by experts like Deming, Juran, Crosby and others. Students will examine the role of organizations involved in world-class competition. Emphases will be placed on customer satisfaction, employee empowerment, process identification and measurement and continual improvement.</p> <p>The complete Outline of Instruction can be found at http://www.monroecc.edu/outlines/.</p>
COURSE BEGINS	Friday, January 11, 2019
COURSE ENDS	Monday, May 6, 2019
REGISTRATION PROCESS	<p>Students must register for the course through the College's regular registration process.</p> <p>If you are a first-time online student at MCCC you must complete an online orientation course (ONL-001). You will be automatically enrolled into the online orientation course, which will provide you with critical information on the technical, study, reading and writing skills necessary to be a successful online student. This course will be listed in your MyCourses module in Brightspace and there will be 4 modules to complete. Please note that all four modules will NOT be visible when you first login, but will become visible once you complete the requirements for each module. Please complete WI2019-ONL-001-L1 by January 9, 2019. Failure to complete the online orientation by the above date may result in <u>de-registration from your Winter 2019 online course</u>.</p>
PROCTORED EXAMS OR ASSIGNMENTS	None, all coursework is completed online.
ADDITIONAL INFORMATION: PROCTORED EXAMS OR ASSIGNMENTS	<p>Some online classes require students to take exams at authorized, proctored locations. Test proctoring centers are authorized testing locations where a staff person administers a test or assignment. If students are not able to arrange transportation to MCCC's main campus for testing, a proctored test site must be arranged. Students near the MCCC campus can take the test in the Regional Computer Technology Center (RCTC). Additional information on the RCTC can be found at http://www.monroecc.edu/rctc/index.htm. It is the student's responsibility to make arrangements for proctoring with his or her instructor. Students should also be aware that some testing sites have service fees, which are the responsibility of the student.</p>

<p>COURSE MATERIALS AND TEXTBOOK INFORMATION</p>	<p>Textbook information can be found on the MCCC Bookstore’s webpage, http://www.monroeccc.edu/bookstore/. Textbook information is posted approximately one month prior to the beginning of the semester. IMPORTANT: Make sure when identifying which course you are enrolled in, you get the materials for the ONLINE version of the course. Online course materials are not necessarily the same materials for the face-to-face class.</p> <p>Please contact the MCCC Bookstore for additional information, 734.384.4140.</p>
<p>COURSE EXPECTATIONS</p>	<p>There is a high volume of homework associated with this course, with up to three assignments due per week. Learning activities will include textbook and online readings, slide presentations, web resources, web-based activities including threaded discussions, assignments that will be submitted online, online assessments, and online examinations. The Brightspace course management system and email will be the primary tools for communication. Most assignments and documents will become available when the course opens and must be submitted by 11:59 p.m. on given date, usually—but not always—on Sunday evening. These dates are detailed in the course schedule that will be available in the Syllabus & Schedule section of Brightspace.</p> <p>Online exams will be given. Dates for the exams will be posted in the Syllabus & Schedule and Course Documents section of Brightspace. Typically, students will be able to take the exams after completing the associated chapter assignments. The exams will be timed with the submission time ending at 11:59 p.m.</p> <p>There will be no make-up exams except in the case of a documented medical emergency and the Instructor’s permission. You will get three “attempts” for each exam in event you encounter technology related issues. The second and third attempts are provided primarily for technology issues—not necessarily to improve your score!</p> <p>There will be deadlines for projects and/or assignments to be submitted in the Assignments and Content area of Brightspace. With few limitations, you will be permitted to work ahead.</p> <p>In addition to the course site on Brightspace, you will be using a Virtual Stock Exchange companion website. There will be other course resources on the Internet that will need to be accessed during the semester course.</p>
<p>BRIGHTSPACE SYSTEM REQUIREMENTS</p>	<p>Browser Requirements:</p> <p>Desktop Support</p>

Browser	Supported Browser Version(s)	Maintenance Browser Version(s)
Microsoft® Edge	Latest	N/A
Microsoft® Internet Explorer®	N/A	11
Mozilla® Firefox®	Latest, ESR	N/A
Google® Chrome™	Latest	N/A
Apple® Safari®	Latest	N/A

For the most current Brightspace operating system and browser requirements, please go to https://documentation.brightspace.com/EN/brightspace/requirements/all/browser_support.htm?Highlight=browser and access the Desktop support section.

Software Requirements

- Microsoft Word 2016 is recommended
- Microsoft Office 2016 Suite is recommended
- Adobe Reader (latest version)

Other System Requirements

- High speed or broadband internet connection recommended
- Printer, video and sound cards
- CD-ROM drive

COURSE SPECIFIC SOFTWARE

Students must have access to a computer with authorized copies of Word 2007, or later, and Excel 2007, or later, and PowerPoint 2007, or later, installed for opening and submitting files.

For students using Mac’s, you will need to be familiar enough with the word processing software to SAVE and submit documents as documents that can be opened in WORD (either as a .doc or .docx document or .txt document). You can submit items in PDF format as well, but there will be limited editing when reviewed.

WHERE DO STUDENTS START

The course will become “available” on the first day of the semester. You need to access it early to get off to a successful beginning in the course. There will be assignments due right after the semester commences.

It is the student’s responsibility to learn how to navigate the Brightspace course site. There are online orientation materials for Brightspace on the MCCC website.

All students who have officially enrolled will have full access to all areas of the Brightspace course site no later than **Friday, January 11, 2019**. When you access the course you will see a tab labeled "START HERE."

OTHER INFORMATION

If you have any questions, email your instructor, Dr. Patrick J. Nedry, at: pnedry@monroeccc.edu.

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