

**CENTRAL MICHIGAN UNIVERSITY**  
**COURSE SYLLABUS**

**I. IDENTIFYING INFORMATION**

**Course:** MSA 604  
**Course Title:** Administration, Globalization and Multiculturalism  
**EPN:** 22321676  
**Term:** Fall II  
**Location:** Online  
**Course Dates:** 10/23, 12/15/2017  
**Course Days and Times:** N/A  
**Prerequisites:** None.

**Blackboard:**

Blackboard is a web-based learning management system licensed by CMU. Within Blackboard, a course website, also known as a shell, is automatically created for every CMU course. Face-to-face courses may or may not incorporate Blackboard, whereas Blackboard course shells are always used for online courses and will be available to you prior to the course start date. Seeing the course shell listed in Blackboard with unavailable adjacent to its title is an indication that your instructor has not made it available and is in no way indicative of registration status. To access Blackboard, open a web browser and enter <https://blackboard.cmich.edu/webapps/login/>. After the site loads, enter your CMU Global ID and password in the respective spaces provided. Click the "login" button to enter Blackboard and then the link to the appropriate course to enter the course's Blackboard shell. If you need assistance, contact the IT Helpdesk at 989-774-3662 / 800-950-1144 x. 3662. Self-guided student tutorial resources are also available at <https://blackboard.cmich.edu/webapps/login/>.

**Instructor:** Christine Hansen  
**Primary Phone Number:** (808) 226-6219  
**Secondary Phone Number:** N/A  
**E-Mail Address:** hanse1c@cmich.edu  
**Availability:** Available by phone or e-mail without restriction, and during virtual office hours

**Academic Biography:**

Dr. Christine Hansen holds a Ph.D. in political science from the University of Hawaii; a Master of Aeronautical Science degree with a specialization in space studies; and two other Master's levels degrees, including one in English and one in linguistics. She has more than fifteen years of academic teaching and research experience, including longtime involvement in multicultural advocacy. She has taught for the University of Hawaii, Chaminade University, Florida State University, and Hawaii Pacific University, and is the recipient of the Norman Mellor Award and a former member of MENSA.

**II. TEXTBOOKS AND INSTRUCTIONAL MATERIALS**

*Order books from MBS at <http://bookstore.mbsdirect.net/cmuh.htm>*

**Textbooks and Course Materials:**

**Title:** Diversity Consciousness: Opening our Minds to People, Cultures, and Opportunities, Custom Edition - Bundle (E-book Included with Delivery) (E-book Available)  
**Author:** Bucher  
**Edition:** 2017  
**ISBN:** 978-1-323-47487-7  
**Publisher:** Pearson  
**Required:** Yes

**Course Reserves:**

N/A

**Required Materials:**

N/A

**Recommended Materials:**

APA Style Manual (6th edition)

**III. COURSE DESCRIPTION**

Focuses on theoretical and applied concepts and skills essential to successfully managing an environment of workplace diversity and multiculturalism within domestic and global organizations.

**IV. COURSE GOALS AND OBJECTIVES**

Upon successfully completing this course, the student will be able to:

1. Demonstrate an advanced understanding of the complexities of globalization and its implications for organizations.
2. Explain how variables related to diversity and culture interact to shape the perceptions of individuals within society and organizations.
3. Compare fundamental concepts, principles and theories relevant to understanding cultural differences and similarities in the world of work.
4. Analyze and interpret the effects that variables related to diversity and culture have on the administrative process and apply this analysis to the effective strategic planning and administration of global and multicultural organizations.
5. Develop the knowledge and skills necessary to be an effective administrator and/or worker in a culturally diverse work place.
6. Evaluate the role of organizational policies, practices, design, and structure in facilitating diversity management strategies.

**V. METHODOLOGY**

Specific course methodologies include: Lectures, discussions, group work (including small and large group projects and activities), papers, and presentations. Numerous illustrations (including those of individual students) will be used during class.

**VI. COURSE OUTLINE/ASSIGNMENTS**

**Pre-Class Assignment:**

Study syllabus and Blackboard tutorials.

**Course Outline:**

<b>Week</b>	<b>Topic(s)</b>	<b>Reading(s)</b>	<b>Task(s) Due</b>
0	Getting Started!	-Syllabus & Bb tutorials	- Pre-class task(s)
1	- Diversity: An overview  - Diversity consciousness and success	- Chapters 1 & 2	- Discussion 1 -Chapter Group Presentation: Groups Formed** - Chat*
2	- Personal and social barriers to success	- Chapter 3	- Interview Paper: Your choice for approval - Chat*
3	- Developing diversity consciousness	- Chapter 4	- Discussion 2 - Personal Roadmap Paper - Chapter Group Presentations** - Chat*
4	- Midterm		- Midterm Exam
5	- Communicating in a diverse world  - Social networking	- Chapters 5 & 6	- Discussion 3 - Interview Paper: Interview Questions - Chapter Group Presentations** - Chat*
6	- Teamwork  - Leadership	- Chapters 7 & 8	-Foreign Assignment Paper: Paper Report -Chapter Group presentations** - Chat*
7	- Preparing for the future	- Chapter 9	- Discussion 4 - Foreign Assignment Paper: Presentation - Chat*
8	- Closing		-Interview paper: Final paper

**Assignment Due Dates:**

Assignment Due Dates:

Type of Performance and Evaluation Criteria: You will be required to complete seven activities in order to achieve the identified objectives. Details are located in the course site. Contact the instructor if you have any questions.

## **1. CHAPTER PRESENTATION**

Prior to the first day of class, students will be randomly divided into groups. You will be able to view your group assignment in the Groups area on the main course menu. Each group will be assigned a chapter to present to the class as during live chat, beginning in Week 3. Each group will decide how they are going to present the chapter. The presentation should be engaging, interactive with the class and with each other, and involve the group's personal opinions on the material. The presentation should last about 30 minutes. **IMPORTANT:** You will work in the same groups for both the Chapter Presentation and the Group Project to Prepare for a Foreign Assignment.

**NOTE:** You will evaluate the contribution and involvement of yourself and other group members using the Self-Peer Evaluation Form. Students who do not submit an evaluation of all members in the group will not receive participation points in this project. Submit self/peer evaluation after your group presentation. You will be evaluating the **TOTAL** participation of your fellow group members, including the chapter presentation work and the Group Project to Prepare for a Foreign Assignment work. Please note that depending on the perceptions of other team members, it's possible that different group members in the same group could receive different scores.

## **2. DISCUSSION BOARDS**

There are four forums (25 points each). Students are expected to write their initial post no later than Wednesday of the week of the forum, and respond to two colleagues' posts by the end of the week. Primary posts must be a minimum of 200 words. Reply posts can be shorter.

## **3. COLLABORATE CHATS**

Students are expected to participate in at least four of the scheduled live chat virtual sessions (25 points each). Participation is demonstrated by active involvement in the discussions, not mere attendance.

## **4. PERSONAL ROADMAP FOR DIVERSITY MANAGEMENT IN YOUR CAREER**

Develop a paper that identifies what you feel are your strengths and weaknesses, as well as areas you want/need to learn more about for improvement, in regards to diversity management skills/assets that will position you for success in the working environment. (3-4 pages). Assignments must be submitted in .docx, .doc or .pdf format in order to receive credit.

## **5. MIDTERM EXAMINATION**

You will answer essay questions.

## **6. GROUP PROJECT TO PREPARE FOR A FOREIGN ASSIGNMENT**

Your organization has given your team the task of preparing employees in your company for success working in a foreign country. Your team will determine which foreign country you will choose, subject to approval by the instructor. Items to address will include the country's:

- A. Hierarchy and decision-making processes;
- B. Types of conflicts that may be encountered;
- C. Preferred managerial qualities;
- D. Privileges and/or favoritism as it relates to sex, religion, class, or status;
- E. Ethnicity and gender issues;
- F. Customs that may have an impact on the organization's way of doing business;
- G. Particular behaviors to avoid.

Develop a 4-5 page paper, and be prepared to lead a discussion with the class during Week 7 live chat virtual session. The written portion of the assignment must be submitted in .docx, .doc or .pdf format in order to receive credit. Each student in the group should submit a copy of the written paper, with all of the group members' names on it.

**IMPORTANT:** You will work in the same groups for both the Chapter Presentation and the Group Project to Prepare for a Foreign Assignment.

**NOTE:** Before submitting a final version of the written paper for grading, you **MUST** submit a draft copy to the Writing Center at <https://www.cmich.edu/colleges/chsbs/Centers/WritingCenter/Pages/default.aspx> for comments. You will e-mail your draft to them at: [writcent@cmich.edu](mailto:writcent@cmich.edu) and then revise the paper when you receive the comments.

Each group will be given a group discussion board and a file exchange area for the project. You may also use the Blackboard Collaborate classroom if your group would like to have a virtual group meeting.

## **7. FINAL PERSONAL INTERVIEW PAPER**

This is an individual assignment. Conduct an interview with someone from a different culture or ethnicity than yours. This can be almost any individual, but it cannot be someone from the class. In that interview, explore that individual's thoughts and experiences relating to the class material. Find out things such as challenges they have faced, obstacles they may have had to overcome, or other areas of inquiry.

**IMPORTANT NOTE:** Obtain approval of who you are going to interview from the instructor by the third week of class, and submit your interview questions prior to conducting the interview. This paper is due no later than the last night of class. Assignments must be submitted in .docx, .doc or .pdf format in order to receive credit.

### **Post-Class Assignment:**

None

### **Student Involvement Hours:**

Minimum 40 hours

## **VII. CRITERIA FOR EVALUATION**

### **Evaluation Criteria:**

- Chapter Group Presentation (Group Project): 150 points
- Personal Roadmap Paper (Paper): 150 points
- Midterm Exam (Essay Questions): 150 points
- Collaborate Chat Participation (5 pts. x minimum 4 times): 100 points
- Discussion Questions (4 forums @ 25 points each): 100 points
- Foreign Assignment Paper (Group Project: Paper): 200 points
- Interview Paper (Topic, Questions, and Final Paper): 150 points

TOTAL: 1000 Points

### **Grading Scale:**

A	93-100%, 390 to 420
A-	90-92.9%, 378 to 389
B+	87-89.9%, 365 to 377
B	84-86.9%, 353 to 364
B-	80-83.9%, 336 to 352
C+	77-79.9%, 323 to 335
C	74-76.9%, 311 to 322
E	Below 74%, 310 or below (CMU does not employ C- or D grades)

### **Late Assignments:**

- Work submitted after the due date will be reduced 10% per day; no submission will be accepted after last day of course session.
- You are responsible for ensuring assignments are submitted on time and that your submission is received.
- Assignment submission is via the Assignment section on the Blackboard.  
Verification of assignment submission is an exclamation mark (!) in respective assignment area in Gradebook.
- Submissions must be in MS Word or PDF in order to receive credit.
- Exams must be taken within the schedule window identified above.
- Scores will be posted on the website under Gradebook--if a score is missing or entered incorrectly let me know. You should review your grades at least once a week
- If you foresee difficulty of any type (i.e., an illness, employment change, etc.) which may prevent completion of this course, notify the instructor as soon as possible.

NOTE: If I have not heard from you by the deadline dates for assignments, exams or forums, no make-up work will be allowed (unless extraordinary circumstances existed, such as hospitalization or documented military orders). Requests for extensions must be made in advance and accompanied by appropriate written documentation.

### **Make-ups and Rewrites:**

There will be no extra-credit assignments or extra-credit work accepted at any time during this course, unless specifically approved by the professor.

## **VIII. EXPECTATIONS**

### **Attendance and Participation:**

Regular logins, interaction via Blackboard, and participation in all interactive learning activities are expected.

### **Academic Integrity:**

Because academic integrity is a cornerstone of the University's commitment to the principles of free inquiry, students are responsible for learning and upholding professional standards of research, writing, assessment, and ethics in their areas of study. Written or other work which students submit must be the product of their own efforts and must be consistent with appropriate standards of professional ethics. Academic dishonesty, which includes cheating, plagiarism and other forms of dishonest or unethical behavior, is prohibited. A breakdown of behaviors that constitute academic dishonesty is presented in the CMU Bulletin (<https://bulletins.cmich.edu/>).

### **Student Rights and Responsibilities:**

Each member of the Central Michigan University community assumes an obligation regarding self conduct to act in a manner consistent with a respect for the rights of others and with the University's function as an educational institution. As guides for individual and group actions within this community, the University affirms the general principles of conduct described in the Code of Student Rights, Responsibilities and Disciplinary Procedures at <https://www.cmich.edu/ess/studentaffairs/Pages/Code-of-Student-Rights.aspx>.

## **IX. SUPPORT SERVICES AND OTHER REQUIREMENTS**

### **Library Research and Instruction Services**

As a CMU student you have full access to the services and resources of the CMU Library. Reference librarians will help you find information on your research topic and answer other questions related to the library. The library's Documents on Demand office will obtain copies of the books and journal articles for you. Check out the library's website at <https://library.cmich.edu> for more information.

#### **Reference librarian contact information:**

1. By email: [libref@cmich.edu](mailto:libref@cmich.edu)
2. By online form: <http://libguides.cmich.edu/askalibrarianform>
3. By phone: (989) 774-3470.

#### **Documents on Demand office contact information:**

1. By email: [docreq@cmich.edu](mailto:docreq@cmich.edu)
2. By online form: <https://illiad.cmich.edu/>
3. By phone: (989) 774-3022.

### **Writing Center**

The CMU Writing Center is a free online service for all CMU students, providing help with grammar, citations, bibliographies, drafts, and editing of academic papers. Suggestions and feedback are typically provided within two business days. For additional information and to submit work, visit <https://www.cmich.edu/global/writingcenter/Pages/default.aspx>

### **Mathematics Assistance Center**

The CMU Mathematics Assistance Center provides free tutoring in mathematics and statistics to students enrolled in select courses. Tutoring is available online and via telephone. To see what courses qualify and to register with the Math Assistance Center, visit <http://global.cmich.edu/mathcenter/tutoring-request.aspx>.

## ADA

CMU provides individuals with disabilities reasonable accommodations to participate in educational programs, activities and services. Students with disabilities requiring accommodations to participate in class activities or meet course requirements should contact Student Disability Services at (800) 950-1144, extension 3018 or email [sds@cmich.edu](mailto:sds@cmich.edu), at least 4 weeks prior to registering for class. Students may find additional ADA information and forms at <https://www.cmich.edu/ess/studentaffairs/SDS/Pages/default.aspx>

Note to faculty: CMU Administration will notify you if applicable; otherwise, the student will provide a "Notification Letter to the Instructor" outlining the accommodations the student is approved to receive.

## **X. BIBLIOGRAPHY**

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# Center Information

## Student & Enrollment Services for CMU Online Courses

(800) 688-4268 or (989) 774-1129 or [cmuonline@cmich.edu](mailto:cmuonline@cmich.edu)

### Drop & Withdrawal Policy for Online Courses

<http://global.cmich.edu/courses/drop-withdraw.aspx>

### Academic Calendar and

### Credit/No Credit Deadlines for Online Courses

<https://www.cmich.edu/global/calendar/Pages/default.aspx>

### Office of Information Technology Help Desk

[https://www.cmich.edu/office\\_provost/OIT/help/help\\_desk/Pages/default.aspx](https://www.cmich.edu/office_provost/OIT/help/help_desk/Pages/default.aspx)

### Pre-Class Checklist for Online Courses

<http://www.global.cmich.edu/cmuonline/checklist.aspx>

### Online Learning Resource Center

<http://www.global.cmich.edu/cmuonline/about/>

### Certified Testing Center & Proctoring Information

<https://www.cmich.edu/global/cmuonline/proctoring/Pages/default.aspx>

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**Harassment and discrimination:** You have a right to feel safe and supported while pursuing your degree at CMU. If any professor, student, or staff member makes you feel that you have been discriminated against, disrespected or stuck in a hostile environment, the Office of Civil Rights and Institutional Equity (OCRIE) is here to help: Bovee UC 306, (989) 774-3253. For resources and more information, please see [https://www.cmich.edu/office\\_president/OCRIE/](https://www.cmich.edu/office_president/OCRIE/)

**Sexual misconduct policy:** With the exception of the confidential resources named explicitly within the Sexual Misconduct Policy, all CMU staff and faculty are responsible employees and are required to report any information they know about possible sexual misconduct to the Title IX Coordinator in OCRIE at (989) 774-3253. This means that any information you may divulge about such an incident in the classroom or with a faculty member cannot be confidential. Reports to OCRIE are intended to provide options and resources to survivors. Please keep these reporting obligations in mind as you seek support from staff and faculty you trust, and know that there are also support centers on campus that will maintain confidentiality, which include Sexual Aggression Peer Advocates (989-774-2255) and the CMU Counseling Center (989-774-3381). For resources and more information, please see [https://www.cmich.edu/office\\_president/OCRIE/](https://www.cmich.edu/office_president/OCRIE/)