Course Outline

MGT 100 H1 S
Introduction to Management
Winter 2022
L0101 W9-111

Instructor:	Michael Khan, RT503 Rotman Building (105 St. George Street)
Email:	rsm100@utoronto.ca
Webpage:	https://q.utoronto.ca
Phone:	416-978-7583
Office Hours:	Refer to "Contact" information on Quercus

Course Meets:

Section	Day	Time	Location
L0101	Wednesday	9:00 AM – 11:00 AM	**In-person:** OIG 162

Issue	Contact	Email
Miscellaneous and Missed Tests	MGT100 Team	rsm100@utoronto.ca (do NOT use Quercus to contact the TA or Professor)
Program Related Issues	Rotman Commerce Academic Services	rotmancommerce.info@utoronto.ca

TA Office Hours: Wednesday from 10:00 AM – 1:00 PM (subject to change)
Booking and Meeting Details: https://calendly.com/amelbe/office-hours

Note: Due to the number of students in this course, the MGT100 Team (rsm100@utoronto.ca) should be your first point of contact for academic matters. The Team will escalate queries to the instructor as required. Professor and TA office hours will also be posted on Quercus under "Modules".

Course Scope and Mission

This course is designed to introduce you to the principal functional disciplines of management. It will develop your understanding of what organizations do, and how they are managed across a broad range of functions. The course provides a landscape view of the academic field of commerce, consisting of: 1. an introduction to the role of business in Canadian society; 2. an introduction to the role and tasks of managers and leaders in business; and, 3. an introduction to the management disciplines (strategy, marketing, human resources, operations, accounting, and finance).

The mission of the course is to expose beginning students to Canadian business and to provide students with a context in which they can pursue their education in the field of commerce. Class sessions will consist of lectures, case studies, and/or exercises.

Statement on Equity, Diversity and Inclusion

The University of Toronto is committed to equity, human rights and respect for diversity. All members of the learning environment in this course should strive to create an atmosphere of mutual respect where all members of our community can express themselves, engage with each other, and respect one another's differences. U of T does not condone discrimination or harassment against any persons or communities.

Course Exclusions

RSM100 Y1 / RSM100 H1

Electronic Course Materials

This course will be using the following electronic course materials:

- Quercus

Required Technology

For the first three weeks (until January 31st), this course will be conducted entirely online via Zoom. To participate fully and to complete the course successfully, you should ensure you have access to a computer that meets the University of Toronto guidelines. For further details, please visit this link: Recommended Technology Requirements for Remote/Online Learning

These materials will cost a total of $0.00. The use of these materials complies with all University of Toronto policies which govern fees for course materials.

Required Readings

Contemporary Business (3rd Canadian Edition) Boone, Kurtz, Khan & Canzer packaged with Loose Leaf textbook + WileyPLUS access codes.
ISBN 9781119501206
Cost: $139.00 + tax

Evaluation and Grades

Grades are a measure of the performance of a student in individual courses. Each student shall be judged on the basis of how well they have command of the course materials.

Deliverable	Weight	Due Date
Term Test	30%	Refer to the Syllabus (last page)
Final Test	50%	To be announced
Quiz 1	10%	Refer to the Syllabus (last page)
Quiz 2	10%	To be announced
ProctorU Registration Quiz	Note 1	Refer to the Syllabus (last page)
Total	**100%**	

Note 1: A penalty of 5% will be applied to the overall course mark if the ProctorU registration Confirmation Quiz (on Quercus) has not been completed by the due date. A detailed flowchart of the instructions on ProctorU registration has been provided on the Quercus Course Page under Modules.

Ouriginal

Normally, students will be required to submit their course essays to the University's plagiarism detection tool for a review of textual similarity and detection of possible plagiarism. In doing so, students will allow their essays to be included as source documents in the tool's reference database, where they will be used solely for the purpose of detecting plagiarism. The terms that apply to the University's use of this tool are described on the Centre for Teaching Support & Innovation web site (https://uoft.me/pdt-faq).

Writing and Presentation Assignments

The CIDJ Project requires students to work in groups of 4-5 students. Please note that **clear, concise and correct writing and/or speaking** will be considered in the evaluation of the CIDJ Assignment. You may lose points for writing or presenting that impedes communication: poor organization, excessive wordiness, hard-to-follow sentence structure, grammatical errors, or distracting tone, pace or body language.

Students who require additional support and/or tutoring with respect to their writing skills are encouraged to visit the Academic Success Centre (http://www.studentlife.utoronto.ca/asc) or one of the College Writing Centres (writing.utoronto.ca/writing-centres). These Centres are teaching facilities – not editing services – where trained staff can assist students in developing their academic writing skills. There is no charge for the instruction and support.

Working as a team is challenging; this is true both in the real world and in your academic classes. However, learning to work together in teams is an important aspect of your education and preparation for your future careers. You are encouraged to review the teamwork resources available at https://rotmancommerce.utoronto.ca/teamwork-resources while navigating these challenges, but keep in mind that supports are also available for when you think you may need extra help.

Class Expectations

Since MGT100 is a preparatory class on management and organizations, we aim to run the course in a way which will be consistent with the world of business - where many of you will spend your working lives. We strive to provide accurate information, quality materials, and good service consistent with our obligations to maintain the high academic standards of the University of Toronto.

We expect that you will conduct yourself in a way that prepares you for the working world:

- We start on time, so please do not arrive late to class.
- Please do not surf the internet during class time. Use your computer for in class for purposes to access course materials and take notes on the lecture. Using your laptop to message on Facebook, play Solitaire, or otherwise surf the web are unacceptable in-class activities.
- During class, respect the learning opportunities of others.
- Stay up to date and make sure that you know the class schedule. Check on the course web page for updates and posted materials.
- Our expectation is that you will not only participate in class discussions for the benefit of your own learning, but also for that of others.

Credit/No-Credit Option in Rotman Commerce

RSM courses are not normally eligible for CR/NCR. You may request to Credit/No-Credit (CR/NCR) an RSM course in the following cases only:

- The course will not be used for any program requirement, including specialist, focus or the 8.0 RSM FCE requirements.
- The course does not have a group work component.

If you wish to request CR/NCR for an RSM course, you must contact a Rotman Commerce academic advisor by the last day of classes for the current term. See the deadlines to request CR/NCR in the [Academic Dates and Deadlines](#).

Final approval is on a case-by-case basis with the permission of the Director, Rotman Commerce.

ProctorU

Record+ Proctoring: Online exam(s) within this course [may] use online invigilation provided by ProctorU®, an online proctoring service that allows completion of the assessment from an off-campus location. ProctorU will support an automated onboarding process using your webcam and photo identification to verify your identity. ProctorU will also record the exam session for review by a highly trained human proctor after it is complete. The recordings made will be held for a limited period of time in order to ensure academic integrity is maintained. The University of Toronto has an institutionally endorsed agreement with ProctorU that protects the privacy of the recordings, and other personal information.

Requirements: Students taking their examinations online will be proctored by ProctorU® throughout the duration of the exam. Access to a computer that can support remote recording is your responsibility as a student. You will need to ensure that you can complete the exam using a reliable computer with a webcam and microphone available, as well as a high-speed internet connection. Please note that you will be required to show your T-Card prior to beginning to write the exam. Detailed information and an opportunity to test your setup will be provided prior to the exam date. For additional information about online proctoring please see course information in Quercus or visit [UofT Online Proctoring Guidelines](#).

General Process Description: Students must first confirm their identity via an automated process with a webcam picture and photo ID. ProctorU will then initiate a recording of you taking your exam using webcam, mic and desktop capture via high-speed internet connections. All components of proctoring must be maintained for the duration of the exam. Non-compliance with exam protocols flagged during the subsequent review of the recording by the Proctor U trained proctor will be investigated to determine whether an academic offence has been committed as per the University of Toronto Governing Council Code of Behaviour on Academic Matters. At the completion of the exam, a report of student exam-taking behaviours is generated and reviewed by the instructor and IT staff. Exam grades will not be released to students until the integrity of the exam has been verified through ProctorU®, Rotman staff, and the instructor(s).

Privacy and Information Security: The University of Toronto has a contract with ProctorU® that protects the privacy of the recordings, and other personal information. However, as you will be video recorded while writing the exam, please consider preparing the background (room / walls) so that personal details you would not want visible are removed, or take your exam in a room that you are comfortable showing on camera. It is recommended that students using ProctorU services remove the Chrome or Firefox extension after completion of the exam.

Retention of Video Content: Recordings captured via the ProctorU® system are available to the University and the instructor for sixty days after a recording is made. Recordings flagged for review will be archived for 12 months. After these time periods have passed, recordings are purged. For more information see [ProctorU: Privacy and Security Information Notice for Students](#).
You are required to go through the flowchart on the Quercus Course Page under Modules to ensure you will be able to access the course assessments. Failing to comply with the steps and subsequently failing to write the test could lead to a mark of 0 on the assessment.

A penalty of 5% will be applied to the overall course mark if ProctorU registration and the Quercus Quiz (to confirm registration and technology diagnostic) has not been completed by **the due date**.

Term Tests
Term tests will be held as per the course schedule. These tests consist of a series of multiple choice and/or short answer questions that test your knowledge of the material that is discussed in class sessions and that is found in the textbook. In class, we will complement the material in the textbook with examples and case studies. We assume that you have read and are familiar with the assigned readings prior to class as we will not cover all the material in the textbook, though you are responsible for all of it.

If you are unable to write a term test due to illness or domestic tragedy, contact the Rotman Commerce Academic services for their approval.

The term tests will test textbook material not covered in class as class time is limited. The ability to self-study material will be a critical skill during your university experience.

To account for minor marking anomalies, one mark will be added to each midterm test paper. Students requesting a remark will have this mark removed and their entire paper will be regraded and the grade can go up, down or stay the same.

Aids Allowed
No study aids are allowed. You may use a non-programmable hand-held calculator.

Lead Instructor:
Michael Khan

Michael Khan is an Associate Professor, Teaching Stream at the Rotman School of Management. He has taught courses at the University of Toronto's three campuses since 2001 in the areas of Management, Accounting and Auditing. He has won awards for teaching excellence at both the undergraduate and MBA level. Michael obtained his B.Com. from the University of Toronto and holds an MBA from the Schulich School of Business, York University. He also holds the designations of: Chartered Professional Accountancy (CPA, CA), Certified Information Systems Auditor (CISA) and Certified Information Technology Professional (CITP) and is also Certified in the Governance of Enterprise Information Technology (CGEIT). He currently trains CPA students for CPA Ontario. Michael's professional experience includes roles at Ernst & Young, Deloitte and his independent consultancy practice.

In order to enrich the content of this course, the course is team taught with various industry specialists to enhance the learning experience where appropriate. This is also a valuable networking opportunity for students.

Policies and Procedures

Missed Tests
Students who miss a test or assignment for reasons entirely beyond their control (e.g., illness) may request special consideration.

Students who miss a test for valid reasons (e.g., illness) must submit their absence declaration via ACORN and email rsm100@utoronto.ca.

In such cases, students must:
1. Notify the RSM/MGT100 team (rsm100@utoronto.ca) **on the date** of the missed course deliverable, e.g. missed test, final assessments, assignment or class (in the case of participation marks).
2. Complete a Absence Declaration on ACORN (please read the instructions on how to use the Absence Declaration in ACORN) within **2 business days** of the originally scheduled course deliverable.

Students who do not provide this information will be given a grade of 0 (zero) for the missed course deliverable.

Test Conflicts
Students who miss a test due to a conflict with another course/assessment must provide proof of the conflict. The makeup test will be held the day after the scheduled test date. Further details regarding the scheduling of the tests can be found on the last page of the course syllabus.

If students are still unable to attend the makeup test, the weight of the term test will be transferred to the final exam.

Late Assignments
Late submissions of any assignment may be considered; however, a resolution may be determined at the instructor's discretion and may include an academic penalty. Students who, for reasons beyond their control, are unable to submit an assignment by its deadline must obtain approval from the instructor for an extension. Supporting documentation will be required as per the policy on missed tests and assignments.

Accessibility Needs
The University of Toronto is committed to accessibility. If you require accommodations for a temporary or ongoing disability or health concern, or have any accessibility concerns about the course, the classroom or course materials, please contact Accessibility Services as soon as possible at accessibility.services@utoronto.ca or studentlife.utoronto.ca/as. It is important that you get in touch with them as soon as possible because the process for obtaining your accommodation letter may take up to several weeks. If you have general questions or concerns about the accessibility of this course, you are encouraged to reach out to your instructor, course coordinator, or Accessibility Services.

If you're interested in helping make this course more accessible, consider volunteering to be a note taker. Accessibility Services needs dependable volunteer note takers to assist students living with a disability to achieve academic success. All you have to do is attend classes regularly and submit your notes consistently. Follow these steps:

1. Register online as a **Volunteer Note Taker** at https://clockwork.studentlife.utoronto.ca/custom/misc/home.aspx
2. Follow the link that says "Volunteer Notetakers"
3. Select your course and upload a sample of your notes
4. Once you have been selected as a note taker, you'll get an email notifying you to upload your notes.

If you have questions or require assistance, please email as.notetaking@utoronto.ca. Volunteers may receive co-curricular credit or a certificate of appreciation.

For courses with deliverables that require you to work in teams, please note the following. If you are a student registered with Accessibility Services, and extensions are one of your academic accommodations, requests for extensions impact everyone in the group. As a result, requests for late submissions of any component of teamwork will require compelling reasons, advance notice, and must work for everyone in the team. You are encouraged to discuss with your course instructor, Accessibility Advisor, and other team members what you need in order to successfully complete your coursework. Additionally, the Rotman Commerce Centre for Professional Skills offers Teamwork Mentors (see section above) who can help you and your team discuss how to support you effectively and how to develop a work plan that meets the needs and constraints of all team members.

Academic Integrity

Academic Integrity is a fundamental value essential to the pursuit of learning and scholarships at the University of Toronto. Participating honestly, respectively, responsibly, and fairly in this academic community ensures that the UofT degree that you earn will continue to be valued and respected as a true signifier of a student's individual work and academic achievement. As a result, the University treats cases of academic misconduct very seriously.

The University of Toronto's Code of Behaviour on Academic Matters http://www.governingcouncil.utoronto.ca/policies/behaveac.htm outlines the behaviours that constitute academic misconduct, the process for addressing academic offences, and the penalties that may be imposed. You are expected to be familiar with the contents of this document. Potential offences include, but are not limited to:

In papers and assignments:
- Using someone else's ideas or words without appropriate acknowledgement.
- Submitting your own work in more than one course without the permission of the instructor.
- Making up sources or facts.
- Obtaining or providing unauthorized assistance on any assignment (this includes collaborating with others on assignments that are supposed to be completed individually).

On test and exams:
- Using or possessing any unauthorized aid, including a cell phone.
- Looking at someone else's answers
- Misrepresenting your identity.
- Submitting an altered test for re-grading.

Misrepresentation:
- Falsifying institutional documents or grades.
- Falsifying or altering any documentation required by the University, including (but not limited to), medical notes.

All suspected cases of academic dishonesty will be investigated by the following procedures outlined in the Code of Behaviour on Academic Matters. If you have any question about what is or is not permitted in the course, please do not hesitate to contact the course instructor. If you have any questions about appropriate research and citation methods, you are expected to seek out additional information from the instructor or other UofT resources such as College Writing Centres or the Academic Success Centre.

Email
At times, the course instructor may decide to communicate important course information by email. As such, all U of T students are required to have a valid UTmail+ email address. You are responsible for ensuring that your UTmail+ email address is set up and properly entered on ACORN. For more information visit help.ic.utoronto.ca/category/3/utmail.html.

Forwarding your utoronto.ca email to a Gmail or other type of email account is not advisable. In some cases, messages from utoronto.ca addresses sent to Gmail accounts are filtered as junk mail, which means that important messages from your course instructor may end up in your spam or junk mail folder.

Quercus and the Course Page
The online course page for this course is accessed through Quercus. To access the course page, go to q.utoronto.ca and log in using your UTORid and password. Once you have logged in, you will be at the Quercus Dashboard. On this page you will see all of the courses you are presently enrolled in. If you don't see the course listed here but you are properly registered for the course in ACORN, wait 48 hours.

Recording Lectures
Lectures and course materials prepared by the instructor are considered by the University to be an instructor's intellectual property covered by the Canadian Copyright Act. Students wishing to record a lecture or other course material in any way are required to ask the instructor's explicit permission and may not do so unless permission is granted. Students who have been previously granted permission to record lectures as an accommodation for a disability are excepted. This includes tape recording, filming, photographing PowerPoint slides, Quercus materials, etc.

If permission for recording is granted by the instructor (or via Accessibility Services), it is intended for the individual student's own study purposes and does not include permission to "publish" them in any way. It is forbidden for a student to publish an instructor's notes to a website or sell them in any other form without formal permission.

UCheck
When attending in-person lectures, tutorials, and other activities please be sure to complete the self-assessment process as part of UCheck. The instructions located here: https://www.utoronto.ca/utogether/ucheck

Notice of Video Recording and Sharing (Download and Re-use Prohibited)

This course, including your participation, will be recorded on video and will be available to students in the course for viewing remotely and after each session.

Course videos and materials belong to your instructor, the University, and/or other sources depending on the specific facts of each situation and are protected by copyright. Do not download, copy, or share any course or student materials or videos without the explicit permission of the instructor.

For questions about recording and use of videos in which you appear please contact your instructor.

SUS101: Saving Paper in Courses

"Each year at U of T, an estimated **10 million sheets of paper** are used in the printing of lecture slides, tests, assignments, and other course materials in 1st and 2nd year courses alone" (Sustainability Office, University of Toronto). In order to reduce this number, we are taking part in a program called "SUS101: Saving Paper in Courses".

Please do your part in helping to conserve paper in this (and all other) courses. Consider the following ideas:

- Avoid printing electronic documents – get used to working with them from digital format (you will need to do this in your professional careers);
- Make your own notes in electronic documents (e.g., MS Word, Excel, Google Docs, etc);
- If you are printing, make sure you select double-sided printing (available at all libraries);
- Take leadership and share your concerns and ideas with all of us so we can improve our practices.

Welcome to the course! We sincerely hope that you succeed in, benefit from, and enjoy it!

Session	Class Date	Topic	Req'd Reading Chapter(s)	Optional Self Study in WileyPLUS	Due Online at 11:59 PM	Term Test	Makeup Term Test
#1	12-Jan	Introduction to Commerce & Canadian Business History	1, 3	**Chapter 01 Practice Chapter 03 ORION**			
#2	19-Jan	Business, Society & Wealth Creation	5, 6	**Chapter 05 Practice Chapter 06 ORION**			
#3	26-Jan	Managing and Leading Organizations	7	**Chapter 07 Practice Chapter 07 ORION**	*ProctorU Registration Quiz Due Jan. 30*		
#4	2-Feb	Strategic Human Resource Management	8	**Chapter 08 Practice Chapter 08 ORION**	*Wednesday, Feb. 2 @ 8 AM – 8:45 AM Quiz #1 (Quercus), Sessions 1-3*		
#5	9-Feb	Corporate Social Responsibility	2	**Chapter 02 Practice Chapter 02 ORION**			
#6	16-Feb	***Wednesday Feb. 16 @ 9AM Term Test – Testing Material from Sessions 1-5 (Inclusive) - NO CLASS***				*Wednesday, Feb. 16 @ 9 AM*	*Thursday, Feb. 17 @ 8 AM*
	23-Feb	***Reading Week***					
#7	2-Mar	Canada in World Markets	4,16	**Chapter 04 Practice Chapter 16 ORION**			
#8	9-Mar	Accounting and Strategy I	4, 15, 17	**Chapter 15 Practice Chapter 17 ORION**			
#9	16-Mar	Strategy Part II & Operations Management	9, 10	**Chapter 09 Practice**			

				Chapter 10 ORION			
#10	23-Mar	*Contemporary Issues: Government and Climate Change and its Impact on Business*	*On Quercus*		*Wednesday, Mar. 23 @ 8 AM – 8:45 AM - Quiz #2 (Quercus), Sessions 4-9*		
#11	30-Mar	*Accounting*	*15*				
#12	6-Apr	*Amazon Case Analysis Part II and Course Wrap-up*	*15, 17*	**Chapter 15 ORION Chapter 17 Practice**			
		Final Test (Cumulative) - TBD by A&S		**ORION FOR ALL CHAPTERS**			

Last Updated on Thursday, January 6, 2022.

Please note that the last day you can drop this course without academic penalty is <mark>March 14, 2022</mark>.