

# QA 6725 Quality Assessment of the Organization Spring 2020

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**Class: Select Tuesdays 6:30 PM in Collaborate Ultra, as scheduled - Access through the course site in D2L**  
You can read the Blackboard [policy on privacy and cookies](#) here.

In this course, I will provide prerecorded material, and rely on the discussion board for interaction. We will have 7 or 8 live meetings. Many of these will simply be an open format Q&A. See the schedule for dates. Attendance is not required, but is strongly encouraged. All live meetings will be archived for later viewing.

**Our first live classroom meeting will be Tuesday, January 7 at 6:30 PM (eastern time) in Collaborate Ultra.** Please enter [Collaborate Ultra](#) a day or so before our first meeting to resolve any potential technical problems. If you have trouble with this link - from the menus above, select "other", then "Collaborate Ultra".

## **How to Contact the Instructor**

The best way to reach me between class periods is using the D2L email. I will reply as quickly as possible to questions sent over e-mail. My office hours are online through Collaborate Ultra. You can access this through the course website in D2L

## **Electronic Communication**

The University provides all KSU students with an "official" email account with the address "students.kennesaw.edu" or "kennesaw.view.usg.edu" (in D2L). As a result of federal laws protecting educational information and other data, this is **these are the only email accounts you should use** to communicate with your instructor or other University officials.

## **Email Response Time**

I commit to answering all emails within 24 hours from the time you first transmit the email, unless I let you know in advance of travel prohibiting me from doing so (or if I have an emergency). This short response time includes weekends and holidays. At times I will send a mass email to the class or an announcement. This will be through D2L email. I do not know your work, Yahoo or Gmail accounts so do not expect any mass emails to those accounts. **CHECK YOUR D2L EMAIL ACCOUNTS FREQUENTLY!**

## **Course Description:**

Course covers the history and rationale behind various Quality Assessment systems, with particular emphasis on the National Malcolm Baldrige Quality Award. Students will interpret and apply the criteria and assess organizations through case studies.

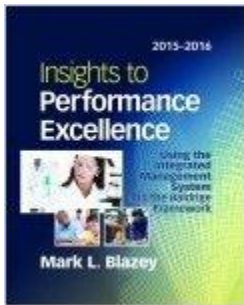
## **Prerequisites:**

*QA 6602, or consent of the instructor*

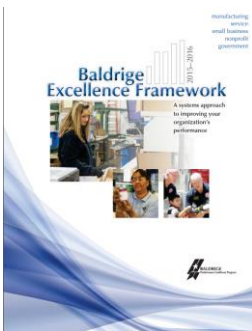
The primary objectives of this course are to:

<i>Course Objectives</i>	<i>Aligns with Program Objectives</i>
Demonstrate an understanding of the background and purpose of quality awards	D) An ability to communicate effectively F) A proficiency in Quality Analysis, management and Systems Design Tools and Techniques.

<i>Course Objectives</i>	<i>Aligns with Program Objectives</i>
Analyze and interpret the application and effect of using organizational assessment in different industries or sectors.	J) An ability to use the techniques, skills and modern scientific and technical tools necessary for professional practice.
Assess an organization's performance against the criteria.	
Make actionable, but non-prescriptive observations and analysis	
Demonstrate understanding or relationships between criteria categories, and between the organizational profile and various categories.	C) An understanding of professional and ethical responsibility. F) A proficiency in Quality Analysis, management and Systems Design Tools and Techniques. J) An ability to use the techniques, skills and modern scientific and technical tools necessary for professional practice.



**Required Text:** Mark L. Blazey, *Insights to Performance Excellence 2015-2016: Understanding the Integrated Management System and the Baldrige Framework*. ISBN-13: 978-087389-910-9



Materials to purchase through download: [Baldrige Excellence Framework](#).

### **KSU D2L Brightspace**

This course has a D2L course web site for use by registered students. Any class handouts, slides, grades, announcements, and links will be available there, so please get in the habit of checking it often. To log in, go to: <https://kennesaw.view.usg.edu/>. Your login is the same as your KSU Net ID, and your net password. There are help links on the website too. You can access the [Brightspace privacy policy](#) here.

### **Tentative Course Schedule**

This course will meet on the dates indicated on the Course Schedule as posted on the course homepage. We will meet virtually using the Collaborate Ultra with link located on the course home page, and in Course Info – Start Here. The remainder of the week you are responsible for viewing video lectures, and other outside work as assigned. The Course Schedule is posted separately.

### Live Class Meetings

We will have live class meetings in Collaborate Ultra on select weeks. See the course schedule for dates. Because we will not meet every week, we will rely on the discussion boards for interaction. Weekly assignments are included in the schedule, and you are expected to stay current.

### Assignments

The assignments listed are typically due at midnight the Sunday. You must complete these graded assignments and upload into the D2L Assignments tab. Submit only unprotected Word or PowerPoint documents as instructed. All assignment instructions are available in Assignments tab.

### Reading:

Students are expected to read the text or articles and to remain current with the videos, discussions, presentations and assigned readings.

### Grading:

Letter grades will be assigned based on a course average that is computed using the following weights:

**NOTE: All assignments must be submitted through the Assignments Tab. Assignment instructions can be found in the Assignments Tab.**

Assignment	Percentage
Module Discussions (5) 3 points each	15%
Results Matrix for the Organizational Profile	5%
Results Matrix for Item 3.1 and 3.2	5%
Process Analysis I (Item 3.2)	10%
Comments for Process Analysis I (Item 3.2)	5%
Results Matrix for Process Analysis II (Items 5.1 & 6.2)	5%
Process Analysis II (Items 5.1 & 6.2)	15%
Results Analysis (Item 7.2)	10%
Presentation	10%
Research Paper	20%
Total	100%

Assignments submitted on time will be returned with grades and feedback within 10 days in most cases.

Assignments submitted late may take longer. The final presentation will be returned with grades and feedback within 10 days of the end of the Q&A discussion.

The cutoff values for each grade will be made when all assignments and exam scores are recorded and the overall averages are calculated. Typically, an average of 90 or more for the course will earn an A (4.0/4.0), 80 or more a B (3.0/4.0), 70 or more a C (2.0/4.0), 60 or more a D (1.0/4.0).

For graduate classes, this is my general guideline for the grade expectations typically held for graduate classes  
A - Outstanding or professional quality work and excellent mastery of topics (e.g. think independently about problems, apply skills to new problems)

B - Good quality work (few format errors, clear organization) and thorough mastery of topics (e.g. recognize standard problems; apply methods to problems correctly)

C - Poor quality work and/or does not demonstrate a graduate level understanding of the material

Below C - Significant course work missing or inadequate so as not to demonstrate a satisfactory mastery of topics

**Attendance:**

Attendance in the Live Class Meetings is strongly encouraged. Speakers and a microphone will be required for the Live Meetings. **A headset is strongly recommended.** Generally students who participate and keep current with the course progress perform better on the assignments. The chats will be archived for reference.

**Technology Requirements for this Course**

Please read the following information about technology requirements in an online course. These requirements must be addressed before you begin the coursework.

**(This course includes live online class sessions. Headsets are preferred and recommended, consisting of headphones and a microphone.)**

***Browser Check***

D2L Brightspace is designed to work on each major brand of browsers. However, each browser treats secure and non-secure information in a different way. If you are not viewing the content you are expecting to see, please refer to the following suggestions.

***Plug-ins***

It is possible that you will need plug-ins such as Adobe Acrobat Reader in this course. If you need a particular plug-in, a link to download the plug-in is usually indicated in any message provided or by contacting the following Online Support Center. Running a check with the browser checker should indicate if you have the plug-ins required.

***Online Support Center***

If you have a problem with any of the above, please visit <http://learnonline.kennesaw.edu/student-resources/tech-support.php> for assistance.

***Internet Connection***

A high speed Internet connection is highly recommended for online education.

***Headsets***

This course includes live online class sessions, and recorded student presentations. Headsets are preferred and recommended, consisting of headphones *and a microphone*. The quality of your presentation will be much better with a headset. Please do not use your laptop's built in microphone for presentations.

**Netiquette:**

**Network Etiquette - Communication in an online class takes special consideration. Please read the short list of tips below.**

- Be sensitive and reflective to what others are saying.
- Don't use all caps. It is the equivalent of screaming.
- Don't flame - These are outbursts of extreme emotion or opinion.
- Think before you hit the post (enter/reply) button. You can't take it back!
- Don't use offensive language.
- Use clear subject lines.
- Don't use abbreviations or acronyms unless the entire class knows them.
- Be forgiving. Anyone can make a mistake.
- Keep the dialog collegial and professional.

**Technical Skills Required**

- Know how to use the Learning Management System (D2L)
- Create and submit files using Word and PowerPoint
- Record a presentation with voice using PowerPoint, or Mp4.

- Download and install software for live meetings (Collaborate)
- Presentations will be recorded. **A headset is strongly recommended.**

### **Withdrawal**

Students who find that they cannot continue in college for the entire semester after being enrolled, because of illness or any other reason, need to complete an online form. To completely or partially withdraw from classes at KSU, a student must withdraw online at [www.kennesaw.edu](http://www.kennesaw.edu), under Owl Express, Student Services.

### **Disabilities:**

SDS is the first contact for students with disabilities to arrange accommodations and locate campus and community resources. To access accommodations, students must first connect with SDS and provide the appropriate documentation as outlined by the Board of Regents of the University System of Georgia. Documentation submitted to SDS remains confidential within SDS and is not shared with third parties without written permission from the student. SDS assists in identifying appropriate accommodations and it is the student's responsibility to submit notice of accommodations to instructors and campus departments as needed. Complete information is at [http://www.kennesaw.edu/stu\\_dev/dsss/welcome.html](http://www.kennesaw.edu/stu_dev/dsss/welcome.html)

### **Academic Honesty:**

Every KSU student is responsible for upholding the provisions of the Student Code of Conduct as published in the [Undergraduate](#) and [Graduate](#) Catalogs. [Section II of the Student Code of Conduct](#) addresses the University's policy in academic honesty, including provisions regarding [plagiarism and cheating](#), unauthorized access to University materials, misrepresentation/falsification of University records or academic work, malicious removal, retention, or destruction of library materials, malicious/intentional misuse of computer facilities and/or services, and misuse of student identification cards. Incidents of alleged academic misconduct will be handled through the established procedures of the University Judiciary Program, which include either an "informal" resolution by a faculty member, resulting in a grade adjustment, or a formal hearing procedure, which may subject a student to the [Code of Conduct](#)'s minimum one-semester suspension requirement.

*All course participants (myself, teaching assistants, and students) are expected and required to abide by the letter and the spirit of the KSU Honor Code. If there is any way in which I can help you in complying with the honor code, please do not hesitate to ask. I will do the same.*

All Students are required to complete **the Plagiarism Module** and take the test and review until you score a 100%. Most assignments will automatically be submitted to turnitin.com to evaluate for originality.

By taking this course, you agree that all required papers may be subject to submission for textual similarity review to Turnitin.com. All submitted papers will be included as source documents in the Turnitin.com reference database solely for the purpose of detecting plagiarism in other papers. Use of the Turnitin.com service is subject to the Terms and Conditions of Use posted on the Turnitin.com site (<http://www.turnitin.com/static/usage.html>).

Additional guidelines for individual assignments will be explained with the assignment. If you have any questions, please ask me! Penalties for academic dishonesty can include receiving a 0 on the assignment or an F in the course. All incidents will be reported.

### **Re-grades:**

Requests for re-grades must be made in writing (be specific) between 24 hours and 1 week after an assignment or exam is returned.

### **Americans with Disabilities Act (ADA)**

KSU does not discriminate on the basis of disability in the admission or access to, or treatment or employment in, its programs or activities. The Americans with Disabilities Act (ADA), Public Law 101-336, gives civil rights protections to individuals with disabilities. This statute guarantees equal opportunity for this protected group in the areas of public accommodations, employment, transportation, state and local government services and telecommunications.

### **Accessibility Policies and Services**

KSU provides program accessibility and accommodations for persons defined as disabled under Section 504 of the Rehabilitation Act of 1973 or the Americans with Disabilities Act of 1990. A number of services are available to support students with disabilities within their academic program. In order to make arrangements for special services, students must visit the Office of Disabled Student Support Services (ext. 6443) and develop an individual assistance plan. In most cases, certification of disability is required.

[http://www.kennesaw.edu/stu\\_dev/dsss/policies.shtml](http://www.kennesaw.edu/stu_dev/dsss/policies.shtml)

### **Tutoring Services**

The Cultural Awareness & Resource Center at KSU include a full service ITC computer lab, appointment and walk-in tutorial services in math and writing support at no charge to faculty, staff and registered KSU students. Students who received academic tutoring through the Cultural Awareness & Resource Center benefit from focused individualized tutoring. See website: [http://www.kennesaw.edu/stu\\_dev/msrs/academic.html](http://www.kennesaw.edu/stu_dev/msrs/academic.html). Links to additional learning resources are available in the course website.

### **Writing Help**

The KSU Writing Center helps students in all majors improve their writing. Experienced, friendly writing assistants help with topic development, revision, research, documentation, grammar, and more. For more information or to make an appointment, visit [writingcenter.kennesaw.edu](http://writingcenter.kennesaw.edu) or stop by English Building, Room 242 (Kennesaw campus) or Johnson Library, Room 121 (Marietta campus). Online writing help is available at [writingcenter.kennesaw.edu](http://writingcenter.kennesaw.edu).

The Graduate College partners with the KSU Writing Center to provide two specialized writing assistants for graduate student writers. Graduate students who would like to establish ongoing appointments with one of these assistants should contact [graduatewritingcenter@kennesaw.edu](mailto:graduatewritingcenter@kennesaw.edu). This does not have to be face to face.

### **Federal, BOR, & KSU Course Syllabus Policies**

*Information contained in the links below constitutes the Federal, BOR, and KSU course syllabus policies and procedures and may be referenced by faculty members in their course syllabi. These policies are updated on the Academic Affairs Website annually.*

[Academic Affairs - Federal, BOR, & KSU Policies](#)

[Academic Affairs - KSU Student Resources for Syllabus](#)

**Note to Faculty:** The KSU faculty handbook requires the Academic Integrity Policy in the course syllabus.

**Note to Faculty and Students:** The Office of the Provost will work to keep the policies and links in this document as accurate as possible.