

LAST REVIEW: 2009-10

NEXT REVIEW: 2014-15
2014-2015

STATUS: A
A

COURSE TITLE: Management Capstone Project

COMMON COURSE NUMBER: MAN 4900

CREDIT HOURS: 3

CONTACT HOUR BREAKDOWN
(per 16 week term)

CLOCK HOURS:
(Voc. Course ONLY)

Lecture: **48** Lab:
Clinic: Other:

PREREQUISITE(S): BUL 3130, GEB 3212, MAN 3162, MAN 3240, MAN 3303, MAN 3310, MAN 3930, MAN 4102, FIN 4461, MAN 4120, MAN 4504

COREQUISITE(S): BUL 3130, GEB 3212, MAN 3162, MAN 3240, MAN 3303, MAN 3310, MAN 3930, MAN 4102, FIN 4461, MAN 4120, MAN 4504

PRE/COREQUISITE(S): None

COURSE DESCRIPTION: This capstone course will provide the opportunity for the student to demonstrate that he/she has learned the material from the program and can apply it in the real world. It should be taken during the student's last semester at the college. It will provide the student with the opportunity to develop a plan to solve a problem dealing with management and organizational leadership issues of today. The student will choose one major plan to address the problem in detail.

UNIT TITLES

1. Introduction to the Management Problem-Solving and Decision-Making Process
2. Analysis of a Real World Organizational Problem/Issue
3. Research and Analysis of Data Using Secondary Data Collection Methods
4. Research and Analysis of Data within an Organization Using Primary Data Collection Methods
5. Identification of Alternative Problem Solutions and Selection of One Solution
6. Preparation and Presentation of a Plan for Addressing the Problem/Issue

EVALUATION: Students may be evaluated using a combination of the following: Quizzes, Exams, Tests, Written Case Analyses, Performance in Local, State, Regional, and National Competitions, Presentations, Portfolios, Discussions, Class Participation, Attendance, Projects, Cooperative Work Study, Internships, Practica, and Research Studies.

MAN 4900

UNITS

Unit 1: Introduction to the Management Problem-Solving and Decision-Making Process

General Outcome:

- 1.0** The student shall understand the management decision-making process and how knowledge gained through completion of the courses in the B.A.S. Supervision and Management program can be applied to real world problem-solving.

Specific Measurable Learning Outcomes:

Upon successful completion of this unit, the student shall be able to:

- 1.1** Describe the steps involved in making good management decisions and in solving management problems.
- 1.2** Distinguish between management problems and symptoms of problems.
- 1.3** Categorize information as either fact or opinion.
- 1.4** Identify additional considerations influencing a problem or management issue.
- 1.5** Understand the importance of identifying and considering a variety of alternative solutions before choosing one solution.
- 1.6** Explain why a manager or management consultant should consider many alternatives but choose only one solution to solve a particular problem.
- 1.7** Explain the importance of keeping a Plan B for possible implementation in the event that the first alternative chosen fails to resolve the problem.
- 1.8** Understand the need for detailed plan development before solution implementation.
- 1.9** Discuss the need for follow-up and measurement of results after plan implementation.

MAN 4900

Unit 2: Analysis of a Real World Organizational Problem/Issue

General Outcome:

- 2.0 The student shall apply knowledge gained through completion of the courses in the B.A.S. Supervision and Management program to identify a problem/issue that exists in an organization. The student will conduct preliminary discussions with a business faculty member and with the management of organization to develop a better understanding of the problem and to get approvals.**

Specific Measurable Learning Outcomes:

Upon successful completion of this unit, the student shall be able to:

- 2.1 Identify possible organization problems that occur in the areas of customer satisfaction and retention, employee morale, employee turnover, inefficiencies in operations, profitability, supply chain conflicts, leadership, communications, etc.**
- 2.2 Choose a specific problem in a specific organization that is important enough to merit attention and that shows potential for being solvable.**
- 2.3 Conduct preliminary meetings and discussions with the management of the organization selected and with a business faculty member.**
- 2.4 Describe the actions needed to obtain permission from the organization's management to proceed with the problem- solving process.**
- 2.5 Describe the actions needed to obtain a commitment from the organization's management to participate in the process and to provide access to the organization's personnel and internal information.**
- 2.6 Provide assurances of confidentiality to the organization's management.**
- 2.7 Prepare a clear written problem statement to begin the problem-solving process.**
- 2.8 Develop a written statement of the research methods to be utilized in the project.**
- 2.9 Write specific research objectives.**
- 2.10 Explain the importance of accuracy, reliability and validity in all aspects of conducting good research.**
- 2.11 Explain the importance of utilizing the scientific method in conducting research.**

MAN 4900

Unit 3: Research and Analysis of Data using Secondary Data Collection Methods

General Outcome:

- 3.0 The student shall review previously compiled data, facts and information from a variety of sources both internal and external to the organization under analysis.**

Specific Measurable Learning Outcomes:

Upon successful completion of this unit, the student shall be able to:

- 3.1 Develop a timeframe for secondary data collection and analysis that is appropriate for the scope of the study.**
- 3.2 Identify and locate published information sources including management textbooks, articles in business magazines and journals, industry and government reports, reliable Internet websites, etc.**
- 3.3 Identify and locate relevant reports and records internal to the organization under analysis.**
- 3.4 Review secondary data, facts and information and choose those that are relevant to the problem at hand.**
- 3.5 Compile the data, facts and information into a usable format.**
- 3.6 Gather bibliographic information to be used when citing information sources in the plan.**
- 3.7 Search for and examine actual case studies of other organizations that faced a similar problem in the past.**

MAN 4900

Unit 4: Research and Analysis of Data within an Organization Using Primary Data Collection Methods

General Outcome:

- 4.0 The student shall prepare for and conduct interviews with members of the organization's management and non-management employees to gather original primary data, facts and information relevant to the study. The student will collect original raw data from the organization's records and through personal observation.**

Specific Measurable Learning Outcomes:

Upon successful completion of this unit, the student shall be able to:

- 4.1 Develop a timeframe for primary data collection and analysis that is appropriate for the scope of the study.**
- 4.2 Identify and locate organization records from which original data can be collected.**
- 4.3 Identify and locate organization personnel to be interviewed.**
- 4.4 Prepare interview questions and a format for recording comments and responses made by each interviewee.**
- 4.5 Conduct interviews in a professional manner to gather primary data.**
- 4.6 Maintain objectivity during the data collection phase and all other phases of the project.**
- 4.7 Compile the primary data collected into a usable format.**
- 4.8 Gather information to allow accurate citation of information sources utilized.**

MAN 4900

Unit 5: Identification of Alternative Problem Solutions and Selection of One Solution

General Outcome:

- 5.0 The student shall identify previously-used alternative solutions, develop new alternative solutions, evaluate and rank all alternatives and choose one alternative.**

Specific Measurable Learning Outcomes:

Upon successful completion of this unit, the student shall be able to:

- 5.1 Review information obtained from actual case studies of other organizations that faced a similar problem to identify previously implemented problem solutions.**
- 5.2 Categorize previous solutions based on the degree to which they worked in the past.**
- 5.3 Apply knowledge of principles of supervision and management to real world problem-solving in developing alternative solutions to the problem at hand.**
- 5.4 Invent new alternative solutions to the problem through individual creative thinking and group brainstorming sessions.**
- 5.5 Predict any possible negative impact that may occur as a result of implementing a particular solution including those affecting customers, sales, profits, employee morale, etc.**
- 5.6 Evaluate all possible solutions identified and rank them in order of perceived merit.**
- 5.7 Select the solution with the greatest merit and plan to use the second-ranked solution as an alternative.**
- 5.8 Conduct a cost-benefit analysis of implementing the selected solution.**

MAN 4900

Unit 6: Preparation and Presentation of a Plan for Addressing the Problem/Issue

General Outcome:

- 6.0** The student shall utilize management knowledge as well as written and oral communication skills gained through completion of the courses in the B.A.S. Supervision and Management program to prepare and present a plan to address in detail a real world management problem/issue.

Specific Measurable Learning Outcomes:

Upon successful completion of this unit, the student shall be able to:

- 6.1** Explain why obtaining input during the planning process from those who will be affected by a plan will increase the probability of success in implementing the plan.
- 6.2** Outline the major components common to most management plans.
- 6.3** Utilize Program Evaluation and Review Technique and Critical Path Measurement tools where appropriate to identify the proper sequence of events that must be completed for successful project implementation and to estimate a possible implementation completion date.
- 6.4** Estimate the human resources needed to implement the problem-solving project.
- 6.5** Prepare a budget outlining the costs to implement the problem-solving project.
- 6.6** Write a clear and comprehensive plan that describes in sufficient detail the nature of the management problem/issue, the benefits to be gained by resolving the problem, the anticipated monetary and non-monetary costs of the solution, the probability of success, and the necessary steps and timeframe for implementation and follow-up.
- 6.7** Deliver a clear, concise and convincing oral presentation of the problem-solving plan.