

LINCOLN UNIVERSITY

BA 336 HUMAN FACTORS IN SMALL BUSINESSES

Course Units: 3 units (45 Lecture Hours)

Semester: Fall Semester 2017

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Catalogue Course Description: This course studies problems in supervising and working effectively with people problems, which face the proprietorship, partnership, or closely held corporation in such matters as organizational structure, personnel policies, and managerial succession. (3 units)

Learning Outcomes:

Upon the completion of the course, students should demonstrate an ability to:

1. Understand the dynamics relating to leading a growing company, strategic management, marketing, advertising and promotion, E-commerce, human resources management, and risk management in small business.
2. Understand the role ethics and social responsibility play in entrepreneurship.
3. Describe why creativity and innovation are such integral parts of entrepreneurship.
4. Understand the importance of strategic management to a small business.
5. Understand forms of business ownership, franchising, and buying an existing business.
6. Be able to conduct a feasibility analysis, craft a solid business/financial plan.
7. Understand the factors an entrepreneur should consider before launching into e-commerce.
8. Describe the importance of hiring the right employees and how to avoid making hiring mistakes.
9. Understand the role managerial succession plays in perpetuating the life of the small business.
10. Understand the legal environment of entrepreneurship, business law and governmental regulation.

Assessment Activities of Learning Outcomes: Discussion Questions, In The Entrepreneurial Spotlight/Action, Appendix Case Presentations, Self-Assessment Library, Research Project Documenting Sources, Final Comprehensive Examination.

Instructional Materials and References:

Required Textbook: Scarborough, Norman M., and Jeffrey R. Cornwall, "Entrepreneurship and Effective Small Business Management," 11th ed. (Upper Saddle River, New Jersey: Prentice Hall, 2015). ISBN-13: 9780133506327.

Instructional Methods: Lectures supported by PowerPoint slides with supervised exercises and business case studies. The emphasis will be on learning by doing. Every student must participate in intensive classroom activities, must complete homework and course assignments, and take the exams.

Topical Outline:

This course provides a complete, comprehensive review of the essential material needed to launch and manage a small business successfully in the hotly competitive environment of the twenty-first century. With a focus on the “people perspectives” of the small business enterprise, the course provides plenty of practical, “hands-on” tools and techniques to make the small business venture a success. The textual material teaches the “right” way to build a business plan, to launch and manage a small business with the staying power to succeed and grow.

Course Requirements: Students will be responsible for completing the textbook chapter readings prior to the lectures, homework and classroom activities, case studies, and examinations. The expected amount of time a student will need to spend outside of class to complete his/her individual and/or group out-of-class homework assignments is six (6) hours per week for a 3-unit class.

Assessment Criteria and Methods of Evaluating Students:

The basis for the determination of the final grade for the course will be the total weighted score for all activities according to the percentages shown in the table below:

10%	Discussion Questions
10%	In The Entrepreneurial Spotlight/Action
15%	Appendix Case Presentations
10%	Self-Assessment Library
15%	Research Project Documenting Sources
35%	Final Comprehensive Examination
05%	Attendance
100%	Total

Grading Scale (Point/Grade Conversion):

100-95 A	76-74 C
94-90 A-	73-70 C-
89-87 B+	69-67 D+
86-84 B	66-64 D
83-80 B-	63-60 D-
79-77 C+	59 or <F

Attendance: Regular attendance at classes is essential. Each student is expected to be present for scheduled class periods, to be punctual, and to remain in class for the entire scheduled period. Excessive absences or tardiness may result in loss of credit, lowering of grade, or dismissal from the class. Students are responsible for making up class work missed.

Examinations: The final exam will consist of short answer and/or essay questions evaluating the student's understanding of the basic concepts, terms, processes, and issues covered in the course.

Electronic Devices: Cell phone ringers must be turned off while in the classroom and placed in a vibrating mode. Smart phone and laptop screens may not be viewed in class while lectures are in progress unless otherwise instructed.

Integrity and Quality of Scholarship: Integrity of scholarship must be maintained at all times. Plagiarism (copying directly from an author's work) is not permitted. All written work is to be word-processed unless otherwise indicated and should reflect college-level ability in English structure, grammar, spelling, and sophistication of analysis.

Plagiarism Detection: Lincoln University subscribes to Turnitin plagiarism prevention service. Student work will be used for plagiarism detection and for no other purpose. Originality reports will not be available for viewing.

Modification of the Syllabus: This syllabus and schedule are subject to change in the event of extenuating circumstances. An announcement of any changes will be made in class.

Fall Semester 2017, 08/21/17 to 12/11/17; Thursday, 3:30 to 6:15 PM

Homework and Classroom Activities:

NOTE: Particular attention should be directed to textbook chapter behavioral objectives, readings, and summaries, containing implications for managers since they help to organize the content of the chapters and to identify the most important information to be included in the course examinations. Completion of reading assignments prior to the class dates is essential not only to understanding the subject matter but also to enhancing the quality of participation in class.

NOTE: Students will answer the "Discussion Questions" in advance of lectures, word process the answers, bringing them to class, prepared to respond if called upon by the instructor to summarize the answers to these discussion questions. Satisfactory answers will be scored as a 2 (strong answer), 1 (satisfactory answer), or 0 (unsatisfactory answer or absence). Students will submit the discussion question answers to the instructor (or CANVAS) by the end of the course.

NOTE: Students will answer the "In the Entrepreneurial Spotlight" mini-case(s) questions, word process the answers, and submit them to the instructor (or CANVAS) by the end of the course.

NOTE: Students will analyze and solve one or more assigned "Appendix Cases" in the text under the guidance of the instructor, cover the case scenarios in some detail, apply relevant concepts and practical applications found in the respective chapters, word

process the answers to the questions following the cases, and submit them to the instructor (or CANVAS) by the end of the course.

NOTE: Students will be given the opportunity to make Power Point presentations before the class of their solutions to the assigned “Appendix Cases” and their responses to the questions following the case. Students must be prepared to deliver creditable responses adding value based upon the material in the relevant chapter(s). Students’ presentation skills will be assessed and evaluated for their professional demeanor. Please be prepared to participate. What you put into the course will determine what you and others get out of it. Students will submit the Power Points to the instructor (or CANVAS) by the end of the course.

NOTE: Self-Assessment Library: Insights Into Your Skills, Interests, and Abilities. Self-assessment questionnaire handouts will be completed in class in conjunction with the textbook readings. Students will record their self-assessment scores and an analysis/interpretation of them on the questionnaires to be submitted to the instructor (or CANVAS) upon completion of the exercise or by the end of the course.

NOTE: Individual Research Project: MBA students are required to submit a research paper based upon the subject matter of selected chapter(s) from the textbook reviewing the current research about the chosen subject, summarizing the results, and offering conclusions. Needless to say, the research paper should be carefully and thoughtfully well written. The format of the research paper must adhere to the APA Publication Manual, available in the L.U. library and on the Lincoln University Website, be documented by proper annotation and referencing and include a bibliography. The 12 point font size should be utilized. Students will include at the beginning of their essay paper the statement, “I have done my own work and have neither given nor received unauthorized assistance on this work.” Students will submit the research projects to the instructor (or CANVAS) by the end of the course.

Course Schedule:

Thursday, August 24, Chapter 1 Entrepreneurs: Driving Force Behind Small Business
Discussion Questions: 1-2, 1-3, 1-4, 1-9, 1-11, 1-12
In The Entrepreneurial Spotlight: “Collegiate Entrepreneurs,” Mini-cases: ‘ThinkLite,’ ‘Skida,’ ‘Bump Technologies,’ Questions 1, 2, 3, 4
Self-Assessment Library

Thursday, August 31, Chapter 2 Ethics and Social Responsibility: Doing the Right Thing
Discussion Questions: 2-2, 2-3, 2-4, 2-6, 2-7, 2-8
In The Entrepreneurial Spotlight: “Making a Profit and Making a Difference,” Mini-cases: ‘Triple Thread,’ ‘Everly,’

Questions 1, 2
Appendix Case 8 “United By Blue,” Questions 8-1, 2, 3, 4
Self-Assessment Library

Thursday, September 7, Chapter 3 Creativity and Innovation: Keys to
Entrepreneurial Success
Discussion Questions: 3-1, 3-3, 3-4, 3-5, 3-8, 3-9
In The Entrepreneurial Spotlight: “The Ingredients of
Creativity,” Mini-cases: Christoph Rochna’s ‘Papernomad,’
Steve Cox’s, ‘Green Foam Blanks,’ Questions 1, 2
Self-Assessment Library

Thursday, September 14, Chapter 4 Strategic Management and the Entrepreneur
Discussion Questions: 4-1, 4-2 4-3, 4-5, 4-6, 4-8
In The Entrepreneurial Spotlight, “Strategies for Success,”
Mini-cases: ‘Shaw & Tenney,’ ‘The Resort at Paws Up,’
Questions 1, 2, 3
Appendix Case 9 “Socedo,” Questions 9-1, 2, 3
Self-Assessment Library

Thursday, September 21, Chapter 5 Choosing a Form of Ownership
Discussion Questions: 5-1, 5-2, 5-3, 5-5, 5-6, 5-9
Entrepreneurship in Action, “What’s in a Name?” Mini-case:
‘Emma,’ Questions 1, 2
Appendix Case 3 “Jacquil LLC,” Questions 3-1, 2, 3, 4
Self-Assessment Library

Thursday, September 28, Chapter 6 Franchising and the Entrepreneur
Discussion Questions: 6-4, 6-5, 6-7, 6-8, 6-12, 6-14
In The Entrepreneurial Spotlight, “The Allure of Franchising,”
Mini-cases: ‘Express Oil Change,’ ‘Firehouse Subs,’ ‘Jack in the
Box,’ Questions 1, 2, 3
Self-Assessment Library

Thursday, October 5, Chapter 7 Buying an Existing Business
Discussion Questions: 7-1, 7-3, 7-5, 7-7, 7-10, 7-11
In The Entrepreneurial Spotlight, Mini-case: “Bond Coffee,”
Questions 1, 2, 3
Self-Assessment Library

Thursday, October 12, Chapter 8 New Business Planning Process: Feasibility
Analysis, Business Modeling, and Crafting a Winning
Business Plan
Discussion Questions: 8-1, 8-2, 8-3, 8-4, 8-5, 8-6
In The Entrepreneurial Spotlight, “A Business Plan: Don’t

Launch Without It,” Mini-case: Bob Bernstein’s ‘Funky Little Coffeehouse,’ Questions 1, 2, 3
Appendix Case 10 “EasyLunchboxes,” Questions 10-1, 2, 3, 4
Self-Assessment Library

Thursday, October 19, Chapter 13 E-Commerce and Entrepreneurship
Discussion Questions: 13-1, 13-2, 13-3, 13-4, 13-5, 13-6
In The Entrepreneurial Spotlight, “Website Makeovers,” Mini-cases: ‘Favi Entertainment,’ ‘SKLZ,’ Questions 1, 2
Appendix Case 2 “MYBizHomepage,” Questions 2-1, 2, 3, 4, 5
Self-Assessment Library

Thursday, October 26, Chapter 21 Staffing and Leading a Growing Company
Discussion Questions: 21-3, 21-7, 21-9, 21-10, 21-11, 21-13
In The Entrepreneurial Spotlight, “What a Great Place To Work!” Mini-cases: ‘Ruby Receptionists,’ ‘InQuicker,’ Questions 1, 2
Self-Assessment Library

Thursday, November 2, Chapter 22 Management Succession and Risk Management Strategies in the Family Business
Discussion Questions: 22-1, 22-2, 22-3, 22-4, 22-5, 22-8
In The Entrepreneurial Spotlight, “The Aftermath of a Storm,” Mini-cases: ‘Brown’s Hardware,’ ‘Testa Wines of the World,’ Questions 1, 2, 3
Appendix Case 4 “Red Iguana,” Questions 4-1, 2, 3, 4, 5
Self-Assessment Library

Thursday, November 9, Chapter 23 Legal Environment: Business Law and Government Regulation
Discussion Questions: 23-3, 23-5, 23-8, 23-9, 23-10, 23-16
In The Entrepreneurial Spotlight, “A Second Chance at Success,” Mini-case: Curt Jone’s ‘Dippin’ Dots,’ Questions 1, 2
Self-Assessment Library

Thursday, November 16, Appendix Case Presentations

Tuesday, November 21 to 25, Fall Recess (Thanksgiving Holiday)

Thursday, November 30, Appendix Case Presentations

Thursday, December 7, Final Comprehensive Examination Results Due to Instructor (or on CANVAS), (Chapters 1, 2, 3, 4, 5, 6, 7, 8, 13, 21, 22, 23); All Assignments Due to Instructor (or on CANVAS).

Date Syllabus Was Last Reviewed: August 15, 2017

Appendix. Program and Institutional Learning Outcomes.

Institutional Learning Outcomes (ILOs)	
<i>MBA Graduates of Lincoln University should be able to:</i>	
1b	Recognize and be able to work with the components of reasoning and problem solving; understand concepts, assumptions, purpose, conclusions, implications, consequences, objections from alternative viewpoints, and frame of reference.
2b	Gather and assess relevant information, using abstract ideas to interpret it effectively; to develop well-reasoned conclusions and solutions, and test them against relevant criteria and standards
3b	Be exemplary business professionals and try to ensure that the products of their efforts will be used in socially responsible ways, will meet social needs, and will avoid harmful effects to health and welfare
4b	Lead by example in order to create highly collaborative organizational environment, and be able to develop and use strategies to encourage employees at all organizational levels to do the same.
5b	Set goals and have a vision of the future. The vision should be owned throughout the organization. As effective leaders, they should habitually pick priorities stemming from their basic values.
6b	Continually look for, develop, and offer new or improved services, and be able to use original approaches when dealing with problems in the workplace.
7b	Demonstrate fluency in the use of tools, technologies and methods in the field. They should know how to evaluate, clarify and frame complex questions or challenges using perspectives and scholarship from the business discipline.

Program Level Outcomes (PLOs)	
<i>Students graduating our MBA program will be able to:</i>	
1	Develop and exhibit applied and theoretical knowledge in the field of management and business administration
2	Use theoretical knowledge and advanced problem-solving skills to formulate solutions and identify risks in the following fields: international business, finance management, general business, human resources management, management information systems, marketing management
3	Communicate within a highly specialist environment that allows the presentation of critiques of complex strategic matters
4	Demonstrate autonomy, creativity, and responsibility for managing professional practices
5	Demonstrate leadership and set strategic objectives for team performance
6	Identify ethical issues/problems in business organizations and reach decisions within ethical framework