TROY UNIVERSITY

TROY ONLINE.

MGT 4478

Managing in a Global Environment

**COURSE SYLLABUS**

Term1 , 2016.

**INSTRUCTOR INFORMATION**

Dr.Charles Chekwa

TROY University, Orlando campus . Doctor of Business Administration; Nova Southeastern University

Master of Business Administration; Jackson State University

Bachelor of Science Accounting :Missippi State University

NOTE: For course syllabus posted prior to the beginning of the term, the instructor reserves the right to make minor changes prior to or during the term.  The instructor will notify students, via e-mail or Blackboard announcement, when changes are made in the requirements and/or grading of the course.

**eTROY COURSES AT TROY UNIVERSITY:**

All eTROY courses at Troy University utilize the Blackboard Learning System. In every eTROY course, students should read all information presented in the Blackboard course site and should periodically check for updates-at least every 48 hours. **Remember:** This is not a 'correspondence course' in which a student may work at his/her own pace. Each week there are assignments, online discussions, online activities and/or exams with due dates. Refer to the schedule at the end of the syllabus for more information.

**ELECTRONIC OFFICE HOURS:**

You can reach me via email at [cchekwa@troy.edu](mailto:cchekwa@troy.edu); I will respond to your email within 24 – 48 hours. You can also reach me by phone any day of the week between the hours of 9am – 9pm (C

Troy instructors are required to respond to student messages within 24 to 48 hours.

The syllabus for this class includes the Chair contact information for Dr. Dennis Self, Chair of Management-Troy Global Campus. This information is provided in the event you cannot resolve a situation with me, your instructor. Please do not contact (email or phone) Dr. Self with questions, problems, or concerns, unless you have first contacted me and you have not received a response from me within 48 hours. Any end of course grade appeals for undergraduate management courses will be addressed to Dr. Self. Please read the Grade Appeals section of the Academic Regulations found in the Troy University Undergraduate Catalog prior to submitting an end of course grade appeal.   
  
Troy University Global Campus Chair for Management contact information:  
Dr. Robert Wheatley Email: [rwheat@troy.edu](mailto:rwheat@troy.edu)

**COURSE DESCRIPTION:**

This course is a survey and analysis of topics important to successfully managing multinational business operations. Included in the course are considerations of environmental analysis, modes of entry, planning and cross-cultural issues in directing, decision-making, organizing and staffing operations in multinational enterprises. Capstone for the Global Business Core.

**Pre-reqs:**

Pre-Business Core, MGT 3300, and completed at least 12 hours of the Global Business Core.

**PURPOSE:**

To provide a basic understanding of how to operate in a global environment, becoming familiar with the special international challenges associated with managing people and resources in a global environment.

**Student Learning Outcomes**

On completion of the course, the student should be able to:

1. Explain the impact the cultural, economic, social, and political-legal environments have on organizations that operate in today’s global marketplace.

2. Analyze the current cross-cultural challenges facing today’s global managers, including expatriate issues.

3. Assess the social and ethical responsibilities organizations and managers face within the global marketplace.

4. Describe the major features of leadership, motivation, and intercultural communication in global business.

5. Compare the various international strategies and modes of entry, discussing how they impact the strategic decisions made by global organizations.

**Please Note:** Familiarization with the special international challenges associated with managing people and resources is critical to a successful management career today. Virtually everyone in a management position will be confronted by international issues at some point, and many people will find themselves deeply involved in international issues in management more quickly than they realize. The purpose of this course is to help prepare you for these experiences, such that you know what to expect, are able to question you own assumptions about management and culture, and can plan for international contingencies successfully.

**We will cover the following:**

Worldwide developments and global competitiveness

Ethics and the political, legal, and technological environment

Civilization theory and the dimensions of national culture

Intercultural communication and negotiation

Strategic planning and political risk

Organizing international operations, decision-making, and controlling

Leadership and motivation across cultures

Human-resources selection, repatriation, and development

Labor relations and industrial democracy

**RESEARCH COMPONENT:**

When preparing the written assignments for this course, the student is expected to use additional resources on the company and/or topic of that assignment.

**TEXTBOOK:**

Hill, Charles, W.L.  International Business, 10th edition.  McGraw-Hill.

Students should have their text the first week of class. Not having your book will not be an acceptable excuse for late work. Students who add this course late should refer to the “Late Registration” section for further guidance.

The textbook provider for the eTroy of Troy University is MBS Direct. The web site for textbook purchases is <http://bookstore.mbsdirect.net/troy.htm>.

**USEFUL WEBSITES FOR THIS COURSE:**

MBS Textbook Provider: <http://bookstore.mbsdirect.net/troy.htm>

Blackboard Support Center: <http://www.troy.edu/bbhelp>

Writing Center: <http://troy.troy.edu/writingcenter/research.html>

Library: <http://uclibrary.troy.edu/>

eTroy: <http://www.troy.edu/ecampus/>

The text website: [www.mhhe.com/hill10e](http://www.mhhe.com/hill10e)

Addition web sites are posted in the ‘Helpful Resources’ section in Blackboard classroom.

**SITE MAP FOR YOUR BLACKBOARD COURSE SITE:**

To obtain a site map to enable the student to navigate through the Blackboard course site, please go to the Blackboard course site and click on the “Start Here” button found on the left side of the computer screen.

**COURSE REQUIREMENTS:**

Assigned Readings: Complete all assigned readings before the class discussion to which it corresponds.

Discussion Board Forums: There will be DB forums per week. You are to make an initial thoughtful comment to the DB forum by Wednesday of each week and then respond to at least 2 classmates’ comments per DB forum by Sunday of each week.

Examinations: There will be a mid-term exam and final exam in this course.

This course requires one proctored exam. The proctored exam will be the **mid-term exam**; to be administered during Week 5 of the course. Students will be responsible for working with eTroy Undergraduate Testing to arrange for a proctor. The mid-term exam will cover chapters 1 – 9.

All necessary instructions and information can be found under the “Proctor Info” button in Blackboard and also at www.troy.edu/ecampus/testing/. Questions about proctoring should be directed to eCampus:www.troy.edu/ecampus/testing/contactus.htm. The exams will be administered through the test feature in the Blackboard classroom.

The final exam will also be given on blackboard and you are not required to have a proctor to take this exam.

Individual case study assignment: You will have two hours to read the short case and complete the four case study questions. The case study is loaded as a .pdf document, however you **will not** be able to print the case, it will open in a separate window for you to read and review as you complete the case questions. You will not have access to the case prior to completing the case study exam. The grading rubric for the case study exam is posted in Course Information for your review.

Term Project: Students are required to complete a term project on a country of their choosing. The term project is broken down into four sections; section one is due at the end of Week Two, section two is due at the end of Week Four, section three is due at the end of Week Six, and section four is due at the end of Week 8. Under the ‘Assignments’ button you will find each part of the Term Project posted, each section has its own specific guidelines and expectations, but are all interconnected. You can work ahead in completing your Term Project; however, you must turn in each section on or before its due date. I will grade each section the week after they are due and post any comments in your gradebook.

**PROCTORED EXAM:**

This course requires one proctored exam, the proctored exam will be the Mid-Term Exam. The exam will be given during Week 5 of the term.  You are responsible for choosing an acceptable proctor and submitting the online proctor form to eCampus before this exam begins.  Instructions for doing so may be found at [www.troy.edu/ecampus/testing/](http://www.troy.edu/ecampus/testing/) or under the “Proctor Info” button in Blackboard.  The proctor form will be available beginning Week Two and you should start preparing immediately.  All questions about the proctor form or proctor options should be directed to eCampus.  Contact info is available at the posted link.

**DISCUSSION BOARD REQUIREMENTS AND GRADING POLICY:**

To get maximum credit for your postings, post your initial response to each graded thread no later than Wednesday, then post a response on at least one additional day to each graded topic for a minimum total of two responses to each graded discussion over the course of two different days during the week.

To earn full credit, your response must address the question asked; or you can respond with additional information or make original comments to another student’s response. You can elaborate on a previous comment, provide an explanation to help a fellow student, or present a point of debate. You can agree or disagree with whatever has already been stated in the thread, as long as you back up your statement. By doing one or more of these items; will constitute a quality response.

**ATTENDANCE POLICY:**

In addition to interaction via Blackboard and email contact, students are required to contact the instructor via email or telephone by the first day of the term to let the instructor know that this syllabus has been read and understood. Although physical class meetings are not part of this course, participation in all interactive, learning activities is required.

**SUBMITTING ASSIGNMENTS:**

All assignments must be submitted to their assignment folders in our blackboard classroom; by midnight, Central Standard Time (CST) on the due date—usually Saturday, midnight. Each assignment folder link can be found in the “Assignments” section of the classroom.

**Late Work:** All work is due by **midnight (CST)** of the deadline date, unless stated otherwise.

If a student is assigned duty that takes him/her away from a computer (military or civilian), the student **must** notify the instructor **prior** to leaving. If the instructor does not hear from the student before s/he leaves, it will be assumed that the work is late. It is rare that a student does not have advance warning that they will be away.

**Any work that is not submitted by the due date or the student has not contacted the instructor to arrange an extension will lose 10% (one letter grade) per day that the assignment is late.**

MAKE-UP WORK POLICY:

Missing any part of this schedule may prevent completion of the course. 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. Failure to do so will result in failure for an assignment and/or failure of the course. See “Attendance,” above.

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). Requests for extensions must be made in advance and accompanied by appropriate written documentation if the excuse is acceptable to the instructor. "Computer problems" are not an acceptable excuse.

**METHOD OF EVALUATION:**

**ASSIGNMENT OF GRADES:**

Discussion Board Forums 55

Syllabus Assignment 1

Term Project 100

Midterm Exam 100

Final Exam 100

Case Study 12

Capstone 20

Total 388

Total 388 points

ASSIGNMENT OF GRADES:

All grades will be posted in the student grade book in Blackboard and will be assigned according to the following or similar scale:

A 350 and above

B 310-349

C 270-309

D 230-269

F 229 and below

Postings: I post grades in Blackboard, in the Gradebook.

FA: “FA” indicates the student failed due to attendance. This grade will be given to any student who disappears from the course for three or more weeks. See the **Attendance** section of this syllabus for additional information.

**EXAMINATION SCHEDULE & INSTRUCTIONS:**

There will be a mid-term exam and a final exam in this course, administered through the online assessment system in our blackboard classroom. Please see the course schedule, located on the last page of this syllabus, for the weeks when the exams will be administered.

**LATE REGISTRATION**:

**Students who register during the first week of the term, during late registration, will already be one week behind.  Students who fall into this category are expected to catch up with all of Week #1 and Week #2's work by the end of Week #2.  No exceptions, since two weeks constitutes a significant percentage of the term's lessons.  Students who do not feel they can meet this deadline should not enroll in the class. If they have registered, they should see their registrar, academic adviser, CTAM/eArmyU representative, or Military Education officer to discuss their options.**

Also note that late registration may mean you do not receive your book in time to make up the work you missed in Week #1.  Not having your book on the first day of class is not an excuse for late work after the deadlines in the Schedule.

**INCOMPLETE GRADE POLICY:**

Missing any part of the Course Schedule may prevent completion of the course. If circumstances will prevent the student from completing the course by the end of the term, the student should complete a request for an incomplete grade.

Note: A grade of incomplete or “INC” is not automatically assigned to students, but rather must be requested by the student by submitting a Petition for and Work to Remove an Incomplete Grade Form. Requests for an incomplete grade must be made on or before the date of the final assignment or test of the term. A grade of “INC” does not replace an “F” and will not be awarded for excessive absences. An “INC” will only be awarded to student presenting a valid case for the inability to complete coursework by the conclusion of the term. **It is ultimately the instructor’s decision to grant or deny a request for an incomplete grade, subject to the policy rules below.**

**Policy/Rules for granting an Incomplete (INC):**

* An incomplete cannot be issued without a request from the student.
* To qualify for an incomplete, the student **must**:
  1. have completed over 50% of the course material and have a documented reason for requesting the incomplete. (50% means all assignments/exams up to and including the mid-term point, test, and/or assignments.)
  2. be passing the course at the time of their request.

**If both of the above criteria are not met an incomplete cannot be granted.**

* **An INC is not a substitute for an F. If a student has earned an “F” by not submitting all the work or by receiving an overall F average, then the F stands.**

**TROY EMAIL:**

**All Students**

All students were required to obtain and use the TROY email address that is automatically assigned to them as TROY students.  All official correspondence (including bills, statements, emails from instructors and grades, etc.) will be sent ONLY to the troy.edu (@troy.edu) address.

* **All students are responsible for ensuring that the correct email address is listed in Blackboard by the beginning of Week #1.** Email is the only way the instructor can, at least initially, communicate with you. It is your responsibility to make sure a valid email address is provided. Failure on your part to do so can result in your missing important information that could affect your grade.

Your troy.edu email address is the same as your Web Express user ID following by @troy.edu. Students are responsible for the information that is sent to their TROY account. You can get to your email account by logging onto the course and clicking “email link.” You will be able to forward your Troy email to your earmy email. You must first access your Troy email account through the Troy email link found on the website. After you log in to your Troy email account, click on “options” on the left hand side of the page. Then click on “forwarding.” This will enable you to set up the email address to forward your email to.

**INTERNET ACCESS:**

This is an online class. Students must have access to a working computer and access to the Internet. Students can use a TROY computer lab (if available), a public library, etc., to insure they have access. “Not having a computer” or “computer crashes” are not acceptable excuses for late work. Have a back-up plan in place in case you have computer problems.

**COURSE SCHEDULE:**

**Summary of Class Schedule**

**Date** **Chapters** **Assignment / Exam**

Week One 1, 2 Syllabus Assignment Discussion Board Participation

Week Two 3-5 Term Project – Section One

Discussion Board Participation

Week Three 6, 7 Discussion Board Participation

Week Four 8, 9 Term Project – Section Two

Discussion Board Participation

Week Five Midterm Exam - PROCTORED (Chapters 1 – 9)

Week Six 13-15 Term Project – Section Three

Discussion Board Participation

Week Seven 16-18 Discussion Board Participation

Week Eight 19, 20 Term Project – Section Four

Discussion Board Participation

Case Study Assignment

Week Nine Final – **Not Proctored**

(Chapters 13 - 20)

\*Be sure to post ALL homework assignments to each assignment folder (the link is provided at the bottom of each assignment under the "Assignments" tab), by Midnight, CST on the date that it is due. An assignment will lose one letter grade per day that it is late. Any assignment more than one week late will not be accepted.

**Student Expectation Statement**

As an online learner with Troy University you are expected to:

**Meet all appropriate deadlines** – from the application process to the course assignment deadlines to preparing for graduation there are deadlines every step of the way that have been established to make the process easier for students to achieve their goals. It is the student’s responsibility to meet all appropriate deadlines. Routinely review the eTROY Academic Calendar and adhere to the deadlines. Start with completing your official application documents within the first term to meeting graduation intent deadlines.

**Use your Troy email** – the Troy University email is your official notification for all that goes on with your online program and events and notices related to the University.

**Be sure to read your email** and keep all correspondence with Troy staff and faculty for future reference.

**Go through the orientation** – the orientation for both undergraduate and graduate online learners has been designed to assist students to have a successful educational experience with their online programs. Information on how to access Blackboard and other learning tools are included in the orientation along with valuable resources on how to learn in the online environment.

**Make sure that your computer meets the technical requirements and that you have adequate Internet connection**. Students must have access to a working computer that they have administrator rights on and access to the Internet. Students can use University computer labs, a public library, etc. to access the Internet but some courses may require the ability to download course related software.

**Make sure you are ready for online learning** – eTROY works on nine week terms. Does your learning style match an accelerate course pace? Do you have the time to dedicate to an interactive course? eTROY courses are not self-paced courses, you must meet all the timelines established by the instructor and participate in all activities assigned. **Read your academic catalog** – your academic catalog is your “bible” for your online degree program. Please familiarize yourself with your degree program. The undergraduate and graduate catalogs can be found online at http://www.troy.edu/catalogs/. Pay close attention to admission requirements and prerequisite courses. Know the requirements for your degree plan. If you have questions your academic counselor will assist you.

**Access your degree program** – a link is available for students to view all degree requirements, prerequisites, major requirements and minors, if applicable.

**Be sure to read and follow your syllabus**.

**Be sure to register during the registration timeframes** – There are four weeks of registration for each term. Register early and order your books. eTROY runs on nine week terms. Waiting until the first week of classes to register and order books is too late. It is the online learners’ responsibility to be prepared for the first day of the term. eTROY students are required to order their textbooks through MBS Direct to insure the student has the proper materials for the course. The link to order textbooks from MBS is http://www.mbsdirect.net/Index.htm. eTROY is not responsible for issues regarding textbooks that have not been ordered through MBS Direct.

**Work with your instructor** – while in an online course the online learners are expected to work with the faculty who teach the course when questions arise related to the course and the grades. The staff cannot “fix a grade”. Once the course is completed for a grade and there are still issues, there are appropriate procedures that online learners must follow to address their concerns.

**Be courteous, polite and respectful** – to faculty, staff and fellow students. Inappropriate behaviors and comments will not be tolerated.

**Be ethical in your coursework** – Cheating, plagiarism, and other such behaviors will not be tolerated at Troy University. Specific penalties will be determined by the faculty and the consequences will adhere to Troy University policy.

**Notify the University re: American with Disability Act -** Eligible students, with appropriate documentation, will be provided equal opportunity to demonstrate their academic skills and potential through the provision of academic adaptations and reasonable accommodations. Further information can be found at: <http://www.troy.edu/etroy/studentservices/adaptiveneeds.htm>

**eTROY Policies and Procedures**

**eTROY COURSES AT TROY UNIVERSITY**

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**TROY E-MAIL**

All students were required to obtain and use the TROY e-mail address that is automatically assigned to them as TROY students. All official correspondence (including bills, statements, e-mails from instructors and grades, etc.) will be sent ONLY to the troy.edu (@troy.edu) address.

**• All students are responsible for ensuring that the correct e-mail address is listed in Blackboard by the beginning of Week #1.** E-mail is the only way the instructor can, at least initially, communicate with you. It is your responsibility to make sure a valid e-mail address is provided. Failure on your part to do so can result in your missing important information that could affect your grade.

Your troy.edu e-mail address is the same as your Web Express user ID following by @troy.edu. Students are responsible for the information that is sent to their TROY e-mail account. You can get to your e-mail account by logging onto the course and clicking “E-mail Login”. You will be able to forward your TROY e-mail to your GoArmyEd e-mail account if applicable. You must first access your TROY e-mail account through the TROY e-mail link found on the Web site. After you log in to your TROY e-mail account, click on “options” on the left hand side of the page. Then click on “forwarding.” This will enable you to set up the e-mail address to which you will forward your e-mail.

**STUDENT/FACULTY INTERACTION**

Interaction will take place via e-mail, telephone, discussion board forums, comments on written assignments and office visits (if needed and possible).

**•** The student will participate in this course by following the guidelines of this syllabus and any additional information provided by the instructor, the eTROY center at Troy University, or Troy University itself.

**•** The student is expected to remain in regular contact with the instructor and class via e-mail or other communications means, by participating in the discussion forums, submitting assignments and taking exams, all in a timely fashion.

**•** TROY requires instructors to respond to students’ e-mail within 24 hours Mon-Thur, and 48 hours Fri-Sun.

**TECHNOLOGY REQUIREMENTS**

Students must have:

**•** A reliable working computer that runs Windows XP or Windows Vista.

**•** A TROY e-mail account that you can access on a regular basis (see "TROY e-mail" above)

**•** E-mail software capable of sending and receiving attached files.

**•** Access to the Internet with a 56.6 kb modem or better. (High speed connection such as cable or DSL preferred)

**•** A personal computer capable of running Netscape Navigator 7.0 or above, Internet Explorer 6.0 or above or current versions of Firefox or Mozilla. Students who use older browser versions will not have compatibility problems with Blackboard.

**•** Microsoft WORD software. (I cannot grade anything I cannot open! This means NO MS-Works, NO WordPad, NO WordPerfect)

**•** Virus protection software, installed and active, to prevent the spread of viruses via the Internet and e-mail. It should be continually updated! Virus protection is provided to all Troy students free of charge. Click on the following link https://it.troy.edu/downloads/virussoftware.htm and then supply your e-mail username and password to download the virus software.

**TECHINICAL SUPPORT CENTER**

If you experience technical problems, you should contact the Blackboard Online Support Center. If you can log onto the course simply look at the top of the page. You will see an icon entitled, “Need Help?” If you click on this icon, you will see the information below.

For assistance with Blackboard, Remote Proctor, and other online tools, please go to http://helpdesk.troy.edu and submit a ticket. The Educational Technology team is available 8:00 a.m. to 8:00 p.m. seven days a week to support your technical needs. For instructions on submitting a ticket, please click here.

**NON-HARASSMENT, HOSTILE WORK/CLASS ENVIRONMENT**

Troy University expects students to treat fellow students, their instructors, other TROY faculty, and staff as adults and with respect. No form of “hostile environment” or “harassment” will be tolerated by any student or employee.

**ADAPTIVE NEEDS (ADA)**

Troy University recognizes the importance of equal access for all students. In accordance with the Americans with Disabilities Act and Section 504 of the Rehabilitation Act of 1973, the University and its Adaptive Needs Program seeks to ensure that admission, academic programs, support services, student activities, and campus facilities are accessible to and usable by students who document a qualifying disability with the University. Reasonable accommodations are available to students who:

**•** are otherwise qualified for admission to the University

**•** identify themselves to appropriate University personnel

**•** provide acceptable and qualifying documentation to the University.

Each student must provide recent documentation of his or her disability in order to participate in the Adaptive Needs Program. Please visit the Adaptive Needs Website @ http://www.troy.edu/ecampus/studentservices/adaptiveneeds.htm to complete the necessary procedure and forms. This should be accomplished before the beginning of class.

**HONESTY AND PLAGIARISM**

The awarding of a university degree attests that an individual has demonstrated mastery of a significant body of knowledge and skills of substantive value to society. Any type of dishonesty in securing those credentials therefore invites serious sanctions, up to and including suspension and expulsion (see Standard of Conduct in each TROY Catalog). Examples of dishonesty include actual or attempted cheating, plagiarism\*, or knowingly furnishing false information to any university employee.

\*Plagiarism is defined as submitting anything for credit in one course that has already been submitted for credit in another course, or copying any part of someone else’s intellectual work – their ideas and/or words – published or unpublished, including that of other students, and portraying it as one’s own. Proper quoting, using strict APA formatting, is required, as described by the instructor. All students are required to read the material presented at: http://troy.troy.edu/writingcenter/research.html

**•** Students must properly cite any quoted material. No term paper, business plan, term project, case analysis, or assignment may have **no more than 20% of its content quoted** from another source. Students who need assistance in learning to paraphrase should ask the instructor for guidance and consult the links at the Troy Writing Center.

**•** This university employs **plagiarism-detection software**, through which all written student assignments are processed for comparison with material published in traditional sources (books, journals, magazines), on the internet (to include essays for sale), and papers turned in by students in the same and other classes in this and all previous terms. The penalty for plagiarism may range from zero credit on the assignment, to zero in the course, to expulsion from the university with appropriate notation in the student’s permanent file.

**LIBRARY SUPPORT**

The Libraries of Troy University provide access to materials and services that support the academic programs. The address of the TROY Global Campus Library Web site, which is for all Global Campus and eTROY students, is http://uclibrary.troy.edu. This site provides access to the Library's Catalog and Databases, as well as to links to all Campus libraries and to online or telephone assistance by Troy Library staff. Additionally, the Library can also be accessed by choosing the "Library" link from the University's home page, http://www.troy.edu.   
 **FACULTY EVALUATION**

In the eighth week of each term, students will be notified of the requirement to fill out a course evaluation form. These evaluations are completely anonymous and are on-line. Further information will be posted in the Announcements section in Blackboard.

**HOW TO LEARN ONLINE**

Troy University eTROY is designed to serve any student, anywhere in the world, who has access to the Internet. All eTROY courses are delivered through the Learning System. Blackboard helps to better simulate the traditional classroom experience with features such as Virtual Chat, Discussion Boards, and other presentation and organizational forums.

In order to be successful, you should be organized and well motivated. You should make sure you log in to our course on Blackboard several times each week. Check all “announcements” that have been posted. Start early in the week to complete the weekly assignment. You should also go to the Discussion Board early in the week and view the topic and question/s for the group discussion exercise. Make your “initial” posting and participate in the discussion. Begin reviewing for the exams early in the term. Do not wait until the last minute and “cram” for these exams. You should review the material frequently, so you will be prepared to take the exams.

**eTROY CONTACT**

Whether you’re experienced at taking online courses or new to distance learning, we’re here to help you succeed in your online education. If you have general questions about eTROY programs, courses, policies, services or other university-wide topics, please visit the eTROY web site @ http://trojan.troy.edu/etroy/; call 1-800-414-5756, or ASK TROY.

**SCOB Vision Statement**

The Sorrell College of Business will be a recognized and respected leader for quality and flexibility in the delivery of business education that prepares graduates to succeed in the global business environment.

**SCOB Mission Statement**

The Sorrell College of Business supports the Troy University mission by preparing our diverse student body to become ethical professionals equipped to compete in the global business environment. To achieve this, our faculty, staff, and administration will:

1. provide quality education in global business through our undergraduate and graduate programs, delivered around the world through face‑to‑face and online environments, to traditional, non-traditional, military, and international students;
2. contribute to the development and application of knowledge focused on applied business, learning, and pedagogical research;
3. provide service to the University, business and professional organizations, and our communities through individual involvement, business outreach, and our centers for research.

**TROY University Mission Statement**

Troy University is a public institution comprised of a network of campuses throughout Alabama and worldwide. International in scope, Troy University provides a variety of educational programs at the undergraduate and graduate levels for a diverse student body in traditional, nontraditional and emerging electronic formats. Academic programs are supported by a variety of student services which promote the welfare of the individual student. Troy University's dedicated faculty and staff promote discovery and exploration of knowledge and its application to life-long success through effective teaching, service, creative partnerships, scholarship and research.