



Texas State
Technical College
Marshall

COURSE SYLLABUS

Critical Thinking & Problem Solving
Title

BMGT 2347
Number

2 2 3
Lecture - Lab - Credit

DMTH 0100, READ 0100, WRIT 0100
Prerequisite

Mr. Wayne Dillon
Department Chair

05/01/07
Date

This syllabus has been reviewed and is current on the date indicated.

Reviewed By

Date

Mr. Andrew Bozylinski
Prepared By

01/03/08

Mr. Wayne Dillon
Department Chair/Designee

I. COURSE DESCRIPTION

Instruction in interpreting data for effective problem solving and recommending corrective action with emphasis on a structured approach to critical thinking and problem solving in a term environment.

II. LEARNING OUTCOMES

Describe and apply analytical and systems-based problem-solving tools and methods to improve productivity and profitability; participate in and complete a minimum of one group project applying problem solving tools to manufacturing or operating processes; and write, present, and defend case study project recommendations.

1. Using the WWW, text and notes from discussions the student will describe the methods of conducting a case study and write a case study report with 70% accuracy.
2. Using the WWW, text and notes from discussions the student will present and defend a case study report with 70% accuracy.
3. Using the WWW, text and notes from discussions the student will read assigned studies with 100% participation in the assigned work.
4. Using the WWW, text and notes from discussions the student will complete all assigned assignments with 70% accuracy.
5. Using the WWW, text and notes from discussions the student will create a team mission statement that answers the four characteristics listed on page 6 of the text. (III.B.1)
6. Using the WWW, text and notes from discussions the student will list the two roles of a team leader with 100% accuracy. (III.B.1,6)
7. Using the WWW, text and notes from discussions the student will explain the strategies used in being a good team leader as they appear in Chapter 2 with 80% accuracy. (III.B.2,5,9,13)
8. Using the WWW, text and notes from discussions the student will summarize team accountability including the five aspects of accountability described in Chapter 3 with 80% accuracy. (III.B.3)
9. Using the WWW, text and notes from discussions the student will define team leadership that includes three lessons that summarize what leaders must be able to do with 80% accuracy. (III.B.4,5)
10. Using the WWW, text, notes from discussions and an assigned problem the student will, as a member of a team, analyze the assigned problem considering structure, organizational level and urgency with 80% accuracy. (III.B.7,8)
11. Using the WWW, text, notes from discussions and problem analysis the student will recommend a solution for the problem that includes a summary of the steps listed in chapter 7 with 80% accuracy.
12. Using the WWW, text, notes from discussions and problem analysis the student will present an action plan to implement the problem solution listed above with 90% accuracy.

III. COURSE OUTLINE

A. Critical Thinking (online)

1. Read and complete assignment 1 and complete the questionnaire at the end the chapter. (II.1)
2. Write a case study report. (II.2)
3. Present and defend (online) a case study. (II.3)
4. Read assigned chapters from the text. (II.4)
5. Complete the case study analysis assignments for all assigned chapters. (II.5)

B. Problem Solving/Teams (Classroom)

1. Establish Direction and Goals (II.6)
2. Establish Clear Roles and Ground Rules for Teams (II.8)
3. Establish Accountability (II.9)
4. Develop Team Leadership Skills (II.10)
5. Develop Communication Skills (II.7,8,10)
6. Develop Conflict-Management Skills (II.7,8)
7. Establish Decision Making Process (II,11,12)
8. Positive Team Behaviors (II,11)
9. Recognition and Rewards (II.8)
10. Make Teamwork Part of the Culture (II.8)

IV. REFERENCE MATERIAL:

Sherfield, Robert M., et.al. 2004. "Case studies for the first year: an odyssey into critical thinking and problem solving." Pearson Prentice Hall publishers.

V. SUPPLIES (To be provided by the student):

1. Floppy Drive, Memory stick, CDRW
2. Computer
3. Notebook
4. Pencils, pen, paper

VI. GRADING STRUCTURE:

A = 90 - 100
B = 80 - 89
C = 70 - 79
D = 60 - 69
F = <60

VII. CLASS RETENTION POLICY:

1. Texas State Technical College challenges students to be learners who assume responsibility for being a part of a community of scholars. Student presence and participation in the

- classroom is an important component of this challenge. Furthermore, as part of its mission, TSTC offers an education that prepares students for professional employment.
2. Each student is encouraged to develop a professional work ethic that reflects responsibility, initiative, and teamwork.
 3. Students are expected to attend all classes. Students who are absent from class miss opportunities to contribute to the learning environment of the classroom and are developing patterns that will not be tolerated in the professional workplace.
 4. In light of the above, the student is responsible for all assigned course work and cannot be absolved of this responsibility.
 5. When enrolled in a particular course, the student is obligated to do all the work assigned. Punctual and regular attendance is vital to the discharge of this obligation and absences, excused or not, do not alter this responsibility.
 6. Students whose absences exceed 15 percent of the scheduled classes and laboratories may receive an "F" for the course.
 7. Students must score a minimum of a "C" for any Enterprise Skills course of instruction to receive credit for the course.

VIII. SAFETY:

- A. Students will follow standard safety rules as discussed in class as well as those posted in each laboratory.
- B. Violations will be dealt with on an individual basis.

IX. SPECIAL NEEDS:

If you have a condition, such as a physical or mental disability, which will make it difficult for you to carry out the work as outlined, or will require extra time on examinations, please notify the Office of Disable Student Services in the first two weeks of the course so that appropriate arrangements can be made.

X. OTHER:

Expected Behavior

1. Show up for class on time and stay until the instructor dismisses the class.
2. Let the instructor know if they need to leave the class for a few minutes.
3. Remain quiet during class when others are speaking and participate as appropriate.
4. Refrain from disturbing other students.
5. Refrain from using profanities and vulgarities during time spent in class or in the instructor's office.
6. Refrain from using tobacco products in class.

XI. INSTRUCTOR INFORMATION:

Instructor Name:	Andrew Bozylinski
Office Number:	Room 247 South Campus
Phone Number:	903-923-3356
School:	903-935-1010
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Instructor's E-Mail Address:	andy.bozylinski@marshall.tstc.edu
Office Hours:	As Posted on Office Door