
MOS 2242A Section 001

Statistics

Fall 2018

Course Outline

1. Course Information:

1.1 Class Location and Time:

Day & time: Wednesday 12:30-3:30pm (3.0 hours)
Location: SSC 2036

1.2 Contact Information:

Instructor: May Tajima, PhD
Office: SSC 4415
Phone: 519-661-2111 extension 87619
Email: mtajima@uwo.ca

DAN Department of Management and Organizational Studies strives at all times to provide accessibility to all faculty, staff, students and visitors in a way that respects the dignity and independence of people with disabilities. Please contact the course instructor if you require material in an alternate format or if you require any other arrangements to make this course more accessible to you. You may also wish to contact Services for Students with Disabilities (SSD) at 519-661-2147 for any specific question regarding an accommodation. More information about "Accessibility at Western" is available at: <http://accessibility.uwo.ca>

1.3 Office Hours

Regular weekly office hours [SSC 4415]

- Monday 12:30-2:30pm
- The regular office hours will be held between the first day of classes (September 6) and the last day of classes (December 7)

Test office hours [SSC 4415]:

- For Test 1 on Wednesday, September 26: (1) Monday, September 24, 12:00-3:00; (2) Tuesday, September 25, 2:30-3:30
- For Test 2 on Wednesday, October 17: (1) Monday, October 15, 12:00-3:00; (2) Tuesday, October 16, 2:30-3:30

- For Midterm Exam on Wednesday, November 14: (1) Monday, November 12, 12:00-3:00; (2) Tuesday, November 13, 11:00-3:00
- For Final Exam: The office hours will be announced via OWL after the exam date is released by the Registrar's Office.

Other meeting times [SSC 4415]:

- If you have classes during the regular and test office hours, other meeting times can be arranged by appointments.
- Please e-mail your **Western class schedule that shows all of your courses in a table format** (a screen shot) to mtajima@uwo.ca.

1.4 Means of Communications

From the instructor to students:

- In-class announcements
- Western e-mail
- OWL announcements

From students to the instructor:

- Brief in-person discussion before and after class
- Office hours
- Western e-mail

1.5 Late Registration

The first test in this section (section 001) is scheduled during the third lecture (that is, 2 weeks after the first lecture). Hence, late registration into this section, which results in **missing** the first lecture, is **not recommended**.

2. Calendar Description

2.1 Course Description:

The purpose of this course is to introduce students to quantitative decision making skills, with an emphasis on analysis techniques in the business world. Topics include: descriptive statistics, probability, hypothesis testing, analysis of variance, correlation and regression, time series forecasting, and survey techniques.

3 lecture hours, 0.5 course

Antirequisite(s): Biology 2244A/B; Economics 2122A/B, 2222A/B; Geography 2210A/B; Health Sciences 3801A/B; Psychology 2810, 2820E, 2830A/B, 2850A/B, 2851A/B, 2885; Social Work 2205; Sociology 2205A/B; Statistical Sciences 2035, 2037A/B if taken before Fall 2010, 2141A/B, 2143A/B, 2244A/B, 2858A/B and the former 2122A/B

Prerequisite(s): 1.0 course or equivalent from Calculus 1000A/B, 1100A/B, 1301A/B, 1501A/B; Mathematics 1225A/B, 1228A/B, 1229A/B, 1600A/B; and enrolment in BMOS

2.2 Senate Regulations

Senate Regulations state, “unless you have either the requisites for this course or written special permission from your Dean to enroll in it, you will be removed from this course and it will be deleted from your record. This decision may not be appealed. You will receive no adjustment to your fees in the event that you are dropped from a course for failing to have the necessary prerequisites.”

This regulation is in regards to the COURSES required. Students not in BMOS are permitted to enroll in up to 1.0 MOS courses, per the Academic Timetable.

3. Textbook

1) Business Statistics in Practice (3rd Canadian edition)

Bowerman, Aitken Schermer, Johnson, O’Connell & Murphree (2014)

McGraw-Hill

ISBN 978-0-07-133960-5

- Required
- Purchasing options: (1) Print book, or (2) eBook
- Both print book and eBook should be purchased from Western Bookstore in order to take advantage of **special pricing**.
- eBook option comes with Connect (premium online resources); you need to register for it from the following link: <http://connect.mheducation.com/class/m-tajima-self-study>
- Students with Connect access may purchase, at an additional cost, the Loose Leaf print text from the following link: <https://www.mheducation.ca/estore/looseleaf/request/1535130/>
- Some free online resources are available for everyone from:
http://highered.mheducation.com/sites/0071339604/student_view0/index.html
 - The free online resources include *Student Solution Manual* containing the solutions to odd-numbered textbook questions
- No need to bring the textbook to lectures

2) Custom Course Book #M11638

Tajima, M.

- Bring to **every** lecture
- This slide book does not define what is covered in exams. See Section 6.3 for exam coverage information.
- Available for purchase from Western Bookstore (UCC, lower level)
- If the custom course books run out, Western Bookstore will **print more on demand**; look for a **voucher** for #M11638 and bring it to a cashier

4. Course Objectives and Format

4.1 Course objectives

Based on principles of **evidence-based management (EBM)**, this course will focus on enhancing students’ ability to obtain and evaluate statistical evidence, which is critical for making a variety of business decisions and policies.

4.2 Course format

The course format will consist of lectures. It is expected that students will attend all lectures. Students are strongly encouraged to participate in the classroom discussion. Private discussions that are distracting to others will not be tolerated; and those involved in the distracting private discussion will be asked to finish the conversation outside of the classroom.

- If students miss a lecture for any reason, it is their responsibility to **catch up on their own by reading the corresponding textbook sections and doing the corresponding end-of-section exercise** questions in the textbook.
- The best way to obtain missed lecture notes is through classmates.
- In order to encourage the lecture attendance, the details of the worksheets in the lecture slide book will be **completed during the lecture only** and will not be available outside of the lecture. However, most of the final answers are already provided on the worksheets.

5. Learning Outcomes

- 1) Ability to conduct a hypothesis test and determine the difference between a one-tailed test and a two-tailed test (using the cumulative normal table) for when the population standard deviation is known and when it is unknown
- 2) Ability to list the statistics that appear in an ANOVA and a regression results table and understand how they are computed
- 3) Ability to define when a time series represents a trend, a seasonal pattern, or a cyclical pattern, or is irregular and explain the resulting confidence intervals
- 4) Ability to compute the degrees of freedom and examine the significance of the chi-square test statistic

6. Evaluation

6.1 Course Grade Distribution Policy

In order to maintain parity across sections and courses, and to ensure that uniform standards of performance are maintained within DAN Department, all instructors are expected to adhere to the following guidelines when submitting end of term marks.

- **2000 level courses:** Mean of between 65-72% for all sections of the same course taught by the same instructor in that semester.
- Class averages are not grounds for appeals.
- Grades will not be adjusted on the basis of need. It is important to monitor your performance in the course. You are responsible for your grades in this course.

6.2 Exam General Information

- All exams are **multiple choice** in format, and are **closed book** (that is, students are not allowed to use their own formula sheets, crib notes or scrap paper during the exam).
- Exams are **not cumulative** of previous exam coverage. Hence, students are required to write all four exams in this course.
- The coverage for 4 exams is defined by the **textbook sections** (not by the lecture slide book). See Section 6.3 for detailed exam coverage information.

- Note: the first test in this course/section is scheduled during the third lecture (that is, 2 weeks after the first lecture). Hence, **late registration into this course/section is not recommended.**

6.3 Exam Coverage and Format

TEST 1

Weight:	15% of the course grade
Date:	Wednesday, September 26
Time:	12:30-1:30pm (1.0 hour) – there is a lecture after test for 2:00-3:30pm
Location:	SSC 2036
Chapters:	1, 2, and 3
Sections:	1.1, 1.2, 1.3, 1.4, 1.5, 1.6, 2.1, 2.2, 2.3, 2.4, 2.5, 2.7, 2.8, 3.1, and 3.2
Questions:	20 multiple choice questions (7 from Chapter 1, 7 from Chapter 2, and 6 from Chapter 3)
Marks:	1 mark per question, a total of 20 marks
Provided:	No tables or formulas will be provided in Test 1
Note:	You do not have to study z scores in section 2.3 (z scores will be covered in Test 2); sections 2.6, 2.9, 3.3, 3.4, and 3.5 are not in test coverage

TEST 2

Weight:	15% of the course grade
Date:	Wednesday, October 17
Time:	12:30-1:30pm (1.0 hour) – there is no lecture after test
Location:	SSC 2036
Chapters:	4, 5, and 6
Sections:	4.1, 4.2, 4.3, 5.1, 5.2, 5.3, and 6.1
Questions:	18 multiple choice questions (6 from each of Chapters 4, 5 and 6)
Marks:	1 mark per question, a total of 18 marks
Provided:	Table A.3 (but not Table A.4); no formulas will be provided
Note:	Sections 4.4, 4.5, 5.4, 5.5, and 6.2 are not in test coverage

MIDTERM EXAM

Weight:	35% of the course grade
Date:	Wednesday, November 14
Time:	12:30-2:30pm (2.0 hours) – there is no lecture after exam
Location:	SSC 2036
Chapters:	7, 8, 9, and 14
Sections:	7.1, 8.1, 8.2, 8.3, 8.4, 9.1, 9.2, 14.1, and 14.2
Questions:	30 multiple choice questions (17 from Chapters 7 and 8, 6 from Chapter 9, and 7 from Chapter 14)
Marks:	1 mark per question, a total of 30 marks
Provided:	Table A.3, Table A.5, Table A.18, and 2 formulas specified on page 55 of the lecture slide book
Note:	You do not have to study Cohen's d and Hedge's g in sections 8.1-8.3; sections 7.2, 7.3, 7.4, 7.5, 7.6, 7.7, 9.3, 9.4, 9.5, and 9.6 are not in test coverage

FINAL EXAM

Weight:	35% of the course grade
Date:	Set by the Registrar's Office (sometime during December 10-21)
Time:	Set by the Registrar's Office (2.0 hours)

Location:	Set by the Registrar's Office
Chapters:	10, 11, 12, and 16
Sections:	10.1, 10.2, 10.4, 11.1, 11.2, 11.3, 11.4, 11.5, 11.6, 11.7, 11.8, 11.9, 11.10, 12.1, 12.2, 12.3, 12.4, 12.5, 12.6, 12.7, 12.8, 12.9, 16.1, 16.2, 16.6, and 16.7
Questions:	35 multiple choice questions (10 from Chapter 10, 10 from Chapter 11, 8 from Chapter 12, and 7 from Chapter 16)
Marks:	1 mark per question, a total of 35 marks
Provided:	Some formulas specified on page 97 of the lecture slide book (but you need to memorize the formulas on page 96); some full or partial computer output will be provided in the exam questions; no tables will be provided
Note:	Sections 10.3, 11.11, 12.10, 12.11, 12.12, 16.3, 16.4, and 16.5 are not in test coverage

6.4 Type of Questions

- Each exam will have **both** conceptual and calculation questions.
- Study definitions/descriptions of terminology, theoretical concepts, analysis methods/procedures, formulas, assumptions, distributions, degrees of freedom, etc.
- For graphs and charts, study definitions, descriptions, components, process/method of building a graph/chart, interpretation of what the graph/chart shows, etc.
- Be able to solve calculation-based questions (formulas need to be memorized most of the time – see Section 6.3 for when formulas are provided)
- Be able to interpret numbers (for example, calculation result)
- Be able to interpret computer output (for Chapters 10, 11, 12 and 16 only)
- Understand choice of formulas, methods, graphs/charts, etc. (for example, when and why would you use one formula over another?); pay attention to the type of data/scenario/assumptions

6.5 Exam Review Materials

- **No past exam questions** are available as review materials.
- Review **all** corresponding lecture slides and examples.
- Understand **all** corresponding **textbook sections**.
- Do **all** corresponding end-of-section exercise questions.
- Do **all** corresponding end-of-chapter supplementary exercise questions.
- Answers to most odd-numbered questions are provided in the textbook (Appendix AN); also see the **Student Solution Manual** available from the textbook's web site (see Section 3 for the web site information)
- Final answers to most even-numbered questions are provided on OWL (under "Resources").

6.6 Calculator

Students are allowed to bring calculators to the exams. The calculators must be:

- Non-programmable
- No built-in statistical formulas

The calculators that are not suitable for this course's exams will be removed from the owner during the exams. If you are not sure about the suitability of your calculators, please show it to the instructor before the exam starts

6.7 Scantron Sheets

Student answers for multiple choice questions will be submitted on a scantron sheet. The students must fill in one and only one oval per question on the scantron sheet. Blank ovals will receive zero marks. Two or more filled ovals will also receive zero marks.

- **Warning:** The scanner may not recognize lightly coloured or half-filled/half-erased ovals and treat them as blanks. The scanner reads the scantron sheet best when the students use quality HB pencils and use white erasers. It is the students' responsibility to fill in the ovals completely.
- **Do not write any notes or doodle on the scantron sheets.**
- Multiple choice questions in the exams will be processed via computer software and may be subject to submission for similarity review by software that will check for unusual coincidences in answer patterns that may indicate cheating.

6.8 What to Bring

- Student ID
- Quality HB pencils and white erasers
- Non-programmable, no-statistical-formula calculators
- No formula sheets; no crib notes; no scrap paper
- No dictionaries
- **No cell phones or any other electronic devices** on person or on desk during the exam

6.9 Exam Result

- Exam marks will be e-mailed individually to students' Western e-mail addresses. Please ensure that your **Western inbox is not full**.
- Exam papers will not be returned to students but may be reviewed in the instructor's office during the office hours.
- The weight (that is, percentage of course grade) of each exam will **not** be adjusted. Extra assignments to improve grades will **not** be available. Grades will **not** be adjusted on the basis of need.

6.10 Make-Up Exams

Missed exams will receive **zero marks** unless a legitimate excuse is presented by the student and the student writes a make-up exam that is scheduled by the instructor. If you miss an exam, please follow the steps below:

Step 1: If you miss an exam for any reason, you must e-mail the instructor as soon as you are able about the reason why you missed the exam.

Step 2: Then, you must report to the **Social Science Academic Counselling (SSAC) Office** (SSC 2105) as soon as you are able with proper documentation.

Step 3: After the instructor receives a **notification** from the SSAC Office, the instructor will then e-mail you to schedule a make-up exam.

- There are no predetermined make-up dates in this course, and the make-up exams will not be arranged prior to the original exam date.

- A make-up exam will be arranged when there is an **exam conflict**. The university policy states that an exam conflict consists of having **3 exams within 23 hours**.
- If it is not feasible to schedule a make-up exam before the next exam, the make-up exam can be scheduled even after the next exam. For example, a make-up for Test 1 should ideally be scheduled before the Test 2 date; if that is not possible (for example, prolonged illness), the make-up for Test 1 can be written after Test 2 date or even after the Final Exam, as long as the student has the SSAC Office's approval.
- Students are required to write all 4 exams in this course. The weight (that is, percentage of course grade) of each exam will not be adjusted or shifted. A missed exam will receive zero marks unless the student writes a make-up exam.

7. Lecture Information and Schedule

7.1 Lecture Preparation

Before coming to the lecture, it is strongly recommended that students **skim** through the corresponding textbook sections. Make a "**question list**" of concepts that you are not sure about. During the lecture, try to get answers for your questions. If your question is not answered, please bring it up during the lecture, after the lecture, or during the office hours.

7.2 Lecture Review

After each lecture, it is strongly recommended that students read the corresponding textbook sections and understand all concepts covered there. It is also strongly recommended that students promptly attempt the corresponding **end-of-section** exercise questions (**not end-of-chapter** supplementary exercise questions — use the end-of-chapter questions as exam review questions).

- Answers to most odd-numbered questions are provided on pp. 670-677 of the textbook.
- Also see the **Student Solution Manual** available from the textbook's web site (see Section 3 for the web site information).
- Answers to most even-numbered questions are provided on OWL (under "Resources").

7.3 Weekly Lecture Schedule (guideline only; subject to change)

Week 1 (Wednesday, September 12)

Topics: Course information; Chapter 1 (Introduction to Business Statistics); Chapter 2 (Descriptive Statistics)
 Sections: 1.1, 1.2, 1.3, 1.4, 1.5, 1.6, 2.1, 2.2, and 2.3
 Event: September 6 – fall session classes begin

Week 2 (Wednesday, September 19)

Topics: Test 1 overview; Chapter 2 (Descriptive Statistics); Chapter 3 (Probability)
 Sections: 2.4, 2.5, 2.7, 2.8, 3.1, and 3.2
 Event: September 14 – last day to add MOS 2242A

Week 3 (Wednesday, September 26)

Topics: Chapter 4 (Discrete Random Variables) (lecture time 2:00-3:30pm)
 Sections: 4.1, 4.2, and 4.3
 Event: September 26 – **TEST 1 (12:30-1:30pm)**

Week 4 (Wednesday, October 3)

Topics: Test 2 overview; Chapter 5 (Continuous Random Variables); Chapter 6 (Sampling Distributions)
Sections: 5.1, 5.2, 5.3, and 6.1

Week 5 (Wednesday, October 10)

Topics: FALL READING WEEK (no classes)
Sections: No sections assigned
Event: October 8 – Thanksgiving holiday

Week 6 (Wednesday, October 17)

Topics: No lecture after Test 2
Sections: No sections assigned
Event: October 17 – **TEST 2 (12:30-1:30pm)**

Week 7 (Wednesday, October 24)

Topics: Chapter 9 (Confidence Intervals); Chapter 7 (Hypothesis Testing)
Sections: 9.1, 9.2, 8.1 (pp. 261-263), 7.1, and 8.1 (pp.264-270)
Event: October 19-21 - Homecoming

Week 8 (Wednesday, October 31)

Topics: Chapter 8 (Comparing Population Means and Variances Using t Tests and F Ratios)
Sections: 8.2, 8.3, and 8.4

Week 9 (Wednesday, November 7)

Topics: Midterm overview; Chapter 14 (Chi-Square Tests)
Sections: 14.1 and 14.2

Week 10 (Wednesday, November 14)

Topics: No lecture after midterm exam
Sections: No sections assigned
Event: November 12 – last day to drop MOS 2242
November 14 – **MIDTERM EXAM (12:30-2:30pm)**

Week 11 (Wednesday, November 21)

Topics: Chapter 10 (Experimental Design and Analysis of Variance)
Sections: 10.1, 10.2, and 10.4

Week 12 (Wednesday, November 28)

Topics: Chapter 11 (Correlation Coefficient and Simple Linear Regression Analysis)
Sections: 11.1, 11.2, 11.3, 11.4, 11.5, 11.6, 11.7, 11.8, 11.9, and 11.10

Week 13 (Wednesday, December 5)

Topics: Final exam overview; Chapter 12 (Multiple Regression); Chapter 16 (Time Series Forecasting)
Sections: 12.1, 12.2, 12.3, 12.4, 12.5, 12.6, 12.7, 12.8, 12.9, 16.1, 16.2, 16.6, and 16.7
Event: December 7 – fall session classes end
December 8-9 – study days
December 10-21 – final exam period

8. Student Responsibilities

Material covered in lectures will not always be the same as material covered in the textbook. These two sources should be viewed as complimentary and not redundant. As such, students who want to do well in this course are **strongly encouraged** to attend lectures on a regular basis. Please note that the instructor will not be providing copies of lecture notes or overheads. Therefore, if you miss a lecture, you should try to obtain this material from another student.

8.1 Respect

Please act respectfully towards the classroom, the Professor and your fellow students. Acting respectfully means arriving on time, turning off phones, avoiding private discussions during lectures, refraining from viewing non-course material on your laptops, and cleaning up after yourself. Acting respectfully provides a better learning experience for everyone.

Private in-class discussions are distracting to students and the Professor. If other students are distracting your attention from the material, you should ask them to be quiet. If you feel uncomfortable doing this (or the problem persists), please see the instructor.

Late arrivals are also distracting. Please try to arrive on time for classes.

8.2 No Recording of Classes

Students are not permitted to record any portion of a class, audio or video, without the prior written permission of the professor.

9. Exam Policies

- Bring student identification to exams.
- Nothing is to be on/at one's desk during an exam except a pencil, an eraser, and the individual's student card
- Do not wear baseball caps to exams
- Do not bring music players, cell phones, beepers, or other electronic devices to exams
- To ensure fairness to all students, questions will not be answered during exams.

10. E-mail Policies

The following policies apply to all emails between students and the Professor. Please respect the fact that the Professor receives hundreds of emails from students and must deal with those emails in a fair and organized manner. Unacceptable emails will receive a reply saying only "Please see Email Policies on the course outline".

10.1 UWO.CA Email Addresses Only

For privacy reasons, students must use their Western email accounts to contact the Professor. The Professor will not respond to emails from non-uwo.ca addresses (e.g. hotmail.com, gmail.com, etc.).

10.2 Subject Line Must Include Course and Section Number

The subject line of emails must contain the name or number of the course, and the section number in which the student is enrolled. The Professor teaches different courses and sections and cannot properly respond to questions if s/he does not know which course or section you are enrolled in.

10.3 Acceptable Emails

- questions about the course content or materials
- asking to set up an appointment to ask questions or review an exam

- notification of illness or other special circumstances
- providing constructive comments or feedback about the course

10.4 Unacceptable Emails

- questions that may be answered on OWL or on this course outline
- asking when grades will be posted
- asking what grade a student received
- asking where or when an exam is scheduled or the material covered on an exam
- requests for grade increases, extra assignments, or reweighting of course components

11. Attendance

It is expected that students will attend all classes. The professor does not provide access to lecture notes. Students are encouraged to obtain missed lecture notes from a fellow student.

11.1 Short Absences.

If you miss a class due to minor illness or other problems, check your course outlines for information regarding attendance requirements and make sure you are not missing a test or exam. Cover any readings and arrange to borrow the missed lectures notes from a classmate.

11.2 Extended Absences.

If you are absent more than approximately two weeks or if you get too far behind to catch up, you should consider reducing your workload by dropping one or more courses. The [Academic Counsellors](#) can help you to consider the alternatives. At your request, they can also keep your instructors informed about your difficulties.

12. Grade Fairness

Fairness requires that all students be treated equally and be evaluated using the criteria set out in this course outline. The evaluation criteria are based on actual achievement and not on how hard a student has tried. Claims by students of an excellent academic history, good attendance record, need to obtain or maintain a scholarship, desire to be admitted to Ivey or graduate school, or other personal issues, cannot be used to justify a higher grade in the course or a reweighting of course components. There is no extra work or assignments available for extra credit or to “make up” for a course component that was missed or performed poorly.

13. Posting of Grades

Midterm exam grades will be posted on OWL once the grades are available. Final exam grades and final course grades are not posted on OWL and are available once they have been posted by the Registrar under “Academic Summary” at the [Student Centre](#) website.

14. University Policy Regarding Illness

14.1 Illness

The University recognizes that a student’s ability to meet his/her academic responsibilities may, on occasion, be impaired by medical illness. Illness may be acute (short term), or it may be chronic (long term), or chronic with acute episodes. The University further recognizes that medical situations are deeply personal and respects the need for privacy and confidentiality in these matters. However, in order to ensure fairness and consistency for all students, academic accommodation for work representing 10% or more of the student’s overall grade in the course shall be granted only in those cases where there is documentation supplied (see below for process) indicating that the student was seriously affected by illness and could not reasonably be expected to meet his/her academic responsibilities.

Documentation shall be submitted, as soon as possible, to the appropriate Dean's office (the Office of the Dean of the student's Faculty of registration/home Faculty) together with a request for relief specifying the nature of the accommodation being requested. These documents will be retained in the student's file, and will be held in confidence in accordance with the University's Official Student Record Information Privacy Policy

http://www.uwo.ca/univsec/pdf/academic_policies/general/privacy.pdf

Once the petition and supporting documents have been received and assessed, appropriate academic accommodation shall be determined by the Dean's Office in consultation with the student's instructor(s). Academic accommodation may include extension of deadlines, waiver of attendance requirements for classes/labs/tutorials, arranging Special Exams or Incompletes, re-weighting course requirements, or granting late withdrawals without academic penalty.

Academic accommodation shall be granted only where the documentation indicates that the onset, duration and severity of the illness are such that the student could not reasonably be expected to complete his/her academic responsibilities. (Note: it will not be sufficient to provide documentation indicating simply that the student was seen for a medical reason or was ill.)

A form to be completed by off-campus physicians is available at:

http://www.uwo.ca/univsec/pdf/academic_policies/appeals/medicalform.pdf

Whenever possible, students who require academic accommodation should provide notification and documentation in advance of due dates, examinations, etc. Students must follow up with their professors and their Academic Counselling office in a timely manner.

In the case of a final examination in the course, the student must arrange for a Special Examination or Incomplete through their Dean's office, for which you will be required to provide acceptable documentation.

If you feel that you have a medical or personal problem that is interfering with your work, you should contact your instructor and the Faculty Academic Counselling Office as soon as possible. Problems may then be documented and possible arrangements to assist you can be discussed at the time of occurrence rather than on a retroactive basis. In general, retroactive requests for grade revisions on medical or compassionate grounds will not be considered.

14.2 Make Up Examinations

The student must write a make-up exam if the regularly scheduled exam is missed for reasons for which adequate documentation is received by the instructor (this documentation must be supplied by the [Academic Counseling office](#)).

15. University Policy on Cheating and Academic Misconduct

Cheating on exams will not be tolerated; students are referred to the university policy on scholastic offenses. Looking at the test of another student, allowing another student to view your exam, or obtaining information about a test in advance are all examples of cheating. Students found cheating will receive a zero (0%) on that exam. A number of safeguards will be employed to discourage cheating. For example, examination supervisors (proctors) of the tests may ask students to move to another seat during the exam, cover their paper, avert their eyes from other students' papers, remove baseball caps, etc. This is not meant as a personal affront nor as an accusation of cheating, rather as vigilant attempts at proctoring. A copy of guidelines about how to avoid cheating can be

obtained from the office of the Ombudsperson, Room 3135 WSSB, (519) 661-3573, ombuds@uwo.ca.

Students are responsible for understanding the nature of and avoiding the occurrence of plagiarism and other academic offenses. Students are urged to read the section on Scholastic Offenses in the Academic Calendar. Note that such offenses include plagiarism, cheating on an examination, submitting false or fraudulent assignments or credentials, impersonating a candidate, or submitting for credit in any course without the knowledge and approval of the instructor to whom it is submitted, any academic work for which credit has previously been obtained or is being sought in another course in the University or elsewhere. If you are in doubt about whether what you are doing is inappropriate, consult your instructor. A claim that "you didn't know it was wrong" will not be accepted as an excuse.

The penalties for a student guilty of a scholastic offense include refusal of a passing grade in the assignment, refusal of a passing grade in the course, suspension from the University, and expulsion from the University.

16. Procedures For Appealing Academic Evaluations

1. In the first instance, all appeals of a grade must be made to the course instructor (informal consultation).
2. If the student is not satisfied with the decision of the course instructor, a written appeal must be sent to the Undergraduate Chair: Student Affairs of the Department of Management and Organizational Studies.
3. If the response of the Undergraduate Chair is considered unsatisfactory to the student, he/she may then appeal to the Dean of the Faculty in which the course of program was taken.
4. Only after receiving a final decision from the Dean, may a student appeal to the Senate Review Board Academic. A Guide to Appeals is available from the Ombudsperson's Office.

17. Support Services

17.1 Support Services

The Registrar's office can be accessed for Student Support Services at <http://www.registrar.uwo.ca>
Student Support Services (**including the services provided by the USC listed here**) can be reached at: <http://westernusc.ca/services/>
Student Development Services can be reached at: <http://www.sdc.uwo.ca/>

Students who are in emotional/mental distress should refer to Mental Health@Western
http://www.health.uwo.ca/mental_health/ for a complete list of options about how to obtain help.

17.2 Academic Concerns.

If you are in academic difficulty, it is strongly recommended that you see your academic counsellor.

18. Other Issues

18.1 Grade Policy

The DAN Department has a grade policy which states that for courses in the 3000-4000 range, the class average must fall between 70% and 77% for all sections of a course taught by the same instructor. In very exceptional circumstances only, class averages outside this range may be approved by the Undergraduate Chair or Chair. Class averages are not grounds for appeal.

18.2 Senate Policy

For The University of Western Ontario Senate Regulations, please see the Handbook of Academic and Scholarship Policy at: http://www.uwo.ca/univsec/academic_policies/index.html

19. Frequently Asked Questions

1. **How can I succeed in this course?** Attend all classes, read the textbook before and after each class, do end-of-section textbook questions after class, and do end-of-chapter textbook questions before the exams.
2. **I missed an exam because I was sick or there was a death in my family. What do I do?** See the section of the course outline on ILLNESS.
3. **I have a lot of mid-terms or projects at once. Can I write the make-up exam?** Make-up exams for exam conflicts are not available unless you have three exams within a 23 hour period.
4. **When will the exam grades be posted?** Mid-term grades are e-mailed to your Western account when they become available.
5. **Can I come and see my exam?** You can review your exam during office hours or at any other mutually convenient time.
6. **There is so much material. How can I possibly remember everything?** The lecture slide book provides a good overview of important concepts covered in the textbook; it should help you organize what you need to know in the exams.
7. **This mark is going to prevent me from getting accepted at Ivey/graduate school/NASA; I need a certain mark to get or maintain a scholarship or my AEO status at Ivey; I tried really hard but I still got a poor mark; this is the lowest mark I have ever received. What do I do?** Grades are given based on actual performance, as set out on the course outline. In order to be fair to all the students in the course, grade adjustments, extra assignments, and the reweighting of course components are not available.