



# **Business Management Program Handbook**

**Fall - 2009**

# Business Management Program Handbook

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## Welcome!

Mid-State Technical College (MSTC) takes pride in the excellent reputation of its Business Division programs; our Business Division staff is dedicated to ensure your experience is a successful one. We look forward to working with each of you individually to assist you in achieving success.

Business Division programs provide a broad business background that enables graduates to work within operational units in a variety of businesses.

## Employment Opportunities after Graduation

Business Division students are very interested in the types of employment that can be obtained upon graduation. Following are examples of jobs Business Division program students may attain:

Supervisor	Floor Supervisor	Cost Account/Financial Accountant
Department Manager	Sales Coordinator	Information Systems Assistant
Customer Service Manager	Office Manager	Help Desk Specialist
Field Representative	Customer Service Specialist	Microcomputer Operator
Insurance Agent	Administrative Assistant	Network Administration
Loan Counselor	Medical Secretary	PC Support Specialist
Business Owner	Transcriptionist	Application Engineer
Receptionist/Secretary	Accounting Assistant	Computer Programmer
Human Resources Specialist /	Accounts Receivable / Payable	Programmer/Analyst Assistant
Generalist	Specialist	Web Programmer

Each year MSTC publishes a report reflecting recent graduate employment information. You may consult the most recent *Graduate Success* publication for further information specific to the program in which you enroll.

## MSTC Mission & Vision

- ▶ **Mission:** Mid-State Technical College transforms lives through the power of teaching and learning.
- ▶ **Vision:** Mid-State Technical College is the educational provider of first choice for its communities.

## Business Management Program Mission

To prepare students for employment in positions of leadership in a contemporary global business environment.

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## Business Management Program Outcomes

1. Make decisions that support the organization's mission and help the business to successfully adapt to a changing global environment.
2. Analyze financial aspects of a business.
3. Manage the service function of a business.
4. Apply human resource concepts to establish and maintain effective working relationships.
5. Design plans critical to the success of a business.
6. Build effective supervisory relations.
7. Apply legal and ethical principles to professional behavior.
8. Utilize business technologies.

## MSTC Core Abilities

Core Abilities are skills and attitudes that are transferable from one situation to another and go beyond the context of a specific course. Research has shown that employers place a high priority on these skills when recruiting. Our local business partners participating on our program advisory committees have conveyed the same priority. These key components to personal and professional success are integrated into all MSTC courses.

<b>Core Ability</b>	<b>Indicators</b>
Act with integrity	<ul style="list-style-type: none"><li>- learner works and behaves ethically</li><li>- learner follows established rules, regulations, and policies</li><li>- learner assumes responsibility for own action</li><li>- learner resolves conflict effectively</li><li>- learner displays a positive attitude</li><li>- learner assumes shared responsibility for collaborative work</li><li>- learner defines, prioritizes, and completes tasks without direct supervision</li></ul>
Communicate effectively	<ul style="list-style-type: none"><li>- learner writes and speaks so others can understand</li><li>- learner interprets nonverbal communication</li><li>- learner uses proper communications etiquette</li><li>- learner uses active listening skills</li><li>- learner applies reading strategies to suit the purpose for reading</li><li>- learner plans, researches, and edits</li></ul>
Demonstrate effective critical and creative thinking	<ul style="list-style-type: none"><li>- learner uses a structured problem-solving approach</li><li>- learner demonstrates open-mindedness</li><li>- learner organizes information</li><li>- learner works successfully in a climate of ambiguity and change</li><li>- learner applies previously acquired knowledge to new tasks</li><li>- learner applies technology to work processes as warranted</li></ul>

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Core Ability	Indicators
Demonstrate global and social awareness	<ul style="list-style-type: none"><li>- learner recognizes human differences in order to promote a cooperative work and social environment</li><li>- learner demonstrates awareness of current world events</li><li>- learner describes political, economic, and social systems different from one's own</li><li>- learner summarizes social consequences of prejudice and discrimination.</li></ul>

### Business Division Advisors

All Business Division students receive program advisement services from the academic instructors in their program specific areas. Careful program planning is imperative since all courses in the programs are NOT scheduled each semester. Students are encouraged to contact program instructors on their home campus with questions through the semester and for assistance in scheduling classes for each semester.

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## Business Division Staff

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## Program Completion Time

Careful planning for an AAS Degree is imperative since all courses in the program are NOT scheduled each semester. The required credits may be completed in two years if students complete courses in accordance with the 2-Year Day Schedule or complete at least 15-18 credits each semester. Many students choose not to complete the required courses in this manner and therefore complete their program in more than two years.

## Proficient Exams

Proficiency exams must be completed prior to the start of a course. Proficiency Exams (testing out) cost 25% of the tuition for each course for which credit for prior learning is desired.

## Challenge Exams

Challenge Exams are available for selected courses to students who wish to demonstrate proficiency in course competencies after the course has already started, but before 50% of the course is completed. The challenge exam is a “final exam” addressing all of the course competencies. Students electing to take a challenge exam will have the challenge exam grade posted as their final course grade and used in calculating the student’s GPA.

Students interested in either the proficiency exam or the challenge exam should contact their program advisor, Associate Dean, or counselor to discuss the specific course options available.

## Course Delivery Methods – Overview

The courses in the Business Division program are offered in a variety of delivery methods in addition to the traditional classroom.

### In Person Courses

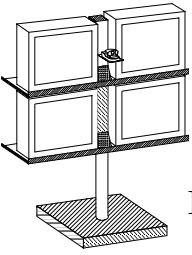


In Person courses are those in which most MSTC students enroll. In Person courses are held for 50 minutes, or in blocks of 50 minutes, and are led by an instructor who is physically located in the classroom. Most MSTC students enroll in the In Person delivery setting. This setting allows for face to face interaction with the instructor and with fellow students.

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## ITV Classroom Courses



ITV (Interactive Television) courses are held simultaneously in classrooms at multiple locations that are connected by an interactive television link. For these courses students may be at a different location than the instructor and some classmates, but students will be able to see, hear, and talk with each other. Current ITV sites are on the Wisconsin Rapids (Rooms L124 & A125), Stevens Point (Room 134), Marshfield Campus (Room 125), and at the Adams Center (Room 114).

When one walks into these classrooms, cameras, television monitors, and microphones are seen. All this technology is remotely controlled and allows everyone at all locations to see, hear, and interact as if they were physically face to face. The ITV classroom closely resembles a traditional classroom.

Below are some simple tips to help you succeed as a student using ITV.

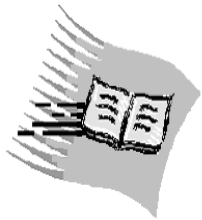
1. Be on time. The system that controls the routing of signals between classrooms is computer controlled. These preprogrammed classes will start and end on time.
2. Use the microphones appropriately. The microphones are designed to be voice activated. Do not make unnecessary noise that may be “picked up” by the microphones. Two students usually share one microphone. Speak in a clear, loud voice in the direction of the nearest microphone. Be careful what you say in the ITV classroom. The microphones can be live even when the cameras are not on. Do not bend microphone stems. The wires inside are very fragile. Face microphones away from the front speakers to keep feedback to a minimum.
3. The distance learning system is called interactive because you are expected to participate in the experience. You need to listen carefully, ask questions, and participate in class discussions with students from other schools. Conduct side conversations only when requested by your instructor. Be sure to interrupt the instructor if you can’t hear or see what is happening. When you do ask a question or interrupt the instructor, it is best to state your name and your site location. For instance “Mr. Smith, this is Jane Jones in Marshfield and I have a question”.
4. Zoom in the camera. Sometimes the instructor may control the camera switching from the originating site. At other times, remote sites will control their own cameras. Zoom in your student camera for a close up shot so you feel closer to your instructor and other remote students. Stay in camera range at all times.
5. Get to know your ITV facilitator. Each site has an ITV facilitator that is responsible for the operation of the ITV studio. If your instructor does not provide you with the facilitator’s name, please ask for it. If you have questions concerning the operation of the ITV equipment, distribution of room materials, or the opening and closing of your school building, ask your ITV facilitator.

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6. Report technical problems to your teacher and ITV site facilitator. Some problems can be fixed immediately; others may require telephone company assistance. There is a phone to help you communicate. Each classroom is also equipped with a document camera which provides an additional communication tool. If you lose audio, you can write your instructor a note explaining your problem and place it under your document camera. Please be patient and courteous when dealing with various schedule and technical problems.
7. Remember that you will not be able to stay after class to confer with the instructor. Your instructors will let you know how they can be contacted outside of class time. If you are going to be absent from a class session, let your instructor know. Your instructor may ask how things are going in relation to your general distance learning experience. Providing feedback and input will improve your experience and make the path for future students easier.
8. TV classes require that you be patient, you can expect that graded assignments and tests may take a little longer to be returned to you.
9. Students are responsible for communicating schedule changes or anticipated absences (school or personal) with their instructor prior to their absence. A student is responsible for all work covered when missing an ITV class. Make arrangements to have your session videotaped, if you have to miss class.

## ACCEL Classroom Courses



ACCEL courses meet in a classroom and require students to meet all course competencies in reduced student-instructor contact hours when compared to traditional and ITV classes. The number of ACCEL in-class course hours per credit is 8. The number of traditional and ITV in-class course hours per credit is 18. The reduction in class hours is a result of the use of active learning instructional techniques and increased student effort outside the classroom within the shorter time frame.

Student effort in a ACCEL course is expected to be equivalent to a traditional class. In a three-credit ACCEL course the student attends class for 24 of the 162 hours of the required student effort. The remaining 138 hours of student effort occurs working with a study group, performing individual study, applying relevant concepts on the job, etc. The commitment to a ACCEL course is a big step because of the number of student effort hours required in a short duration of time.

## Print Based Correspondence Courses (Distance Education)



Print Based Correspondence (Independent Study) courses are taught through materials which are primarily in printed form. A packet of materials is usually used to communicate course processes, procedures and expectations. A textbook and/or additional reference in the form of books, magazines, newspapers, interviews, internet sites, etc. are extensively used to complete course requirements. Print Based Correspondence courses are considered distance education courses.

Contact with the instructor is generally done in written form via email. Students and instructors may communicate by phone or on occasion in person if the student wishes to schedule an appointment with the instructor. Students should not expect to receive one-on-one instruction from the instructor. Face to face interaction with the instruction or other students is minimal. Independent study courses require students to be organized and motivated to effectively manage the course requirements. Independent study courses are considered distance education courses.

Learning independently can be challenging for many students. The following are some hints to help you succeed in an independent study course:

1. Obtain the course materials immediately upon registration. Plan to begin work immediately to complete the requirements. Students who start early are most likely to complete the course successfully. Time slips away quickly—Independent Study students are not served well by procrastination
2. Totally familiarize yourself with the course materials for the course. What is the course schedule? What are the course requirements? How do you submit assignments? How do you contact the instructor? etc. Read all of the materials and read them carefully. Contact the course instructor if you have questions on any of the course materials.
3. Devise a reasonable study plan. You don't have a teacher to dictate your study schedule, so write out your plan and "attend" your class at least three times each week.
4. Adhere to the course schedule, requirements and procedures. Complete the required work, organize your work, and submit the work on time to the instructor. Most independent study courses do have required due dates.
5. Contact the instructor immediately with questions. An instructor exists for the course even though it is an independent study course. The instructor is available to assist you to be successful in the course.
6. Consider enrolling with a friend. Studying with a partner increases the likelihood of success.

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## Online Courses (Distance Education)



Online courses are taught through the use of the internet. MSTC uses the Blackboard learning software platform to deliver the online courses. Online classes do not provide face to face interaction between the instructor and other students enrolled in the online course. All communication is in written form using the various tools available in the Blackboard platform.

Students are informed of course procedures and requirement and often obtain their course materials in the Blackboard online course. Generally, the student completes course assignments independently and then sends his/her homework assignments via email to the instructor. Courses usually require students to meet with one another via the internet to discuss course topics, complete team projects, etc.

All instructions, assignments, exams, discussions, etc. are found on the Blackboard platform. Therefore, the student must have reliable and consistent access to a computer with Internet capabilities. Students need to feel comfortable using this technology in order to be successful in the online environment. The online course is not self-paced; the instructor maintains a schedule of each unit much like a traditional classroom schedule. Online courses are considered distance education courses.

Being a student in an on-line environment requires new strategies for maximizing your learning. Below are some simple tips to help you succeed as a student on the Web.

1. Familiarize yourself as much as possible with the Blackboard website for your course. What are the components? How do you use them to get to where you want to go? Where is the help section!? How do I communicate with the instructor? Where do I find my grades? Where are assignments and how do I submit them? You will want to familiarize yourself with the specific course information. You should find out the following: What is the course schedule and what are the course requirements? What discussions are you to join?
2. Log in to the course website on a regular and consistent basis (some people log on twice a day - you will find what pattern suits you the best). Check the course announcement portion of your course frequently. Regular attention to the course website allows you to be aware of course updates; of progress in discussions; of assignment information; and messages requiring immediate attention. You will want to frequently check your email as well since this is a primary method to contact online students.
3. Be aware of and keep up with the course schedule. Although these are distance courses, they are designed to provide you with a semester schedule of course units, assignments, conferences, etc. These web courses require that you adhere to the course schedule for you to benefit from the course material and discussions.

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4. Contact your course instructor whenever you have questions about any aspect of the course. You can also try to post general questions to your class discussions, as fellow class members may have similar questions or else the answers. In those courses that have on-line group work, be sure to fulfill your responsibilities to the best of your ability. Remember, how well your group does - and how well you do - depends on all the group members working cooperatively.
5. Use proper netiquette. Your written communication style represents YOU. Therefore, be conscientious of your behavior. Students are expected to be professional in both style and content in all communication online. Instant message acronyms and writing style is not acceptable.

### Hybrid Courses

Hybrid courses are a combination of In Person and Online instruction. Students attend class in the classroom and are also required to attend using online instruction. The number of hours in class and online vary depending upon the needs of the course.

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## Success & Effective Study Skills

Being successful in the Business Division requires students TO MAXIMIZE LEARNING by using learning processes and study skills that enable the student to earn better grades in college and be an effective life-long learner. Following are some general guidelines:

- **Get organized**

Obtain the materials required for class as early as possible. Review materials—including those that are ‘recommended’ or ‘suggested’. They are recommended or suggested for a reason—to help! Organize class materials so they are easy for you to use. Refer to other learning materials provided by your textbook publisher. Oftentimes the publisher’s website will have notes, practice quizzes or problems, activities and PowerPoint presentations to assist you. Instructors may have information on the location of learning aids such as videotapes, practice cases or study guides. When it comes to keeping track of your assignments and due dates, many students benefit from having and faithfully using a planner. Develop a way that works for you to manage your time and your workload

- **Be prepared so you can use time effectively**

Be prepared for class. Read the material before class. Complete any outside research, reading, activities, exercises or problems assigned by your instructor. Use class time to clarify questions and to solidify understanding of the material through lecture, discussion, and activities. Learning in your Business program is a cumulative process; one concept builds on another. Therefore, it is imperative to your success that you are prepared to apply your outside reading and assignments to the activities, lecture and projects that are being completed in class.

- **Take notes**

While listening and observing are important ways to learn, we often forget what we hear! It is important to write it down—take notes. After you have taken notes, review them later to ensure you understand the information. It is helpful to rewrite notes into a “final copy”—this gives your brain another opportunity to go over the material. It may be helpful to outline and/or take notes when reading the textbook.

- **Do homework**

Homework is designed to solidify the understanding of program courses so that each step in the learning process can be achieved more easily. Homework helps you to practice the concepts and apply the terminology and ideas that we are working to master. Instructors assign a variety of homework activities in order to enhance your learning opportunities and assist you in mastering the competencies of the program.

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- **Study with a group**

The ability to work in a team setting is crucial. The real world requires workers who are able to work cooperatively in a group. Forming a study group with Business course peers prepares students for class and also provides an important life-skill. Study groups require listening and the communication of ideas. Communicating ideas often helps clarify understanding of a topic. By bouncing questions off of each other, students are working to master the content as well as master their communication skills required in the workplace.

- **When there is a lack of understanding**

Learning in your college course is not always easy. When a lack of understanding occurs, students should get help fast! The student should be certain they have done their part. Have they read the materials? Have they completed their homework assignments as instructed? Have they attended class? By working through these questions and providing thoughtful answers and appropriate follow-up, students are grooming their problem solving skills. If they still don't understand, they should ask the instructor for additional help. Additional assistance can be obtained through a student tutor.

- **Taking quizzes and exams**

Many different learning styles exist. Individuals prepare differently for exams. Review of the materials is very important. There are books available in the library and at the Academic Support Center that help students to learn specific test-taking strategies. Students are urged to check them out *before* their first test! Making a commitment to studying for an exam is a great first step. Don't assume that you "know the material" and don't need to study.

- **Special Needs**

Students with recognized disability or suspected disability are responsible for identifying themselves as soon as possible to the Disability Services staff. Course standards will not be lowered but various kinds of accommodations are available to special needs students. Adequate and reasonable time will be required to develop and provide appropriate accommodations so students should contact Disability Services as soon as possible. It is MSTC's goal to assist special needs students to develop an individual educational plan.

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## Success & Student Integrity & Academic Honesty

MSTC Faculty believes that academic honesty and integrity are fundamental to the mission of higher education. Additionally, integrity is crucial to personal and professional success. Therefore, all students are expected to maintain and promote the highest standards of personal honesty and professional integrity. These standards apply to all examinations, assigned work, and projects. Therefore, a student who is found to have been dishonest, fraudulent, or deceptive in the completion of work or is willing to help others to be so, or who plagiarizes (presents work that is primarily someone else's thoughts, ideas, words as his/her own) is subject to disciplinary action up to and including suspension.

Business Division students will be required to research, understand and build upon the work of experts found in books, articles, the internet, etc. This use requires that these works be properly cited. If not, the student's work is considered plagiarism.

## American Disabilities Act (ADA) Statement

If you know you have a recognized disability, or suspect that you might have one, it is your responsibility to identify yourself as soon as possible to the Disability Services Staff in Student Services. Course standards will not be lowered, but various kinds of accommodations are available to you. Adequate and reasonable time will be required to develop and provide appropriate accommodations so contact Disability Services as soon as possible. It is MSTC's goal to assist you in your individual educational plan.

## Personal Safety

In order to maintain student and staff safety, students are requested to inform faculty if there are any domestic or other situations that college staff should be aware of which would jeopardize anyone's well-being. If any student has a current restraining order which identifies MSTC facility locations as being protected areas, it is imperative that the requirements as outlined under "Restraining Orders" in the Student Catalog be followed.

Please note that, in compliance with the Family Educational Rights and Privacy Act (FERPA), MSTC may release directory information without student consent: student name, address, email address, telephone number, date and place of birth, major fields of study, dates of enrollment, degrees and awards received, educational institutions attended, and other similar information as defined by the institution. Anyone NOT wanting disclosure of directory information must complete and sign a form available in any MSTC Student Affairs Office or in the office of the MSTC Student Records Manager on the Wisconsin Rapids campus.

## MSTC Network and MyMSTC

### MSTC Network

As a MSTC student you have access to shared applications, student/instructor shared data areas, and a private “H” drive where you are encouraged to save all your data on the MSTC network. Only you and authorized network administrators have access to your “H” drive. This data is backed up nightly. You will be allocated a specific amount of data storage space on the network for your school files.

You will need a User ID and password.

User ID.....Eight digit Student ID  
Password..... Eight digit Student ID

### MyMSTC

*MyMSTC* is a web site that provides you access to most of the information, tools and applications you need to participate as a member of the college community. *MyMSTC* is customized and personalized for you based on your roles at the institution. *MyMSTC* is a web-based tool that serves as an entry point or gateway to a wide variety of content and services.

*Students will be able to do the following and more . . . . .*

- *View Demographic Information*
- *Search Course Catalog*
- *View Transcripts*
- *View Current Charges Due*
- *Apply Online*
- *Register for Classes*
- *View Financial Aid History*
- *View Grades / Schedules*

To access MyMSTC go to <http://www.mstc.edu/mymstc> or use the link to **MyMSTC** on the home page of the college Web Site – [www.mstc.edu](http://www.mstc.edu).

You will need a User ID and password.

User ID.....Eight digit Student ID  
Password..... Eight digit Student ID

## **Bookstore**

A bookstore is located on each of the MSTC campuses and at the Adams Center from which students may purchase textbooks. If students wish to purchase textbooks elsewhere, a list of textbooks for each campus is available on the MSTC website at [www.mstc.edu](http://www.mstc.edu) on the Bookstore page.

## **Student Support Services**

### **Counseling**

From personal concerns to career and program planning, whether you're having problems with classes or feeling stressed or overwhelmed, counseling staff can help you explore attitudes, information/ideas, feelings, and career ambitions. Counselors will also connect you to peer tutor services.

### **Nontraditional Program Support**

Students in occupational programs that are not traditional for their gender may gain financial and personal support to help them complete their programs. Contact: Deb McDonald at 422-5450 (WR Campus), 389-7050 (MF Campus), or 342-3127 (SP Campus) for more information.

### **Disability Services and Special Needs**

Support for students with disabilities and special needs in order to offer equal access to education is also available. Services include identifying needs and implementing plans for reasonable and effective accommodations. Patti Lloyd, 422-5452 (Wisconsin Rapids Campus); Mary Marks, 342-3113 (Stevens Point Campus) or 389-7052 (Marshfield Campus).

### **Tutoring**

Students who are not achieving at a "C" level grade and are classified as disadvantaged for academic, economic, physical, or language reasons may be eligible for MSTC's peer tutorial program. A certification of eligibility from Student Affairs is required, although instructional staff members will make referrals. Student must be re-certified each semester to continue the tutoring program.

### **Student Life**

Intramural activities, clubs and organizations, and student government are available to all students. Contact Stephany Hartman at 422-5389

## Business Management Program Handbook

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### **Tech Connect**

Tech Connect is an employment website. It contains numerous employment opportunities for your first “real job” or part-time employments while a student at MSTC. Contact Career Services at [careerservices@mstc.edu](mailto:careerservices@mstc.edu) or 1-888-575-6782, extension 5426 or 715/422-5426 to request your User Name & Password.

### **Academic Support Center**

The Academic Support Center (ASC) locations – Adams Center, Marshfield, Stevens Point and Wisconsin Rapids Campuses provide free academic support for structured, computerized, or individualized instruction for program students. Individuals may enroll throughout the year. The ASC provides a variety of educational services to help students achieve academic success. Instructors in ASC provide basic, preparatory, and on-going assistance to any student for the purpose of successful completion of programs offered by MSTC.

## Business Management Associate Degree (10-102-3)

	Course #	Course Name	Cr	Prerequisite/ Co-requisite	Alternate or *Substitute Course
<b>1ST SEMESTER</b> Fall	10-102-101	Intro to Business	3		10-102-182 – Business Operations
	10-102-147	Principles of Management	3		
	10-103-106	Microsoft Office – Introduction	3		
	10-104-102	Marketing Principles	4		
	10-801-195	Written Communication	3		
			<b>16</b>		
<b>2ND SEMESTER</b> Spring	10-102-103	Business Law & Ethics	3		10-105-160 – Business Law
	10-102-110	Employment Law	3		*10-145-189 <b>or</b> *10-196-189
	10-196-193	Human Resource Management	3		*10-145-185 <b>or</b> *10-196-188
	10-801-198	Speech	3		10-801-196 – Oral/Interpersonal Communication
	10-804-106	Intro to College Math	3	Prerequisite: Accuplacer Arithmetic score of 65 or equivalent or ASC Math Prep V 77-854-783	
			<b>15</b>		
<b>3RD SEMESTER</b> Fall	10-102-120	Customer Service Management	3		*10-145-187 <b>or</b> *10-196-192
	10-102-180	International Business	3		
	10-196-191	Supervision	3		10-102-199 – Business Internship
	10-101-111	Accounting I	4		
	10-809-144	Macroeconomics	3		
	10-809-172	Race, Ethnic & Diversity Studies	3		10-809-122 – Intro to Amer Gov. <b>or</b> 10-809-196 - Intro to Sociology
			<b>19</b>		
<b>4TH SEMESTER</b> Spring	10-102-117	Business Finance	3	Prerequisite: Accounting I 10-101-111	10-101-128 – Managerial Accounting
	10-102-131	Entrepreneurial Management	3	Prerequisite: 12 credits -Business Management <b>or</b> Supervisory Management	*10-145-188
	10-102-160	Business Decision Making	3	Prerequisite: 12 credits -Business Management <b>or</b> Supervisory Management	*10-804-189
	10-809-143	Microeconomics	3		
	10-809-198	Intro to Psychology	3		10-809-188 – Developmental Psych
	10-999-999	Elective	3		
			<b>18</b>		
	Total Credits		<b>68</b>		

Note: Any Associate Degree level course will fulfill the elective course requirement.

### \* Areas of Specialization

Students seeking an Area of Specialization must substitute **all** Entrepreneurship, Quality, or Global Business Specialization courses for the Business Management Program courses indicated below. The Entrepreneurship and Global Business Specialization courses are available only on the Wisconsin Rapids campus in the evening.

Business Management Program Course		Entrepreneurship Specialization		Quality Specialization		Global Business Specialization	
10-102-110	Employment Law	10-145-189	Writing a Business Plan for Your Small Business	10-196-189	Team Building & Problem Solving	10-104-185	Global Business Marketing
10-196-193	Human Resource Management	10-145-185	Organizing Your Small Business	10-196-188	Project Management	10-196-193	Human Resource Management
10-102-120	Customer Service Management	10-145-187	Marketing Your Small Business	10-196-192	Managing for Quality	10-102-183	Global Supply Chain Management
10-102-131	Entrepreneurial Management	10-145-188	Entrepreneurial Service Management	10-196-180	Applied Data Analysis	10-102-184	Global Trade Finance
10-102-160	Business Decision Making	10-145-186	Financial Management for Your Small Business	10-804-189	Introductory Statistics	10-102-160	Business Decision Making