



North Central State College

MASTER SYLLABUS

2025-2026

A. Academic Division: Engineering Technology, Business & Criminal Justice Division

B. Discipline: Business Administration

C. Course Number and Title: BUSM1030 Supervision

D. Assistant Dean: Brooke Miller, M.B.A.

E. Credit Hours: 3

F. Prerequisites:

G. Last Course/Curriculum Revision Date: Fall 2025 Origin date: 09/13/2011

H. Textbook(s) Title:

Supervision, Concepts and Practices of Management

- Authors: Leonard
- Copyright Year: 2016
- Edition: 13th
- ISBN #: 978-1285-8663-76

I. Workbook(s) and/or Lab Manual: None

J. Course Description: This course is an introduction to the supervisor's role in management. Challenges for supervisors include: planning and problem solving; organizing, staffing, training; leading; and working with individuals and teams along with controlling costs and improving results. Supervision provides a basic understanding of the new role requirements in business organizations. A strong focus of this class is application of sound supervisory principals through role-plays and hands-on practice with real-world scenarios.

K. College-Wide Learning Outcomes

| College-Wide Learning Outcomes | Assessments - - How it is met & When it is met |
|--|--|
| Communication – Written | |
| Communication – Speech | |
| Intercultural Knowledge and Competence | |
| Critical Thinking | |
| Information Literacy | |
| Quantitative Literacy | |

L. Course Outcomes and Assessment Methods:

Upon successful completion of this course, the student shall:

| Outcomes | Assessments – How it is met & When it is met |
|---|--|
| Life As a Supervisor: | |
| 1. Explain the demands and rewards of being a supervisor in a way that reflects the ever-changing environment of corporate/business fluctuations, workplace diversity, globalization, and societal pressures. | Exams/quizzes throughout the semester but primarily assessed on exam during 1 st 4 weeks. |
| Knowing Self – Supervisor Emotional Intelligence: | |
| 2. Construct a self-awareness analysis addressing the student's current skills, knowledge and abilities as they relate to being a supervisor within a manufacturing and service business so that current strengths and weaknesses are identified as well as future personal growth needs. | Written self-assessment including 100% of required information (student's current skills, knowledge and abilities as they relate to being a supervisor within a student selected industry so that current strengths and weaknesses are identified as well as future personal growth needs) – due during weeks 12 – 16. |
| Communication Skills: | |
| 3. Define communication to include major channels that are available to the supervisor. | Exams/quizzes throughout the semester but primarily assessed on exam during 1 st 4 weeks. |
| 4. Given a workplace scenario needing communicated to employees, develop a written memo and a spoken/verbal message that is accurately interpreted by team members. | Completion of a written memo and a spoken message accurately interpreted by team members. Due prior to week 4. |
| 5. Identify barriers to effective communication and list possible strategies for overcoming such barriers. | Exams/quizzes throughout the semester but primarily assessed on exam during 1 st 4 weeks; role-plays throughout the semester. |
| 6. Given a brief scenario for a meeting, develop a brief agenda and facilitate a team through accomplishing the agenda within provided time restrictions. | Completion of a written agenda included within a memo. Memo due during weeks 8 – 12. Group role-play requiring facilitating the meeting announced in the memo – due during weeks 8 - 12. |
| Working in Teams: | |
| 7. Given a team-based scenario, lead a team through the scenario reflecting application of techniques for maintaining employee morale. | Group role-play completed during weeks 12 – 16. |
| 8. Explain the importance, limitations and methods for counseling employees. | Exams/quizzes throughout the semester but primarily assessed on exam prior to week 12. Role-plays throughout the semester. |
| 9. Define planning and list the steps in the planning process. | Exams/quizzes throughout the semester but primarily assessed on exam prior to week 12. Role-plays throughout the semester. Team-based planning activity completed by Week 16. |
| 10. Differentiate the use of standing plans (policies, procedures, methods, and rules) and single-use plans (budgets, programs, and projects). | Exams/quizzes throughout the semester but primarily assessed on exam prior to week 12. Role-plays throughout the semester. Team-based planning activity completed by Week 16. |
| 11. Given a business production scenario, calculate staffing and time requirements necessary for compliance with the scenario's controls (math will be addition, subtraction, multiplication, and division only). | Completion of calculation scenario prior to week 12. |

| Outcomes | Assessments – How it is met & When it is met |
|--|---|
| Problem Solving: | |
| 12. List the steps in the decision-making process and when given a scenario (problem) methodically apply each step to the stated scenario. | Exams/quizzes throughout the semester but primarily assessed on exam prior to week 16. Role-plays throughout the semester. |
| 13. Compare and contrast two or more alternatives to a workplace problem by completing an Internet search for possible solutions (use of a Library research database is required) | Graded classroom discussion, successful acquisition of 2 valuable sources from the library databases prior to week 16. |
| Discipline: | |
| 14. Explain the importance of positive discipline within an organization. | Exams/quizzes throughout the semester but primarily assessed on exam during weeks 4 - 8; Role-plays throughout the semester. |
| 15. Identify disciplinary situations that violate standards of conduct and explain the need to confront these situations appropriately. | Exams/quizzes throughout the semester but primarily assessed on exam during weeks 4 - 8; Role-plays throughout the semester. |
| 16. List the steps in a progressive discipline system with a special focus on consistency and documentation. | Exams/quizzes throughout the semester but primarily assessed on exam during weeks 4 - 8; |
| Appraisal, Coaching, and Performance Management: | |
| 17. Define performance management and clarify the supervisor's role within the process. | Exams/quizzes throughout the semester but primarily assessed on exam during weeks 8 - 12; role-plays throughout the semester. |
| 18. Conduct an appraisal interview following a scenario that will include a sensitive situation that requires a coaching approach. | Completion of performance appraisal form after conducting a brief scenario-based appraisal interview prior to week 16. |
| 19. Explain the concepts and techniques in preparing a written employee appraisal (using an established form). | Completion of performance appraisal form after conducting a brief scenario-based appraisal interview prior to week 16. Exams/quizzes throughout the semester but primarily assessed on exam during weeks 8 - 12; Classroom discussion and role-plays throughout the semester. |
| Managing Conflict: | |
| 20. Explain the supervisor's role at the initial step in complaint/conflict resolution to include identifying/contrasting available "styles" that supervisors may use in approaching conflict. | Exams/quizzes throughout the semester but primarily assessed on exam during weeks 12 - 16; role-plays throughout the semester. |
| 21. Identify guidelines for conflict resolution. | Exams/quizzes throughout the semester but primarily assessed on exam during weeks 12 - 16; role-plays throughout the semester. |
| 22. Explain the impact a labor union has on a supervisor and the parent organization. | Exams/quizzes throughout the semester but primarily assessed on exam during weeks 12 - 16; role-plays throughout the semester. |
| Employee Relations: | |
| 23. Describe the supervisor's role in maintaining good employee relationships. | Exams/quizzes throughout the semester but primarily assessed on exam during weeks 12 - 16; role-plays throughout the semester. |
| 24. Explain the supervisor's role in grievance procedures. | Exams/quizzes throughout the semester but primarily assessed on exam during weeks 12 - 16; role-plays throughout the semester. |

M. Recommended Grading Scale:

| NUMERIC | GRADE | POINTS | DEFINITION |
|---------|-------|--------|---------------|
| 93–100 | A | 4.00 | Superior |
| 90–92 | A- | 3.67 | Superior |
| 87–89 | B+ | 3.33 | Above Average |
| 83–86 | B | 3.00 | Above Average |
| 80–82 | B- | 2.67 | Above Average |
| 77–79 | C+ | 2.33 | Average |
| 73–76 | C | 2.00 | Average |
| 70–72 | C- | 1.67 | Below Average |
| 67–69 | D+ | 1.33 | Below Average |
| 63–66 | D | 1.00 | Below Average |
| 60–62 | D- | 0.67 | Poor |
| 00–59 | F | 0.00 | Failure |

N. College Procedures/Policies:

North Central State College believes that every student is a valued and equal member of the community.* Every student brings different experiences to the College, and all are important in enriching academic life and developing greater understanding and appreciation of one another. Therefore, NC State College creates an inclusive culture in which students feel comfortable sharing their experiences.

Discrimination and prejudice have no place on the campus, and the College takes any complaint in this regard seriously. Students encountering aspects of the instruction that result in barriers to their sense of being included and respected should contact the instructor, assistant dean, or dean without fear of reprisal.

* *Inclusive of race, color, religion, gender, gender identity or expression, national origin (ancestry), military status (past, present or future), disability, age (40 years or older), status as a parent during pregnancy and immediately after the birth of a child, status as a parent of a young child, status as a foster parent, genetic information, or sexual orientation*

Important information regarding College Procedures and Policies can be found on the syllabus supplement located at

<https://ncstatecollege.edu/documents/President/PoliciesProcedures/PolicyManual/Final%20PDFs/14-081b.pdf>



North Central State College
SYLLABUS ADDENDUM

| | | | |
|----------------------------|---|--------------------------|----------------------------|
| Academic Division: | Engineering Technology, Business, and Criminal Justice | Discipline: | Accounting |
| Course Coordinator: | Donna Kittle | | |
| Course Number: | ACCT1030-920 | Course Title: | Managerial Accounting |
| Semester / Session: | Fall 2025 / Session A & B | Start / End Date: | 08/11/2025 thru 12/12/2025 |

Instructor Information

| | | | |
|-------------------------|--------------|------------------------|---|
| Name: | Donna Kittle | Credentials: | MBA CPA |
| Phone Number: | 419-755-4561 | E-Mail Address: | dkittle@ncstatecollege.edu |
| Office Location: | Kehoe | Office Hours: | T & Th 8:15 – 10:00 a.m. and Th 11:45-1:15 p.m. |

I. Topical Timeline / Course Calendar (Subject to Change):

| Weeks | Topics | Assignment | Due Date |
|-------|--|---|--------------|
| 1 | Introduction to Managerial Accounting | Homework, Excel Homework, Dynamic Study Module and Quiz | August 19 |
| 2 | Job Order Costing | Homework, Dynamic Study Module and Quiz | August 28 |
| 3 | Process Costing | Homework, Excel Homework, Dynamic Study Module and Quiz | September 6 |
| 4 | Cost Management Systems | Homework, Excel Homework, Dynamic Study Module and Quiz | September 15 |
| 5 | Cost-Volume-Profit Analysis | Homework, Excel Homework, Dynamic Study Module and Quiz | September 24 |
| 6 | Variable Costing | Homework, Excel Homework, Dynamic Study Module and Quiz | October 3 |
| 7 | Master Budgets | Homework, Excel Homework, Dynamic Study Module and Quiz | October 17 |
| 8 | Flexible Budgets and Standard Cost Systems | Homework, Dynamic Study Module and Quiz | October 27 |
| 9 | Responsibility Accounting and Performance Evaluation | Homework, Excel Homework, Dynamic Study Module and Quiz | November 4 |
| 10 | Short term Business Decisions | Homework, Dynamic Study Module and Quiz | November 13 |
| 11 | Capital Investment Decisions | Homework, Excel Homework, Dynamic Study Module and Quiz | November 21 |

II. Grading and Testing Guidelines:

Final Grade Calculation

| Activity | Qty | Points | Percentage |
|--------------|-----|--------|------------|
| Homework | 11 | 110 | 13% |
| Excel | 9 | 90 | 11% |
| Study Module | 11 | 110 | 13% |
| Quiz | 11 | 220 | 27% |
| Exam | 4 | 300 | 36% |
| Total | | 830 | 100% |

Course Number: _____
Semester / Session: _____

Course Title: _____
Start / End Date: _____

1. **Topic description #1**
 - a. Explain the broad role that managerial accounting information plays in the economy.
2. **Topic description #2, #3, #4 & #6**
 - a. Explain basic job order and process costing use by business decision makers
 - b. Use the language of accounting and apply the important concepts.
 - c. Compute operating income using variable costing and absorption costing
3. **Topic description #5**
 - a. Analyze the impact of basic business transactions on the financial statements of a business corporation.
 - b. Determine how changes in volume affect costs
4. **Topic description #7 & #8**
 - a. Define budget types and the components of the master budget
 - b. Prepare flexible budgets and performance reports using static and flexible budgets
5. **Topic description #9, #10, & #11**
 - a. Evaluate cost, revenue, and profit centers
 - b. Evaluate the short-term business and capital investment decisions

III. Examination Policy:

1. The reasons for which a student will be excused from taking an examination _____
 - a. Hospitalization (with documented verification)
 - b. Death in the immediate family (with documented verification)
 - c. Personal illness or illness in immediate family - (doctor's excuse required).
2. A student who misses an examination for any reason is responsible for _____
 - a. Notifying the instructor ahead of time
 - b. Communicate any planned absence
3. No makeup opportunity will be given for absences of unscheduled quizzes.

IV. Class Attendance and Homework Make-Up Policy:

1. Class attendance is necessary to acquire the knowledge required to _____
 - a. Gain an understanding of the material
 - b. Each class builds on the previous class
2. Students are responsible for _____
 - a. Keeping up with all assignments when due
 - b. Notifying the instructor if a problem arises
 - c. Notifying the instructor if they are not understanding the material so we can review it

V. Classroom Expectations:

1. Assignments are due on time.
 - a. Assignments are opened at least 4 days before they are due to allow you to budget your time with some assignments open from the beginning of the semester.
 - b. Deadlines are enforced. If you have technical difficulty, notify me immediately via email.
 - Many technical issues can be resolved by me from home.
2. Homework needs to be completed to learn the material as well as reading the chapters.
 - a. Check your study habits since there is no substitution for hard work.