MAN4900
Project Management Capstone

Instructor:  Mr. Grady Meeks Jr.
Title:  Associate Professor
Office:  Daytona Campus Building 200 Room 314
Office Hours:  Office hours: M 1-6pm, 7:50-8:50pm, T 8-9am, W 8-9am, Su 8-10pm
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Department Homepage:  http://daytonastate.edu/dept_directory_bas/index.html

Course Description:  This course focuses on the integration of knowledge, skills, and abilities learned in the program through a capstone project. Students are also prepared to sit the industry certifications of Project Management Professional (PMP®) or Certified Associate in Project Management (CAPM®) based on experience.

Minimum Technical Requirements
Students enrolled in this course must be able to:
- Use all required features of Falcon Online such as discussion boards and Assignments
- Send and receive attachments by e-mail
- Create and submit files using Microsoft Word processing or Excel spreadsheet programs
- Create, edit, and present using programs such as PowerPoint or Prezi

Student Learning Outcomes:  Upon completion of this course, the student will be able to:

1. Demonstrate a basic understanding of project management.
2. Explain the components and the operations, managerial, and strategic roles of project management within an organization.
3. Describe the major concepts, developments, and managerial implications involved in project management process groups, processes and knowledge areas.
4. Describe how project management methodologies are used in modern project management to support end user applications, enterprise operations, e-commerce, and managerial decision making.
5. Explain the development of project management for business problems and how to implement change.
6. Describe the managerial challenges and methods of managing project management methodologies, including information resource management, global management, and professional and ethical challenges.
7. Demonstrate ability to communicate a professional (affective) presentation and project paper by integrating concepts (cognitive) from the course.
8. Integrate concepts from other Bachelor of Applied Science and Advanced Technical Certificate in Project Management courses.

**Learning Methodology**

The instructor will guide students in an active learning environment and each student is expected to follow this guidance to influence other classmates in a positive manner. Individually and through teamwork, students will utilize all six levels of learning:

2. Comprehension - ability to paraphrase and interpret information in one’s own words.
3. Application - use knowledge in a new situation.
4. Analysis - break down knowledge into parts and show interrelationships.
5. Synthesis - bring together parts of knowledge to form a whole.
6. Evaluation - make judgments based on given criteria.

These six learning methods will create a framework for a learning environment that integrates real-world experiences, current events, and instructional material.

**Class Format:** Online [http://www.daytonastate.edu/falcononline](http://www.daytonastate.edu/falcononline).

**Required Textbook(s) and/or Materials:**

1. PMP® Crosswind Exam Success Series 5th edition
   ISBN: 978-1-61908-031-7

Daytona State College Bookstore
[https://www.daytonastate.edu/catalog/stusvcs/bookstore.html](https://www.daytonastate.edu/catalog/stusvcs/bookstore.html)

**Optional Materials:** Not applicable.
Equipment and Supplies:
You will need Internet access for this course as well as knowledge of PowerPoint, Word, Falcon Online, and Google (or other search engines for searching online). A flash drive or access to an internet storing site (OneDrive, Google Docs, Dropbox, etc...) is recommended to store your documents created for this class for future use or reference.

The PMP® Exam Success Series 5th edition will come with an access key to be used for the online testing portal. Instructions for registration and access key consumption are provided in the book and will be provided in a news item post.

Important Links:
Project Management Institute (internationally recognized authority on Project Management best practices) [www.pmi.org](http://www.pmi.org)

Classroom Policies

Disclaimer: This syllabus has been constructed to be as complete as possible but I reserve the right to alter policies, procedures, and the syllabus as needed with notification to students. Please utilize the news item in the course and instructor blog regularly as any changes to the syllabus will be posted there. Evaluation will take into account a student’s participation and class etiquette.

How to proceed through the course: Assignments, due dates and their descriptions are included in this syllabus. Please read the syllabus thoroughly and check Falcon Online news items regularly for updates. When taking a typical 4 credit hour course, students should plan to spend at least 12 hours per week doing coursework and studying for that course regardless of the mode of delivery (online, hybrid, face-to-face). This course is organized around weekly modules. Each module is located in Falcon Online under the course content link. Students should begin each module with the readings from the textbooks, review of presentations, taking weekly quizzes, working on individual assignments and participating in the respective discussion forums for team assignments.

Handling of assignments: All individual and team discussion forums will be posted in the appropriate discussion forum electronically in Falcon Online. News Item posts will advise of individual and team assignments that need to be posted in the appropriate assignment folder (drobox). All coursework is to be submitted by 11:59pm on the due date. Please reference the [weekly course schedule link](pages 8-11).

Communication:

All students must have a current email address (you can use your DSC Falcon email) and be able to access email at least every 24 hours during the semester. Everyone should be using the DSC Falcon email address. If you prefer to use another active email account then please setup Falcon email to be forwarded to your other email account (i.e., Yahoo!, Outlook, Gmail, AOL, etc.)

When you sign into the classroom, check the class news on the home page. Important announcements will appear there. Also, check your e-mail for messages from your instructor. Log into your course at least every 48 hours.
Email

1. Check your e-mail at least every other day (more often is better).
2. Always include the course name in the subject line and refer to a particular assignment or topic.
3. Be patient. Do not expect an immediate response when you send a message. Generally, two days is considered a reasonable amount of time to receive a reply, but I strive to answer within 12 to 24 hours.
4. Never assume that your e-mail can be read by no one except yourself; others may be able to read or access your e-mail. Never send or keep anything that you would not mind seeing on the evening news.

Assignments

1. Specifics for each assignment is described in the Course Outline.
2. Grades for assignments will be received within a maximum of one week after submission. I strive to post grades within a day or two of submission.

Discussions

1. You will be required to post in some discussion forums and they will be graded. Specifics for discussion forums are described in each discussion and in the Course Outline.
2. If you have a question regarding the course material, post the question in the Discussion Forum under the Assignment Questions Forum or Technical Questions Forum. Other students will appreciate seeing the question and your instructor’s answer. Students are encouraged to respond to other students’ questions. Learning by teaching is a powerful tool. Please do not send your instructor e-mail related to the course content. That is the purpose of the Discussion Forum. It takes the place of classroom discussion.
3. You must post one initial post and one reply to a classmate. Be courteous and considerate. Being honest and expressing your position thoroughly is very important, but being considerate of others online is just as important as in the classroom.
4. Make every effort to be clear. Online communication lacks the nonverbal cues that fill in much of the meaning in face-to-face communication.
5. Do not use ALL CAPS. This is considered “shouting” and the message is very hard to read. Check spelling, grammar, and punctuation (you may want to compose in word processing software then cut and paste the message into the discussion or e-mail).
6. Break up large blocks of text into paragraphs and use a blank line between paragraphs.
7. Please keep all postings professional. Correct grammar and spelling are an important part of the business environment. Review your comments before you post them. Write as though you were sending the correspondence to an officer of your company.

Microsoft Office
Microsoft Office 365, with 1TB of OneDrive storage, is available to enrolled Daytona State College students. Students are provided a college email address that serves as the student’s official source for college communication. In addition to email, Office 365 provides students with shared calendars, the ability to create and edit documents online, team sites, and other collaboration tools. Whether you work on a PC, Mac, tablet or phone, you will have a consistent experience across all of your devices. The service includes online versions of Word, PowerPoint, Excel, OneNote, and OneNote Class Notebook. For more information about Office 365, visit the Student Self-Service Help page at http://daytonastate.edu/help/ and click on Office 365 Find Out More.

Interaction: Discussion Forum posts and substantive responses (weeks 3, 5 & 7) and weekly team lab assignments.

Attendance and Lateness Policy:

Face to Face students:
A student can miss up to 3 hours of class without fault (this includes instances of tardiness).
Examples:
- 2 class meetings missed in a 7 week 50/50 course that meets 2 times per week
- 1 class missed in 7 week course that meets 1 time per week
- 1 (1.5 hours) class missed and 30 minutes tardy 3 times.
More than 3 hours of missed class will result in a grade of “F” or, if the student can still withdraw, a “W” and the requirement to retake the course.

Attendance

Students who stop attending this class will be withdrawn from the class and receive a final grade of W1 (Withdrawn). Attendance includes participating in online or face-to-face environments as required.

Late Work/Make-up Work and Exams: As professionals-to-be it is expected that all assignments will be turned in by the due date. Assignments turned in past the due date up to seven days will have points deducted for tardiness (10%). After 7 days from due date, the assignment is not accepted and no credit will be earned.

Classroom Etiquette:
All students should be on-time (face-to-face), polite, positive, and professional in classroom interactions and discussions. Please remember professionalism in necessary in the workplace and start practicing for that in your classes. You should adhere to the department late/absentee policies. Please attend to your needs and emails before entering the room (face to face). Students who come late or leave during the class are a distraction to both the instructor and other students, so unless it is an emergency, please refrain from leaving. The use of cellular phones, iPods/MP3 players and other electronic devices is also a distraction to some students. If you are using a laptop for taking notes, please sit in the front row of class. Please ensure other electronic devices are off (or on silent alert). If you have an ill family member or major personal concern, please let me know about the situation so I can allow you to monitor your cellphone. If an emergency arises, please be courteous to your fellow students and leave quietly.
**Evaluation/Assessment Methods:** Students will be assessed in line with the course students learning outcomes. The types of evaluations include discussion forums (self-test analysis), weekly team lab assignments, final team lab assignment and final exam.

**Grading Policy:** Policies for assigning incomplete grades must adhere to the College policy as stated in the catalog in effect at the time the section is offered. You can review that policy at [https://www.daytonastate.edu/catalog/adm/grading_system.html](https://www.daytonastate.edu/catalog/adm/grading_system.html).

Grades are based on overall points accumulated on Introduction Attendance Post, Resume, Discussion Forums, Weekly Team Labs and the Final Exam. In addition, to successfully complete the course with a grade C or higher:

- 70% or more of all assignments must be completed by specified due dates,
- Completion of each assignment with 70% points or more.

**Points per Task:**

<table>
<thead>
<tr>
<th>Task</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction Attendance Post (will be dropped from class if not posted by add/drop date)</td>
<td>20</td>
</tr>
<tr>
<td>Baseline &amp; Midterm Exams (115 points each)</td>
<td>230</td>
</tr>
<tr>
<td>Weekly Quizzes (10 at 25 points each)</td>
<td>250</td>
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<tr>
<td>Team Project (PowerPoint &amp; Paper)</td>
<td>300</td>
</tr>
<tr>
<td>Final Exam</td>
<td>200</td>
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<tr>
<td><strong>TOTAL Points Available</strong></td>
<td><strong>1,000</strong></td>
</tr>
</tbody>
</table>

**Grading Scale:**

<table>
<thead>
<tr>
<th>Number of Points Earned</th>
<th>Percent</th>
<th>Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>900-1000</td>
<td>90% - 100%</td>
<td>A</td>
</tr>
<tr>
<td>877-899</td>
<td>87% - 89%</td>
<td>B+</td>
</tr>
<tr>
<td>800-869</td>
<td>80% - 86%</td>
<td>B</td>
</tr>
<tr>
<td>770-799</td>
<td>77% - 79%</td>
<td>C+</td>
</tr>
<tr>
<td>700-769</td>
<td>70% - 76%</td>
<td>C</td>
</tr>
<tr>
<td>670-699</td>
<td>67% - 69%</td>
<td>D+</td>
</tr>
<tr>
<td>600-669</td>
<td>60% - 66%</td>
<td>D</td>
</tr>
<tr>
<td>0 – 599</td>
<td>0% - 59%</td>
<td>F</td>
</tr>
</tbody>
</table>

An **incomplete grade** will NOT be given UNLESS the following criteria are met:

- Extreme circumstances (medical, family emergency, etc.) prevent completing the course on time. Will be determined by the instructor if meets extreme circumstances criteria.
- A request in writing (via email for online courses) is submitted to the instructor prior to last three weeks of class,
- 75% of all assignments, discussions, and team labs are completed at that point in time.
- The student has a grade C or higher at that point in time.
Class Schedule:

To accomplish the course objectives, the course material will be presented, and assessment done through online discussions, individual and group assignment, quizzes and exams and a final team project. It is the student’s responsibility to do the required readings, discussions, exams and assignments prior to established deadlines. Active participation is part of your grade. It includes (1) asking questions, (2) answering questions with supportive evidence, claims and inference (3) responding to other student’s comments, etc. through discussions.

Baseline/Midterm/Final Exams
These exams will be taken during weeks 1, 8 and 15. The Baseline and Midterm exams will not be accepted after one week late and those posted 2-7 days late will be reduced by 10%. These exams are full simulation exams (200 questions each) and help prepare for the industry standard certification exam.

Weekly Knowledge Area Quizzes
The weekly knowledge area quizzes are due the week following the classroom discussion. Weekly knowledge area quizzes will not be accepted after one week late and those posted 2-7 days late will be reduced by 10%.

Weekly Team Project Activities
Teams will be assigned and discussion forms will be setup for team collaboration. Final team PowerPoint and Paper will not be accepted after the deadline. The grade you receive will be based on the content, the presentation of the assignment and the average of the peer evaluations. Templates provided in the course content area.

Details for all assignments, discussion, team lab assignments etc. will be provided via the Content Area in the Weekly Modules. Team assignments will already be made when the course starts. Look for the team you are assigned to and connect with them via your Team discussion board as soon as the course starts. You will have a team lab assignment due at the end of the first week of class.

Students are expected to apply their knowledge of chapter concepts to organizational and management problems. In order to successfully achieve this, students must work together to analyze the problem, synthesize their knowledge, and evaluate their work and the work of other teams. Students should utilize the available resources (instructors, team members, co-workers, library resource center’s BAS collection, case studies, vignettes, self-assessments, electronic media, and BAS computer classroom) throughout the BAS curriculum to successfully meet student learning outcomes and program outcomes.

BAS Computer Lab
BAS students use a state of the art computer classroom/lab. Throughout the semester students will actively be learning (hands-on) using advanced computer systems dedicated for BAS students. Excel, Word, PowerPoint, Access and Project, and other specified management tools will be used to implement some of the methods explained throughout the BAS course of study. Students are expected to work with other students in simulations and activities.

Weekly Course Schedule
Assignments and activities should be completed in order as they appear below. For example, you should have introduced yourself in the Discussion Forum first (I need this for attendance, then connect with your team members by posting in your team discussion board, and then follow the schedule of reading, completing quizzes, completing assignments (both individual and group) and posting discussions for each section. I believe you need to be online at least 5 times a week to be successful in this “fast paced course.” I will assign people to teams in the class.

<table>
<thead>
<tr>
<th>Week</th>
<th>Due Dates</th>
<th>Assignment</th>
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<tbody>
<tr>
<td>Week 1</td>
<td>8-28-17</td>
<td>Take Baseline Exam</td>
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<td>8-30-17</td>
<td>Read Chapter 1: Exam Success</td>
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<td>Intro Post by 9:00 p.m.!</td>
<td>Read Chapter 2: Application &amp; Environment</td>
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<td>Balance of assignments due by 11:59pm Sunday 9-3-17</td>
<td>Team Project Collaboration</td>
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<td>Lab/Exercises/Class Participation</td>
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<td>Week 2</td>
<td>9-4-17</td>
<td>Read Chapter 3: Framework</td>
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<td>Quizzes due by 11:59pm Sunday (9-10-17)</td>
<td>Team Project Collaboration</td>
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<td></td>
<td>Weekly Team Agenda/Minutes due by 11:59pm Sunday (9-10-17)</td>
<td>Lab/Exercises/Class Participation</td>
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<td>Week 3</td>
<td>9-11-17</td>
<td>Read Chapter 4: Integration</td>
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<td>Quizzes due by 11:59pm Sunday (9-17-17)</td>
<td>Team Project Collaboration</td>
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<td></td>
<td>Weekly Team Agenda/Minutes due by 11:59pm Sunday (9-17-17)</td>
<td>Lab/Exercises/Class Participation</td>
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<td>Weekly Final Project Group Team Assignment collaboration time.</td>
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<td>Week</td>
<td>Date</td>
<td>Activity Details</td>
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| Week 4 | 9-18-17 | Quizzes due by 11:59pm Sunday (9-24-17)  
Weekly Team Agenda/Minutes due by 11:59pm Sunday (9-24-17)  
Read Chapter 5: Scope  
Team Project Collaboration  
Lab/Exercises/Class Participation  
Submit Weekly Final Team Project Meeting Agenda/Minutes.  
Weekly Final Project Group Team Assignment collaboration time. |
| Week 5 | 9-25-17 | Quizzes due by 11:59pm Sunday (10-1-17)  
Weekly Team Agenda/Minutes due by 11:59pm Sunday (10-1-17)  
Read Chapter 6: Time  
Team Project Collaboration  
Lab/Exercises/Class Participation |
| Week 6 | 10-2-17 | Weekly Team Agenda/Minutes due by 11:59pm Sunday (10-8-17)  
Read Chapter 7: Cost  
Team Project Collaboration  
Lab/Exercises/Class Participation |
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<tr>
<th>Week</th>
<th>Date</th>
<th>Weekly Team Agenda/Minutes due by 11:59pm Sunday</th>
<th>Read Chapter</th>
<th>Team Project Collaboration</th>
<th>Lab/Exercises/Class Participation</th>
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<tr>
<td>Week 7</td>
<td>10-9-17</td>
<td>Weekly Team Agenda/Minutes due by 11:59pm Sunday (10-15-17)</td>
<td>Chapter 8: Quality</td>
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<td>Weekly Team Agenda/Minutes due by 11:59pm Sunday (10-15-17)</td>
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<td>Quizzes due by 11:59pm Sunday 10-15-17</td>
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<td>Week 8</td>
<td>10-16-17</td>
<td>Midterm Exam due by 11:59pm 10-20-17</td>
<td>Take Midterm Exam</td>
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<td>Weekly Team Agenda/Minutes due by 11:59pm Sunday 10-20-17</td>
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<td>Weekly Team Agenda/Minutes and Quizzes due by 11:59pm Sunday 10-30-17</td>
<td>Read Chapter 9: Human Resource</td>
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<td>Week 10</td>
<td>10-30-17</td>
<td>Weekly Team Agenda/Minutes and Quizzes due by 11:59pm Sunday 11-5-17</td>
<td>Read Chapter 10: Communication</td>
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<td>Weekly Team Agenda/Minutes and Quizzes due by 11:59pm Sunday 11-5-17</td>
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<td>Week 11</td>
<td>11-6-17</td>
<td>Weekly Team Agenda/Minutes and Quizzes due by 11:59pm Sunday 11-12-17</td>
<td>Read Chapter 11: Risk</td>
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<td>Weekly Team Agenda/Minutes and Quizzes due by 11:59pm Sunday 11-12-17</td>
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<td>Week 12</td>
<td>11-13-17</td>
<td>Weekly Team Agenda/Minutes and Quizzes due by 11:59pm Sunday 11-19-17</td>
<td>Read Chapter 12: Procurement</td>
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<td>Weekly Team Agenda/Minutes and Quizzes due by 11:59pm Sunday 11-19-17</td>
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</table>
| Week 13  | Weekly Team Agenda/Minutes and Quizzes due by 11:59pm Sunday 11-26-17 | Read Chapter 13: Professional & Social Responsibility  
Team Project Collaboration  
Lab/Exercises/Class Participation |
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<tr>
<td>11-20-17</td>
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| Week 14  | Due by 11:59pm on 12-3-17                                                   | Team Project Collaboration  
Lab/Exercises/Class Participation |
| 11-27-17 |                                                                                   |                                                                                      |
| Week 15  | Due by 11:59pm on 12-10-17                                                   | Take Final Exam  
Team Project Collaboration |
| 12-4-17  |                                                                                   |                                                                                      |
| Week 16  | Due by 11:59pm 12-15-17                                                       | Present/Submit Final Team Project (PowerPoint & Presentation)  
- Submit final PowerPoint & Paper.  
- Submit peer evaluation  
- Please rate yourself and your teammates on a scale from 0 to 10 with 10 being the highest score along with a brief description of your rating. Create a simple Word document with your team’s name along with all team members including yourself. Candid feedback will ensure everyone’s individual grade on the team project is commensurate with individual contributions. Please note that the peer evaluation is required and final individual grading will not be completed until all team members have submitted. |
| 12-11-17 |                                                                                   |                                                                                      |

**Class Withdrawal Process:** Example: Students can withdraw from this class prior to the date listed in the Academic Calendar. It is not necessary to have approval from the instructor to withdraw from the course, but you should discuss the situation with the instructor prior to any action. Many times issues and concerns can be resolved with communication. Please review the Refund/Repayment Policy in the current college catalog and also check with the Office of Financial Aid to determine how the withdrawal might affect your current and future financial aid eligibility. The steps for withdrawal from a class can be found on the Student Self-Service Help page at [http://daytonastate.edu/help/](http://daytonastate.edu/help/) under Enroll/Register for Classes, Drop Classes.

**Sensitive Materials:** Course content aims to enable students to reach course goals and objectives. As such, students may be introduced to a wide range of topics and ideas that differ from familiar understandings and beliefs. Some content may be considered sensitive or offensive or disturbing (or all of the above) by some students.

**Attendance**

Students who stop attending this class will be withdrawn from the class and receive a final grade of W1 (Withdrawn). Attendance includes participating in online or face-to-face environments as required.
Student Rights & Responsibilities

Students are responsible for reading and following all college policies outlined in the current Student Handbook. Some of the most important are summarized below. The Handbook can be accessed at http://www.daytonastate.edu/academics.html under “Student Resources.”

Academic Integrity

In order to preserve academic excellence and integrity, the College expects you to know, understand, and comply with the Academic Integrity Policy, which prohibits academic dishonesty in any form, including, but not limited to, cheating and plagiarism. The grades you earn must be based upon your own work and must accurately reflect your own knowledge and skills.

An instructor who finds that a student has violated Academic Integrity may apply an academic consequence ranging from a zero percent for the assignment, up to and including failure for the entire course. Violations may be reported to the academic department chair for review and/or referred to the student disciplinary process for appropriate disciplinary resolution. For more information about Academic Integrity and the appeal process see: https://www.daytonastate.edu/academicintegrity/

Honor Pledge: I, as a member of the DSC community, pledge that I will neither give nor receive unauthorized aid in my work nor will I present another’s work as my own, nor will I tolerate anyone who does. For more information on academic integrity, view the Honor Code.

Forms of Academic Dishonesty are clearly defined on the Academic Integrity webpage.

Cheating - Cheating can be defined as: receiving or giving unauthorized assistance on a quiz, test, exam, paper, or project or unauthorized use of materials to complete such; collaborating with another person(s) without authorization on a quiz, test, exam, paper, or project; taking a quiz, test, or exam for someone else or allowing someone else to do the same for you.

Plagiarism - Plagiarism can be defined as: submitting work in which words, facts, or ideas from another source are used without acknowledging that the material is borrowed whether from a published or unpublished source. For specific information on how to document information from other sources, students should check with their instructors, academic departments, or a recognized writing manual, such as the MLA or APA.

Self-plagiarism - Recently the idea that students can plagiarize themselves has surfaced. When students turn in the same assignment for two different classes, they are self-plagiarizing. This rule also applies to sections of an assignment. Not only does ‘repurposing’ assignments deny students the opportunity to learn, but also it is not fair according to the college’s standards. Because of this, self-plagiarizing is coined ‘double-dipping,’ which leads to devaluation of grades and therefore, a devaluation of the College. Daytona State College prohibits self-plagiarism.

Online Academic Integrity Violations - These violations include, but are not limited to the following: sharing your Falcon Online password, working on an assignment with someone else when it is supposed to be done on your own, looking at someone else’s work while taking a quiz or exam, using
a cell phone to share quiz or exam information, revising a paper that was found on the Internet, or submitting a paper purchased form a website.

**Fabrication** - Fabrication can be defined as: listing sources in a bibliography that one did not actually use in a written assignment; presenting false, invented, or fictitious data/evidence in a written assignment.

**Other Academic Misconduct**: Other Academic Misconduct might include, but is not limited to:

- In a testing situation, conduct, such as, looking at a classmate's test, talking to a classmate, or leaving the classroom without the instructor's or proctor's permission.
- Obtaining help while taking online tests or quizzes in the form of another person consultation, Googling for answers, texting, or using other social media.
- Obtaining part or all of a test by theft/purchase, OR selling /giving part of all of a test to someone else.
- Soliciting someone to impersonate you online or in a classroom setting.
- Entering an office or building for the purpose of changing a grade on a test, assignment, or in a grade book or for the purpose of obtaining a test.
- Altering or attempting to alter academic records of the College which relate to grades; being an accessory to same

**Support Services**

**Students with Disabilities**: The Student Disability Services (SDS) Office provides tools and resources to students with documented disabilities. Students who self-disclose a disability and provide the required documentation to the SDS Office can receive confidential and reasonable accommodations to assist in their academic success. If you need accommodations, please contact the SDS Office at (386) 506-3238. To call Florida Relay dial 7-1-1, or the appropriate toll-free number: 1-800-955-8771 (TTY), 1-800-955-8770 (Voice). You can also find more information at http://www.daytonastate.edu/sds

**Veterans**: If you are currently serving or have ever served in the U.S. Military, please feel free to visit the Veterans Center in the Lenholt Student Center (Bldg. 130, room 124) for any assistance or phone 386.506.3065. Please visit https://www.daytonastate.edu/admsvet/

**Academic Support Center**: The Academic Support Centers (ASC) assist students on every campus to achieve their potential by providing the resources they need to become successful, independent learners. For more information please go to http://www.daytonastate.edu/asc or email ASC@DaytonaState.edu.

**Writing Center**: For assistance with all stages of the writing process please visit the Writing Center (appointments recommended) www.daytonastate.edu/cwc

**Library and Research Services**: The Daytona State Library offers a variety of services and resources to support your academic success. Visit the library website at http://library.daytonastate.edu/
**Technical Support** is available for FalconMail, printing, web usage, Falcon Online, and more. Students may call 386-506-3950 or e-mail Helpdesk@daytonastate.edu. Information can be found on the Student Self-Service Help page at [http://daytonastate.edu/help/](http://daytonastate.edu/help/) under Tech Support.

For Falcon Online 24/7 support of course tools, view the Help/Resources on the Falcon Online navbar or call the Helpdesk at 386-506-3950, option 2. General Help information for Falcon Online can be found on the Student Self-Service Help page at [http://daytonastate.edu/help/](http://daytonastate.edu/help/) under Falcon Online Technical Help.

**Safety on Campus:** Check your FalconMail after you register for information on accessing and updating your free Daytona State College Rave Alert account. You can also visit [https://www.getrave.com/login/daytonastate](https://www.getrave.com/login/daytonastate)

**The Center for Men and Women:** The Center offers a range of additional support services for students in need. Go to [https://daytonastate.edu/centerforwomenandmen/index.html](https://daytonastate.edu/centerforwomenandmen/index.html) for more information.