



TEXAS A&M UNIVERSITY  
**SAN ANTONIO**

MKTG 3360, **Personal Selling**, FALL 2024, CRN: 10793  
Department of Management & Marketing, College of Business  
**Course Syllabus**

**Class Meeting Time and Place:** ONLINE  
**Class Duration:** 8/26/24-12/13/24  
**Instructor:** Lisa Siegal  
Office: remote  
E-Mail: [lisa.siegal@tamusa.edu](mailto:lisa.siegal@tamusa.edu)

Student emails will receive a reply within two business days.

**Course Website:** <https://tamusa.blackboard.com/>

**Office Hours:** By appointment (phone or zoom)

**AACSB Assessment:**

The College of Business received AACSB accreditation in Spring 2023. As part of that ongoing process, students will be assessed on program level outcomes based on course outcomes from various courses. The materials from this course may be used for assessing such program level outcomes, and hence students must follow the necessary rigor to ensure mastery and retention of the above course outcomes.

**Catalog Course Description:** The personal selling process and the use of a professional, customer-oriented, problem-solving approach in selling situations. The sales job, selection of salespeople, sales training programs, and coordination/control of the sales function. Development of fundamentals of professional selling skills. Prerequisites: admitted to the College of Business and MKTG 3311.

**Course Objectives:** This course covers the personal selling process and the use of a professional, customer oriented, problem solving approach in selling situations. We will cover the fundamentals of professional selling skills, (knowledge and skill requirements), the partnership process and communication styles, among other topics.

*.....Much of selling lies in the experiential domain. You have to do it to know it....*

**Prerequisites:** MKTG 3311; admitted to the College of Business.

**Student Learner Outcomes:**

- Describe the various steps in the selling process
- Explain the attributes and abilities possessed by successful salespeople
- Define how to acquire prospects in the digital age.
- Model the ability to plan and implement an effective sales presentation.

- Describe effective probing and how this skill can benefit the salesperson.
- Identify the value of customer objections and how to deal with these objections effectively.
- Recognize the various methods of closing a sale and to learn when each may be appropriate.
- Describe the value of post-selling service.

### **Required Materials:**

**Textbook:** Castleberry, S.B, Tanner, J.F (2022). *Selling Building Partnerships* (11<sup>th</sup> ed). New York, NY: McGraw-Hill. You must purchase Connect package: Ebook and Connect wither through the bookstore or directly from McGraw-Hill. ([www.mheducation.com](http://www.mheducation.com))

- **Blackboard:** Connect to <http://tamusa.blackboard.com>. You will have a list of all the readings, video, assignment descriptions, grading rubrics, PPT lectures, and other supplementary materials in Blackboard. To maximize your scores, review all of the material before completing your assignments.
- **Software:** You will be required to use Microsoft to complete various assignments. These products are available in the computer labs on campus. You will also be able to download the installation software from the Microsoft software center. You will receive your login name and password at your Jaguar email address.
- **Computer Hardware:** You will need a computer with an internet connection, a microphone and speakers/headphones, and a working webcam.
- **Time:** You are expected to spend 4-8 hours per week for the course. Based on the background, some students may require more time. Time spent may be longer when assignment/exams are due.

- **Connect:** Quiz will be administered through Connect. (Additional fee for Ebook and Connect).
- **Time:** Allow 4-8 hours per week to read the chapters and complete weekly homework and quiz assignments on Connect, other written projects and Exam.
- **Computer requirements:** Online exams. You will need a laptop and Chrome for Exams, (Chrome plug in to download and complete the exams—refer to Proctorio information below), you need a working web cam and speakers.
- **Software Requirement:** You will be required to use Microsoft to complete various assignments. These products are available in the computer labs on campus. You will also be able to download the installation software from the Microsoft software center. You will receive your login name and password at your Jaguar email address

\*\*This course is delivered ‘asynchronously’. (there are no scheduled virtual lectures or meetings)\*\*\*

### ***Course Requirements every student must fulfill in order to succeed in course:***

1. Students should check the Course Calendar, Announcements, and Messages (e-mail) systems in Blackboard on a regular basis.
2. Students should keep current with all course assignments, quizzes, and examinations.
3. If the course uses remote proctoring for exams, students must schedule their exam early in the semester.
4. Students should ask questions and communicate with the instructor either in class, online, off-line or during office hours.

5. For all classwork, exams, quizzes etc., if a student is completing it off-campus, then they are responsible for availability of internet connectivity. Extensions will **not** be granted for lack of availability of internet connections.
6. Students should remember that hybrid and online courses assume greater responsibility and independent learning skills by the student for their own learning outcomes.
7. For online-asynchronous courses, students should keep current on class recordings. For online-synchronous courses, students are expected to attend virtually during the class meeting time.
8. For OLC-A courses, students are not required to come to class, even for proctored examinations.
  - a. The instructor can require students to take examinations using proctoring software as indicated in the Proctored Exams section.
  - b. The instructor decides which type of examination works best for the class and the student must comply with their instructions – as long as they are not required to take an in-class examination, or are required to take the examination at one specific time that applies to all students. In other words, the instructor will offer the student some flexibility on test location and the time to sit for the exam.

**Grading Policy:**

<b><u>ASSIGNMENT</u></b>	<b><u>POINTS</u></b>
<b><u>Connect Quiz (15@5pts)</u></b>	<b>75</b>
<b><u>Connect HW (15@5)</u></b>	<b>75</b>
<b><u>Role Play Paper Topic Form-Individual</u></b>	<b>45</b>
<b><u>Role Play Paper-Individual</u></b>	<b>300</b>
<b><u>Role Play Video-Individual</u></b>	<b>200</b>
<b><u>Midterm Exam</u></b>	<b>100</b>
<b><u>Final Exam</u></b>	<b>200</b>
<b><u>TOTAL</u></b>	<b>1000</b>

The University grading scale is listed below.

Your final Grade will be based on a percentage of the: **1000 total points:**

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

**READ/REVIEW A FEW DAYS BEFORE EXAM TIME!!: PROCTORIO EXAM PROCTORING SOFTWARE (BELOW)**

**Proctorio-Exam Proctoring Software**

In order to ensure course integrity, students enrolled in this course may use a Remote test-Proctoring software for the administration of exams, if allowed and is set up by the instructor.

## **Getting Started with Proctorio**

Proctorio is a Learning Integrity resource.

This course will use Proctorio, a browser-locking and remote proctoring solution designed to protect the integrity of this course's assessments, within some of your Connect assignments. As your instructor, I've chosen the secure exam settings required by this course, and only I will make a judgment as to any potential academic integrity violation.

## **Assignments with Proctorio**

You'll be able to see which assignments in Connect include Proctorio settings because they will be clearly labeled with "Proctoring Enabled" in the assignment title. The settings that I use may vary depending on the assignment. When you start a proctored assignment, the settings in use will be indicated.

## **Proctorio Minimum System Requirements**

Proctorio offers a flexible service, which may include recording of video, audio, and screen activity or none of the above. The [Proctorio system requirements](#) are dependent on the exam settings and may require a webcam and a microphone. Test takers are encouraged to use a practice exam to test their system prior to taking an exam. Virtual machines and proxy connections will not work.

## **Equity and Fairness**

The reason I've chosen to enable Proctorio settings for specific assignments (Exams) in this course is to make education more equal by allowing each student to earn the grades they deserve. The US Federal Government also requires that all schools have a process in place for verifying student identity to protect against Federal Student Aid (FSA) fraud.

## **Privacy**

Proctorio is a trusted resource for remote proctoring because of the company's commitment to student privacy. Proctorio uses single sign-on through Connect, and only I or approved individuals, here at our institution, will have access to your exam data. Proctorio never requires personally identifiable information from students, and Proctorio will never sell your data to third parties. Read more about [Proctorio's approach to privacy](#).

## **Security**

Proctorio only runs as an extension in your **Chrome browser**. This means that Proctorio works within a sandbox and has limited access to your computer system, unlike traditionally installed software applications that have complete access to your computer's hard drive, or other resources.

Proctorio does not continuously run in Connect. Proctorio only runs while you are taking your proctored Connect assignment. (Exam). After your proctored assignment ends, you may uninstall the extension by right-clicking on it, to bring you peace of mind. Just remember, if you choose to do this, you'll need to reinstall the extension again before starting your next proctored assignment.

All student data is kept safe using zero-knowledge encryption, meaning student data is scrambled and unreadable by anyone outside of our institution's learning platform. Proctorio cannot see your proctored assignment data. Read more about [Proctorio security](#).

Before getting started on your first proctored assignment, please watch the Student Orientation Video on Proctorio, and then make sure to follow the instructions in [Proctorio's Quick Start Test Taker Guide](#) for the extension. To verify your computer system meets the requirements, take the practice quiz. This will ensure that everything will run smoothly on the day of the proctored assignment.

If, after reading the Quick Start Test Taker Guide, you have any trouble while using Connect & Proctorio, you can access quick help guides or [reach out to Connect or Proctorio support for troubleshooting](#). Support can assist in troubleshooting any extension related issues before, during, and after your proctored assignment.

### **Technical Issue?**

If you experience a technical issue or have a question, please contact [McGraw Hills Tech support team](#) (and get a case number). You can reach them at **1-800-331-5094**. The University Helpdesk number is: **210-784-HELP**. If you contact the University, be sure to save your ticket number. McGraw-Hill will issue a Case number.

## **COURSE ASSIGNMENTS**

**Examinations:** There will be an Online Midterm and Final Exam with online Proctoring using Proctorio. (review **Proctorio** information above).

The Exam will consist of conceptual multiple-choice questions. You will need to use a Chrome and have a working webcam. There will be a mandatory Mid-term exam and a mandatory Final exam (as per university schedule). Being absent for an exam will result in a grade of zero for that exam and may result in a fail grade in the course. The exams will be administered online and consist of a series of multiple-choice, and/or short answer questions. The exams will be based on the textbook and will emphasize understanding and applications of concepts and topics covered in the course.

### **Connect Account/Smartbook/Quiz /Exams**

**You will need a Connect Account to complete all Connect quiz, homework and Exams.**

Connect assignments will be completed for the assigned chapters (Chapters 1-15). For each quiz, you will have 2 attempts and 20 minutes. For the Smartbook (homework), you have unlimited attempts. Create an account and pay the fee for Connect and Ebook either directly online through McGraw-Hill or through the bookstore. All Connect assignments will be available as of August 26. Remember to pay attention to the Weekly due dates.

**FOR EXAMS:** To access each Exam, log into Blackboard and then the 'Exam' link of the left menu. You have **TWO** attempts and 90 minutes to complete each Exam. These Exams are proctored by Proctorio, so be sure to review the Proctorio information ahead of the Exam date(s).

**TO ACCESS CONNECT:** To access the Connect assignments, log into Blackboard, Click on 'Course Content' then the Connect folder, then the assignment you want to complete.

### **Role Play Paper and Topic Form**

#### **Purpose:**

The Purpose of this assignment is to fully prepare you for your role play video.

### **Role Play Topic Form**

- 1)Your first task is to choose a topic. You will submit your role play topic form to Blackboard. Once your topic is approved, you may begin working on your Paper and Role Play Video. You may choose one of the pre-approved topics. (see below)\*\*
- 2)Submit your Topic Form. (Topic Form assignment is on Blackboard). Topics must be approved by the Instructor.

### **Role Play Video-Individual Assignment**

You will use your paper (see below) as the basis for your video Role Play. Record the role play and then submit the file to Blackboard. You can use Zoom OR any other program where you can record and submit your video to BB. All preparation work and creation of the video must be done remotely. (online).

**Important:** You and your partner must choose different topics. So, for example if you are a Sales Rep for Medtronic selling to Baptist Hospital (your partner playing the role of buyer), your partner may not choose the same topic. Your partner may be selling a Microsoft product to XYZ Company, for example.

The time requirement is 7-9 minutes. You are expected to demonstrate the selling process as the Seller to include: Approach, Build rapport, needs identification, presentation, overcoming objections, Close. You will be graded as the Seller. (see Rubric on BB). You may refer to your notes, but do not read directly from your notes. Practice, practice before you record your role play!

### **Role Play Paper-Individual Assignment**

1)As a 'seller', you are to choose a product (or service) and a company which has a sales force and sells to other businesses. (B2B). 2)Next you are to identify your buyer. (select a company). Remember, this is a **B2B** (business to business) scenario. If you are looking for topic ideas, do some research on online. You can search Job sites like LinkedIn or Indeed.com Find a company that hires B2B professional sales representatives.

Otherwise, select one of the \*\* **pre-approved topics:** Medtronic (medical device sales), Xerox (copiers), Dell (computers), TriNet, Oracle

Write your paper in the following order.

- 1) Describe your product/service. (what it is that you are selling, how it works, how will the buyer use it). Use easy to understand language (ie: do not copy information from a website, brochure or technical product description).
- 2)Next, discuss your Company (describe the company you are representing, size, image, etc. or whatever else is important for your buyer to know about your company).

3) Describe your buyer. Who will you be calling on? Name of company? Title of buyer? (ie a CEO? A purchasing agent? Etc.) Discuss your buyers needs regarding the type of product. (You can make assumptions about previous meetings or phone calls you've had with your buyer, material you've sent them or conversations you've had with anyone else in the buyer's organization).

4) Provide enough information so that the buyer can understand his or her options about: 1) Your product/service (product name, prices, strengths), 2) direct competitors (include names of two competitors and their strengths and weaknesses).

5) Include a list of 5 possible objections from your buyer. (refer to CH 10) Use first person pronouns and verbs (ie: "I think you are overpriced"). This must be specific to your scenario. Then include how you will respond to each objection. Again, write your response in direct quotes to each objection. Number your objections and responses (1-5). Write a few sentences per objection.

### **Formatting**

Paper length is about 5-7 pages. (not including Title Page and Reference page). Use APA formatting and Microsoft Word. (no PDF files). This is an Turnitin assignment. Match requirement is under 15%. (or plagiarism evaluations will be considered.). Use of AI is prohibited.

**\*\*APA Formatting Requirements:** 12 pt. font, 1" margins, double spacing, section/paragraph headings, title page, reference page, page numbers and in-text citations. (no abstract, no introduction or Conclusion paragraph is require).

### **Reference Requirements**

1) Include a minimum of three (3) 'quality references: (ie: Wikipedia, ask.com, blogs, etc. are NOT acceptable sources.). You may use the company websites and textbook, plus any other credible sources you find in the Library or other resources.

### **Artificial Intelligence and AI Policy: No Use of Generative AI permitted**

MKTG 3360 assumes that all work submitted by students will be generated by the students themselves, working individually or in groups. Students should not have another person/entity do the writing of any portion of an assignment for them, which includes hiring a person or a company to write assignments and/or using artificial intelligence (AI) tools like ChatGPT. Use of any AI-generated content in this course qualifies as academic dishonesty and violates Texas A&M-San Antonio's standards of academic integrity

### **Make up and Late Assignment policy:**

Late submissions or make-ups may be accepted/administered only in extra-ordinary circumstances such as an excused official university activity, a severe illness, or a dire emergency. However, you must provide comprehensive documentation either before or within a few days of the missed assignment/quiz/exam/paper.

**Class conduct and civility code:**

Everyone in class is expected to follow all rules in the Student Handbook, as well as common courtesy online, including the following:

Everyone in class is expected to follow all rules in the Student Handbook, as well as common courtesy during classroom lectures and discussions in class and online, including the following:

Everyone in class is expected to follow all rules in the student handbook, as well as common courtesy during classroom lectures and discussions in class and online, including the following:

1. Attendance may be taken at the beginning or the end of the class.
2. It is the students' responsibility to obtain and be able to use the required materials and software for this class.
3. Student must retain copies of all assignments and graded work for verification purposes and provide it to the instructor, if necessary. Keep own copies of all computer files and e-mails till final grade is received.
4. Talking while the instructor is lecturing is extremely disruptive and discourteous to the instructor and other students.
5. Using computers or phones (except for a valid urgent need) during class for a purpose not related to class is disruptive. All cell phones and gadgets should be turned OFF and headphones removed.
6. For any questions about the exams and assignments, a student should contact the instructor, well in advance of the day they are due, so the instructor may have enough time to provide feedback.
7. All communications will be via e-mail communications to the Texas A&M University e-mail account, and students are expected to use their school provided email account. The instructor will reply to a student e-mail messages and voice messages within 2 business days (Monday-Friday).
8. All assignment submissions must be uploaded to Blackboard by the due date and time. Submission window may close or marked late, even if late by one second.

Anyone violating these policies may be subject to disciplinary actions.

**FALL 2024: MKTG 3360: Class Schedule**

The provisions and information set forth in the schedule below are intended to be informational and not contractual in nature. The instructor reserves the right to amend, alter change delete or modify the provisions of the schedule.



## **DELIVERABLES MATRIX**

<b>DATE : WEEK OF:</b>	<b>READING DUE</b>	<b>DELIVERABLE/DUE</b>
		<b>11:30pm</b>
<b>WEEK # 1</b>		
M AUG 26	Chapter 1: Selling And Salespeople	CH 1: HW/quiz -Due Sunday, SEPT 1
<b>WEEK #2</b>		
M SEPT 2	CH 2: Ethical & Legal Issues CH 3: Buyer Behavior & Buying Process	CH 2,3: HW/Quiz -Due Sunday, SEPT 8
<b>WEEK #3</b>		
M SEPT 9	CH 4: Using Communication Principles to build relationships	CH 4: HW/Quiz /Sunday, SEPT 15
<b>WEEK #4</b>		
M SEPT. 16	CH 5: Adaptive Selling for Relationship Building	CH 5 HW/Quiz,/ Due Sunday, SEPT. 22
<b>WEEK # 5</b>		
M SEPT 23	CH 6: Prospecting	CH 6 HW/Quiz/ <b>Role Play Topic Form DUE</b> Sunday, SEPT 29
<b>WEEK #6</b>		
M SEPT 30	CH 7: Planning the Sales Call CH 8: Making the Sales Call	CH 7 & 8 HW/QUIZ: Due Sunday, OCT. 6
<b>WEEK #7</b>		

M OCT. 7	MIDTERM EXAM (CH 1-7) : Available online: OCT 10-12	MIDTERM EXAM (CH 1-7): Available online : OCT 10-12
<b>WEEK #8</b>		
M OCT. 14	CH 9: Strengthening the Presentation CH 10: Responding to Objections	CH 9,10 HW/Quiz Due Sunday, OCT 20
<b>WEEK #9</b>		
M OCT 21	CH 11: Obtaining Commitment	CH 11 HW/QUIZ due Sunday, OCT 27
<b>WEEK # 10</b>		
M OCT 28	CH 12: Formal Negotiating	CH 12 HW/QUIZ/Due Sun. NOV 3
<b>WEEK #11</b>		
M NOV 4	CH 13: Building Partnering Relationships,	CH 13 HW/QUIZ: DUE SUN NOV 10
<b>WEEK #12</b>		
M NOV 11	CH 14: Building Long Term Relationships	CH 14 HW/QUIZ: Due Sunday, NOV 17
<b>WEEK #13</b>		
M NOV 18	CH 15: Managing your Time and Territory	CH 15: HW/QUIZ: Due Sunday, NOV 24
<b>WEEK #14</b>		
M NOV 25	<b>THANKSGIVING BREAK</b>	<b>NONE</b>
<b>WEEK #15 (Last)</b>		
M. DEC. 2	PAPERS + ROLE PLAY ASSIGNMENT DUE TH DEC. 5	Role Play Paper and Video are due : TH DEC. 5

<b>DEC. 6: STUDY DAY</b>	<b>DEC 6: STUDY DAY</b>	<b>STUDY DAY</b>
<b>FINAL EXAM WEEK: DEC. 7-13</b>	<b>FINAL EXAM: Available online: DEC WED 11-FRI DEC 13</b>	<b>Available online: DEC. DEC 11-13</b>

**COVID-19 protocol**

If you have COVID-19 symptoms, had exposure to COVID-19, and/or are confirmed to have COVID-19, refrain from coming to campus and self-report in the online COVID-19 Reporting Portal found at: [https://redcap.link/TAMUS\\_COVID\\_PORTAL](https://redcap.link/TAMUS_COVID_PORTAL) for further guidance.

**Meeting Basic Needs**

Any student who has difficulty affording groceries or accessing sufficient food to eat every day, or who lacks a safe and stable place to live and believes this may affect their performance in the course, is urged to contact the Dean of Students (DOS@tamusa.edu) for support. In addition, you may notify the instructor if you are comfortable doing so.

**Drop Policy**

You may drop the course with an automatic grade of W on or before the date listed in the academic calendar at [www.tamusa.edu](http://www.tamusa.edu). The last date to drop a course, or withdraw from the University is also indicated in the academic calendar on the university website ([www.tamusa.edu](http://www.tamusa.edu)). If you wish to drop the class, you must submit the necessary paperwork to the proper authority. Students dropping a course are subject to all conditions listed in the university catalog.

**The Six-Drop Rule**

Students are subject to the requirements of Senate Bill (SB) 1231 passed by the Texas Legislature in 2007. SB 1231 limits students to a maximum of six (6) non-punitive course drops (i.e., courses a student chooses to drop) during their undergraduate careers. A non-punitive drop does not affect the student’s GPA. However, course drops that exceed the maximum allowed by SB 1231 will be treated as “F” grades and will impact the student’s GPA.

**Financial Aid and Verification of Attendance**

According to the following federal regulation, 34 CFR 668.21: U.S. Department of Education (DoE) Title IV regulation, a student can only receive Title IV funds based on Title IV eligibility criteria which includes class attendance. If Title IV funds are disbursed to ineligible students (including students who fail to begin attendance), the institution must return these funds to the U.S. DoE within 30 days of becoming aware that the student will not or has not begun attendance. Faculty will provide the Office of Financial Aid with an electronic notification if a student has not attended the first week of class. Any student receiving Federal financial aid who does not attend the first week of class will have his/her aid terminated and returned to the DoE. Please note that any student who stops attending at

any time during the semester may also need to return a portion of his/her federal aid.

### **Counseling Resources**

As a college student, there may be times when personal stressors interfere with your academic performance and/or negatively impact your daily functioning. If you are experiencing emotional difficulties or mental health concerns, support is available to you through the Student Counseling Center (SCC). To schedule an appointment call 210-784-1331 or visit Modular C, Room 166 (Rear entrance).

All mental health services provided by the SCC are free and confidential (as the law allows). The Student Counseling Center provides brief individual and group therapy, crisis intervention, consultation, case management, and prevention services.

**Crisis support is available 24/7 by calling the SCC at 210-784-1331 (after-hours select option '2').** For more information and self-help resources, please visit [www.tamusa.edu/studentcounseling](http://www.tamusa.edu/studentcounseling)

### **University Email Policy and Course Communications**

All correspondence between professors and students must occur via University email accounts. You must have Jaguar email account ready and working. If it is not working, contact the help desk at 210-784-4357.

**Writing, Language, and Digital Composing Center:** The Writing, Language, and Digital Composing Center supports graduate and undergraduate students in all three colleges as well as faculty and staff. Tutors work with students to develop reading skills, prepare oral presentations, and plan, draft, and revise their written assignments. Our language tutors support students enrolled in Spanish courses and students composing in Spanish for any assignment. Our digital studio tutors support students working on digital projects such as eportfolios, class presentations, or other digital multimedia projects. Students can schedule appointments through JagWire under the Student Services tab. Click on "Writing, Language, and Digital Composing Center" to make your appointment. The Center offers face-to-face, synchronous online, and asynchronous digital appointments. More information about what services we offer, how to make an appointment, and how to access your appointment can be found on our website at <https://bit.ly/WLDCCenter>.

### **Academic Learning Center**

The Academic Learning Center provides free course-based tutoring to all currently enrolled students at Texas A&M University-San Antonio. Students wishing to work with a tutor can make appointments through the Brainfuse online tutoring platform. Brainfuse can be accessed in the *Tools* section of Blackboard. You can contact the Academic Learning Center by emailing [tutoring@tamusa.edu](mailto:tutoring@tamusa.edu), calling (210) 784-1307, or visiting the Central Academic Building, room 202.

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### **Military Affairs**

Veterans and active-duty military personnel are welcomed and encouraged to communicate, in advance if possible, about special circumstances (e.g., upcoming deployment, drill requirements, disability accommodations). You are also encouraged to visit the Patriots' Casa in-person, Room 202, or to contact the Office of Military Affairs with any questions at [military@tamusa.edu](mailto:military@tamusa.edu) or (210)784-1397.

### **Religious Observances**

Texas A&M University-San Antonio recognizes the diversity of faiths represented among the campus community and protects the rights of students, faculty, and staff to observe religious holidays according to their tradition. Under the policy, students are provided an opportunity to make up any examination, study, or work requirements that may be missed due to a religious observance provided they notify their instructors before the end of the second week of classes for regular session classes.

### **Academic Accommodations for Persons with Disabilities**

Texas A&M University-San Antonio is committed to providing all students with reasonable access to learning opportunities and accommodations in accordance with The Americans with Disabilities Act, as amended, and Section 504 of the Rehabilitation Act. If you experience barriers to your education due to a disability or think you may have a disability, please contact Disability Support Services in the Central Academic Building, Suite 210, or at (210) 784-1335 or visit <https://www.tamusa.edu/index.html> or email us at [dss@tamusa.edu](mailto:dss@tamusa.edu). Disabilities may include, but are not limited to, attentional, learning, mental health, sensory, physical, or chronic health conditions. All students are encouraged to discuss their disability-related needs with Disability Support Services and their instructors as soon as possible.

### **Emergency Preparedness**

JagE Alert is Texas A&M University-San Antonio's mass notification system. In the event of an emergency, such as inclement weather, students, staff, and faculty who are registered in JagE Alert, will have the option to receive a text message, email, and/or phone call with instructions and updates. To register or update your information visit:

<https://tamusa.bbcportal.com/>.

More information about Emergency Operations Plan and the Emergency Action Plan can be found here: <https://www.tamusa.edu/about-us/campus-information/safety/university-police-department/documents/emergency-operations-plan.pdf> and <https://www.tamusa.edu/about-us/campus-information/safety/university-police-department/documents/emergency-action-plan.pdf>

Download the SafeZone App for emergencies or call (210) 784-1911. Non-Emergency (210) 784-1900

### **Statement of Harassment and Discrimination**

Texas A&M University-San Antonio is committed to the fundamental principles of academic freedom, equality of opportunity and human dignity. To fulfill its multiple missions as an institution of higher learning, A&M-San Antonio encourages a climate that values and nurtures collegiality and the uniqueness of the individual within our state, nation, and world. All decisions and actions

involving students and employees should be based on applicable law and individual merit. Texas A&M University-San Antonio, in accordance with applicable federal and state law, prohibits discrimination, including harassment, on the basis of race, color, sex, religion, national origin, age, disability, genetic information, veteran status, sexual orientation, gender identity, gender expression, or pregnancy/parenting status. Individuals who believe they have experienced harassment or discrimination prohibited by this statement are encouraged to contact the appropriate offices within their respective units.

Texas A&M University-San Antonio faculty are committed to providing a safe learning environment for all students and for the university as a whole. If you have experienced any form of sex- or gender-based discrimination or harassment, including sexual assault, sexual harassment, domestic or dating violence, or stalking, know that help and support are available. A&M-San Antonio's Title IX Coordinator can support those impacted by such conduct in navigating campus life, accessing health and counseling services, providing academic and housing accommodations, and more. The university strongly encourages all students to report any such incidents to the Title IX Coordinator. Please be aware that all A&M-San Antonio employees (other than those designated as confidential resources such as counselors and trained victim advocates) are required to report information about such discrimination and harassment to the university. This means that if you tell a faculty member about a situation of sexual harassment or sexual violence, or other related misconduct, the faculty member must share that information with the university's Title IX Coordinator ([titleix@tamusa.edu](mailto:titleix@tamusa.edu), 210-784-2061, CAB 439K). If you wish to speak to a confidential employee who does not have this reporting requirement, you can contact the Student Counseling Center at (210) 784-1331 or visit them in Madla 120.

Pregnant/Parenting Students: Texas A&M-San Antonio does not require a pregnant or parenting student, solely because of that status or issues related to that status, to (1) take a leave of absence or withdraw from their degree or certificate program; (2) limit the student's studies; (3) participate in an alternative program; (4) change the student's major, degree, or certificate program; or (5) refrain from joining or cease participating in any course, activity, or program at the University. The university will provide reasonable accommodations to pregnant students that would be provided to a student with a temporary medical condition and that are related to the health and safety of the student and the student's unborn child. These could include maintaining a safe distance from substances, areas, and activities known to be hazardous to pregnant individuals and their unborn child; excused absences because of illness or medical appointments; modified due dates for assignments; rescheduled tests/exams; taking a leave of absence; and being provided access to instructional materials and video recordings of lectures for excused absences, if these would be provided to any other student with an excused absence. Pregnant/parenting students are encouraged to contact the Title IX Coordinator with any questions or concerns related to their status ([titleix@tamusa.edu](mailto:titleix@tamusa.edu); 210-784-2061; CAB 439K).

Texas A&M-San Antonio has also designated the Title IX Coordinator as the liaison officer for current or incoming students who are the parent or guardian of a child younger than 18 years of age. The Title IX Coordinator can provide students with information regarding support services and other resources.

### **Students' Rights and Responsibilities**

The following statement of students' rights and responsibilities is intended to reflect the philosophical base upon which University Student Rules are built. This philosophy acknowledges the existence of both rights and responsibilities, which is inherent to an individual not only as a student at Texas A&M University-San Antonio but also as a citizen of this country.

#### *Students' Rights*

1. A student shall have the right to participate in a free exchange of ideas, and there shall be no University rule or administrative rule that in any way abridges the rights of freedom of speech, expression, petition and peaceful assembly as set forth in the U.S. Constitution.
2. Each student shall have the right to participate in all areas and activities of the University, free from any form of discrimination, including harassment, on the basis of race, color, national or ethnic origin, religion, sex, disability, age, sexual orientation, or veteran status in accordance with applicable federal and state laws.
3. A student has the right to personal privacy except as otherwise provided by law, and this will be observed by students and University authorities alike.
4. Each student subject to disciplinary action arising from violations of university student rules shall be assured a fundamentally fair process.

#### *Students' Responsibilities*

1. A student has the responsibility to respect the rights and property of others, including other students, the faculty and administration.
2. A student has the responsibility to be fully acquainted with the published University Student Rules found in the Student Handbook, [Student Code of Conduct](#), on our website, University Catalog and to comply with them, as well as federal, state, and local laws.
3. A student has the responsibility to recognize that student actions reflect upon the individuals involved and upon the entire University community.
4. A student has the responsibility to recognize the University's obligation to provide an environment for learning.
5. A student has the responsibility to check their university email for any updates or official university notification.

We expect that students will behave in a manner that is dignified, respectful, and courteous to all people, regardless of sex, ethnic/racial origin, religious background, sexual orientation or disability. Behaviors that infringe on the rights of another individual will not be tolerated.

Students are expected to exhibit a high level of honesty and integrity in their pursuit of higher education. Students engaging in an act that violates the standards of academic integrity will find themselves facing academic and/or disciplinary sanctions. Academic misconduct is any act, or attempt, which gives an unfair advantage to the student. Additionally, any behavior specifically prohibited by a faculty member in the course syllabus or class discussion may be considered as academic misconduct. For more information on academic misconduct policies and procedures please review the [Student Code of Conduct](#).

#### **Violations of Academic Conduct (Section 14.5 Student Handbook)**

As a member in an academic community, students at Texas A&M University-San Antonio are expected to exhibit a high level of honesty and integrity in their pursuit of higher education, be mature, be self-directed and be able to manage their own affairs. Students who are unwilling to abide by these basic expectations will find themselves facing academic and/or disciplinary sanctions. Students are expected to share in the responsibility and authority with faculty and staff to challenge and make known acts that violate the Texas A&M University-San Antonio Code of Conduct. For more information please visit the Office of Student Rights & Responsibilities website <http://bit.ly/TAMUSAStudentRR>.

Students engaging in an act that violates the standards of academic integrity will find themselves facing academic and/or disciplinary sanctions. Academic misconduct is any act, or attempt, which gives an unfair advantage to the student. Additionally, any behavior

specifically prohibited by a faculty member in the course syllabus or class discussion may be considered as academic misconduct. Academic misconduct includes, but is not limited to, cheating, plagiarism, multiple submissions, collusion, lying and bribery. For more information, refer to the Student Code of Conduct, Article III: Conduct Rules and Regulations. Texas A&M University-San Antonio faculty has the discretion to impose grade penalties as deemed necessary.

Faculty members are required to report such serious breaches of academic honesty to their chair, their dean and the Office of Student Rights and Responsibilities. In cases of academic misconduct, students may be subject not only to grade sanctions in courses but to disciplinary action. Grade sanctions may be imposed only by faculty members, but suspension or expulsion may be imposed only by the Vice President for Student Affairs. If a student wishes to appeal the decision of suspension or expulsion due to violations of academic misconduct, they must initiate their appeal as outlined within the Student Code of Conduct. Extenuating circumstances may cause the University to deviate from the defined time frames.

All student term papers and other written assignments are subject to analysis by anti-plagiarism software. Posting of any class work given to student, or solutions, or discussion, on publicly accessible forums or on social media is not permissible.

Considering the potential consequences of academic misconduct, it is obviously in students' best interests to avoid even the appearance of such behavior. If a student is unclear whether a specific act might constitute academic misconduct, please she/he should contact the instructor for an assessment of the situation.

**Important Dates:**

August 26	First day of class
Nov. 28-30	Thanksgiving
Dec. 5	Last day Classes
Dec. 6	Study Day – No classes
Dec. 7-13	Final exams