

**Commerce 4GR3
Student Experience and Development IV
Winter 2023 Course Outline**

**DeGroote School of Business
McMaster University**

COURSE OBJECTIVE

This course aims to provide students with the opportunity to work collaboratively with peers to analyze real business problems and create innovative and holistic solutions by partnering with leading and progressive sectoral organizations. This unique partnership opportunity offered by this course serves to create opportunities for innovation, recruitment / job placement, training and development as well as community engagement.

The objectives of this course are the following:

1. Provide real world opportunities for the students in business consulting
2. Guide students through the process of applying learned management theories dynamically and creatively to identify, research and analyze business issues and to make recommendations with an understanding of impact at a strategic level
3. Strengthen business management abilities and leadership skills through teamwork and hands-on project management
4. Develop capabilities in self and peer-evaluation as well as encourage reflexivity and peer-mentorship practice
5. Recognize and articulate the impact of the capstone project on their professional skills development throughout their job search toolkit (resume, interviews and LinkedIn profile) and how the experience can be leveraged for future career success.
6. Understand the impact they have as a leader during a real-world client project.

INSTRUCTOR AND CONTACT INFORMATION

Instructor: Dr. Candice Chow chowc28@mcmaster.ca Office: DSB 211 Office Hours: after class and by appointment Tel: (905) 525-9140 x20615; email preferred	Instructional Assistant: Heather Dwyer hdwyer@mcmaster.ca Office: TSH 608 Office Hours: virtual, by appointment
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<p>Teaching Assistants:</p> <p>Nicolas Jaramillo Martinez: jaramiln@mcmaster.ca</p> <p>Utkarsh Purohit: purohitu@mcmaster.ca</p>	
<p>Class Time: Thursday 11:30 a.m. – 2:20 p.m.</p>	<p>Class Locations: various – refer to Avenue</p>

Each working team will be assigned an industry mentor. Mentors will be assigned to you. Please refer to A2L.

COURSE ELEMENTS

Credit Value: 3	Leadership: Yes	IT skills: No	Global view: Yes
A2L: Yes	Ethics: No	Numeracy: Yes	Written skills: No
Participation: Yes	Innovation: Yes	Group work: Yes	Oral skills: Yes
Evidence-based: Yes	Experiential: No	Final Exam: No	Guest speaker(s): Yes

COURSE DESCRIPTION

This course consolidates the various learning experiences in the Bachelor of Commerce and GR0 Programs by providing students with the opportunity to work collaboratively with peers to analyze real business problems and create innovative and holistic solutions. In this course, students engage in a business consulting project that will require the application of knowledge acquired in the past years as well as communication, collaboration, problem solving and self-management skills in a professional manner. As with previous GR0 courses, this course also supports students in building their leadership abilities and to be job-ready as they come near the start of a career path.

Career Professional Development (CPD). As this course marks the final semester of your undergraduate program, it also marks the new beginning of your professional journey as a graduate. To conclude your CPD, the CPD team will work with you to uncover and translate the learned and practised professional skillsets into your personal professional portfolio.

Leadership Development. Following up on your leadership development journey that started in 3GR0, you will be completing another survey based on your collaboration with peers during the experiential project. You will receive individualized feedback about your leadership style as well as tips and suggestions to further develop your leadership skills.

LEARNING OUTCOMES

Upon successful completion of this course, students will:

1. Attain real world experiences in business consulting through the completion of a course project that addresses an organization's need.
2. Demonstrate a structured yet creative approach to researching and analyzing a business issue by applying learned frameworks, from problem definition to making recommendations with an understanding of impact at a strategic level
3. Practice business management skillsets while working in teams; specifically, collaboration, facilitation, client engagement, client influence, communication, working through ambiguous issues, time management and resilience skills required to manage the completion of tasks
4. Evaluate self- and team-performance, as well as leadership development through reflexivity and peer-mentorship practice.

Leadership Development

- Discover how individual leadership competencies emerge and impact peers while working in teams to solve a business problem.

Career Development

- Translate the reflection on the experiential learning activities into essential practical business professional skillsets that set students apart.

COURSE MATERIALS AND READINGS

Recommended Reading:

The McKinsey Way
(<https://www.amazon.ca/dp/0070534071?tag=wall055-20&geniuslink=true>)

Required Reading:

Client Briefing Material (see A2L)

Required Technology:

Digital Applications/Accounts

1. **Avenue to Learn:** All course information, required materials, general announcements, and other resources you will need will be included in the course Avenue shell. To access your course, go to [Avenue to Learn](http://avenue.mcmaster.ca/) (<http://avenue.mcmaster.ca/>)
2. **Microsoft Teams:** You will need MS Teams to communicate with your TA Mentor and potential client project co-ordinator for your specific client project. The MS Teams app is free for McMaster students as well as other Office 365 applications such as Word, PowerPoint, Outlook. To download MS Teams, go to [Office 365 Hub](https://office365.mcmaster.ca/microsoft-365-for-students-start-here/) (<https://office365.mcmaster.ca/microsoft-365-for-students-start-here/>). You will be automatically enrolled into your designated client project. The Instructional Assistant will set up Channels within each Client Team and assign you to one of those Channels.
3. **TopHat:** Participation during Class Events, Tutorials and any organized group activities will be assessed via engagement activities using Top Hat. You will receive instructions via email to create your account and join the course. Please note that using TopHat is free for DeGroote students, you do not need to pay to create an account.

Top Hat registration how-to guide: <https://success.tophat.com/s/article/Student-Top-Hat-Overview-and-Getting-Started-Guide>. Your Course code will listed on Avenue.

Technology Support Note: If you run into a problem with any course related technology, please contact technical support of the respective platform. Your TA is not your technical support person but do keep them updated on any issues that cannot be quickly resolved, so we can determine if it is an individual issue, or it is a system wide problem affecting multiple students. The list of technical support links/contact information is posted on Avenue.

COURSE OVERVIEW AND ASSESSMENT

Course Website – Avenue to Learn:

On this site you will find:

- Lecture slides in PowerPoint
- Links to useful course-related websites
- Additional information about course evaluation components
- Course documents such as this syllabus, any amendments to the schedule
- Articles of interest

Avenue to Learn is an important communication platform for this course. You should develop the habit of checking the course folder on a daily basis. It is your responsibility to ensure that your e-mail address and account settings in Avenue are correct for you to receive messages.

ACTIVITY	DELIVERY	DESCRIPTION	TOOL(S)
Lecture Core Content	In-person	<ul style="list-style-type: none"> • Live in-person lectures 	Top Hat for participation
Readings	Asynch	<ul style="list-style-type: none"> • Client briefing material is required reading to provide students with the needed industry background • Recommended readings complement lecture notes to enhance students' consulting skill sets. 	Readings linked in Avenue, or in recommended textbook
Mentorship	In-person / virtual	<ul style="list-style-type: none"> • 30-min sessions to be scheduled with your assigned TA-Mentor to provide real world business insight on the assigned project 	Top Hat for participation
Tutorials	In-Person & Asynch	<ul style="list-style-type: none"> • Recorded Q&As / Open Q&A Forum to provide guidance on how to complete upcoming assignments. 	
Group Work	Both	<ul style="list-style-type: none"> • Individual group work to complete experiential project requirements 	Asynch: any virtual tools

Evaluative Component

Missed Assignments will receive a grade of zero unless the student has submitted and been approved for a Notification of Absence or MSAF. Late assignments will be penalized 25% for each day they are late. Your final grade will be calculated as follows:

GRADE COMPONENT	WEIGHT	DESCRIPTION
Engagement	25%	15% Attendance for all Live Lectures (total of 3) & Mentorship (2) 10% for Tutorials
360 Team Performance and Peer Assessment	10%	5% 360 Team Performance feedback 5% Peer assessment
Experiential Project Deliverable		
Group Contract	5%	Project team charter to guide how the team works (template provided)
Client Statement of Work	10%	Outline of project scope and client expectation (template provided)
Interim Report	15%	10-page word document on analyses conducted and insights
Final Presentation	25%	Client PowerPoint presentation
Leadership, Project & Career Reflection	10%	Reflection essay (template provided)

COURSE DELIVERABLES

Experiential Project Deliverable

The following deliverables are part of your overall client experiential project deliverable. The project accounts for **55%** of your final grade. There are four parts to this overall experiential project.

Deliverable #1 – Group Contract

This deliverable accounts for **5%** of your grade. You will complete a group contract (a word template provided) outlining principles that govern how the working team collaborates. This is your project charter.

Deliverable #2 – Client Statement of Work

This deliverable accounts for **10%** of your grade. You will develop a client proposal document that outlines the problem statement, analytical approach, client engagement process, project plan and expected deliverables to your client. A word template will be provided.

Deliverable #3 – Interim Report

This deliverable accounts for **15%** of your grade. You will write a 15-page interim report focuses on research and analysis of the stated business problems and other emergent issues as an interim update to the client. A word template will be provided as a guide.

Deliverable #4 – Final Presentation

This deliverable accounts for **25%** of your grade. You will produce a final PowerPoint presentation to be delivered live with the client. A suggested approach will be provided as a guide.

Participation

Attend all mandatory in-person sessions, attend a minimum number of 2 mentorship check-in meetings, attend all 5 tutorials with your TA.

Log into Top Hat for attendance for all in-person lectures and complete the required Top Hat assignments.

Please display your name in clearly visible name plate in live lectures to accurately assess your contribution in class.

Leadership, Project and Career Reflection

This deliverable accounts for **10%** of your grade. You will complete a reflective essay using a guided word template. You will reflect and on your project experience and learning from 4GR3 and how that could benefit and / help you with your career development and job search process.

Please submit the following:

- An updated resume (using the template provided) including your capstone experience (following the requirements shared in the workshop).
- A screenshot of your capstone project as it appears in your LinkedIn profile (following the requirements shared in the workshop).
- Using the STAR methodology, a response to the following interview question utilizing your capstone experience as an example in no more than 200 words:

Tell me about a time when you worked as part of a team to create positive change within an organization.

360 Team Performance and Peer Assessment

This deliverable accounts for **15%** of your grade. There are two parts to this assignment.

1. Complete the 360 Team Performance assessment for **10%**
2. Complete your peer assessment for **5%**

This assignment is graded based on authenticity, reflexivity and honesty and not on the performance itself.

WRITTEN DELIVERABLES

Unless otherwise directed, all hand-in assignments are expected to be in the best business standard.

- Double- spaced,
- 1" margins all around
- 12-point font in Times New Roman
- For citation follows the APA style

SUBMISSIONS

All documents are to be submitted via Avenue to Learn and must be submitted before the stipulated deadline. Otherwise penalty will be applied.

COMMUNICATION AND FEEDBACK

Students who wish to correspond with instructors or TAs directly via email must send messages that originate from their official McMaster University email account. This protects the confidentiality and sensitivity of information as well as confirms the identity of the student. Emails regarding course issues should NOT be sent to the Area Administrative Assistants. All students must receive feedback regarding their progress prior to the final date by which a student may cancel the course without failure by default.

- *For Level 1 and Level 2 courses, this feedback must equal a minimum of 20% of the final grade.*
- *For Level 3 courses and above, this feedback must equal a minimum of 10% of the final grade.*

Instructors may solicit feedback via an informal course review with students by Week #4 to allow time for modifications in curriculum delivery.

REQUESTING RELIEF FOR MISSED ACADEMIC WORK

In the event of an absence for medical or other reasons, students should review and follow the Academic Regulation in the Undergraduate Calendar [“Requests for Relief for Missed Academic Term Work”](#) and the link below;

<http://ug.degroote.mcmaster.ca/forms-and-resources/missed-course-work-policy/>

ACADEMIC INTEGRITY

You are expected to exhibit honesty and use ethical behaviour in all aspects of the learning process. Academic credentials you earn are rooted in principles of honesty and academic integrity. **It is your responsibility to understand what constitutes academic dishonesty.**

Academic dishonesty is to knowingly act or fail to act in a way that results or could result in unearned academic credit or advantage. This behaviour can result in serious consequences, e.g. the grade of zero on an assignment, loss of credit with a notation on the transcript (notation reads: “Grade of F assigned for academic dishonesty”), and/or suspension or expulsion from the university.

For information on the various types of academic dishonesty please refer to the [Academic Integrity Policy](https://secretariat.mcmaster.ca/university-policies-procedures-guidelines/), located at <https://secretariat.mcmaster.ca/university-policies-procedures-guidelines/>

The following illustrates only three forms of academic dishonesty:

- plagiarism, e.g. the submission of work that is not one's own or for which other credit has been obtained.
- improper collaboration in group work.
- copying or using unauthorized aids in tests and examinations.

AUTHENTICITY/PLAGIARISM DETECTION

Some courses may use a web-based service (Turnitin.com) to reveal authenticity and ownership of student submitted work. For courses using such software, students will be expected to submit their work electronically either directly to Turnitin.com or via an online learning platform (e.g. A2L, etc.) using plagiarism detection (a service supported by Turnitin.com) so it can be checked for academic dishonesty.

Students who do not wish their work to be submitted through the plagiarism detection software must inform the Instructor before the assignment is due. No penalty will be assigned to a student who does not submit work to the plagiarism detection software.

All submitted work is subject to normal verification that standards of academic integrity have been upheld (e.g., on-line search, other software, etc.). For more details about McMaster's use of Turnitin.com please go to www.mcmaster.ca/academicintegrity.

COURSES WITH AN ON-LINE ELEMENT

Some courses may use on-line elements (e.g. email, Avenue to Learn (A2L), web pages, TopHat, MS Teams, etc.). Students should be aware that, when they access the electronic components of a course using these elements, private information such as first and last names, usernames for the McMaster e-mail accounts, and program affiliation may become apparent to all other students in the same course.

The available information is dependent on the technology used. Continuation in a course that uses on-line elements will be deemed consent to this disclosure. If you have any questions or concerns about such disclosure, please discuss this with the course instructor.

ONLINE PROCTORING

Some courses may use online proctoring software for tests and exams. This software may require students to turn on their video camera, present identification, monitor and record their computer activities, and/or lock/restrict their browser or other applications/software during tests or exams. This software may be required to be installed before the test/exam begins.

CONDUCT EXPECTATIONS

As a McMaster student, you have the right to experience, and the responsibility to demonstrate, respectful and dignified interactions within all of our living, learning and working communities. These expectations are described in the [Code of Student Rights & Responsibilities](#) (the “Code”). All students share the responsibility of maintaining a positive environment for the academic and personal growth of all McMaster community members, **whether in person or online**.

It is essential that students be mindful of their interactions online, as the Code remains in effect in virtual learning environments. The Code applies to any interactions that adversely affect, disrupt, or interfere with reasonable participation in University activities. Student disruptions or behaviours that interfere with university functions on online platforms (e.g. use of Avenue 2 Learn, WebEx or Zoom for delivery), will be taken very seriously and will be investigated. Outcomes may include restriction or removal of the involved students’ access to these platforms.

ACADEMIC ACCOMMODATION OF STUDENTS WITH DISABILITIES

Students with disabilities who require academic accommodation must contact [Student Accessibility Services](#) (SAS) at 905-525-9140 ext. 28652 or sas@mcmaster.ca to make arrangements with a Program Coordinator. For further information, consult McMaster University’s [Academic Accommodation of Students with Disabilities](#) policy.

ACADEMIC ACCOMMODATION FOR RELIGIOUS, INDIGENOUS OR SPIRITUAL OBSERVANCES (RISO)

Students requiring academic accommodation based on religious, indigenous or spiritual observances should follow the procedures set out in the [RISO](#) policy. Students should submit their request to their Faculty Office ***normally within 10 working days*** of the beginning of term in which they anticipate a need for accommodation or to the Registrar's Office prior to their examinations. Students should also contact their instructors as soon as possible to make alternative arrangements for classes, assignments, and tests.

COPYRIGHT AND RECORDING

Students are advised that lectures, demonstrations, performances, and any other course material provided by an instructor include copyright protected works. The Copyright Act and copyright law protect every original literary, dramatic, musical and artistic work, **including lectures** by University instructors.

The recording of lectures, tutorials, or other methods of instruction may occur during a course. Recording may be done by either the instructor for the purpose of authorized distribution, or by a student for the purpose of personal study. Students should be aware that their voice and/or image may be recorded by others during the class. Please speak with the instructor if this is a concern for you.

EXTREME CIRCUMSTANCES

The University reserves the right to change the dates and deadlines for any or all courses in extreme circumstances (e.g., severe weather, labour disruptions, etc.). Changes will be communicated through regular McMaster communication channels, such as McMaster Daily News, A2L and/or McMaster email.

RESEARCH USING HUMAN SUBJECTS

All researchers conducting research that involves human participants, their records or their biological material are required to receive approval from one of McMaster's Research Ethics Boards before (a) they can recruit participants and (b) collect or access their data. Failure to comply with relevant policies is a research misconduct matter. Contact these boards for further information about your requirements and the application process.

McMaster Research Ethics Board (General board): <https://reo.mcmaster.ca/>

Hamilton Integrated Research Ethics Board (Medical board): <http://www.hireb.ca/>

ACKNOWLEDGEMENT OF COURSE POLICIES

Your enrolment in Commerce 4GR3 will be considered to be an implicit acknowledgement of the course policies outlined above, or of any other that may be announced during lecture and/or on A2L. **It is your responsibility to read this course outline, to familiarize yourself with the course policies and to act accordingly.**

Lack of awareness of the course policies **cannot be invoked** at any point during this course for failure to meet them. It is your responsibility to ask for clarification on any policies that you do not understand.

COURSE SCHEDULE

**Commerce 4GR3
Student Experience and Development IV
Winter 2023 Course Schedule**

DATE	THEME	ACTIVITIES & CONTENT	DELIVERABLES & DUE DATES
1 Jan. 12	Course Introduction	In-Person Lecture (Mandatory) <ul style="list-style-type: none"> • Course Overview • Consulting and Client Engagement Approach Overview • Leadership assessment overview Readings: <ul style="list-style-type: none"> • Lecture Notes (slides) • Recommended book: The McKinsey Way 	Select project choice and form teams <i>Due: End of Class</i>
2 Jan. 19	Kick-off Event with Clients	In-Person Event (Mandatory) <ul style="list-style-type: none"> • Client Project Overview Reading: <ul style="list-style-type: none"> • Client Briefing Material 	None
3 Jan. 26	Tutorial #1 – Group Contract	In-Person or Virtual <ul style="list-style-type: none"> • Meet with your TA and peers • Complete Deliverable #1 – Group Contract 	Group Contract NDA sign off <i>Due: Sunday Jan 29th at 11:59 p.m. (A2L)</i>
4 Feb. 2	Tutorial #2 – Client SOW	In-Person or Virtual <ul style="list-style-type: none"> • Meet with your TA • Complete Deliverable #2 – Client SOW 	Post questions on Teams <i>Due: Feb 2 11:59pm</i>
5 Feb. 9	Mentorship Week	Virtual Mentorship meet up (Mandatory) Group work Share & Discuss Q&A answers	Client SOW <i>Due: Sunday February 12th at 11:59 p.m. (A2L)</i>
6 Feb. 16	Student / Client Q&A	In-Person Event (Mandatory) <ul style="list-style-type: none"> • Client Project Check-In • Q&A Forum Reading: <ul style="list-style-type: none"> • Additional Client Briefing Material (if applicable) 	360 Team Performance Assessment <i>Due: Sunday February 19th at 11:59 p.m. (A2L)</i>

7 Feb. 23 – Mid-term	Mentorship Week	Virtual Group work Optional Mentorship meet up (If needed)	None
8 Mar. 2	Tutorials #3 – Interim Report	In-Person or Virtual <ul style="list-style-type: none"> • Meet with your TA • Complete Deliverable #3 – Interim Report 	Post questions on Teams <i>Due: March 2 11:59pm</i>
9 Mar. 9	Mentorship Week	Virtual Group work Optional Mentorship meet up (If needed) Share & Discuss Q&A answers	Interim Report <i>Due: Sunday March 12th at 11:59 p.m. (A2L)</i>
10 Mar. 16	Tutorial #4 – Final Presentation	In-Person or Virtual <ul style="list-style-type: none"> • Meet with your TA • Complete Deliverable #4 – Draft Presentation Outline 	Post questions on Teams By March 16 11:59pm Leadership Assessment survey opens <i>Due: at end of tutorial</i>
11 Mar. 23	Mentorship Week	Virtual Mentorship meet up (Mandatory) Group work Share & Discuss Q&A answers Provide feedback on final presentation	Draft Presentation Outline <i>Due: Sunday March 19th at 11:59 p.m. (A2L)</i>
12 Mar. 30	Tutorial #5 – Final Check-in	In-Person Tutorial (Mandatory) <ul style="list-style-type: none"> • Linking project to career development (Cynthia Bishop) • Final Presentation Day Overview • Open Forum Q&A 	None
13 April 6	Final Presentation Networking Event with Clients	In-Person Event (Mandatory)	Final Presentation Peer Assessment <i>Due April 5th at 11:59 p.m. (A2L)</i>
			Leadership, Project & Career Reflection <i>Due: Sunday April 16th at 11:59 p.m.</i>