

<p style="text-align: center;">Human Resource Management 34180-001; CRN 16818 Exploring Business - Fall 2013 Kent State University College of Business Administration</p>		
Class Time and Place	Monday and Wednesday 3:45 – 5:00 pm	Bus Admin Bldg, Room 205
Instructor & Office	Diane DeRubertis A412 College of Business Admin Bldg 4th Floor, New Extension	
Contact Information and Office Hours	dderuber@kent.edu  *Appointments will take preference over drop-in	Tuesday/Thursday 2:15 – 3:00*

## Exploring Business - Class Information

**A. COMMUNICATION:** Students are encouraged to communicate in person, by phone or email. *However, information provided in class will not be repeated.*

- **Email: (preferred method of communication)** Please allow 36 hours for a response.
- **Phone:** leave a message for me.
- **Office Hours:** Appointments are encouraged and will be given preference to students who “drop-in” during posted office hours.

When making contact – if you are communicating via email or leaving a message on voice mail please be sure to provide your name, the name of the course in which you are enrolled (I teach more than HR Management courses), your class section and your contact information (phone/email).

When emailing, please email me directly at the above email addresses - not through Blackboard Learn - if you desire a timely response.

Also make sure to check your KSU email *and* Blackboard Learn for communications from me at least every other day. FYI, due to FERPA regulations, I cannot communicate grades or course-related materials to non-KSU email addresses.

**B. REQUIRED TEXTBOOKS AND CLASS MATERIALS:** Human Resource Management: Gaining a Competitive Advantage (Kent State University Edition). Noe R. A., Hollenbeck, J. R., Gerhart, B., & Wright, P. M. (2012). New York: McGraw-Hill Companies, Inc. /with Connect. (ISBN 007768432X) <http://connect.mcgraw-hill.com/class/dderubertis-sp001>

Bundled with the textbook is a Student Access Code for the McGraw-Hill Higher Education (MHHE) Connect Plus system. The MHHE Connect Plus system will be used for completing exercises and quizzes.

**C. COURSE OBJECTIVES:** Overall Course Objectives are to:

1. To provide you with an understanding of key human resource practices in today's

organizations.

2. To help you build critical thinking skills by analyzing how human resource practices can support a firm's strategic objectives and enhance long-term firm performance.
3. To help you apply and understanding of human resource practices to your job search and career choices.
4. To develop your skills in the following areas: problem solving and analysis, written and oral communication, and teamwork.

**D. PURPOSE:** The purpose of this course is to provide you with a foundation in Human Resource (HR) management. HR management is primarily concerned with systems for: making decisions about the people assets of the organization (e.g., hiring and compensating), developing those assets (e.g., evaluating, training), and supervising the relationship between those assets and the organization (e.g., maintaining employee morale, designing jobs and teams). The goal of HR management is to contribute to organizational success by such means as increasing the efficiency in the use of resources, maintaining legal compliance, enhancing the motivation and commitment of employees, and providing a strategic competitive advantage.

**E. PREREQUISITE:** M&IS 24163 Principles of Management (students that do not have the proper prerequisites risk being deregistered from the class).

**F. COURSE ORGANIZATION:** Class time will focus on practical application and reinforcement of the text material. This will be accomplished through the use of lectures, discussions, PowerPoint presentations, videos, guest speakers and online demonstrations.

Class time will not simply be a rehash of the text material. All students are expected to have read the assigned chapters and complete the Connect Exercises before class in order to be an active participant during class. All written assignments will be submitted via Blackboard Learn.

**G. EXPECTATIONS:** All students are expected to:

- 1) Attend class
- 2) Arrive for class on time
- 3) Not cause disruptions during class
- 4) Participate in class discussions
- 5) Submit homework assignments by the assigned due dates – no exceptions
- 6) Conduct themselves as a business professional

**H. GRADING AND GRADING SCALE**

Participation – Attendance		28	6%
Participation - HR Forums	3 External Forums	90 (30 points each)	18%
Connect HW Assignments	16 assignments	112 ( 7 points each)	22%
Business Article HW Assignments	4 assignments	120 (30 points each)	24%
Tests	4 tests	100 (25 points each)	20%
Final Exam	1 test	<u>50</u>	<u>10%</u>
<b>TOTAL:</b>		<b>500</b>	<b>100%</b>

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A 93% or greater (465-500)

C+ 77% - 79.99% (385-399)

A-	90% - 92.99% (450-464)	C	73% - 76.99% (365-384)
B+	87% - 89.99% (435-449)	C-	70% - 72.99% (350-364)
B	83% - 86.99% (415-434)	D	60% - 69.99% (300-349)
B-	80% - 82.99% (400-414)	F	0% - 59.99% (<299)

**Note: Grading is subject to minor modifications at the discretion of your instructor**

## **I. PERFORMANCE MEASUREMENT:**

Final grades will be determined based on your performance on participation, current event business writing assignments, Connect assignments, tests and a final exam. The following point values are available for each element:

- 1. DISCUSSIONS:** Active participation is also important to ensure that the concepts in the course are properly understood and integrated. Comments and questions will nearly always be welcome during a class meeting, but special times will also be designated during each topic where discussion will be the primary means of instruction.

The active involvement of all students is expected during discussions. Participation can take many forms, including asking questions that clarify the class material, making points about the topic based on outside experience, providing well-reasoned comments on the topic based on the learning points in the class, and volunteering for special exercises.

To assist in knowing who is participating, name cards will be distributed the first session and attendance will be taken at the beginning of each class period.

- 2. BUSINESS ARTICLE HW ASSIGNMENTS:** You are required to submit 4 separate reviews of articles pertaining to current events in the industry of your major that relates to a human resource topic we are discussing.

The purpose of this exercise is to be able to associate what you are learning in class to events that are occurring in businesses within your specific field of study.

Your focus is to find an article about a topic or HR concept we are learning about (I will provide the topics), write a brief summary of what the article is about (½ page) and your reaction to the article (1½ page). For example, if your major is Business Management, you would go to the professional journals, magazines, newspapers, etc. you normally read to keep up to date with what is happening in your college major and find an article that relates to a human resource topic

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You will submit your work online via BlackBoard Learn. You will need to indicate the name of your article, the original author and cite the source (where you found the article). You can attach a copy of the article or link with your essay. – *see Blackboard Learn>Assignments and Review Materials>Business Articles for details.*

- 3. CONNECT HOMEWORK ASSIGNMENTS:** There will be 16 'Connect' exercises throughout the course. They are meant to give hands-on exposure or practice in key topic areas. All of the exercises will be conducted outside the class, by using a computer. Due dates for all exercises are in the course outline. No late assignments

will be accepted and deadlines will not be extended.

Before the posted deadlines, you must log into the McGraw-Hill Connect Plus system and complete exercises for chapters specified in your course outline. In an attempt to improve your exercise scores, you are free to resubmit each exercise as often as you wish, provided each submission occurs by the posted deadline. You are more than welcome to use your calculator, textbook, and any course notes you feel will help, but you are expected to complete the work **WITHOUT** any assistance from another person. – *see Blackboard Learn>Assignments and Review Materials>CONNECT Homework for details.*

- 4. PREPARATION AND PARTICIPATION:** Attendance at every class is expected. Students are also expected to come to class prepared by studying the readings assigned for that day and reviewing their notes from previous classes. Students should expect to allocate three hours of outside work for each hour of class on average over the semester. Although there will be some week-to-week variation, the course is designed so that workload should be fairly even throughout the semester, as long as students do not procrastinate.

**HR FORUMS:** Professors teaching the human resources curriculum in the College of Business have joined together to deliver a series of Forums focusing on current human resource challenges. Our strategy is to bring HR professionals to campus in a panel-style presentation where we present a current challenge / circumstance and hear from the professionals about how the HR divisions developed and implemented programs to manage same. The idea is to help you, the students, understand the types of challenges / circumstances a company can face and how companies approach and address them.

As a member of this class you will be required to attend 3 of the 4 scheduled HR Forums and write a brief response paper about the event. These events are scheduled for Friday mid-day which may require you to make alternate arrangements to be on campus several Friday's throughout the semester. – *see Blackboard Learn>HR Forums>HR Forums for details.*

The fall schedule is as follows:

- **Friday, September 27<sup>th</sup> | 11:30 – 1:00 pm | HR Strategy: Workforce 2020**
- **Friday, October 11<sup>th</sup> | 11:30 – 1:00 pm | Talent Acquisition: The Impact of the Multi-Generational Workforce**
- **Friday, November 1<sup>st</sup> | 11:30 – 1:00 pm | Performance Management: Meeting the Development Needs of the Future Workforce**
- **November 22<sup>nd</sup> | 11:30 – 1:00 pm | Diversity and Inclusion in the Workplace: The Importance of Diversity and Inclusion to a Business**

- 5. TESTS AND FINAL EXAM:** Four multiple-choice tests and one final exam will be given during the semester.

The four tests are closed-book, closed-notes, and not cumulative. Test questions will be drawn from textbook, lectures, class discussions, cases, and exercises.

A final Exam will also be given, which is closed-book, closed-notes, and cumulative. All tests and the final exam are to be taken at the scheduled time. If you miss an exam due to a legitimate reason (e.g., illness, death in the immediate family), a make-up exam will be provided (you will be required to provide an official university excuse to be eligible for a make-up exam). If you do not provide a legitimate excuse, no make-up exam will be granted. – *see Blackboard Learn>Tests, Exams and Exam Information>Tests and Exams for details.*

- 6. TESTING LOCATION:** All tests and the final exam will be administered in the computer lab located on the 2<sup>nd</sup> floor of the College of Business Administration Building, Room A226 utilizing Blackboard. This is known as a “proctored” testing environment.

The computer lab makes every possible effort to manage the proctoring testing in an efficient and effective manner, and to provide excellent service to all students. You are advised, however, that the College of Business computer labs are not responsible for ‘acts of nature’ or other external situations that may cause delays in test taking (*power outages, traffic jams, snow days, network problems, etc...*).

Also, you are advised that there can be a line of students waiting to take proctored exams in the computer lab during peak hours. In these situations, students arriving for their exam will be required to wait for a seat. **The computer lab will maintain posted hours, and will not extend their hours to accommodate students in lengthy lines.**

Students who are making commitments or purchases (such as non-refundable plane tickets) are responsible to decide when to take their proctored exam (within the allowed time frame), and they should exercise good judgment by allowing an appropriate amount of time to complete their exam. Conflicts and delays can and do occur. If unanticipated delays in completing a proctored exam occur in the computer lab that results in a conflict with another commitment the student made, the student is solely responsible for the consequences of their decision to take the exam at the time they chose.

The following list of College of Business computer lab rules are strictly enforced for every proctored exam in the College of Business Administration computer labs:

1. A current KSU ID is required for identification before an exam can be administered. Also, Students must also know their Flashline ID and Password to gain access the online tests or exams.
2. Students taking proctored exams may NOT leave the room until their exam is finished; there are no bathroom breaks.
3. No cell phones shall be visible or checked during a proctored exam.
4. No headsets of any kind may be worn during a proctored exam.
5. No electronic translators will be allowed during a proctored exam. A paperback

dictionary may be used for international students only.

6. No proctored test can begin when there is one hour or less remaining in the lab hours for the day.
7. No outside calculators or other electronic devices may be used when taking a proctored exam in the College of Business computer labs.
8. No outside websites can be accessed during a proctored exam. Students taking exams that are 'open book, open note' must have printed any reference materials PRIOR to starting their exam – online reference is NOT permitted during a proctored exam.
9. Students arriving for a proctored exam must WAIT TO BE SEATED for the exam by the proctor. Students are not permitted to choose their own seat for a proctored exam. The lab proctor will assign seats for exams to ensure the best use of the lab resources while maintaining a secure testing environment.
10. Security cameras are installed in the College of Business computer labs. All students taking proctored exams will be recorded on video. Any issues regarding student compliance with the computer lab rules during a proctored exam will be verified against the video that is captured.

**TECHNICAL SUPPORT:** If you experience problems with Blackboard Learn which prevent you from submitting any work or assignment, you must contact the Instructor via the email address indicated above (not through Learn) PRIOR to the deadline to discuss alternative solutions. Problems with Learn do not excuse late submissions.

KSU Helpdesk – <http://www.kent.edu/is/helpdesk/index.cfm>

Blackboard Learn Orientation – <http://ondemand.blackboard.com>

## **IMPORTANT POLICIES**

### **1. ENROLLMENT REQUIREMENTS:**

Students have a responsibility to ensure they are properly enrolled in classes. You are advised to review your official class schedule (using Student Tools on FlashLine) during the first two weeks of the semester to ensure you are properly enrolled in this class and section. Should you find an error in your class schedule, you have until **Sunday, September 8, 2013** to correct the error. If registration errors are not corrected by this date and you continue to attend and participate in classes for which you are not officially enrolled, you are advised now that you **will not** receive a grade at the conclusion of the semester for any class for which you are not properly registered.

### **2. ACADEMIC HONESTY:**

*All work related to this class is to be done individually!* Cheating means to misrepresent the source, nature, or other conditions of your academic work (e.g., tests, papers, projects, assignments) so as to get undeserved credit. In addition, it is considered cheating when one cooperates with someone else in any such misrepresentation. The use of the intellectual property of others without giving them appropriate credit is a serious academic offense. It is the University's policy that cheating or plagiarism result in receiving a failing grade for the work or for the course. Repeat offenses may result in dismissal from the

University.

**3. STUDENTS WITH DISABILITIES:**

University policy 3342-3-01.3 requires that students with disabilities be provided reasonable accommodations to ensure their equal access to course content. If you have a documented disability and require accommodations, please contact the instructor at the beginning of the semester to make arrangements for necessary classroom adjustments. Please note, you must first verify your eligibility for classroom adjustments through Student Accessibility Services (contact 330-672-3391 or visit <http://www.kent.edu/sas/index.cfm> for more information on registration procedures).

**4. COURSE WITHDRAWAL DEADLINE:**

Please note that the last day to drop this class is **Sunday, November 3, 2013**.

**5. EXCUSED ABSENCE FOR UNIVERSITY SPONSORED ACTIVITIES:**

Documentation must be presented for signature of Professor Damiano prior to the excused absence date. A copy of the documentation must be left with Professor Damiano or in her office with the Graduate Assistant.

**6. SYLLABUS CHANGES:**

Instructors reserve the right to change the syllabus or attached Class Schedule upon providing verbal notice in class, via email, and/or posting an updated version on the class site in Vista. Check to make sure you have the most up to date version by checking the date at the top.

**7. GRADUATION REQUIREMENTS:**

If you are eligible to graduate, it is your responsibility to apply for graduation before the set deadline (May Graduation: Apply before September 15th August Graduation: Apply before December 15th December Graduation: Apply before March 15th). If you apply after the deadline you will be assessed a \$200 late fee. Please see your academic advisor as soon as possible if you are uncertain as to your progress toward graduation. To apply for graduation complete the following steps: Log onto your Flashline account 1. Click on the Student Tools tab, 2. Look in the Graduation Planning Tool Box, 3. Click on Application for Graduation (If an error message appears, you must contact your advisor.)



The schedule below is tentative and the instructor reserves the right to make changes.

## COURSE CONTENT OUTLINE

Week	Date	Topics, Agenda and Deliverables	Reading, Homework & Assignments
#1	08-26-13	Introduction to the Course –  Review syllabus, Blackboard Learn and Connect	<b>Purchase book and Connect Plus</b>  <b>Read chapter 1 “– Human Resource Management: Gaining a Competitive Advantage” and prepare for next class discussion</b>  <b>Complete Connect HW #1</b>
	08-28-13	Lecture and Activities  Chapter 1 – Human Resource Management: Gaining a Competitive Advantage  <b>Connect HW #1 – Due at 3:45pm</b>	<b>Read chapter 2 “Strategic HR Management” and prepare for next class discussion</b>  <b>Complete Connect HW #2</b>
Week	Date	Topics, Agenda and Deliverables	Reading, Homework & Assignments
#2	09-02-13	<b>NO CLASS – LABOR DAY HOLIDAY</b>	
	09-04-13	Lecture and Activities, Chapter 2 – Strategic Human Resource Management  <b>Connect HW #2 – Due at 3:45pm</b>	<b>Read chapter 3 “HR Environment – Legal; EEO and Safety” and prepare for next class discussion</b>  <b>Complete Connect HW #3 –</b>
Week	Date	Topics, Agenda and Deliverables	Reading, Homework & Assignments
#3	09-09-13	Lecture and Activities, Chapter 3 – HR Environment – Legal; EEO and Safety  <b>Connect HW #3 – Due at 3:45pm</b>	<b>Read chapter 4 “– The Analysis and Design of Work” and prepare for next class discussion</b>  <b>Complete Connect HW #4 –</b>
	09-11-13	Lecture and Activities, Chapter 4 – The Analysis and Design of Work  <b>Bus Article #1 – Due at 3:45pm</b> <b>Connect HW #4 – Due at 3:45pm</b>	<b>Make sure you are caught up with all readings and Connect Homework.</b>  <b>Begin studying for Exam #1 – Chapters 1 - 4</b>
Week	Date	Topics, Agenda and Deliverables	Reading, Homework & Assignments
#4	09-16-13	EXAM #1 Review -	<b>Complete the Online study guide</b> <b>Study for Exam #1</b>



	09-18-13	<b>NO CLASS – ONLINE EXAM SCHEDULED</b>  Exam #1, Chpts 1 - 4 Business College Computer Lab Lab opens at 8:00 am and must be complete by end of day Friday, 09.20	Read chapter 5 “Human Resource Planning and Recruitment” and prepare for class discussion  Complete Connect HW #5 –
Week	Date	Topics, Agenda and Deliverables	Reading, Homework & Assignments
#5	09-23-13	Lecture and Activities, Chapter 5 – Human Resource Planning and Recruitment  Connect HW #5 – Due at 3:45pm	Read chapter 6 “Selection and Placement” and prepare for next class discussion  Complete Connect HW #6 –
	09-25-13	Lecture and Activities, Chapter 6 – Selection and Placement  Connect HW #6 – Due at 3:45pm	Read chapter 7 “Training” and prepare for next class discussion  Complete Connect HW #7 –
	09-27-13	1 <sup>st</sup> HR Forum – 11:30 am – 1:00 pm Strategic HR	Attendance required at 3 of 4 Forums
Week	Date	Topics, Agenda and Deliverables	Reading, Homework & Assignments
#6	09-30-13	Lecture and Activities, Chapter 7 – Training  Connect HW #7 – Due at 3:45pm	Make sure you are caught up with all readings and Learn Smart Homework.  Begin studying for Exam #2 – Chapters 5 - 7
	10-02-13	Group Activity	Make sure you are caught up with all readings and Learn Smart Homework.  Begin studying for Exam #2 – Chapters 5 - 7
Week	Date	Topics, Agenda and Deliverables	Reading, Homework & Assignments
#7	10-07-13	Exam #2 Review Day	Complete the Online study guide Study for Exam #2
	10-09-13	<b>NO CLASS – Exam #2, Chpt 5 - 7</b>  Complete Exam #2 - Business College Computer Lab Lab opens at 8:00 am and must be complete by end of day Friday, 10.11	Read chapter 8 “Performance Management” and prepare for next class discussion  Complete Connect HW #8 –
Week	Date	Topics, Agenda and Deliverables	Reading, Homework & Assignments

#8	10-14-13	Lecture and Activities, Chapter 8 – Performance Management  <b>Bus Article #2 – Due at 3:45pm</b> <b>Connect HW #8 – Due at 3:45pm</b>	<b>Read chapter 9 “Employee Development “ and prepare for next class discussion</b>  <b>Complete Connect HW #9 –</b>
	10-16-13	Lecture and Activities, Chapter 9 – Employee Development  <b>Connect HW #9 – Due at 3:45pm</b>	<b>Read chapter 10 “Employee Separation and Retention” and prepare for next class discussion</b>  <b>Complete Connect HW #10 –</b>
	10-18-13	<b>2<sup>nd</sup> HR Forum – 11:30 am – 1:00 pm</b> <b>Talent Acquisition and the Multi-Generational Workforce</b>	<b>Attendance required at 3 of 4 Forums</b>
<b>Week</b>	<b>Date</b>	<b>Topics, Agenda and Deliverables</b>	<b>Reading, Homework &amp; Assignments</b>
#9	10-21-13	Lecture and Activities, Chapter 10 – Employee Separation and Retention  <b>Connect HW #10 – Due at 3:45pm</b>	<b>Make sure you are caught up with all readings and Learn Smart Homework.</b>  <b>Begin studying for Exam #3 – Chapters 8 – 10</b>
	10-23-13	EXAM #3 Review -	<b>Complete the Online study guide. Study for Exam #3</b>
<b>Week</b>	<b>Date</b>	<b>Topics, Agenda and Deliverables</b>	<b>Reading, Homework &amp; Assignments</b>
#10	10-28-13	<b>NO CLASS – Exam #3, Chpt 8 - 10</b>  <b>Complete Exam #3 Business College Computer Lab</b> <b>Lab opens at 8:00 am and must be complete by end of day Wednesday, 10.30</b>	<b>Read chapter 11 “Pay Structure Decisions” and prepare for next class discussion</b>  <b>Complete Connect HW #11 –</b>
	10-30-13	Lecture and Activities  Chapter 11 – Pay Structure Decisions  <b>Connect HW #11 – Due at 3:45pm</b>	<b>Read chapter 12 “Recognizing Employee Contribution with Pay” and prepare for next class discussion</b>  <b>Complete Connect HW #12 –</b>
	11-01-13	<b>3<sup>rd</sup> HR Forum – 11:30 am –1:00 pm</b> <b>Performance Management</b>	<b>Attendance required at 3 of 4 Forums</b>
<b>Week</b>	<b>Date</b>	<b>Topics, Agenda and Deliverables</b>	<b>Reading, Homework &amp; Assignments</b>
# 11	11-04-13	Lecture and Activities  Chapter 12 – Recognizing Employee Contribution with Pay  <b>Connect HW #12 – Due at 3:45pm</b>	<b>Read chapter 13 “Employee Benefits” and prepare for next class discussion</b>  <b>Complete Connect HW #13 –</b>

	11-06-13	Lecture and Activities  Chapter 13 – Employee Benefits  <b>Bus Article #3 – Due at 3:45pm</b> <b>Connect HW #13 – Due at 3:45pm</b>	<b>Make sure you are caught up with all readings and Learn Smart Homework.</b>  <b>Begin studying for Exam #4 – Chapter 11 – 13</b>
<b>Week</b>	<b>Date</b>	<b>Topics, Agenda and Deliverables</b>	<b>Reading, Homework &amp; Assignments</b>
# 12	11-11-13	EXAM #4 Review –	Complete the Online study guide. Study for Exam #4
	11-13-13	<b>NO CLASS – Exam #4, Chpt 11 - 13</b>  <b>Complete Exam #4 Business College Computer Lab</b> <b>Lab opens at 8:00 am and must be complete by end of day Friday, 11.15</b>	Read chapter 14 “Accounting and Financial Statements” and prepare for next class discussion  <b>Complete Connect HW #14 –</b>
<b>Week</b>	<b>Date</b>	<b>Topics, Agenda and Deliverables</b>	<b>Reading, Homework &amp; Assignments</b>
# 13	11-18-13	Lecture and Activities, Chapter 14 – Accounting & Finance  <b>Connect HW #14 – Due at 3:45pm</b>	Read chapter 15 “Money and the Financial Systems” and prepare for next class discussion  <b>Complete Connect HW #15 –</b>
	11-20-13	Lecture and Activities, Chapter 15 – Money & Financial Systems  <b>Connect HW #15 – Due at 3:45pm</b>	Read chapter 16 “Financial Management and Securities Markets” and prepare for next class discussion  <b>Complete Connect HW #16 –</b>
	11-22-13	<b>4<sup>th</sup> HR Forum – 11:30 am –1:00 pm</b> <b>Diversity in the Workforce</b>	<b>Attendance required at 3 of 4 Forums</b>
<b>Week</b>	<b>Date</b>	<b>Topics, Agenda and Deliverables</b>	<b>Reading, Homework &amp; Assignments</b>
# 14	11-25-13	Lecture and Activities, Chapter 16 – Financial Management  <b>Connect HW #16 – Due at 3:45pm</b>	
	11-27-13	<b>NO CLASS – THANKSGIVING HOLIDAY</b>	
<b>Week</b>	<b>Date</b>	<b>Topics, Agenda and Deliverables</b>	<b>Reading, Homework &amp; Assignments</b>
# 15	12-02-13	Group Activity  <b>Bus Article #4 – Due at 3:45pm</b>	<b>Make sure you are caught up with all readings and Learn Smart Homework.</b>  <b>Begin studying for Final Exam - Comprehensive</b>
	12-04-13	Final Exam Review – Chpt 1-16	<b>Complete the Online study guide.</b> <b>Study for Final Exam</b>

Week	Date	Topics, Agenda and Deliverables	Reading, Homework & Assignments
# 16		FINAL EXAM –  <b>Business College Computer Lab</b>	<b>Complete Final Exam</b>