CM 3400 – Risk & Quality Management
College of Architecture & Construction Management

Prerequisite: CM 3110

Class Meeting time: 2:00 - 3:15 pm

Course Website: http://d2l.kennesaw.edu

Class Location: H 323

Class instruction methodology: Face to face, Lecture and discussion

Instructor: Irish Horsey

Office Location & Hours: H341A Tues/Thurs 4:00-6:00

Course Communications: ihorsey@kennesaw.edu (Preferred method of contact)

Required Text/ISBN Number:
Risk Management, Insurance and Bonding by Steve Davis and Ron Prichard
ISBN:
*Additional reading material for selected topics may be assigned

COURSE SYLLABUS

Construction Management Faculty are involved in the development of knowledge, understanding, and application in an environment where we monitor, manage, and facilitate the learning process. Instructor strives to provide a rich learning environment that allows for a range of individual learning styles. The following syllabus provides specific topics for the course through various forms of teaching and discovery based on a selection of reading materials and other resources.

Course Catalog Description:
This course focuses on Exposure analysis, risk management, risk transfer and the costs associated with each. The costs of safety and the lack of it is examined. Workers' compensation insurance cost is integrated into the issues of safety along with the development of a comprehensive risk management plan.

Purpose of Course: Introduction to risk management and quality control methods.

Course Goals, Objectives & Expectations: This course focuses on the safety practices mandated by government regulation and required by good business practice. The costs of safety and the lack of it is examined. Workers' compensation insurance cost is integrated into the issues of safety. Exposure analysis, risk management, risk transfer and the costs associated with each are examined in this course. It is expected for all students to attend class and keep up with lecture notes. Any medical or family emergencies should be immediately stated to the instructor.

How This Course Relates to the Student Learning Outcomes in the Construction Management Program:
Prepares student for risk and quality management through group projects and real world project research.

Student Learning Outcomes:

1. Understand and identify risk in the construction industry
2. Determine what actions to take in risky situations in construction management of a project
3. Predict consequences in terms of legal and insurance implications for not regulating and remediated risk.
COURSE POLICIES

Attendance Policy: Attendance is required for this course. The Class Participation grade is based on your attendance to the class and other approved functions. The classroom environment will be treated the same way as if this was a corporate meeting in a large conference room in which your boss was delivering a presentation. He/she would not tolerate their use and a “wise” young employee would probably shy away from their use in order to prevent their discharge from the firm as a result of their rudeness.

As many of us are connected through our cell phones for Campus Alert System, you do not have to turn them off but they must be on silent and put away. Any student that does not comply will simply be told to leave the class.

Quiz / Exam Policy: Three exams is given during the semester, all quizzes are available in D2L.

Make-up Policy: Only in cases of family or medical emergencies are students allowed to make up work.

Assignment Policy: Assignments will be done in a group setting and is expected to be completed by the due date. No lab for this class.

Course Technology: Instructor utilizes D2L for course materials. Lecture outlines, handouts, and assignments and other course related materials will be posted - check daily. It is student’s responsibility to review posted materials and have required computer equipment to access course material.

Do not report technical issues to instructor - should you have technical issues:
https://d2lhelp.view.usg.edu/

Please also note the times for scheduled maintenance of the system as D2L will be unavailable during scheduled maintenance.
http://www.usg.edu/information_technology_services/learning_in_21st_century_georgia/georgiaview/maintenance_schedule/

Evaluation & Grading:

<table>
<thead>
<tr>
<th>Project / Assignment</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Project #1</td>
<td>30%</td>
</tr>
<tr>
<td>Assignments</td>
<td>15%</td>
</tr>
<tr>
<td>Final Project/Presentation</td>
<td>40%</td>
</tr>
<tr>
<td>Class Participation (including Pop Quizzes)</td>
<td>15%</td>
</tr>
</tbody>
</table>

A = 90-100          B = 80-89          C = 70-79          D = 60-69          F = Below 60
UNIVERSITY POLICIES: Statement of Student Rights and Responsibilities
KSU Student Code of Conduct

Plagiarism and Cheating:
No student shall receive, attempt to receive, knowingly give or attempt to give unauthorized assistance in the preparation of any work required to be submitted for credit (including examinations, laboratory reports, essays, themes, term papers, etc.). Unless specifically authorized, the presence and/or use of electronic devices during an examination, quiz, or other class assignment is considered cheating. Engaging in any behavior which a professor prohibits as academic misconduct in the syllabus or in class discussion is cheating. When direct quotations are used, they should be indicated, and when the ideas, theories, data, figures, graphs, programs, electronic based information or illustrations of someone other than the student are incorporated into a paper or used in a project, they should be duly acknowledged. No student may submit the same, or substantially the same, paper or other assignment for credit in more than one class without the prior permission of the current professor(s).

University Policy on Academic Misconduct: Academic honesty and integrity are fundamental values of the University community. Students should be sure that they understand the KSU Student Academic Integrity Policy at http://kennesaw.edu/handbooks/faculty/section2_13.php

University Policy on Accommodating Students with Disabilities:
Students requesting accommodation for disabilities must first register with the Office of Disabled Student Support Services at http://www.kennesaw.edu/stu_dev/dsss/dsss.html. The Office of Disabled Student Support Services will provide documentation to the student who must then provide this documentation to the instructor when requesting accommodation. You must submit this documentation prior to submitting assignments or taking the quizzes or exams. Accommodations are not retroactive, therefore, students should contact the office as soon as possible in the term for which they are seeking accommodations.

**Netiquette: Communication Courtesy:** All members of the class are expected to follow rules of common courtesy in all email messages, threaded discussions and chats. http://teach.ufl.edu/docs/NetiquetteGuideforOnlineCourses.pdf

Electronic Recording & Social Media Policy
Electronic recording performed without the consent of the people being recorded chills the free exchange of ideas. Academic freedom, free inquiry, and freedom of expression should not be limited by the fear that one’s brainstorming, polemic discourse, speculative inquiry, or any other kind of expressed curiosity made within the space of a university classroom will be made public without one’s consent. This fear is unacceptable regardless of whether one is in an online, hybrid, or face-to-face classroom setting. Accordingly, no person shall electronically record any class discussion without the written permission of the instructor. No person shall publish online or elsewhere any electronic recording of a class discussion without the written permission of the instructor and any other persons who were recorded. This policy is not intended to discourage electronic recording in the classroom or the use of social media when such actions are performed with the written consent of the instructor and any other persons who were/will be recorded. Faculty accommodate all reasonable requests to electronically record a class discussion; these requests must be documented by the DisAbled Student Support Services available at: http://www.kennesaw.edu/stu_dev/dsss/prospect.shtml

GETTING HELP
For issues with technical difficulties, please contact the Student Helpdesk:
1. Fill out a service form http://uits.kennesaw.edu/support/formselect.php?s=tech
2. Email: studenthelpdesk@kennesaw.edu
3. Call: 770-499-3555

Getting Started With Technology Services http://uits.kennesaw.edu/
Any requests for make-ups due to technical issues MUST be accompanied by the ticket number received from ITS when the problem was reported to them. The ticket number will document the time and date of the problem. You MUST e-mail your instructor within 24 hours of the technical difficulty if you wish to request a make-up.

Additional Technology Resources

1. Student Service Desk and Help Center  studenthelpdesk@kennesaw.edu
3. USG Desire2Learn Help Center  https://d2lhelp.view.usg.edu/
4. D2L Training Options & Resources for Students  https://web.kennesaw.edu/acs/pages/desire2learn/student-resources-d2l
5. Computertrain Online Courses  http://www.kennesaw.edu/dlc/FacultyResources/
6. ITS Documentation Center  http://uits.kennesaw.edu/docs/netaccess/guides/windows7_wifi_instructions.pdf
7. Check Service Outages  http://status.usg.edu/
8. Maintenance Schedule  https://usg.desire2learn.com

Academic Resources

1. Academic Tutoring Services  http://www.kennesaw.edu/stu_dev/alp/academic.shtml
2. Disability Resources  http://www.kennesaw.edu/stu_dev/dss/dss.shtml
4. Library  http://www.kennesaw.edu/library/
7. Math Lab  http://mathlab.kennesaw.edu/

Student Support and Wellness Resources

1. Career Services Center  https://careerctr.kennesaw.edu/
2. Counseling and Psychological Services  http://css.kennesaw.edu/cps/
3. Center for Health, Promotion and Wellness  http://www.kennesaw.edu/col_hhs/wellness/
4. Student Health Clinic  http://studenthealth.kennesawstateauxiliary.com/

KSU desires to resolve student grievances, complaints and concerns in an expeditious, fair and amicable manner. The Complaints and Appeals Page was developed to assist current and prospective students in submitting complaints and appeals and to direct them to the most effective venue for accurate information and resolution. The resources on the page will direct students to the specific venue to appropriately address related student complaint.  http://www.kennesaw.edu/complaints_appeals.shtml

Complaints for online students are resolved following the same general procedures for students who attend classes on campus. However, for any process that requires that a student appear in person, the university may make other arrangements. For processes that cannot be completed via telephone, e-mail, or written correspondence, the university may set up a two way Video conference site in place of a meeting on the KSU campus.
CM 3400
COURSE SCHEDULE Subject to change with notice. This outline represents the general format of the course. Instructor reserves the right to make changes depending on the progress of the class to better suit the needs of the students.

<table>
<thead>
<tr>
<th>Class</th>
<th>Topics</th>
<th>Reading</th>
<th>Assignments</th>
<th>Assignment Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Introduction-Risk and uncertainty</td>
<td>Ch 1,</td>
<td>none</td>
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<tr>
<td>2</td>
<td>Safety Management</td>
<td>Ch 6</td>
<td>none</td>
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<tr>
<td>3</td>
<td>Risk management methodologies</td>
<td>Ch 2, Handout</td>
<td>none</td>
<td></td>
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<tr>
<td>4</td>
<td>Decisions involving multiple objectives</td>
<td>Handout</td>
<td>Assignment #1</td>
<td>Identifying risk factors</td>
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<tr>
<td>5</td>
<td>Decisions making under uncertainty</td>
<td>Handout</td>
<td>none</td>
<td>Assignment #1</td>
</tr>
<tr>
<td>6</td>
<td>Decisions trees and influence diagram</td>
<td>Handout</td>
<td>Assignment #2</td>
<td>Decision Tree Problems</td>
</tr>
<tr>
<td>7</td>
<td>Contract documents</td>
<td>Chapter 3</td>
<td>none</td>
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<tr>
<td>8</td>
<td>Contract Documents</td>
<td>Chapter 3</td>
<td>Assignment #3</td>
<td>Identify contract risk</td>
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<td>9</td>
<td>Risk Registry</td>
<td>Handout</td>
<td>Project 1</td>
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<tr>
<td>10</td>
<td>Risk Registry</td>
<td>Handout</td>
<td>Project 1</td>
<td>Assignment #3</td>
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<tr>
<td>11</td>
<td>Human Behavior</td>
<td>Handout</td>
<td>Project 1</td>
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<td>12</td>
<td>Understanding the human Aspects</td>
<td>Handout</td>
<td>Project 1</td>
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<td>13</td>
<td>Understanding the human Aspects</td>
<td>Handout</td>
<td>Project 1</td>
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<tr>
<td>14</td>
<td>Experience –RatingModifiers, Costs of accidents</td>
<td>Ch 5, Handout</td>
<td>Assignment #4</td>
<td>Accident cost problems</td>
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<td>15</td>
<td>Costs of Accidents</td>
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<td>16</td>
<td>Risk financing</td>
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<td>Assignment #4</td>
<td>Accident cost problems</td>
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<tr>
<td>17</td>
<td>Risk financing</td>
<td>Ch 4, Handout</td>
<td>None</td>
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<tr>
<td>18</td>
<td>Broker Services</td>
<td>Ch 8</td>
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<td>Assignment</td>
<td>Points, percentage or measurement</td>
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<tr>
<td>1. Identify Risk Factors</td>
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<td>2. Decision Trees</td>
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<td>3. Identify Contract Risk</td>
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<td>4. Project #1</td>
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<td>5. Accident Cost Problem</td>
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<td>6. Develop Risk Transfer List</td>
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<td>7. Final Project</td>
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