Aviation Product Support Management  
AVM 461-001  
Spring 2016  
Tuesdays 6:00 pm – 8:50 pm  
TEC 180

Syllabus

Instructor: Mr. Matt Romero  
Telephone: 618-521-7332 (cell), 618-453-7273 (office)  
Email: matthew.romero@siu.edu  
Office Hours: Monday – Thursday: 11:00 am – 1:00 pm  
Office: TEC 286M

Course Description
This course will acquaint students with concepts and techniques used in analysis and development of an aviation product support program. Concepts discussed in this course will provide a basic understanding of complexities and issues associated with design of a fully integrated aviation product support program. Design considerations, integration of product support into the total product design, support planning and post-delivery support will be covered.

Course Objectives
• Define elements necessary for a complete product support program.  
• Identify interdependence of support elements.  
• Conduct trade-off analysis between design, maintainability, reliability and support functions.  
• Calculate readiness impact of various support plans.  
• Develop integrated support plans, anticipate bottlenecks and identify alternatives.

Textbook

Semester Assignments
Attendance .................................................................50 points  
News ............................................................................30 points  
Chapter Contribution - Chapter Section .........................80 points  
Chapter Contribution – Article ....................................80 points  
Chapter Contribution - Quiz Questions .........................80 points  
Mid-Term Exam................................................................100 points  
Final Exam ....................................................................100 points  
Total Points ....................................................................520 points

Grading Scale
The grading scale is listed as follows: A = 90% - 100%; B = 89% - 80%; C = 79% - 70%; D = 69% - 60%; and F = ≤ 59%.
**Attendance**
You are expected to be in class in order to maximize your learning opportunity. Additionally, the rest of the class will be counting on you to present your portion of the chapter each week. Your absence from class will impact the other students, so please be considerate and attend class every Tuesday and arrive on time. Attendance for each class period is worth 2.94 points, which equals a total of 50 points for attendance for the semester. Only in the case of a university excused absence will you receive credit for a missed class. Documentation is required for university excused absences.

**News**
Each class will begin with a news story from a current event from the aviation industry to provide you with an opportunity for you to practice communicating technical information to an educated audience.

There are two requirements for a successful assignment. First, you must present an oral news presentation to the class at least once in the semester. Your presentation will consist of a summary of the event will sufficient detail for the audience to understand the event without having read about the event. As part of your news presentation, you must include a discussion question for the audience. Rather than concluding the presentation by asking the audience for questions, you will pose a question to the audience. The second requirement is for you to submit to me a brief summary of the news story that is no longer than two pages.

You must complete at least one news event throughout the semester, but you may also do one additional news presentation for extra credit. Please notify me at least one week in advance if you want to schedule an extra-credit news story.

**Chapter Contributions**
The content of the textbook is rich and complex. We will all participate in teaching this class using the textbook and outside literature that is relevant to the aviation industry and to content within the chapter and section you are assigned. You and a teammate will be responsible for presenting a section of each chapter. The chapter contributions will entail three different components: (1) a presentation for your section of the chapter; (2) an article that connects the textbook information to the broader aviation industry; and (3) four quiz questions that relate to the content in your section of the textbook chapter. Two quiz questions should be multiple choice and two should be True/False type questions. I will assign chapter sections.

The pairs of students are as follows:

<table>
<thead>
<tr>
<th>Group A</th>
<th>Group B</th>
<th>Group C</th>
<th>Group D</th>
<th>Group E</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sean Carter</td>
<td>Joshua Jordan</td>
<td>Brette Simpson</td>
<td>Andrew Gestrine</td>
<td>Michael Caulfield</td>
</tr>
<tr>
<td>Ahmad Firdaus Shafie</td>
<td>Michael Zaranski</td>
<td>Jimmy Marroquin</td>
<td>Giovanni Vergara</td>
<td>Brandon Pratt</td>
</tr>
</tbody>
</table>

The chapter contributions are worth ten points for each component, which is a total of 30 points for each chapter. You are expected to begin the chapter contributions beginning with Chapter 3: The Measures of Logistics and System Support. I will assign your sections by the beginning of class on Tuesday, January 26, 2016.
Examinations
This class will include two exams: a mid-term exam scheduled for Tuesday, March 22, which the week immediately following spring break. The second exam will be the final exam, which will take place on Tuesday, May 10 at a time to be determined later.

*Note:* I reserve the right to change the assignments, the grading weights, and/or the grading scale for extenuating circumstances to be determined concurrently by the student and by myself.

Students with Disabilities
If you have a disability that will require testing or classroom accommodations, please see me during the first week of classes.

Office Policy
I have an open-door policy. This means when I am there you are almost always welcome to stop by. We can talk about whatever you would like. If you would like to meet at a time other than my scheduled office hours and you want to make sure both of us will be there, make an appointment.

Academic Integrity
This course is for your benefit. Although group study and interaction is encouraged I expect everyone to turn in their own work on assignments. Plagiarism, copying, or cheating of any kind will not be tolerated. Give credit to those from whom you borrow information or ideas. Violators will be subject to discipline to the full extent of the SIU Student Conduct Code.

Plagiarism is defined as the unauthorized use or close imitation of the language and thoughts of another author and the representation of the theme as one's own original work, as by not crediting the author, i.e. direct copying and pasting from the internet or any other source without giving credit to the original author. Paraphrasing is acceptable, but the original work must still be cited. **If you are unsure, check with the instructor.**
IMPORTANT DATES *
Semester Class Begins: ...................................................... 01/19/2016
Last day to add a class (without instructor permission): .................. 01/24/2016
Last day to withdraw completely and receive a 100% refund: ........... 01/31/2016
Last day to drop a course using SalukiNet: ................................ 04/03/2016
Last day to file diploma application (for name to appear in Commencement program): ....................................................... 02/12/2016
Final examinations: ................................................................ 05/09–05/13/2016

Note: For outreach, internet, and short course drop/add dates, visit Registrar’s Academic webpage http://registrar.siu.edu/

SPRING SEMESTER HOLIDAYS
Martin Luther King, Jr.’s Birthday Holiday 01/18/2016
Spring Break 03/12—03/20/2016

WITHDRAWAL POLICY ~ Undergraduate only
Students who officially register for a session may not withdraw merely by the stopping of attendance. An official withdrawal form needs to be initiated by the student and processed by the University. For the proper procedures to follow when dropping courses and when withdrawing from the University, please visit http://registrar.siu.edu/catalog/undergraduatecatalog.html

INCOMPLETE POLICY ~ Undergraduate only
An INC is assigned when, for reasons beyond their control, students engaged in passing work are unable to complete all class assignments. An INC must be changed to a completed grade within one semester following the term in which the course was taken, or graduation, whichever occurs first. Should the student fail to complete the course within the time period designated, that is, by no later than the end of the semester following the term in which the course was taken, or graduation, whichever occurs first, the incomplete will be converted to a grade of F and the grade will be computed in the student's grade point average. For more information please visit: http://registrar.siu.edu/grades/incomplete.html

REPEAT POLICY
An undergraduate student may, for the purpose of raising a grade, enroll in a course for credit no more than two times (two total enrollments) unless otherwise noted in the course description. For students receiving a letter grade of A,B,C,D, or F, the course repetition must occur at Southern Illinois University Carbondale. Only the most recent (last) grade will be calculated in the overall GPA and count toward hours earned. See full policy at http://registrar.siu.edu/catalog/undergraduatecatalog.html

GRADUATE POLICIES
Graduate policies often vary from Undergraduate policies. To view the applicable policies for graduate students, please visit http://gradschool.siu.edu/about-us/grad-catalog/index.html

DISABILITY POLICY
Disability Support Services provides the required academic and programmatic support services to students with permanent and temporary disabilities. DSS provides centralized coordination and referral services. To utilize DSS services, students must come to the DSS to open cases. The process involves interviews, reviews of student-supplied documentation, and completion of Disability Accommodation Agreements. http://disabilityservices.siu.edu/

PLAGIARISM
Student Conduct Code http://srr.siu.edu/student_conduct_code/

MORRIS LIBRARY HOURS
http://www.lib.siu.edu/about

SAFETY AWARENESS FACTS AND EDUCATION
Title IX makes it clear that violence and harassment based on sex and gender is a Civil Rights offense subject to the same kinds of accountabil-ity and the same kinds of support applied to offenses against other protected categories such as race, national origin, etc. If you or someone you know has been harassed or assaulted, you can find the appropriate resources here: http://safe.siu.edu

SALUKI CARES
The purpose of Saluki Cares is to develop, facilitate and coordinate a university-wide program of care and support for students in any type of distress—physical, emotional, financial, or personal. By working closely with faculty, staff, students and their families, SIU will continue to display a culture of care and demonstrate to our students and their families that they are an important part of the community. For Information on Saluki Cares: (618) 453-5714, or siucares@siu.edu, http://salukicare.siu.edu/index.html

EMERGENCY PROCEDURES
Southern Illinois University Carbondale is committed to providing a safe and healthy environment for study and work. We ask that you become familiar with the SIU Emergency Response Plan and Building Emergency Response Team (BERT) programs. Emergency response information is available on posters in buildings on campus, available on BERT’s website at www bert.siu.edu, Department of Safety’s website at www dps.siu.edu (disaster drop down) and the Emergency Response Guideline pamphlet. Instructors will provide guidance and direction to students in the classroom in the event of an emergency affecting your location. It is important that you follow these instructions and stay with your instructor during an evacuation or sheltering emergency.

INCLUSIVE EXCELLENCE
SIU contains people from all walks of life, from many different cultures and sub-cultures, and representing all strata of society, nationalities, ethnicities, lifestyles, and affiliations. Learning from and working with people who differ is an important part of education as well as an essential preparation for any career. For more information please visit: http://www.inclusivexcelpellence.siu.edu/

LEARNING AND SUPPORT SERVICES
Help is within reach. Learning support services offers free tutoring on campus and math labs. To find more information please visit the Center for Learning and Support Services website:
Tutoring: http://tutoring.siu.edu/
Math Labs http://math.siu.edu/courses/course-help.php

WRITING CENTER
The Writing Center offers free tutoring services to all SIU students and faculty. To find a Center or Schedule an appointment please visit http://writest.siu.edu/

AFFIRMATIVE ACTION & EQUAL OPPORTUNITY
Our office's main focus is to ensure that the university complies with federal and state equity policies and handles reporting and investigating of discrimination cases. For more information visit: http://diversity.siu.edu/

Additional Resources Available:

SALUKINET: https://salukinet.siu.edu/cp/home/displaylogin

ADVISEMENT: http://advisement.siu.edu/

PROVOST & VICE CHANCELLOR: http://pvcaa.siu.edu/

SIU ONLINE: http://online.siu.edu/