

COURSE SYLLABUS

YEAR COURSE OFFERED:

SEMESTER COURSE OFFERED: Spring Semesters Only

DEPARTMENT: Finance

COURSE NUMBER: 4356 Section

NAME OF COURSE: Insurance Operations

NAME OF INSTRUCTOR: Mack Rogers Jr.

Contact Information: All contact with Professor Rogers must be through e-mail (mrogers@uh.edu) or Cell 713-240-1014. Do not use Blackboard Messages as a means to contact the professor as this address is not monitored regularly.

Office Hours: 2:00 pm - 4:00 pm Mondays, Room 302N UCBB or by individual appointment

LOCATION: Classroom Melcher Hall

Class DAYS/TIME:

This syllabus, as posted in Blackboard Learn for the current semester, is the only official version of same for this course. The information contained in this class syllabus will not substantially change once the semester has begun. However, corrections may be made regarding clerical error, incorrect data and/or additional language to clarify the meaning of the original document. All such revisions will be accompanied by an announcement in Blackboard Learn with immediate e-mail notice to the student.

Learning Objectives

This course examines three key business operations within the risk management and insurance industry:

a. Insurance Company Operations;

Insurance marketing and distribution, insurance regulation and compliance, the underwriting function, safety audits and risk control, premium auditing, claims handling procedures, actuarial functions, reinsurance concepts, and information technology

b. Agency/Broker Operations

New client acquisition/retention, marketing and negotiating activities, data management, risk information services, audit services, loss control services, claims assistance

c. Corporate Risk Management Department Operations

Overall functions of a typical risk management department, organization options by specific function or coverage area, contract review for insurance and indemnification language, certificate of insurance management

The course offers an excellent opportunity for students to determine their interest in various segments of the risk management industry, thus supporting more skillful and purposeful employment searches after graduation.

Students will be graded upon their ability to complete written homework assignments and participate actively and incisively in classroom discussion, prepare written materials suitable for use in actual business practice, as well as points earned on three pop quizzes, two semester exams and a comprehensive final exam.

Grading Scheme

1. Two major exams will determine 60% of grade
2. Final exam will determine 10% of grade
3. Daily Work (quizzes plus assignments) will determine 15% of grade
4. Group Presentation will determine 15% of grade
5. Term paper is optional for extra credit added to final average. Paper must be a minimum of 8 pages, original work not submitted in any other course, (double spaced) excluding cover and bibliography. The “topic”, to be selected by the student, must be approved by the Professor before March 4th and a rough outline of paper approved by March 25th. The paper will be turned in as a “Turn-It-In” assignment and is due by midnight April 27th. **Missing any of these deadlines will disqualify a student from submitting a paper. No exceptions.** In order to be approved, the topic must be on a subject that is contained in the course text. The research paper will then address examples of how this particular topic has been applied in actual business practice. Points will be added to the final course grade as follows:
A = +5 B = +3 C = +1 D = +0

Note: Do not attempt to use the “total points accumulated” indicator in Blackboard Learn to calculate your course standing. Instead, use the percentages shown above.

The course is designed around “Learning Modules” which correspond generally the chapter in the textbook. Homework will be assigned prior to each lecture. The purpose of this homework is to familiarize you with textbook material needed for meaningful classroom discussion. As such,

students must bring their assignments to class in printed form or be able to access them through personal electronic devices. These assignments must be completed and submitted using **Blackboard Learn** prior to the stated expiration date. You will have multiple opportunities to resubmit assignments prior to the cut-off date, however, late homework submissions will not be accepted. Problems with your computer or with your Blackboard Learn account will not constitute a valid excuse. You are expected to maintain your Blackboard account in working order at all times. Walton until the last minute to submit homework and then encountering computer problems which prevents your submission will result in a missed assignment. Only a system wide failure of the Blackboard Program will be consider as an acceptable reason to extend a submission deadline.

Each module will also have “Discussion questions” announced in advance. The purpose of the discussion questions is to illustrate actual application of the textbook material in a business setting. While it is not necessary to respond to the discussion questions in written form. It is expected that you will review the questions prior to class and be prepared to participate in a meaningful exchange of ideas.

To be entitled to make up major examinations or quizzes, a written request must be submitted to the instructor. The request will state the reason for missing the original exam/quiz date and provide the name and contact information of at least one individual who can verify the circumstances. For absence due to medical reasons, a note from the attending physician is recommended. Permission to make up an examination will be granted only if the circumstances involved constitute an “excused absence” as described earlier. In fairness, makeup exams will be more difficult and more extensive than the regularly scheduled exams.

The “Daily Participation” grade (15% of the overall course grade) will be based on the homework assignments, pop quizzes and in-class written assignments. None of these grades will be “dropped” prior to calculation of the “daily average”.

Grading Scale:	93-100 = A	80-82 = B-	60-69 = D
	90-92 = A-	77-79 = C+	
	87-89 = B+	73-76 = C	
	83-86 = B	70-72 = C-	

Note: Request to enter the designation for “Incomplete” after the drop course without grade deadline must be in writing and will not be honored without the presence of very unusual circumstances accompanied by a written recommendation from your curriculum advisor.

Textbook: This is a required text. (Having a textbook is absolutely essential to success in the course)

Insurance Operations
2nd Edition
Edited by Susan J. Kearney
American Institute for Property and Casualty Underwriters, 2014
ISBN 978-0-89463-707-0

Recommended Reading

Business Insurance Magazine www.businessinsurance.com and Risk Management Magazine (both periodicals are available electronically by using the “Library Connection” link in Blackboard Learn for this course.

Prerequisites Junior or Senior standing

Attendance and Participation:

Attendance and in-person class participation are essential. Active class participation will increase your learning experience and will benefit others. Additionally, the explanations and illustrations offered in class are vital to successful performance on the major exams and equivalent understanding cannot be achieved by simply “reading the book”.

You are expected to come to class, on time, prepared to participate. This means that you have completed the assigned readings before class, plan to contribute, and will share your ideas when appropriate. Do your best!

Attendance Policy:

Students will be allowed to accumulate 4 attendance deduction points without penalty. Beyond that, deductions will be made from the final course grade on the basis of 2 points for an unexcused absence and 1 point for being late as follows:

1. Sign In: Beginning with the third class meeting, students will sign in prior to the start of each class. The sign in sheet will be removed prior to class beginning. Students arriving after the sign in sheets have been picked up will be considered “absent” and a deduction of 2 points will be awarded. If the student wishes to have that deduction reduced to 1 point (for being late as opposed to actually being absent) then a personal visit with the Professor is required within 7 days of the class period in question.
2. A complete record of all late and absent point assessments will appear in Blackboard. Prior to calculating the final course grade the total points displayed in this column will be reduced by 4 (allowing for the 2 “free” absences”) and the remaining points will be deducted from the student’s **FINAL COURSE GRADE**.
3. Excused absences include such things as personal illness (sufficient to warrant a doctor visit), immediate family emergencies and legal issues beyond the control of the student. Excused absences also include participation in varsity athletics or intercollegiate academic competition so long as the absence is cleared in advance. Excused absences require the submission of written documentation (doctor’s note, court date, request from U of H coach or faculty member with contact information for verification purposes.

4. Excused absences do not include missing class to study for other exams or issues related to traffic or parking. Excused absences also do not include participating in fraternity or club activities, working on special projects or events scheduled by other professors during the regular class period for this course. It is recognized that there are circumstances which will necessitate your absence from class and therefore highly recommended that you that you use you two “free absences” carefully to respond to unforeseen urgent personal issues
5. Falsifying the attendance roster in any fashion will constitute a violation of the U of H Honor Policy and will be dealt with in accordance with established enforcement procedures.

Blackboard: The University of Houston’s Blackboard system will be an important communication link for students in this class. Announcements are posted and reflect schedule changes, articles and other resources needed to fully understand the topics discussed. Please review carefully the guidelines I have prepared called “Navigating Blackboard Learn”, found under the “Course Information” section.

To access Blackboard for this class, you will need your Cougar Net ID to login. Make sure your Cougar Net account is active and that you are able to log in with it. To test, you can log in at <https://accessuh.uh.edu/login.php>. If you need to reset your password you can do so online at http://www.uh.edu/infotech/php/template.php?account_id=57.

If your account has become inactive due to non-use, you can activate it by calling 713-743-1411. If you have questions about Blackboard Learn or need technical assistance, you can click on the “get help” link on the Blackboard website, or call the help-line at 713-743-1411 (M-F 8am-8pm).

It is your responsibility to maintain an active Blackboard account and resolve problems immediately with the Blackboard Design Group should they develop. The Blackboard Learn program is used extensively throughout this course and technical failures will not constitute an excuse for missed homework assignments.

Academic Honesty:

The University of Houston Academic Honesty Policy is strictly enforced by the C. T. Bauer College of Business. No violations of this policy, such as plagiarism or cheating, will be tolerated in this course. A discussion of the policy is included in the University of Houston Student Handbook; Students are expected to be familiar with this policy. Students are expected to produce original work in the course. Previous course-work from other

classes cannot be submitted for credit in this course for any class assignment or project. At the instructor's discretion, work will be submitted to Turn It In.
Accommodations for

Accommodations for Students with Disabilities:

The C. T. Bauer College of Business would like to help students who have disabilities achieve their highest potential. To this end, in order to receive academic accommodations, students must register with the Center for Students with Disabilities (CSD) (telephone 713-743-5400), and present approved accommodation documentation to their instructors in a timely manner.

COURSE SCHEDULE

Date	Module	Subject	Ref
	Intro	Introduction	None
	1	Overview	Ch.1
	1 Cont.	"	"
	2	Insurance Regulation	Ch. 2
	2 Cont.	"	"
	3	Marketing & Distribution	Ch. 3
	3 Cont.	"	"
	4	The Underwriting Function	Ch. 4
	4 Cont.	"	"
	5	Risk Control & Premium Auditing	Ch. 5
	5 Cont.	"	"
	6	The Claims Function	Ch. 6
	7	Actuarial Functions"	Ch. 7
	Test	Major Test 1	C. 1-7
	8	Reinsurance	Ch. 8
	9	Insurer Strategic Management	Ch. 10
	N/A	Spring Break	N/A
	10	Agency - Organization	TBA
	10 Cont.	"	"
	11	Agency - Services	"
	11 Cont	"	"
	12	Agency – Marketing & Production	"
	12 Cont.	"	"
	13	Corp. Risk Staff - Organization	"
	13 Cont.	"	"
	14	Corp. Risk Staff – Functions & Strategies	"
	14 Cont.	"	"
	14 Cont.	"	"
	Test	Major Test 2	Ch. 8-10 M 10-14
	Test	Final Exam – 11 am to 2 pm	All Mods.