



# THE OHIO STATE UNIVERSITY

## FISHER COLLEGE OF BUSINESS

**BUSFIN 4411 - PROPERTY MANAGEMENT**

**Spring 2026**

**Professor Maia Cooper**

### **Class Schedule**

Tuesday and Thursday – 5:30 PM – 6:50 PM

Schoenbaum Hall – Suite 330

### **Instructor**

Maia Cooper

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### **Office Hours**

By Appointment

### **Course Description**

The course explores property and asset management for all types of real estate assets, including office, industrial and retail properties, while focusing on the ultimate goal of real estate management and enhancing value for investors. The course provides an overview of the variety of tasks performed by property management personnel/companies and the management approaches applied by commercial managers. Topics covered include liability mitigation, performance management, development of rental schedules, leasing techniques and negotiations, repairs and maintenance, tenant relations, selection and training of personnel, owner relations, property accounting, and other critical topics. This syllabus is subject to change.

### **Prerequisites**

The only prerequisite is BUSFIN 3400 (Intro to Real Estate) or an equivalent upon the instructor's approval.

## Course Objectives

At the end of the course, students are expected to:

1. Possess an understanding of the many roles a property manager undertakes related to the oversight of a real estate investment.
2. Demonstrate an understanding of how a property manager preserves and enhances the value of real estate assets.
3. Be adept at identifying and understanding the roles of the many stakeholders in commercial real estate.
4. Gain foundational knowledge of common real estate terms and form an understanding of the financial/accounting functions of a property manager.

## Class Materials

The class will be taught through lectures and the distribution of in-class materials. NO textbook is required. Robert C. Kyle's Property Management 10th Edition Revised is optional reading.

## Grades

Your final grade will be based on the following components: Assignments/Quizzes 10%, Attendance/Participation 5%, Midterm 30%, Final Project 20%, Final Exam 35%

Course grade scale matches the OSU standard grade scheme:

| Score    | Letter grade |
|----------|--------------|
| 93-100   | A            |
| 90-92.9  | A-           |
| 87-89.9  | B+           |
| 83-86.9  | B            |
| 80-82.9  | B-           |
| 77-79.9  | C+           |
| 73-76.9  | C            |
| 70-72.9  | C-           |
| 67-69.9  | D+           |
| 60-66.9  | D            |
| Below 60 | E            |

Please note that there will not be any make-up exams except as required by university policy. If illness or an emergency should force you to miss an exam, please contact me **prior to** the exam date/time.

## **Attendance and Other Expectations**

The class is based largely upon discussion and interaction. Attendance is mandatory and will be taken each class. Be on time and respectful of others. Participate in each class session, and do not be afraid to ask questions.

## **Religious Accommodations**

Ohio State has had a longstanding practice of making reasonable academic accommodations for students' religious beliefs and practices in accordance with applicable law. In 2023, Ohio State updated its practice to align with new state legislation. Under this new provision, students must be in early communication with their instructors regarding any known accommodation requests for religious beliefs and practices, providing notice of specific dates for which they request alternative accommodations within 14 days after the first instructional day of the course. Instructors in turn shall not question the sincerity of a student's religious or spiritual belief system in reviewing such requests and shall keep requests for accommodations confidential.

With sufficient notice, instructors will provide students with reasonable alternative accommodations with regard to examinations and other academic requirements with respect to students' sincerely held religious beliefs and practices by allowing up to three absences each semester for the student to attend or participate in religious activities. Examples of religious accommodations can include, but are not limited to, rescheduling an exam, altering the time of a student's presentation, allowing make-up assignments to substitute for missed class work, or flexibility in due dates or research responsibilities. If concerns arise about a requested accommodation, instructors are to consult their tenure initiating unit head for assistance.

A student's request for time off shall be provided if the student's sincerely held religious belief or practice severely affects the student's ability to take an exam or meet an academic requirement and the student has notified their instructor, in writing during the first 14 days after the course begins, of the date of each absence. Although students are required to provide notice within the first 14 days after a course begins, instructors are strongly encouraged to work with the student to provide a reasonable accommodation if a request is made outside the notice period. A student may not be penalized for an absence approved under this policy.

If students have questions or disputes related to academic accommodations, they should contact their course instructor, and then their department or college office. For questions or to report discrimination or harassment based on religion, individuals should contact the Office of Institutional Equity.

## **Academic Integrity**

All students enrolled in this course are responsible for abiding by the guidelines outlined in the University's Code of Student Conduct. According to University Rule 3335-31-02, all suspected cases of academic misconduct will be reported to the Committee on Academic Misconduct.

## **Use Of Artificial Intelligence**

Unless we specifically mention otherwise (and in writing), the use of any AI-generated content in any deliverables in this course will be considered academic misconduct and will be acted on as such. Writing assignments will be turned in online, and I will be using Turnitin and other applications that have AI detection algorithms.

## **Disenrollment**

Fisher College University Rule 3335-8-33 provides that a student may be disenrolled after the third instructional day of the quarter, the first Friday of the quarter, or the student's second class session of the course, whichever occurs first, if the student fails to attend the scheduled course without giving prior notification to the instructor.

## **Student Health and Well-Being**

The university strives to maintain a healthy and accessible environment to support student learning in and out of the classroom. If you anticipate or experience academic barriers based on your disability (including mental health, chronic, or temporary medical conditions), please let me know immediately so that we can privately discuss options. To establish reasonable accommodations, I may request that you register with Student Life Disability Services. After registration, make arrangements with me as soon as possible to discuss your accommodations so that they may be implemented in a timely fashion.

## **Students with Disabilities**

The Office of Disability Services verifies students with specific disabilities and develops strategies to meet the needs of those students. Students requiring accommodations based on identified disabilities should contact me at the beginning of the semester to discuss their individual needs. All students with a specific disability are encouraged to contact the Office of Disability Services to explore the potential accommodations available to them.

## **Mental Health Services**

As a student, you may experience a range of issues that can cause barriers to learning, such as strained relationships, increased anxiety, alcohol/drug problems, feeling down, difficulty concentrating and/or lack of motivation. These mental health concerns or stressful events may lead to diminished academic performance or reduce a student's ability to participate in daily activities.

Further, the Ohio State University offers services to assist you with addressing these and other concerns you may be experiencing. If you or someone you know are suffering from any of the aforementioned conditions, you can learn more about the broad range of confidential mental

health services available on campus via the Office of Student Life's Counseling and Consultation Service (CCS) by visiting [ccs.osu.edu](http://ccs.osu.edu) or calling 614- - 292--5766. CCS is located on the 4th Floor of the Younkin Success Center and 10th Floor of Lincoln Tower. You can reach an on call counselor when CCS is closed at 614--292--5766 and 24-hour emergency help is also available through the 24/7 National Suicide Prevention Hotline at 1-- 800--273-- TALK or at [suicidepreventionlifeline.org](http://suicidepreventionlifeline.org).

Fisher College has a collaborative program with Counseling and Consultation Services (CCS) to help you be your best self, academically, physically and emotionally. Specifically Mary DeCenzo, LISW ([decenzo.4@osu.edu](mailto:decenzo.4@osu.edu)) is available to schedule student counseling sessions Monday through Friday from 8:00 am to 5:00 pm (by appointment only)

### **Sexual Misconduct/Relationship Violence**

Title IX makes it clear that violence and harassment based on sex and gender are Civil Rights offenses subject to the same kinds of accountability and the same kinds of support applied to offenses against other protected categories (e.g. race) , If you are someone you know has been sexually harassed or assaulted, you may find the appropriate resources at <http://titleix.osu.edu>

### **Diversity Values**

The Ohio State University affirms the importance and value of diversity in the student body. Our programs and curricula reflect our multicultural society and global economy and seek to provide opportunities for students to learn more about persons who are different from them. We are committed to maintaining a community that recognizes and values the inherent worth and dignity of every person; fosters sensitivity, understanding, and mutual respect among each member of our community; and encourages each individual to strive to reach his or her own potential. Discrimination against any individual based upon protected status, which is defined as age, color, disability, gender identity or expression, national origin, race, religion, sex, sexual orientation, or veteran status, is prohibited.

### **Electronic Devices**

The absence of unnecessary distractions and interruptions is essential for a positive and effective learning environment. Thus, students may not use any electronic device in class, unless explicitly permitted by the instructor. All electronic devices must be turned off and put away prior to the start of class.



# THE OHIO STATE UNIVERSITY

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## FISHER COLLEGE OF BUSINESS

### **Business Finance 4411 Property Management Spring 2026**

|    |        |  |
|----|--------|--|
| Tu | 13-Jan | Personal Introductions<br>Overview of Class and Expectations<br>Introduction to the Profession of Property Management  |
| Th | 15-Jan | The Profession of Property Management Continued<br>Roles of Property Manager and Fiduciary Duties<br>Discussion of Property and Ownership Types<br>Case Studies                    |
| Tu | 20-Jan | Property Management Economics and Planning<br>The Management Plan, Market and Property Analysis  |
| Th | 22-Jan | Property Management Economics and Planning Continued<br>Guest Speaker Formulating an Operating Budget<br>Revenue Types for Ownership & Management<br>Group Project Groups Assigned |
| Tu | 27-Jan | Unit 3 Owner Relations<br>Management Contract and Takeover Procedures, Managing Ownership Relationship   |
| Th | 29-Jan | Marketing<br>Unit 4 Marketing Principals, Activities, Advertising Campaign Strategy  |
| Tu | 3-Feb  | Leases and Lease Negotiations<br>Provisions of a Valid Lease, Qualifying a Tenant, Negotiating Terms   |
| Th | 5-Feb  | Tenant Relations<br>Rent Collection, Lease Renewals, Terminating Tenancy, Etc  |
| Tu | 10-Feb | Maintenance and Construction<br>Basic Maintenance Procedures, Contracting, Complying with ADA, Energy Efficiency   |
| Th | 12-Feb | Managing the Office and Reports<br>Asset Management<br>Guest Speaker - Financial Reports/ Reports for Tax Purposes   |
| Tu | 17-Feb | <b>Quiz 1 &amp; Fair Housing In Class Exercise</b>   |
| Th | 19-Feb | Federal and State Laws<br>Compliance and Limiting Liability at Managed Properties  |
| Tu | 24-Feb | Residential and Specialized Property Management<br>Maintaining an Apartment Building, Apartment Operating Budgets, Residential Market Analysis                                     |
| Th | 26-Feb | Office and Retail  |
| Tu | 3-Mar  | Industrial Property and Midterm Review   |
| Th | 5-Mar  | <b>Midterm Exam</b>  |
| Tu | 10-Mar | Risk, Insurance, and Environmental Issues  |
| Th | 12-Mar | <b>Quiz 2 &amp; Insurance Challenges</b>   |
| Tu | 17-Mar | Spring Break- No Class   |
| Th | 19-Mar | Spring Break- No Class   |

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| Tu     | 24-Mar | Life Safety Issues   |
| Th     | 26-Mar | Review & Developing Property Management Written Procedures/Protocols               |
| Tu     | 31-Mar | In Class Tenant Mediation Exercise   |
| Th     | 2-Apr  | Quiz 3 & Role Play Exercise  |
| Tu     | 7-Apr  | Group 1-3 Group Project Presentation & Evaluation                                  |
| Th     | 9-Apr  | Group 4-6 Group Project Presentation   |
| Tu     | 14-Apr | Property Management Panel 1  |
| Th     | 16-Apr | Case Study: A day in the life of an affordable housing property management company |
| Tu     | 21-Apr | Time Management, Leadership Styles, Career/ Final Thoughts                         |
| Th     | 23-Apr | Final Exam Prep  |
| Friday | 1-May  | Final Exam SB 330 8-945 pm   |