

Course Syllabus

COURSE: 2024FA-VNSG-1400-200 Nursing in Health and Illness I
SEMESTER: Fall 2024
CLASS TIMES: Wednesdays 8:00 am-12:00pm
LAB TIMES: TBD
INSTRUCTOR: Erin Hennesay MSN, RN-BC
OFFICE: Building 8 room 815
OFFICE HOURS: **Please make an appointment via email.**
Friday 8:30-11:30, 1:00 pm – 3:30 pm (afternoon by appt only)
OFFICE PHONE: 806-716-4621
E-MAIL: ehennesay@southplainscollege.edu
Facebook: <https://www.facebook.com/SouthPlainsCollegeVocationalNursingProgram>

“South Plains College improves each student’s life.”

GENERAL COURSE INFORMATION

*It is the responsibility of each student to be familiar with the content and requirements listed in the course syllabus. *

COURSE DESCRIPTION- (WECM)- This course is an introduction to general principles of growth and development, primary health care needs of the patient across the life span, and therapeutic nursing intervention.

Concurrent courses: VNSG 1400: VNSG 1420, 1323, 1201, 1204, 1160.

STUDENT COURSE LEARNING OUTCOMES and DECS

At the completion of the semester students will:
1. Compare and contrast normal body functions with pathological variations. DECS II=A, II=B
2. Identify disease processes by definition and assessment. DECS II=A, II=B, III=E
3. Assist in formulation of a plan of care utilizing the nursing process for medical-surgical conditions. DECS I=A, B, C, D, II=A, B, C, D, E, F, H III=B, C, D, E, F IV=A, B, D, E, F, G
4. Provide patient/family education. DECS II=G, H IV A, B
5. Discuss normal aging, system changes, common disease processes, lifestyle changes, common issues and needs during the aging process. DECS IV=C, E, F
6. Discuss the principles of nutrition, the digestive and absorption process, food nutrients, diet therapy, and diet modifications for various disease processes. DECS II=G, H AND IV=A, B
7. See textbook specific objectives for each chapter.

COURSE OBJECTIVES - Outline form (C-1, C-2, C-3, C-4, C-5, C-6, C-7, C-9, C-10, C-11, C-12; C-13, C-14, C-15, C-16, C-17, C-18, C-19, F-1, F-2, F-3, F-4, F-5, F-6, F-7, F-8, F-9, F-10, F-11, F-12, F-13, F-14, F-15, F-16, F-17)

This introductory course covers basic concepts necessary for medical-surgical nursing and specific disease processes, including pathophysiology, etiology, risk factors, prevention, and signs and symptoms. Content will cover:

- Physiological Changes associated with Geriatric Patients
- Fluid and Electrolytes
- Care of patients in pain.
- Immune Disorders
- Cardiovascular Disorders
- Hematologic and Lymphatic Disorders
- Respiratory Disorders.
- Gastrointestinal Disorders
- Urinary System Disorders
- Endocrine Disorders
- Genitourinary Disorders
- Musculoskeletal Disorders
- Neurologic and Sensory Disorders
- Integumentary Disorders

- Become familiar with and have a basic understanding of terminology used in text.
- Be present and punctual for all classes with no more than 2 (two) absences.
- Must pass the course with a minimum of 76 average.

EVALUATION METHODS

Computer-based exams, written exams, written assignments, quizzes, and other projects as assigned.

ACADEMIC INTEGRITY

It is the aim of the faculty of South Plains College to foster a spirit of complete honesty and a high standard of integrity. The attempt of any student to present as his or her own any work which he or she has not honestly performed is regarded by the faculty and administration as a most serious offense and renders the offender liable to serious consequences, possibly suspension.

Cheating - Dishonesty of any kind on examinations or on written assignments, illegal possession of examinations, the use of unauthorized notes during an examination, obtaining information during an examination from the textbook or from the examination paper of another student, assisting others to cheat, alteration of grade records, illegal entry or unauthorized presence in the office are examples of cheating. Complete honesty is required of the student in the presentation of all phases of coursework. This applies to concept maps, homework, quizzes of whatever length, final examinations, daily reports, and term papers. This also includes sharing answers on homework.

Plagiarism - Offering the work of another as one's own, without proper acknowledgment, is plagiarism. Any student who fails to give credit for quotations or identical expression of material taken from books, encyclopedias, magazines, websites such as blogs, journals, or articles, other referenced works, from themes, reports, and/or other writings of a fellow student, is guilty of plagiarism. If there is any suspicion of work completed by Artificial Intelligence (A.I.), the student and their work may be questioned, and if proven that A.I. was used will be considered guilty of plagiarism.

VERIFICATION OF WORKPLACE COMPETENCIES

No external learning experience was provided. Successful completion of the DECS competency statements at the level specified by the course (Level Objectives) will allow the student to continue to advance within the program. Upon successful completion of the program, students will be eligible to take the State Board Exam (NCLEX) for Vocational Nurse licensure.

BLACKBOARD

Blackboard is an e-Education platform designed to enable educational innovations everywhere by connecting people and technology. This educational tool will be used in this course throughout the semester.

FACEBOOK

The Vocational Nursing Program has a Facebook page at <https://www.facebook.com/SouthPlainsCollegeVocationalNursingProgram> In addition to the South Plains College website "Liking" the South Plains College VN Program Facebook page is not mandatory, nor are personal Facebook accounts, to access this page.

SCANS and FOUNDATION SKILLS Refer also to Course Objectives. Scans and Foundation Skills attached.

SPECIFIC COURSE INFORMATION

TEXT AND MATERIALS:

Required Textbook:

Access to ATI testing

Davis Advantage for NCLEX-PN. ISBN-13: 978-1-7196-4458-7

Williams, L., & Hopper, P. (2023). *Understanding Medical Surgical Nursing*, (7th ed.), F.A. Davis. ISBN #978-1-7196-4458-7 with supplemental Davis Advantage Resource code.

Williams, L., & Hopper, P. (2023) *Study Workbook for Understanding Medical Surgical Nursing*, (7th ed.), F.A. Davis. ISBN #978-1-7196-4459-4

VanLeeuwen, A., & Bladh, M. (2023). *Davis's Comprehensive Manual of Laboratory & Diagnostic Tests with Nursing Implications*. (10th ed.). F.A. Davis. ISBN # 978-1-7196-4612-3

Venes, D (24th Ed) *Taber's Cyclopedic Medical Dictionary*. Philadelphia: F.A. Davis Company ISBN 978-0-7196-4285-9

Ford, S. (2021). *Introductory Clinical Pharmacology*. Lippincott Williams & Wilkins.

Vallerand, A. H., & Sanoski, C. A. (2023) *Davis's drug guide for Nurses*. (18th ed.) F.A. Davis ISBN # 978-1-7196-4640-6

ADDITIONAL CLASSROOM ITEMS

Students should come to class prepared with pens, pencils, and a spiral notebook for taking notes or completed quizzes or assignments in class. Students should be prepared to take notes on lecture material if they choose. The PowerPoints are posted on Blackboard, students must print them prior to class if desired. Class time will not be given for printing notes.

ATTENDANCE POLICY (*READ CAREFULLY)

ATTENDANCE PHILOSOPHY:

Research has proven that academic achievement for each student is enhanced when the student has regular and punctual attendance. To foster accountability, to match the work environment policies, and to foster learning and understanding, attendance is mandatory in the Vocational Nursing Program. Understanding that illnesses and unavoidable problems do arise, the VNP does allow for some absences within the program. Faculty do not ask why a student is absent because they are an adult learner. **Faculty also do not provide make up classes or repeat lectures for students who miss a class. Students who are absent should obtain missed lecture content and information from a fellow classmate.**

4.1-A Class Attendance: Students are expected to attend all classes in order to be successful in a course. Learning is fostered in the classroom environment. Missing even one lecture/class activity can negatively impact student performance; therefore, classroom attendance is mandatory, and students are accountable to attend and be on time for class. Students must be in their seat ready for class at the scheduled time.

Attendance is taken for each class by signature page or via a verbal roll call by the instructor; it may be taken several times during a class period. A student who is not present at any point when attendance is taken will be marked "absent." A student is not allowed to disrupt the class due to tardiness. A student who is late and arrives after the door is closed may come into the classroom quietly to hear the lecture, BUT the student will still be marked as "absent". Students who are late for an exam will not be allowed to take the exam and are counted as "absent". Students who do not return to class after an exam are counted as "absent." If the student is asked to leave the classroom for any reason (sleeping, talking or other inappropriate behavior), the student is given an absence. Students who "forget" to sign in are counted as absent.

A student who exceeds 2 absences in this course does not meet the course objectives and will be withdrawn from the Vocational Nursing Program*

*If the student has a documented emergency that leads to exceeding 2 absences, the student will be responsible for notifying the instructor. The student must present evidence to the VESC regarding the reasons for all absences. The VESC will review and determine if a true emergency existed for each of the absences. Failure to plan (childcare, transportation, traffic, tardiness) is not an eligible emergency. There are absences available in each course in case one of these needs arises. However, exceeding absences is grounds for dismissal. Should you use an absence, please be aware that if you encounter a true emergency later in the semester and you have already used your absence for a non-emergency, the attendance policy will be upheld, and you may be dismissed from the VNP. The decision of the VESC committee is final.

As a matter of courtesy and professional behavior, a student who is going to be absent must email the course instructor and inform the instructor of the pending absence.

Breaks are given during the lecture time. Because we must closely monitor student movement in the building, you may only have a break when one is given. Coming in and out of the classroom during class/lab causes a distraction. If you leave the classroom or lab for any reason outside of the assigned break time, you may be counted absent per instructor discretion. Students should use break times wisely by going to the bathroom, getting refreshments, etc. rather than spending time on cell phones and then wanting to go to the bathroom when class starts. If you are not back at the designated time after a break, you are counted absent.

COVID policy: See VN Student Handbook

If you are experiencing any of the following symptoms, please do not attend class and either seek medical attention or test for COVID-19.

- Cough, shortness of breath, difficulty breathing
- Fever or chills
- Muscles or body aches
- Vomiting or diarrhea
- New loss of taste and smell

Please also notify DeEtte Edens, BSN, RN, Associate Director of Health & Wellness, at dedens@southplainscollege.edu or 806-716-2376. SPC will follow the recommended 5-day isolation period for individuals that test positive. Please note that day 0 is the date of positive test. Day 1 begins the first full day after the date of positive result. Proof of a positive test is required. A home test is sufficient, but students must submit a photo of the positive result. The date of the test must be written on the test result and an ID included in the photo. If tested elsewhere (clinic, pharmacy, etc.), please submit a copy of the doctor's note or email notification. Results may be emailed to DeEtte Edens, BSN, RN at dedens@southplainscollege.edu.

A student is clear to return to class without further assessment from DeEtte Edens, BSN, RN if they have completed the 5-day isolation period, symptoms have improved, and they are without fever for 24 hours without the use of fever-reducing medication.

Students must communicate with DeEtte Edens, BSN, RN prior to your return date if still symptomatic at the end of the 5-day isolation.

Exposed individuals will not be required to quarantine. If exposed, SPC does request individuals closely monitor themselves. If an individual does become symptomatic, please do not attend class and get tested.

Should a student become ill (example of illness: fever; nausea/vomiting that is *not* due to pregnancy; diarrhea or any other communicable disease). A physician's release must be submitted when the student is treated by a physician. (per Handbook policy)

4.1-B Tardy: Tardiness is not accepted in the Vocational Nursing Program. Students are either present and on time or they are absent. Once the door to the classroom/lab is shut, that signals that class has started and the student will be counted absent. The student may still join the class to receive content but will still receive the absence. See Exam policy regarding expectations on tardiness for exams.

4.1-C Attendance Records: Because the student is an adult learner, each student should keep his/her own record of absence. Faculty is under NO obligation to inform a student of absences; the student will be notified when he/she no longer meets program objectives because of excessive absences and the student is being withdrawn. Should the student believe a discrepancy exists, the student should submit the notice in writing to the Program Director within 24 hours of notification.

ASSIGNMENT POLICY

All assignments must be completed by the assigned due date. Late and/or incomplete work will **not** be accepted and a grade of zero will be recorded. Assignments, homework, quizzes, exams, and skills that are missed due to an unexcused absence may not be made up. See the instructor for more specific information.

COMPUTER USAGE

As computer technology in the field of health occupations continues to become more popular, computers will be used in this course. All students must have access to computers, webcams, microphones, and printers. Some may be available on the South Plains College campus. Students will be expected to utilize computers to access assignments, classroom resources, Zoom Meetings, and exams. All registered students are supplied with a working email account from South Plains College. The use of TikTok is prohibited on SPC devices and Wi-Fi. TikTok may not be used for online assignments.

ALL STUDENTS ARE EXPECTED TO KNOW THEIR SPC STUDENT USERNAME AND PASSWORD.

COMPUTER LAB USAGE

The computer lab(s) on any campus may be used by students during scheduled open hours or as assigned by an instructor. Printer paper will not be provided for students to print materials, but students may seek assistance from faculty or staff to request lab paper

from the college if needed. A lack of computer lab paper is not an excuse for not having homework assignments, skills lab sheets, or any other required documents. Students should come prepared for class.

EXAMS

Exams are a measurement of learning, and while they do not measure ALL learning, exams are the instruments used in the academic setting to measure learning. Because of the nature of this material and of nursing, ALL information in this course is important. Someday, the student in the role of the vocational nurse may be the only person to stand between the patient and harm or death. Therefore, the student is NOT merely studying to pass the exam but studying to intervene on behalf of the patient. Exams are administered either written or in a campus computer lab using ATI and the lab must be reserved by the instructor in advance. Students are expected to arrive on time to exams and complete the exams within the time allowed as other classes may be booked behind our scheduled time and you will not be permitted to take your exam past the scheduled time unless arrangements are made in advance for extenuating circumstances. Due to the ever-changing COVID conditions it is possible that you may take exams on ATI and have it proctored or on Blackboard with Proctorio. It is your responsibility to make sure that you have working computers with a webcam and a microphone and reliable internet.

Exams will be given and may cover information given during lectures, handouts, and assigned reading of the texts. All exams can be cumulative. At course completion, a comprehensive final examination will be given. Exams will be in the form of multiple choice, select all that apply, fill-in-the-blank, drag and drop, bowtie, and may include a case study with multiple responses.

NO HATS OR CAPS ARE TO BE WORN DURING QUIZZES AND EXAMS. BOOKS, FOOD, DRINKS, AND BACKPACKS ARE NOT TO BE IN THE ROOM DURING EXAMINATIONS.

1. Grades will be given to students during allotted class time.
2. Each student should know current course averages for all classes.
3. **Students must earn a “C” (76) or better in this class for progression.**
4. Students can review all grades as they are recorded. Should the student have any questions about a specific grade or specific test question, the student must discuss this with the instructor within 48 hours (about 2 days) of notification of the grade assignment. Once the 48 hours (about 2 days) have passed without the student questioning the grade or question, **the assigned grade is final and may not be challenged at the end of the course. The final exam may not be reviewed.**
5. The Final Exam grade and a numerical course grade will be posted on Blackboard. The final course grade will be posted to Campus Connect as the transcript letter grade.
6. When possible, exams will be reviewed prior to the start of a lecture (time permitting) but if not possible, a student may email me for an appointment to come by the office and review the exam.
7. At the instructor’s discretion, a major final project may be assigned to replace the lowest test grade.

Grades will not be given or discussed by email or phone.

If the student fails the first exam in the course, the student is required to meet with Student Success Coach and/or Nursing Success Coordinator at least 3 days prior to the next exam. A First Exam Alert form will be sent by the instructor to the Student Success Coach (Mrs. Berryhill) and she will contact the student via email to set up an appointment to meet.

MISSED EXAMS/MAKEUP WORK:

1. There will be NO make-up exams for a missed unit exam. Since the final exam is comprehensive (meaning that it covers the entire course), the final exam grade will be substituted for the FIRST missed unit exam grade only. Should any additional unit exam be missed, a grade of “0” will be recorded. There is no make-up exam for the Final Exam.
2. **No exams will be given prior to the originally scheduled exam.**

Missed Exams due to COVID: See VN Student Handbook

The Final Course grade will not be rounded up. Example: Your average is 79.8. Your grade will be 79 which is a C.

GRADING POLICY

Students must earn an overall grade of 76 or better in this course to pass.

A minimum of 76% on all exams and assignments is required to receive a passing grade for that exam or assignment. Students must earn an overall grade of 76% or better for each course section to pass that section.

Final semester grades will be based on the following:

Unit Exams:	50%
Class Prep Work/Participation/Quizzes:	20%
Final Exam:	30%

Grading Scale:	90-100	A
	80-89	B
	76-79	C
	70-75	D
	0-69	F

COMMUNICATION POLICY EMERGENCY MESSAGES

The student should notify his/her family that in case of an emergency during normal class schedule, they should call the Nursing Office at (806)716-4626. Class will not be interrupted unless it is an emergency, so they must identify themselves and say it is an emergency to get immediate action.

The student should notify his/her family that in the case of an emergency during clinical rotations, they should call and leave a message or text (who they are and whom they need to contact for an emergency) to the number or numbers provided to them in the clinical course syllabus and/or on the clinical course schedule.

Electronic communication between instructor and students in this course will utilize the South Plains College Blackboard and email systems. The instructor will not initiate communication using private email accounts. Students are encouraged to check SPC email regularly. Students will also have access to assignments, web links, handouts, and other vital material which will be delivered via Blackboard. Any student having difficulty accessing the Blackboard or their email should immediately contact the help desk.

Email Policy:

- A. Students are expected to read and, if needed, respond in a timely manner to college e-mails. It is suggested that students check college e-mail daily to avoid missing time-sensitive or important college messages. Students may forward college e-mails to alternate e-mail addresses; however, SPC will not be held responsible for e-mails forwarded to alternate addresses. Also, emails to instructors must be sent using college email. Email from alternate addresses could end up in a junk folder and not be seen.
- B. A student's failure to receive or read official communications sent to their assigned e-mail address in a timely manner does not prevent them from knowing and complying with the official communication's content.**
- C. The official college e-mail address assigned to students can be revoked if it is determined the student is utilizing it inappropriately. College e-mail must not be used to send offensive or disruptive messages nor to display messages that violate state or federal law.
- D. Instructors make every attempt to respond to student emails during regular college business hours. Instructors are not required to answer emails after hours or on weekends.
- E. Students who use email inappropriately to faculty, students, staff, or others will be dismissed from the program.

Texting Faculty:

Students should not text faculty via the faculty cell phone. Written communication should be by email and verbal communication in person or by office phone. The faculty cell phone is for contact during the clinical hours ONLY and should not be used outside the clinical experience. Students who text faculty will be placed on probation for the first offense and dismissed from the program for the second offense.

STUDENT CONDUCT

Rules and regulations relating to the students at South Plains College are made with the view of protecting the best interests of the individual, the general welfare of the entire student body and the educational objectives of the college. As in any segment of society, a college community must be guided by standards that are stringent enough to prevent disorder, yet moderate enough to provide an atmosphere conducive to intellectual and personal development.

A high standard of conduct is expected of all students. When a student enrolls at South Plains College, it is assumed that the student accepts the obligations of performance and behavior imposed by the college relevant to its lawful missions, processes, and functions. Obedience to the law, respect for properly constituted authority, personal honor, integrity, and common sense guide the actions of each member of the college community both in and out of the classroom.

Students are subject to federal, state, and local laws, and South Plains College rules and regulations. A student is not entitled to greater immunities or privileges before the law than those enjoyed by other citizens. Students are subject to reasonable disciplinary action as the college administration may consider appropriate, including suspension and expulsion in appropriate cases for breach of federal, state, or local laws, or college rules and regulations. This principle extends to conduct off-campus which is likely to have adverse effects on the college or on the educational process which identifies the offender as an unfit associate for fellow students.

Any student who fails to perform according to expected standards may be asked to withdraw.

Rules and regulations regarding student conduct appear in the current Student Guide.

SPECIAL REQUIREMENTS (*Read Carefully)

Students must complete and sign the Syllabus Acknowledgment form at the end of the syllabus, verifying that the student has read and understands the content of this syllabus.

This is due not later than the start of the second day of class.

- *If a student's cell phone goes off during class, the student may be asked to leave. If they are in an exam – they will be given the highest grade of "50", even if on the last question of the exam.*

COURSE DISCLAIMER

To Be Successful in this course: Because this information is VITAL to becoming a safe and effective vocational nurse, the student MUST commit to learning this information as thoroughly as possible. The BEST way to do this is through diligent DAILY study and weekly review!

STUDENT SUCCESS: Repetition and study are the ONLY WAYS for students to retain the volume of information contained in this course! You MUST study outside of the classroom if you want to succeed.

Textbook: This textbook is designed for independent learning and contains many activities to help you learn! The Key terms and definitions are the best places to start. Students should make flashcards of these key terms and carry them around for quick study and review. Davis Advantage has self-quizzing to help study.

RECOMMENDATIONS ON HOW TO STUDY:

- COMMIT to your career choice—which means committing to this class. Decide you WANT to learn this information and you will.
- Study for at least an hour every day! Do not wait until the night before or the morning of an exam and expect to learn all the information presented! Daily study helps you understand and place information in long-term memory.
- Read the chapters prior to class—do not let the lecture be the first time you become acquainted with the information. If you do this, it is like hearing a foreign language and you are already behind.
- Plan weekly reviews of old material. Set aside some time (maybe on a Saturday) and quickly go through your old notes from previous units—remember there will be a comprehensive final. Remember, you must know the body parts and how they work if you are a nurse!
- Take NOTES in class!
- The first time you have less than a desirable grade, make an appointment with me to discuss what you are doing! Do not wait until it is almost the final—it is too late then!

ACCOMMODATIONS

For college policy statements related to Intellectual Exchange Statements, Disabilities Statements, Non-Discrimination Statements, Title IX Pregnancy Accommodations Statements, CARE, Campus Concealed Carry Statements, COVID-19, or the use of AI-Artificial Intelligence, visit: <https://www.southplainscollege.edu/syllabusstatements/>.

Be aware you must still hold a LTC to carry on our campus. Also, there is a NO Carry Policy at all within ANY clinical facility.

FOUNDATION SKILLS

BASIC SKILLS—Reads, Writes, Performs Arithmetic and Mathematical Operations, Listens and Speaks

F-1 Reading—locates, understands, and interprets written information in prose and in documents such as manuals, graphs, and schedules.

F-2 Writing—communicates thoughts, ideas, information, and messages in writing and creates documents such as letters, directions, manuals, reports, graphs, and flow charts.

F-3 Arithmetic—performs basic computations; uses basic numerical concepts such as whole numbers, etc.

F-4 Mathematics—approaches practical problems by choosing appropriately from a variety of mathematical techniques.

F-5 Listening—receives, attends to, interprets, and responds to verbal messages and other cues.

F-6 Speaking—organizes ideas and communicates orally.

THINKING SKILLS—Thinks Creatively, Makes Decisions, Solves Problems, Visualizes and Knows How to Learn and Reason

F-7 Creative Thinking—generates new ideas.

F-8 Decision-Making—specifies goals and constraints, generates alternatives, considers risks, evaluates, and chooses the best alternative.

F-9 Problem Solving—recognizes problems, devises, and implements plan of action.

- F-10 Seeing Things in the Mind’s Eye—organizes and processes symbols, pictures, graphs, objects, and other information.
- F-11 Knowing How to Learn—uses efficient learning techniques to acquire and apply new knowledge and skills.
- F-12 Reasoning—discovers a rule or principle underlying the relationship between two or more objects and applies it when solving a problem.

PERSONAL QUALITIES—Displays Responsibility, Self-Esteem, Sociability, Self-Management, Integrity and Honesty

- F-13 Responsibility—exerts a high level of effort and perseveres towards goal attainment.
- F-14 Self-Esteem—believes in own self-worth and maintains a positive view of self.
- F-15 Sociability—demonstrates understanding, friendliness, adaptability, empathy, and politeness in group settings.
- F-16 Self-Management—assesses self accurately, sets personal goals, monitors progress, and exhibits self-control.
- F-17 Integrity/Honesty—chooses ethical courses of action.

SCANS COMPETENCIES

- C-1 **TIME** - Selects goal - relevant activities, ranks them, allocates time, prepares, and follows schedules.
- C-2 **MONEY** - Uses or prepares budgets, makes forecasts, keeps records and adjusts to meet goals.
- C-3 **MATERIALS AND FACILITIES** - Acquires, stores, allocates, and uses materials or space efficiently.
- C-4 **HUMAN RESOURCES** - Assesses skills and distributes work, evaluates performance, and provides feedback.

INFORMATION - Acquires and Uses Information

- C-5 Acquires and evaluates information.
- C-6 Organizes and maintains information.
- C-7 Interprets and communicates information.
- C-8 Uses computers to process information.

INTERPERSONAL—Works with Others

- C-9 Participates as a member of a team and contributes to group effort.
- C-10 Teaches others new skills.
- C-11 Serves Clients/Customers—works to satisfy customer’s expectations.
- C-12 Exercises Leadership—communicates ideas to justify position, persuades and convinces others, responsibly challenges existing procedures and policies.
- C-13 Negotiates—works toward agreements involving exchanges of resources; resolves divergent interests.
- C-14 Works with Diversity—works well with men and women from diverse backgrounds.

SYSTEMS—Understands Complex Interrelationships

- C-15 Understands Systems—knows how social, organizational, and technological systems work and operates effectively with them.
- C-16 Monitors and Corrects Performance—distinguishes trends, predicts impacts on system operations, diagnoses system performance, and corrects malfunctions.
- C-17 Improves or Designs Systems—suggests modifications to existing systems and develops new or alternative systems to improve performance.

TECHNOLOGY—Works with a Variety of Technologies

- C-18 Selects Technology—chooses procedures, tools, or equipment, including computers and related technologies.
- C-19 Applies Technology to Task—understands overall intent and proper procedures for setup and operation of equipment.
- C-20 Maintains and Troubleshoots Equipment—prevents, identifies, or solves problems with equipment, including computers and other technologies.

Course Schedule located on Blackboard.