Revised: 04/28/2015

Nashville State Community College
Computer and Engineering Technologies Division
Computer Information Systems

Master Course Syllabus

CIS 1070 Professional Workplace Skills

3 Credits
2 Class Hours, 2 Lab Hours

Introduces the students to the crucial soft skills requisite for success. Topics include verbal communication, written communication, problem-solving and decision-making, teamwork and team building, and professionalism. Prerequisite(s): Level 2 placement in English and Reading.

Textbook & Other Materials

Textbook: A special Cengage bundle of the required five books in the Illustrated Course Guides Soft Skill Series by Butterfield has been created for this course. ISBN 1-111-70367-1

Reference Materials: As assigned

Supplies: Thumb drive (optional)

Computer Skill Expectations

- Basic computer skills to include opening and closing applications; mouse/keyboard skills; and, correct use of external storage devices;
- File/folder management skills to include: creating, opening, saving, renaming, copying, moving, deleting, printing and compressing files;
- Completion of Online Learning Orientation;

Course Outcomes

Upon successful completion of this course, students should be able to:

- **Verbal Communication**: understanding basics of verbal communication; working with

customers; developing professional telephone skills; improving informal communication; and, making formal presentations.

- **Written Communication**: communicating with email and memos; uncovering secrets of clear writing; developing reports and proposals; writing for employment; and, writing professional letters.
- **Problem Solving & Decision Making**: identifying and defining problems; solving the problem; thinking critically; group decision making and problem solving; and, decision support tools.
- **Teamwork & Team Building**: working in groups and teams; exploring team roles and processes; building and developing teams; leading a team; and, managing meetings.
- **Professionalism**:presenting yourself professionally; developing a professional work ethic; developing interpersonal skills; winning at office politics; and, planning and managing your career.

Course Assessments

The following performance assessments will be used to demonstrate students' understanding, knowledge and skills:

- **Graded Tests/Assignments**
  - Chapter tests will be administered via the Internet using the NS Online course management system. These tests will measure the understanding of the material presented in the textbook and any assigned supplemental material. It is expected that these tests will be taken individually.
  - Assignments
    - Chapter assignments, submitted via the Internet using the NS Online course management system, will reinforce material presented in the textbook. These assignments will include active participation in discussions. Points will be deducted from written assignments for spelling errors, incorrect grammar, and inability to properly organize a cohesive response.
- **Grading Policy**
  - All assignments will have an assigned deadline and no points are awarded for work submitted after the deadline. Deadlines are not extended in this course.
  - No points are awarded for work submitted to incorrect assignment folder.
  - No points are awarded for work emailed to instructor.

- **Grading Scale**
  Grades will be determined as follows (Grade = Total points earned by student/ Total

possible points):

Grade	Range %
A	89.5 – 100
B	79.5 – 89.4
C	69.5 – 79.4
D	59.5 – 69.4
F	< 59.5

Attendance Policy

A student enrolled in this 100% online course is expected to participate in the course by completing and submitting assignments/assessments by the posted deadlines. Logging on to the course management system is not considered to be participating in the course, nor is simply emailing the instructor. Absences are counted from the first day the online class is made available to students. **Two consecutive weeks of absences will violate the instructor's attendance policy.** Absences in a course will affect a student's final grade. The student is responsible for all assigned work in the course regardless of excused or unexcused absences. Failure to attend class will result in a final course grade of "FA" or "FN" (see explanation below) depending on the individual instructor's course policy.
FA= failure, attendance-related (unofficial withdrawal) Last recorded date of attendance required.
FN= failure, never attended class (unofficial withdrawal)

Student Communication Channels

It is the student's responsibility to check NS Online and MyNSCC email on a regular basis. These are the official communication channels between the college and students. Students are responsible for the information communicated through those channels. NS Online contains

specific course information and MyNSCC contains information important for other purposes.

Early Warning System

Nashville State Community College has implemented an Early Warning System to notify students via e-mail about academic problems such as poor classroom attendance, poor performance on assignments/tests, poor communication skills, late/missing assignments, and/or lack of classroom participation. Please note that Early Warning Alerts do not affect a student's academic standing.

ADA Compliance Statement

Nashville State complies with the Americans with Disabilities Act. If you wish to request any special accommodations for any courses in which you are enrolled, contact the Student Disabilities Office at (616) 353-3721.

Classroom Misconduct

Nashville State Community College has a zero tolerance policy for disruptive conduct in the classroom. Students whose behavior disrupts the classroom will be subject to disciplinary sanctions. Please consult your [Student Handbook](#) for more specific details.

The instructor has primary responsibility for control over classroom behavior and maintenance of academic integrity. He/she can order temporary removal or exclusion from the classroom of any student engaged in disruptive conduct or in conduct which violates the general rules and regulations of the College.

Disruptive behavior in the classroom may be defined as, but is not limited to, behavior that obstructs or disrupts the learning environment (e.g., offensive language, harassment of students and professors, repeated outbursts from a student which disrupt the flow of instruction or prevent concentration on the subject taught, failure to cooperate in maintaining classroom decorum, etc.), the continued use of any electronic or other noise or light emitting device which disturbs others (e.g., disturbing noises from beepers, cell phones, palm pilots, lap-top computers, games, etc.).

Please be aware that children are not allowed in class or unattended on campus.

Academic Dishonesty (Honor Code)

Any form of academic dishonesty, cheating, plagiarizing, or other academic misconduct is prohibited. "Plagiarism may result from: (1) failing to cite quotations and borrowed ideas, (2)

failing to enclose borrowed language in quotation marks, and (3) failing to put summaries and paraphrases in your own words (A Writer's Reference 331). Academic dishonesty may be defined as, but is not limited to, intentionally trying to deceive by claiming credit for the work of another person, using information from a web page or source without citing the reference, fraudulently using someone else's work on an exam, paper, or assignment, recycling your own work from another course, purchasing papers or materials from another source and presenting them as your own, attempting to obtain exams/materials/assignments in advance of the date of administration by the instructor, impersonating someone else in a testing situation, providing confidential test information to someone else, submitting the same assignment in two different classes without requesting both instructor's permission, allowing someone else to copy or use your work, using someone else's work to complete your own, altering documents, transcripts or grades, and forging a faculty/staff member's signature.

In addition to other possible disciplinary sanctions that may be imposed through regular college procedures as a result of academic dishonesty the instructor has the authority to assign an "F" or a "Zero" for the exercise, paper, or examination or to assign an "F" for the course. Students may appeal through the appropriate college grade appeal procedures.

Inclement Weather Policy

In the event of an inclement weather event, check the Nashville State web site home page at www.nscc.edu for announcements on campus closures. Campus closures will also be announced on local television stations (channels 2, 4, 5, and 17).

When classes are canceled, an online assignment will be posted in NS Online. Check your NS Online email for a message from your instructor regarding your online assignment requirements. Even though classes may be canceled, some areas, i.e. Testing Center, may be open. However, you should check before commuting to campus.

The Vice President for Academic Affairs and the Director of Security are responsible for cancellation decisions during an inclement weather event for the Nashville State main campus and the Southeast campus. Cookeville, Waverly, and Dickson Campus Directors will make class cancellation decisions based on conditions in their respective areas. Decisions about class cancellations are based on actual conditions, not forecasts. The perspective used for making decisions is that of the college as an employer, not as a K-12 institution. Students should use their own best judgment in determining whether to report to campus during inclement weather when classes are not canceled

NOTE: This syllabus is meant simply as a guide and overview of the course. Some items are subject to change or may be revised at the instructor's discretion. Each instructor will further clarify their criteria for grading, classroom procedures, attendance, exams and dates, etc. on

his/her course syllabus or NS Online content.