

Nashville State Community College
STEM
Computer Information Technology

Spring 2023 Master Course Syllabus

CITC 2333 – Professional Workplace Skills

The purpose of the syllabus is to tell you how the course is organized, what the expectations are, and how you will be graded. In addition, there is important information about how the college will operate during severe weather and how the college will communicate with you. The syllabus is not a contract. Instead, it is meant to help you succeed in this course. If any of the content changes during the semester, you will be notified.

Course information:

Course Title: Professional Workplace Skills
Credits: 3
Class Hours: 2, Lab Hours: 2

Course Description:

Introduces the student to the universal success skills requisite for career success. Topics include verbal communication, written communication, problem solving and decision making, teamwork and team building, and professionalism. **Prerequisite(s):** Level 2 Placement in Reading and English

Name:

Email:

Office Phone:

Office Location:

Office Hours:

Instructor Zoom Room link:

Class Session Zoom Link Information (if virtual):

Required Textbook(s) & Other Materials:

Textbook(s): *A special Cengage bundle of the required five books in the Illustrated Course Guides Soft Skills Series by Butterfield has been created for this course.*

Note: DCM – NSCC Digital Course Materials

ISBN: 978035693339

Reference Materials: As assigned

Supplies (strongly recommended): Thumb drive, access to computer outside of class

Once you have registered for your courses, you should make sure you have the correct textbook and materials for each course. Before courses begin, you can do this by looking up your courses on the [bookstore's website](https://www.bkstr.com/nscctestore/shop/textbooks-and-course-materials) (<https://www.bkstr.com/nscctestore/shop/textbooks-and-course-materials>) using

your A# or by entering your course information. If you are registered with the Access Center and need an alternate format for the textbook and other course materials, please contact the Access Center at 615-353-3721, 615-353-3741, or accesscenter@nsc.edu.

Digital Course Materials: These ensure you pay less for your course materials and have easy access through D2L throughout the semester. When you registered for this course, the charge for these materials appeared on your account. If you decide you do not want to purchase the course materials embedded in NS Online, you can opt out of the program **until the end of the second week of classes**. If you opt out, you will be responsible for purchasing the required course materials on your own. For more information, please visit www.nsc.edu/dcm.

Computer Skill Expectations: This course does **not** teach basic computer skills. Students who do not immediately re-mediate a deficiency in their ability to work a computer within the first week usually fail the course. Links to tutorials are provided in the Getting Started section in D2L.

- 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/unzipping files;
- Completion of Online Learning Orientation;

Course Outcomes: At the end of the semester, this is what you should know and/or be able to do:

- Demonstrate and improve verbal and written communication skills appropriate for formal and informal situations in the workplace
- Identify, define, and solve problems in individual and group situations
- Define, build, and lead teams within simulated business scenarios
- Define professional and interpersonal skills as they apply to work ethic, office politics, and career management

Topics to Be Covered:

- **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 ethics; developing interpersonal skills; winning at office politics; and, planning and managing your career.

Course Assessments: We will use the following assessments to demonstrate your understanding, knowledge, and skills: *(include type and point/percentage breakdown here)*

Grading Policy:

(Add your grading policy here)

Grading Scale:

Letter Grade	Percentage Range
A	90% - 100%
B	80% - 89%
C	70% - 79%
D	60% - 69%
F	Below 60%

FA

If you stop attending class or if you are in an online class and stop submitting assignments, but do not turn in a withdrawal form by the deadline, you are still enrolled in class. You will be given a grade of FA, which means you have failed due to not attending class and not completing your assignments. Please refer to the current academic calendar available on the Nashville State web site, looking for the date that indicates it is the “Last Day to Earn F for Attendance (FA).” If you stop attending your course after this date, you will receive an F.

(While the above information should appear in all syllabi, faculty are encouraged to make additional statements that would clarify the policy for students and provide the applicable FA date for their section.)

FN

An FN is awarded if you have never attended your course or done any of the work in an online course.

Late Work Policy & Make-up Procedures for Missed Assignments and Work:

(Each instructor will provide policy)

Attendance Policy

General Policy

- Absences in a course may affect your final grade.
- Tardiness may also affect your final grade.
- You are responsible for all work/tests that occur during any missed course session(s) regardless of reason(s) for absence.
- If you are not well enough to attend a course session (class), you must notify the instructor as soon as possible before the scheduled course time.
 - If you are unable to notify an instructor before the scheduled course time, you must contact the instructor as soon as reasonably possible.

- *If you have an unavoidable conflict with a scheduled course session, you must notify the instructor before the course session.*
 - *If you are unable to notify an instructor before the scheduled course time, you must contact the instructor as soon as reasonably possible.*

Instructor's Policy

The attendance policy for this course is: *(add instructor's attendance policy)*

For financial aid purposes, **attendance** is measured by participation in the course. Instructors can determine your level of participation in several ways. Some of those ways are:

- continued attendance
- participation in on-ground or virtual class sessions
- participating in D2L as prompted
- responding to an instructor's email
- posting to a discussion board
- completing and submitting assignments

Technology Statement

- All classes at the College are web enhanced. "Web enhanced" means that components of the course, such as assignments and online discussions, may be located online in the class D2L/NS Online course shell and used in the course, even if the course meets in a classroom on ground.
- You must have access to a computer and an internet connection to complete assignments, engage in online discussions, and access various course materials through D2L/NS Online course shells.
- You may also be required to use free video conferencing platforms (examples: Zoom, Teams, etc.) for course sessions and meetings.
- You will be responsible for appropriate dress while on video. This means that you are expected to dress as if you were in a classroom.
- You will be responsible for a distraction free environment while on video. This means that the professor and others in the course should not be able to hear noise in your home, such as cell phones, TVs, or barking dogs. The best way to do this is to keep yourself on "mute" until you need to speak.
- You will be responsible for making sure your background is neutral. Keep in mind that students and professors come from all around the world, and you are all a part of our community. Therefore, please avoid having images in your background that may be offensive to your classmates.
- Certain publisher materials, such as textbook figures, may not work on cellphones and may require a laptop or a tablet.
- If you have questions or concerns regarding access to a computer or internet resources, please contact your instructor. Additional information is available on the [access to internet and technology website](#).

Computer Labs

Computers are available for all Nashville State students to use at each campus during open hours. Open computer lab availability may vary from campus to campus.

You should check the NSCC website for current hours of operation.

D2L/NS Online and myNSCC

It is your responsibility to check your email in **both** D2L/NS Online course shells and your @my.nsc.edu (student email) on a regular basis. These are the official communication channels between the college and you. You are responsible for the information communicated through these email channels. D2L/NS Online emails contain specific course information and @my.nsc.edu emails contain important information from college offices, such as Financial Aid.

ADA Compliance Statement

If you need accommodations due to a disability, please do not hesitate to reach out to our Access Center. Disabilities for which you can receive accommodations include documented physical, emotional, and/or learning conditions. Nashville State is committed to supporting your success, and we encourage you to get assistance if needed. If you require accommodations for any courses in which you are enrolled, contact the Access Center at 615.353.3363, or e-mail accesscenter@nsc.edu.

Classroom Misconduct

Disruptive conduct is not allowed in the classroom. Disruptive conduct is any behavior that prevents students from learning and interferes with the ability of the instructor to teach. This may change from course to course; therefore, your individual instructors will give you guidance on what qualifies as “disruptive conduct” in their courses. Please review the [Nashville State Student Code of Conduct policy](#). Please be aware that children are not allowed in class or to be left unattended on campus.

Academic Misconduct

You have started this academic journey to prepare for a future career. Because of this, it is important that you learn the materials being presented in your courses. For this reason, cheating, in any form, robs you of your opportunity to learn and master the material that will enable you to succeed in that future career. Nashville State has a clear [Academic Misconduct Policy](#) that you are expected to follow. In addition, your instructors will clarify what Academic Misconduct looks like and the consequences for violations in each course that you take. The instructor has the authority to assign an “F” or a “zero” for such violations or for the semester grade.

(Each instructor will outline his/her expectations for academic integrity and provide individualized information about consequences for academic misconduct.)

Academic Early Alert System

If you are not doing well in your course, your instructor may send you an Early Alert through your @my.nsc.edu email. This email will go to your academic advisor and Student Success advisor, as well. If you get an Early Alert, contact your instructor immediately. Instructors send these when they want to help you figure out how to get extra support to pass the course. An Early Alert does not mean that you have already failed the course. Rather, it means you are in danger of failing the course if you do not

change your learning strategy. Please use an Early Alert to your advantage and as an opportunity to improve your grade.

RAVE Emergency Alert System

You can log in to this free alert system to receive text messages about emergencies related to NSCC campuses: <https://www.getrave.com/login/nsccl>. The instructions for this are listed below.

- Your RAVE Username is your NSCC email address.
- If you've never received an email from RAVE with your password, or if you need to reset your password, select "Forgot your password?" and a new password will be emailed to you.
- Should the RAVE system indicate "user not found", select Register and create your own RAVE account.

Student Wellness

Your well-being is important to us. With this in mind, the college has several resources available to provide support when needed:

- [Free tutoring](#) provides assistance beyond the classroom to help you make the most of your college education.
- [These resources](#) include NSCC email, scheduling, online courses, textbooks, tech check out and support, computer labs on campuses, academic advising, financial advising, COVID-19 information and procedures on campuses.
- [Services](#) that help with bus passes, food, childcare, textbooks, housing, financial counseling, personal counseling, suicide prevention, health insurance.

Equity Statement

Nashville State Community College strives to ensure that each student receives what that student needs to be successful, with goals of success beyond the classroom. We understand and practice ideals of equity and inclusion for our students by embracing a full spectrum of experiences, viewpoints, and intellectual approaches in order to overcome barriers to success.

Inclement Weather & Campus Closings

You get notices about campus closings in these places: text messages from RAVE and www.nsccl.edu. Even when campuses are closed, you are still responsible for completing all assigned work. Check D2L/NS Online for a message from your instructor so you do not miss important assignments and due dates, which may change due to the campus closure.

Class Cancellation Policy

Our instructors post messages about cancelling classes in the D2L/NSOnline course shells and/or on the classroom door on campus. These messages can be found in the News and Content section or the Email tab in the online shell. Please check these to be sure that you take advantage of opportunities for learning and points toward your grade.