



Course Syllabus

Human Relations

HRPO 1311

Business Administration Department

Fall 2016 — Second Start

CRN 15678

Semester with Course Reference Number (CRN)	15678
Instructor contact information (phone number and email address)	Linda Koffel, M. S. Email: linda.koffel@hccs.edu 713-718-2895 (email will get faster response)
Office Location and Hours	Alief Campus Room C409 Tuesdays (9 – 12 noon) and Thursdays (9 – 11 a.m.)
Course Location/Times	Distance Education
Course Semester Credit Hours (SCH) (lecture, lab) If applicable	Credit Hours: 3 Lecture Hours: 3 Laboratory Hours: External Hours:
Total Course Contact Hours	48.00
Course Length	12

(number of weeks)

Type of Instruction Lecture

Course Description: Practical application of the principles and concepts of the behavioral sciences to interpersonal relationships in the business and industrial environment. (Formerly BUSM 2313)

Course Prerequisite(s) **FREQUENT REQUISITES**

- MATH 0106
- PRER 0100 & INRW 0410
- INRW 0410

Academic Discipline/CTE Program Learning Outcomes

1. Identify essential management skills necessary for career success.
2. Describe the relationships of social responsibility, ethics, and law in business.
3. Construct a business plan.
4. Examine the role of strategic human resource planning in support of organizational mission and objectives.
5. Describe the impact of corporate culture and atmosphere on employee behavior.

Course Student Learning Outcomes (SLO): 4 to 7

1. Evaluate human relations including diversity, attitudes, self-esteem, and interpersonal skills to promote career success.
2. Identify and evaluate the causes and effects of stress in the workplace.
3. Develop individual and group communication, listening, and decision-making skills.
4. Analyze how theories of motivation and human behavior impact strategies of change management.

Learning Objectives (Numbering system should be linked to SLO - e.g., 1.1, 1.2, 1.3, etc.)

The student will: Evaluate human relations including diversity, attitudes, self-esteem, and interpersonal skills to promote career success by writing a personal success plan for human relations.

The student will: Identify and evaluate the causes and effects of stress in the workplace and successfully pass the final exam which will include this information..

The student will: Develop individual and group communication, listening, and decision-making skills and write these strategies as part of the personal success plan for human relations.

The student will: Analyze how theories of motivation and human behavior impact strategies of change management and choose strategies based on this analysis for the personal success plan for human relations.

SCANS and/or Core Curriculum Competencies: If applicable

SCANS

Evaluate human relations including diversity, attitudes, self-esteem, and interpersonal skills to promote career success.

Foundation Skills - Basic -Reading

Foundation Skills - Basic -Writing

Foundation Skills - Basic -Listening

Foundation Skills - Basic -Speaking

Identify and evaluate the causes and effects of stress in the workplace.

Foundation Skills - Basic -Reading

Foundation Skills - Basic -Writing

Foundation Skills - Basic -Listening

Foundation Skills - Basic -Speaking

Develop individual and group communication, listening, and decision-making skills.

Foundation Skills - Basic -Reading

Foundation Skills - Basic -Writing

Foundation Skills - Basic -Listening

Foundation Skills - Basic -Speaking

Analyze how theories of motivation and human behavior impact strategies of change management.

Foundation Skills - Basic -Reading

Foundation Skills - Basic -Writing

Foundation Skills - Basic -Listening

Foundation Skills - Basic -Speaking

**Instructional
Methods**

Distance (100%)

**Student
Assignments**

Evaluate human relations including diversity, attitudes, self-esteem, and interpersonal skills to promote career success.

Self-assessment assignments and Personal Success in Human Relations Project

Identify and evaluate the causes and effects of stress in the workplace.

Self-assessment assignments and Personal Success in Human Relations Project

Develop individual and group communication, listening, and decision-making skills.

Self-assessment assignments and Personal Success in Human Relations Project

Analyze how theories of motivation and human behavior impact strategies of change management.

Self-assessment assignments and Personal Success in Human Relations Project

**Student
Assessment(s)**

Midterm Exam

Final Exam

**Instructor's
Requirements**

INSTRUCTOR REQUIREMENTS

As Instructor, it is my responsibility to:

Provide the grading scale and detailed grading formula explaining how student grades are to be derived

- Facilitate an effective learning environment through class activities, discussions, and lectures
- Description of any special projects or assignments
- Inform students of policies such as attendance, withdrawal, tardiness and make up
- Provide the course outline and class calendar which will include a description of any special projects or assignments
- Arrange to meet with individual students before and after class as required

To be successful in this class, it is the student's responsibility to:

- Attend class and participate in class activities
- Read and comprehend the textbook
- Complete the required assignments and exams on time:

- Ask for help when there is a question or problem
- Complete the field study with a 70% passing score

Program/Discipline Requirements: If applicable

Business Administration is determined to prepare students with the knowledge and skills needed to succeed in today’s dynamic work environment. Students in Human Relations must be able to budget their time and perform class-related activities as assigned on a weekly basis. Opportunities are provided for students to recognize the important role personal qualities play in the business environment and activities have been enhanced to help students develop the attitudes and interpersonal skills that are in demand by employers.

HCC Grading Scale:

A = 100- 90	4 points per semester hour
B = 89 - 80:	3 points per semester hour
C = 79 - 70:	2 points per semester hour
D = 69 - 60:	1 point per semester hour
59 and below = F	0 points per semester hour
FX (Failure due to non-attendance)	0 points per semester hour
IP (In Progress)	0 points per semester hour
W (Withdrawn)	0 points per semester hour
I (Incomplete)	0 points per semester hour
AUD (Audit)	0 points per semester hour

Instructor Grading Criteria

Instructor Grading Criteria

The following departmental grading system will be used to evaluate students’ performances in this course:

Assignments/Participation	20%
Human Relations Success Project	30%
Test 1 (Midterm)	25%
Test 2 (Final)	25%
Total	100%

Instructional Materials

DuBrin, Andrew J., Human Relations for Career and Personal Success; Prentice Hall, 2017. ISBN: 9780134130408 11th Edition

HCC Policy Statement:

Access Student Services Policies on their Web site:

<http://hccs.edu/student-rights>

**EGLS3 --
Evaluation for
Greater Learning
Student Survey
System**

At Houston Community College, professors believe that thoughtful student feedback is necessary to improve teaching and learning. During a designated time near the end of the term, you will be asked to answer a short online survey of research-based questions related to instruction. The anonymous results of the survey will be made available to your professors and department chairs for continual improvement of instruction. Look for the survey as part of the Houston Community College Student System online near the end of the term.

Distance Education and/or Continuing Education Policies

Access DE Policies on their Web site: http://de.hccs.edu/Distance_Ed/DE_Home/faculty_resources/PDFs/DE_Syllabus.pdf

Access CE Policies on their Web site: <http://hccs.edu/CE-student-guidelines>

12 WEEK COURSE CALENDAR

HRPO 1311

Weekly Activity and Assignment Schedule

Week	TEXTBOOK CHAPTERS	
1 09/20	Module 1	Start Here: Work Ethics and Syllabus Review Start Here: Syllabus Quiz Assignment 1 Due by 11 p.m. on 09/27
2 09/27	Module 2 Module 3	Human Relations and You Chapter 1 Human Relations and You All About You Chapter 2 Self-esteem and Self-confidence Chapter 3 Self-motivation and Goal Setting Self-Assessment Assignment 2 (Autobiography) Due by 11 p.m. 10/4

10/4	Module 4	<p>Emotional Intelligence and Ethics</p> <p>Chapter 4 Emotional Intelligence, Attitudes and Happiness</p> <p>Values and Ethics</p> <p>Chapter 5 Values and Ethics</p> <p>Self-Assessment Assignment 3 (Goal Setting) Due By 11 p.m. on 10/11</p>
4 10/11	Module 5	<p>Problem Solving</p> <p>Chapter 6 Problem Solving and Creativity</p>
5 10/18	Module 6	<p>Communication</p> <p>Chapter 7 Personal Communication</p> <p>Chapter 8 Communication in the Workplace</p> <p>Self-Assessment Assignment 4 (Communication) Due by 11 p.m. on 10/18</p>
6 10/25	<p>Module 7</p> <p>Module 8</p>	<p>Getting Along With Others</p> <p>Chapter 9 Getting Along With Others in the Workplace</p> <p>Conflict Management</p> <p>Chapter 10 Conflict Management</p> <p>Test 1 (Chapters 1 – 9) due online by 11 p.m. on 10/25</p>

7 11/1	Module 9 Module 10	Leadership Chapter 11 Becoming and Effective Leader Motivation Chapter 12 Motivating Others and Developing Teamwork Last day to drop is November 7, 2016 by 4:30 p.m. Self-Assessment Assignment 5 (Teamwork) Due by 11 p.m. on 11/01
8 11/8	Module 11	Cross-Cultural Competence Chapter 13 Diversity and Cross-Cultural Competence
9 11/15	Module 12	Career Planning Chapter 14 Getting Ahead in Your Career Personal Human Relations Success Plan Due by 11 p.m. on 11/15
10 11/22	Module 13 Module 14	Lifelong Learning Chapter 15 Learning Strategies, Perception, and Life Span Changes Good Work Habits Chapter 16 Developing Good Work Habits
11 11/29	Module 15	Stress Management Chapter 17 Managing Stress and Personal Problems
12 12/6	Module 16	Final and Course Review Test 2 (Final Exam) Chapters 10 – 17 Due by 11 p.m. on 12/6

Syllabus Quiz and Workplace Ethics Quiz Assignment

The first module of the course will include a short article regarding the workplace ethics students need to learn during any business or marketing courses. The student will be required to take an online quiz covering both the short article as well as the syllabus. Students who fail to submit this quiz will not be allowed to move further into the course. **NO MAKE-UP QUIZZES WILL BE GIVEN. No quizzes will be accepted by email. Do not skip this assignment.** It is an important foundation

assignment for the rest of the course. The purpose of the assignment is to be sure you understand the requirements of the course and that you understand how to send in your assignments through Canvas. You will not be allowed to move further into the course until you take and pass this quiz.

TESTS

Each test will be comprised of 50 multiple choice questions. Test 1 is the midterm. Do not open the test until you are ready to take it. You cannot open it to look at it then go back and take it. The tests are open-book and open-note. You will have 2 hours to complete the tests. **NO MAKE-UP TESTS WILL BE GIVEN. No tests are accepted by email.** The computer will lock you out at the exact minute of the due date and time, so go in and do the test early so you won't get locked out.

FINAL

The final is actually Test Two over chapters 10 – 17 of the book. It is due on July 6, 2016 by 11 p.m. There are no makeups. You have two hours to complete the final.

PROJECT

This course is a project based course. The project in this course is to create a success plan for you incorporating Human Relations strategies and skills. To do this, you will take the self quizzes in the text and write up action plans to improve on any of the self-quiz topics as related to the strategies in the text. Each of your assignments will cover some of the quizzes so that by the end of the course, you should have plenty of insight into what you can improve on and how you can use the strategies to improve. The project (the development of an improvement program for yourself) comprises 30% of your grade **and if you do not submit it, you cannot pass the course.**

INSTRUCTIONAL METHODS

HRPO 1311 is a required course for certain Business Administration certificates and AAS degrees.

As an instructor, I want my students to be successful. I feel that it is my responsibility to provide students with knowledge concerning business, human relations strategies, as well as to organize the learning experience that allows students to connect the information that students learn in this course to the real world business.. As a student wanting to learn about business, it is student's responsibility to read the textbook, submit assignments on the due dates, study for the exams, participate in activities, and attend class (which in this case is online so that means logging in at least 3 times per week in a summer distance education course).

The most important thing a student can take away from a college course in business is the real world application of that material. Sometimes, it may be hard for students to understand the relevance of some topics as the students may not yet have worked in the discipline. As a professor, I try to reinforce all the important, relevant information as well as to provide direction for the student as to real world application. Information is important. Knowing what to do with information is even more

important. This is a project based course. You are responsible to read the text and the information I have posted. Your tests will be over that information and any information that I provide you online. If you have questions about what you are reading or need further explanation, please email me.

In addition, you are responsible to complete the project, which is the most important learning tool in this course. Over the semester, I will grade your assignments and give you positive and negative feedback on each assignment. I am very candid with my assessments and I try to communicate both strengths and weaknesses in a caring way. I will let you know when you need to improve. I do not give full credit or full points for assignments that are not thorough, complete, and professional. Instead, I let you know why points were deducted so you can learn how to submit professional work and adopt excellent work ethics to prepare you for the workplace. Each assignment will go into your final project and you can use my comments to enhance your final project and improve your grade. I will coach you through the process throughout the semester. You **MUST** do all the assignments as they are all part of your final project and you will want to get my feedback so you can sharpen and improve your project prior to completing it and turning it in.

Late Assignments: Students are expected to adhere to the weekly schedule of assignments printed in the course syllabus. **Late assignments will not be accepted for any reason. Email submissions are not accepted.** All assignments and projects and tests and extra credit must be submitted through the Canvas online system in the appropriate way. ***When I write “I do not accept late work”, I really mean that!*** In the world of work in the business/marketing industry, it is imperative that you submit reports, required paperwork, etc. on time; thus students in this course are required to submit assignments and coursework on the due dates. **Therefore, if any assignment and/or coursework is not submitted by due date and due time, no credit may be earned on this assignment and/or coursework, resulting in a grade of zero (0) on the assignment and/or coursework.** I will not accept late work or work sent by email. Students do not need to ask for any exceptions for any reason because I post extra credit possibilities to take care of any situations in which students have a legitimate reason for missing an assignment. Students who miss an assignment should do the extra credit and should not request exceptions. Points will be deducted from your participation grade (1 point off the final average) for each submission sent by email which is not following directions.

Instructions for submitting assignments: Assignments must be submitted using Canvas online. If you have trouble submitting assignments, you need to call the DE TECH Helpline at 713-718-8800 during business hours.

Make-Up Test Policy

Students are expected to adhere to the weekly schedule printed in the course syllabus. **No make-up tests will be given.**

STUDENT INFORMATION

A student handbook is available on the College website: <http://www.hccs.edu>. Look under the student subheading to get detailed information concerning students attending Houston Community College System (HCCS). Data such as withdrawal policies, refund policies, incomplete, late assignments, make-ups, extra credit, grading system, attendance requirements, and other details are included in the student handbook.

HCC COURSE WITHDRAWAL AND ATTENDANCE POLICY

HCC Course Withdrawal Policy (updated 7/26/2010)

Beginning Fall 2007, the State of Texas imposes penalties on students who drop courses excessively. That is, if you repeat the same course more than twice you have to pay extra tuition. In addition students are limited to no more than SIX total course withdrawals throughout their educational career at a Texas public college or university.

In accordance with HCCS rules, the instructor has the authority to drop a student from any class after the student has been absent for periods equivalent to two weeks of class (6 classes). However, the student has the ultimate responsibility to withdraw from the course. If there are extreme circumstances that require absence from class, it is the student's responsibility to notify the instructor. For additional information refer to the HCCS catalog.

The professor may withdraw students who do not log in and/or do not submit assignments. If a student wishes to withdraw from class, he/she must withdraw him or herself and this must be done PRIOR to the withdrawal deadline to receive a "W" on the transcript. If students do not withdraw before the deadline, the student will receive the grade that you have earned by the end of the semester. Zeros averaged in for required assignments/tests not submitted will lower the semester average significantly, most likely resulting in a failing grade.

Classes of other duration (mini-term, flex-entry, 8-weeks, etc.) may have different final withdrawal deadlines. Please contact the HCC Registrar's Office at 713.718.8500 to determine mini-term class withdrawal deadlines.

Students should check HCC's Academic Calendar by Term for drop/withdrawal dates and deadlines.

If a student decides to drop or withdraw from a class upon careful review of other options, the student can drop online prior to the deadline through their HCC Student Service Center.

Classes of other duration (mini-term, flex-entry, 8-weeks, etc.) may have different final withdrawal deadlines. Please contact the HCC Registrar's Office at 713.718.8500 to determine mini-term class withdrawal deadlines. **The last day to withdraw from this course is November 7, 2016 by 4:30 p.m..**

Class Attendance

As stated in the HCC Catalog, all students are expected to attend classes regularly, which in this course means to log in and to do the assignments which count as attendance.

Although it is the responsibility of the student to drop a course for non-attendance, the instructor also has the authority to drop a student for excessive absences or failure to participate regularly. For an online course, this also means failure to submit your assignments. Students who do not attend class (which means LOG IN on an online course) before the Official Day of Record will be AUTOMATICALLY dropped for non-attendance. In this course, students should log in three times per week. If you stop logging in and stop submitting your work, you could get an F, FX, or W depending on the circumstances. An FX or a W is worse than an earned grade of "F" which is due to poor performance. FX or W can cause loss of financial aid or loss of international student status. Logging into a DE course without active participation (doing the assignments) is seen as non-attending. Please note that HCC will not disperse financial aid funding for students who have never attended class.

Students who receive financial aid but fail to attend class will be reported to the Department of Education and may have to pay back their aid. A grade of "FX" is treated exactly the same as a grade of "F" in terms of GPA, probation, suspension, and satisfactory academic progress.

To compute grade point average (GPA), divide the total grade points by the total number of semester hours attempted. The grades "IP," "COM" and "I" do not affect GPA.

Early Alert

HCC has instituted an Early Alert process by which your professors may “alert” you and DE counselors that you might fail a class because of excessive absences and/or poor academic performance. I use the Early Alert system if you miss one assignment. I do this to make sure you get the assistance you need to complete the course and to do well. If you get a call, it does not mean that you are actually failing at that time – it means that if you continue on your course of not submitting your work, you probably will fail.

INTERNATIONAL STUDENTS

Contact the International Student Office at 713-718-8520 if you have questions about your visa status.

STUDENTS WITH DISABILITIES

Any student with a documented disability (e.g. physical, learning, psychiatric, vision, hearing, etc.) who needs to arrange reasonable accommodations must contact the appropriate HCC Disability Support Service (DSS) Counselor at the beginning of each semester. **Instructors are authorized to provide only the HCC DSSO approved accommodations but must do so in a timely manner.**

Students with disabilities need to scan their letter of accommodation and send it in to me by the end of the first week of the course.

Students who require testing accommodations need to schedule an appointment for testing to ensure that staff will be available for proctoring and to arrange for any adaptive equipment that may be required. Students should contact the instructor's Instructional Support Specialist (ISS) the week prior to each exam throughout the semester to confirm that the requested testing accommodations will be met. However, since this is an online course, most students prefer to take the tests online.

DISABILITY SUPPORT SERVICES OFFICES:

<http://www.hccs.edu/district/students/disability-services/ada-counselors/>

Central College

713.718.6164

Coleman College

713-718-7376

Northeast College

713-718-8322

Northwest College

713-718-5667

713-718-5408

Southeast College

713-718-7053

Southwest College

713-718-7909

Adaptive Equipment/Assistive Technology

713-718-6629

713-718-5604

Interpreting and CART services

713-718-6333

After student accommodation letters have been approved by the DSS office and submitted to DE Counseling for processing, students will receive an email confirmation informing them of the Instructional Support Specialist (ISS) assigned to their professor.

ONLINE TUTORING

HCC provides free online tutoring in writing, math, science, and other subjects. How to access AskOnline: Click on the Ask Online button in the upper right corner of the Blackboard course listings page. This directs students to the HCC AskOnline Tutoring site: <http://hccs.askonline.net/>.

Use your student ID or HCC e-mail address to create an account. Instructions, including a 5-minute video, are provided to make you familiar with the capabilities of this service.

ACADEMIC DISHONESTY

You are expected to be familiar with the College's Policy on Academic Honesty, found in the catalog and student handbook. Students are responsible for conducting themselves with honor and integrity in fulfilling course requirements. Penalties and/or disciplinary proceedings may be initiated by College System officials against a student accused of scholastic dishonesty. "Scholastic dishonesty" includes, but is not limited to, cheating on a test, plagiarism, and collusion.

Cheating on a test includes:

- Copying from another students' test paper;
- Using materials not authorized by the person giving the test;
- Collaborating with another student during a test without authorization;
- Knowingly using, buying, selling, stealing, transporting, or soliciting in whole or part the contents of a test that has not been administered;
- Bribing another person to obtain a test that is to be administered.

***Plagiarism** means the appropriation of another's work and the unacknowledged incorporation of that work in one's own written work offered for credit.

***Collusion** mean the unauthorized collaboration with another person in preparing written work offered for credit. Possible punishments for academic dishonesty may include a grade of 0 or F in the particular assignment, failure in the course, and/or recommendation for probation or dismissal from the College System. (See the Student Handbook).

Academic dishonesty can result in a grade of **F** or **0** for the particular test or assignment involved, dropped, and/or expelled from HCCS. Please refer to the HCCS Distance Education Student Handbook-(for further information regarding Academic Dishonesty refer to http://distance.hccs.edu/de-counseling/DE_student_handbook.htm).

CLASSROOM/ ONLINE BEHAVIOR

As an instructor and as a student in this class, it is our shared responsibility to develop and maintain a positive learning environment for everyone. The instructor takes this responsibility very seriously and will inform members of the class if their behavior makes it difficult for him/her to carry out this task. As a fellow learner, students are asked to respect the learning needs of student classmates and assist student instructor achieve this critical goal. Students are to maintain courtesy and respect for everyone involved in the course when communicating online.

TITLE IX OF THE EDUCATION AMENDMENTS OF 1972, 20 U.S.C. A§ 1681 ET. SEQ.

Title IX of the Education Amendments of 1972 requires that institutions have policies and procedures that protect students' rights with regard to sex/gender discrimination. Information regarding these rights are on the HCC website under Students-Anti-discrimination. Students who are pregnant and require accommodations should contact any of the ADA Counselors for assistance.

It is important that every student understands and conforms to respectful behavior while at HCC. Sexual misconduct is not condoned and will be addressed promptly. Know your rights and how to avoid these difficult situations.

Log in to: www.edurisksolutions.org . Sign in using your HCC student e-mail account, then go to the button at the top right that says **Login** and enter your student number.

A NOTE ABOUT THIS SYLLABUS

At any time during the semester, your instructor reserves the right to modify the course requirements, assignments, exams, grading procedures, and all other related policies and procedures (and this course syllabus) as circumstances may dictate. Remember, also, it is the sole responsibility of each student to read, completely understand, and adhere to this document and all other documents or materials associated with this course in their entirety

END