COURSE NUMBER AND TITLE:  
HRPO 1311 : Human Relations (3-0-3)

COURSE (CATALOG) DESCRIPTION:  
This course offers students practical application of the principles and concepts of the behavioral sciences to interpersonal relationships in the business and industrial environment. A focus of the course will be on the knowledge and application of critical thinking and learning strategies integrated with computer literacy components to produce an electronic portfolio. Students will become familiar with basic computer applications, including word processing, spreadsheets, presentations graphics, e-mail, and utilization of the internet. An emphasis on career understanding and development will be demonstrated through course content and activities utilizing a variety of instructional methods including case studies, team projects and service learning opportunities. This course is designed for first year students in technical programs.

MAJOR COURSE REQUIREMENTS:

A. College as Your Workplace  
B. Assessment and Planning for Educational Success  
C. Assessing Career Direction  
D. Critical Thinking- The Theory  
E. Critical Thinking for Problem Solving and Decision Making-The Practice  
F. Becoming and Effective Leader

In each unit you will be given a lecture/demonstration and then be expected to perform the assignments for each unit. Each assignment will be demonstrated and explained so that you can then attempt it. After each unit there will be a knowledge exam. Each exam is based on the information discussed during the lecture and the reading assignments.

1. This course has been divided into lectures and accompanying labs.  
2. Each textbook assignment will be demonstrated and explained so that you can then attempt it.  
3. All lab assignments will be guided through step by step so that you can practice the applications and then complete the lab coursework.  
4. Effective Fall 2010, all HRPO 1311 students are MANDATED by the Student Learning Division to complete 15 lab hours throughout the semester. Lab hours will be compiled and contribute to the final grade.  
5. During the semester, 2 tests may be administered based on the information discussed during the lecture and textbook content.

Instructor: Cristina Aldape  
Office: Chemical Technology Building, “J” room 116  
Office Hours: TBA  
Office Phone: 956-364-4137  
E-mail: cristina.aldape@harlingen.tstc.edu
6. The E-Portfolio is the final class project that demonstrates a student’s knowledge and application of the frameworks for learning theory and practice as demonstrated in the integrated computer applications format of the e-portfolio. This project will make-up 34% of the student’s grade.

7. Assignments from this course are subject to being archived for general education assessment. Procedures will follow protocols as prescribed by the research guidelines of the Association for Institutional Research.

**LEARNING OUTCOMES:**
The Student will:
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.
5. Demonstrate critical thinking skills through the use of technology in the form of an electronic portfolio.

**Tentative Schedule (Subject to change by your instructor)**

<table>
<thead>
<tr>
<th>Week</th>
<th>Topic/Lecture/Event</th>
<th>Required/Recommended Readings/Electronic Resources to View</th>
</tr>
</thead>
</table>
| 1 (5/10) | Course Orientation  
Introduction access to TSTC Portal  
Introduction and access to Web Advisor and My Mail  
Introduction and activation of Emergency Response System  
Noel Levitz Retention Assessment  
Learning Style Inventory | TSTC Handbook  
TSTC Homepage  
[www.harlingen.tstc.edu](http://www.harlingen.tstc.edu)  
Noel Levitz website  
[www.noellevitz.com](http://www.noellevitz.com) |
| 2 (5/17) | Introduction to TSTC’s definition of Critical Thinking  
Learning Style Results and Discussion  
Time Management/Organization Skills  
Noel Levitz Assessment Results and Discussion  
Introduction to Electronic Portfolio  
Set Up Profile  
Set Goals | TSTC Website/CETL  
Ch. 1  
Ch. 2  
Ch. 4  
Electronic Portfolio |
| 3 (5/24) | Communication: Framework for Interpersonal Skill Development  
Introduction to Word and File Management  
Add Biography in Profile | Ch. 9  
My IT Lab  
Modules  
E-Portfolio |
| 4 (5/31) | Comprehensive Chapter Test | |
| 5 (6/7) | Ethics, Politics, and Diversity  
Conflict and Negotiation  
Discover  
Inventories Printout and Worksheet | Ch. 5  
Ch. 12  
Discover Website  
[www.act.org/discover/login](http://www.act.org/discover/login) |
<table>
<thead>
<tr>
<th>Week</th>
<th>Date</th>
<th>Topic</th>
<th>Modules</th>
</tr>
</thead>
</table>
| 6    | (6/14) | Customer Service/Quality  
Elements of Thought  
Critical thinking Assignment-Case Study  
Introduction to Excel | Ch. 7  
TSTC website  
E-Portfolio  
My IT Lab  
Modules |
| 7    | (6/21) | Career Wage Research  
Continuation of Excel  
Create a Salary Chart & Budget | My IT Lab  
Modules  
E-Portfolio |
| 8    | (6/28) | Interviewing Techniques  
Etiquette/Dress, Customer Service/Quality | Ch. 15  
Ch. 13 |
| 9    | (7/5) | Creating a Slide show using Power Point | My IT Lab  
Modules |
| 10   | (7/12) | Resume Package  
Introduction to Resumes and Cover Letters  
Research on resume Writing online and using templates  
Identifying skills, transferable skills, action verbs and phrases. | Ch 14  
E-Portfolio |
| 11   | (7/19) | Completion of Electronic Portfolio  
Hyperlink  
Downloading files  
Reflections | E-Portfolio |
| 12   | (7/26) | Final Exam  
Last Day of Class | E-Portfolio |

**REQUIRED TEXT AND MATERIALS:**
* Anderson, Lydia E., Bolt, Sandra B., Professionalism, Skills for Workplace Success, ISBN# 0558756905, @ 2011
* USB Flash Drive (not provided in class)
* 2 scantrons (Form 882-E)

**GRADING CRITERIA:**

**Grading Scale:**

**Grading Scale:**

<table>
<thead>
<tr>
<th>Component</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exams</td>
<td>30%</td>
</tr>
<tr>
<td>Electronic Portfolio</td>
<td>25%</td>
</tr>
<tr>
<td>Assignments/Quizzes</td>
<td>20%</td>
</tr>
<tr>
<td>Critical Thinking Project</td>
<td>15%</td>
</tr>
<tr>
<td>Labs</td>
<td>10%</td>
</tr>
</tbody>
</table>

**ACCOMMODATION STATEMENT:** If you have a documented disability which will make it difficult for you to carry out class work as outlined and/or if you need special accommodations due to a disability, please contact (956) 364-4520 or visit the Support Services Office in the Auxiliary Building as soon as possible to make appropriate arrangements.
CLASS POLICIES:

Class participation in this course is mandatory and is a part of the Grading Policy. Attendance will be kept throughout the semester. Students must maintain all daily assignments, class discussions, unit tests, quizzes, class projects and all other assignments at the passage rates located in the Grading Criteria and Scale for each activity.

1. Out-of-Class Assignments-Students are responsible for completing all assignments on the due date.
2. In-Class Assignments - Students must be present in class to receive credit for assignments that are done during class time. In-class assignments cannot be made up unless excused.
3. E-Portfolio - Students are expected to complete an electronic portfolio at the end of the semester. The e-portfolio will demonstrate your critical thinking knowledge and skills on topics discussed in the class. It will contain evidence of your ability to use technology to support your learning. The e-portfolio will utilize Microsoft office word, excel, and power point. It will also demonstrate your use of internet and e-mail. **E-portfolio projects must be completed by the assigned due date.** If excused, students who miss class when the e-portfolio assignments are discussed and distributed may need to attend an outside tutoring session to make-up the missed class. These tutoring sessions are coordinated by the Tutoring Coordinator located in the Student Success Office **room 121** in building D, Biomedical Technology Building.

If passing rates are not maintained, then the student will receive a grade of an F at the end of the term. Excused absences will not count against the student.

In order for an absence to be excused, the student must:

- A. Notify the instructor of the absence before the next class meeting.
- B. Notice may be given by calling the instructor at 364-4137. This number has 24 hour voice mail, so calls may be received at any time of the day or night.
- C. If a student notifies an instructor before class, this does not mean the absence will be excused. The course instructor determines whether an absence is excused or unexcused.

A student is considered unsatisfactorily participating in class when:

The student fails to participate in the class by not completing assignments, tests, quizzes, class projects, participating in class discussions, handing in work promptly, and completing any other assignments required by your instructor at the passage rates indicated in the Grading criteria and scale.

Students will be referred for advisement if they are unsatisfactorily participating in class.

Class participation will be recorded in the following manner:

- A. Class participation begins at the time class is scheduled to begin, the **FIRST DAY of CLASS**.
B. A daily quiz may be given at the time class is scheduled to begin if tardiness is exceeded. This will count as a grade. If the student is tardy on the day of the quiz or has an unexcused absence, he/she will receive a “0” for the quiz.

C. When a student is excessively tardy (arriving late by at least 15 minutes, 3 or more times), leaves the class for an extended period of time, or exits the classroom without notifying the instructor the student will be documented as such. As a result of a student’s preceding actions, the student may be asked to leave the class and/or to work independently to complete assignment. It will be the student’s responsibility to complete the assignment with the assistance of a tutor outside of class if need be.

If a student fails to adhere to the class participation policy, it will be the Student’s responsibility to drop with a W (withdraw) from the course.

The withdrawal process is not initiated by the instructor. Students wishing to withdraw must file a Schedule Change form with the Admissions Office.

Students must remain in constant contact with their instructor to understand what their class participation status is at any time during the term.

*All cell phones and beepers must be turned off during class.

Copyright Statement

The materials used in the course [textbooks, handouts, media files (podcast, MP3, Videos, RSS (Feeds), and all instructional resources on the colleges Learning Management System (Moodle)] are intended for use only by students registered and enrolled in this course and are only to be used for instructional use, activities associated with, and for the duration of the course. All materials generated for this course, which includes but are not limited to syllabi, quizzes, exams, lab problems, in-class materials, review sheets, and any additional materials.

These materials may not be retained in another medium or disseminated further. They are provided in compliance with the provisions of the Teach Act. These materials may not be reproduced, displayed, modified or distributed without the express prior written permission of the copyright holder or TSTC. For further information contact your instructor.

Communicating with your instructor (MyMail E-mail System)

All official college E-mail to students is sent through MyMail, the official student e-mail system at TSTC Harlingen (mymail.tstc.edu). When communicating with instructors and/or employees of the college, you are required to use your TSTC MyMail student e-mail address. If you choose to forward your e-mail to another account, please be advised that you must respond from the MyMail account. It is recommended that students check their TSTC email inbox at least twice weekly for important college notices.”

TSTC Harlingen faculty, staff, and students are asked to report all threats, perceived or real, immediately to College Police located in the Auxiliary Building. If the threat is imminent, the College Police emergency phone line at 364-4234 or 9-911 should be
called. College Police will then coordinate the proper response in accordance with State and federal laws and TSTC System/College rules and regulations.

**NOTE:** Any changes to this syllabus will be provided in writing to the student and updated on all posted locations (HB 2504, course Moodle sites, building offices, etc.).