COURSE NUMBER & 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, presentation 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.

End-of-Course Outcomes: Evaluate human relations including diversity, attitudes, self-esteem, and interpersonal skills to promote career success; identify and evaluate leadership styles, customer service principles, and ethical behavior in the workplace; develop individual and group communication, listening, and decision-making skills; analyze how theories of motivation and human behavior impact strategies of change management; and demonstrate critical thinking skills through the use of technology in the form of an electronic portfolio.

INSTRUCTOR: K. Infante-Falcon
OFFICE: W-348
OFFICE HOURS: TBA
OFFICE PHONE: 956.364.4140 or 1.800.852.4967 (ext. 4140)
EMAIL: katie.infante-falcon@harlingen.tstc.edu

REQUIRED TEXT AND MATERIALS

* Three Scantrons (Form No. 882-E)
* USB Flash Drive

GRADING POLICY

<table>
<thead>
<tr>
<th>Component</th>
<th>Weight</th>
<th>Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assignments</td>
<td>33%</td>
<td>A = 90-100</td>
</tr>
<tr>
<td>Tests</td>
<td>33%</td>
<td>B = 80-89</td>
</tr>
<tr>
<td>Electronic Portfolio</td>
<td>34%</td>
<td>C = 70-79</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>100%</td>
<td></td>
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</table>

Effective Fall 2010, all HRPO 1311 students are MANDATED by the Student Learning Division to complete 15 lab hours throughout the semester. Sign-In Sheets will be readily available for attendance verification. In addition, these assignments will be compiled and averaged into your Assignment Grading Policy. Lab schedules will be distributed.
ACCOMMODATION STATEMENT

If you have a documented disability which will make it difficult for you to carry out the work as the instructor has outlined and/or if you need special accommodations due to a disability, please contact 956.364.4520 or visit Support Services Office located in the Auxiliary Building as soon as possible to make appropriate arrangements.

COMMUNICATING WITH YOUR INSTRUCTOR (MyMail E-Mail System)

The use of Your Mymail TSTC College student e-mail account will be the only way to receive official notices from the college. 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 all communication from and within the college will use your Mymail student e-mail.

EMERGENCIES

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.

COURSE PARTICIPATION POLICY

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, lecture and laboratory quizzes, class projects, and all other assignments at the passage rates located in the GRADING CRITERIA AND SCALE for each activity. If passing rates are not maintained, then the student will receive a grade of “F” at the end of the term.

If a student fails to adhere to the class participation policy, it will be the STUDENT’S RESPONSIBILITY to “W” (withdraw) from the course. This withdrawal process is not initiated by the instructor. Students wishing to withdraw must file a SCHEDULE CHANGE FORM with the Admissions Office.

COURSE POLICIES

1. Labs – Effective Fall 2010, all HRPO 1311 students are MANDATED by the Student Learning Division to complete 15 lab hours throughout the semester. Sign-In Sheets will be readily available for attendance verification. In addition, these assignments will be compiled and averaged into your Assignment Grading Policy. Lab schedules will be distributed.

2. Attendance – Students who attend all classes will have their lowest grade dropped. Attendance means arriving on time and staying until the class is dismissed. Roll will be called throughout the semester.

   In order for an absence to be excused, the student must:
   • Notify the instructor of the absence BEFORE the class period by calling the instructor at 956-364-4140. This number has 24-hour hour voice mail, so calls may be received at any time of the day or night. Students may e-mail the instructor as well.
   • Provide written excuse from an appropriate authority.

3. Tests – There will be 3 tests throughout the semester. These tests will be based on lecture, chapter readings and assigned projects.

4. Make-Up Work – If an absence is EXCUSED, a make-up date will be assigned later in the semester. If an absence is UNEXCUSED, a grade of 0 will be given for all missed work and no make-up work will be accepted.
5. 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 PowerPoint. It will also demonstrate your use of Internet and E-Mail. **E-portfolio projects must be completed by the assigned due date.**

6. All cell phones and electronic equipment must be turned off or silenced for the class period.

7. Do not bring children to class; they are not permitted in instructional buildings on campus.

**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. By "handouts," this means 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.

The instructor reserves the right to make any changes to the Course Syllabus as he/she perceives necessary to facilitate the delivery of the course material and student learning. The class will be notified if changes occur.

**COURSE OBJECTIVES**

The following objectives will be covered during the course. By attending each class, actively reading and participating, completing assignments and quizzes, students should have the opportunity to grow in self-awareness and will be able to:

1. Identify essential campus resources for college success.
2. Understand that education promotes success.
3. Apply learning strategies to promote academic and career success.
4. Understand the importance of self-assessment for goal-setting, planning and the development of interpersonal skills.
5. Identify the elements of thought for critical thinking.
6. Assess learning theories to identify learning preferences/styles.
7. Assess career interests.
8. Explain the model for interpersonal skills development.
9. Explain the relationship aspect of interpersonal communication.
10. Enhance listening skills.
11. Identify several types of teams in work settings and organizations.
12. Use decision-making and problem-solving processes for case study scenarios.
14. Identify the different styles of handling conflict.
15. Develop team leadership skills.
16. Identify leadership traits for personal development.
17. Explain components of customer service.
18. Identify methods for making ethical decisions.
19. Apply technology to demonstrate critical thinking knowledge and skills.
20. Learn how to integrate computer applications to create an electronic portfolio.
21. Learn how to use the library for research.
22. Learn test-taking techniques.
23. Learn to apply critical thinking to test taking.
24. Understand the different types of tests and how to manage them.
25. Use internet resources for career exploration.
26. Learn and apply basic internet functions.
27. Learn and apply the basic computer applications of Word, Excel, and PowerPoint.
28. Learn and apply the basic functions of e-mail.
29. Learn how to integrate computer applications to create an electronic portfolio.

ADDENDUM

HRPO 1311 – HUMAN RELATIONS (3-0-3)

Syllabus Agreement Form

The previous policies have been reviewed with me by my instructor. I understand and agree to comply with all stated policies. I am fully aware that not complying with the above stated requirements may result in having to retake the HRPO 1311 course the following semester in order to fulfill my degree plan requirements.

______________________________  HRPO 1311  ________________
Print your name  Section #

______________________________  __________________________
Student Signature  Date

Student Contact Information

ID#:  ________________ Program of Study/Major:  ________________ Phone #:  ________________
<table>
<thead>
<tr>
<th>WEEK</th>
<th>TUESDAY</th>
<th>THURSDAY</th>
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</thead>
</table>
| 1    | Course Introduction:  
• CIS / Agreement Form  
• New Student Survey | Noel-Levitz Inventory  
Intro to TSTC Portal (WebAdvisor)  
MyTSTC Portal Activity |
| 2    | Mapping to the Server/Intro to E-Portfolio (Set-up)  
Schedule Student Meetings  
(Noel-Levitz Results Handout) | Introduction to MyMail  
• E-Mail Assignment (EP)  
“My TSTC Experience” |
| 3    | **E-PORTFOLIO QUIZ**  
• Multiple Intelligence  
• Personality Spectrum | Note Taking, Test Taking, and Reading (SQ3R)  
Introduction to MicroSoft Word (Formatting)  
• Autobiography (EP) |
| 4    | **Ch. 1 – Your Attitude and Your Personality** | **Ch. 2 – Goal Setting and Life Management**  
Introduction to MicroSoft Word (Tables)  
• Student Success Plan Assignment (EP) |
| 5    | Introduction to DISCOVER Career Exploration Site (EP)  
• Career Reflection Assignment | MicroSoft Word (Page Layout Formatting)  
• Newsletter Assignment (EP) |
| 6    | Newsletter Assignment (EP)  
**WORD QUIZ** | **Ch. 3 – Personal Financial Management**  
Introduction to Excel (Formulas)  
Budget / Chart Assignment (EP) |
| 7    | • Budget / Chart Assignment (EP) – Continued…  
**EXCEL QUIZ** | **Ch. 4 – Time and Stress Management / Organization Skills** |
| 8    | **EXAM #1**  
Make Up Day! – Grade Reports | **Ch. 5 – Ethics, Politics, and Diversity**  
**Ch. 7 – Customer Service/Quality** |
| 9    | **Ch. 8 – Human Resource Management**  
Building a Resume  
• Resume / Cover Letter Assignment (EP) | • Resume / Cover Letter Assignment (EP) Continued… |
| 10   | **TEST #2**  
Ch. 9 – Communication | **Ch. 10 – Accountability and Workplace Relationships**  
**Ch. 11 – Teamwork, Motivation and Leadership** |
| 11   | **Ch. 12 – Conflict and Negotiation** | **EXAM #3** |
| 12   | Guide to Critical Thinking/Elements of Reasoning  
• Introduction to Case Studies (Sample) | **Case Study Assignment (EP)** |
| 13   | Case Study Assignment Continued…  
Make-Up Day! – Grade Reports | **HOLIDAY** |
| 14   | Introduction to PowerPoint  
• PowerPoint Assignment (EP) | • PowerPoint Assignment (EP) Continued…  
**POWERPOINT QUIZ** |
| 15   | **E-Portfolio Checklist (34% of grade) – [EP]**  
• Extra Credit Option (presenting) | **FINAL – E-PORTFOLIO DUE!** |

***Calendar is tentative and subject to change***
# HRPO 1311 – COURSE CALENDAR – FALL 2010

<table>
<thead>
<tr>
<th>WEEK</th>
<th>MONDAY</th>
<th>WEDNESDAY</th>
<th>FRIDAY</th>
</tr>
</thead>
</table>
| 1    | Course Introduction:  
• CIS / Agreement Form | • Noel-Levitz Inventory  
• New Student Survey | Intro to TSTC Portal (WebAdvisor)  
• MyTSTC Portal Activity |
| 2    | HOLIDAY | Mapping to the Server/Intro to E-Portfolio (Set-up)  
Schedule Student Meetings  
• (Noel-Levitz Results Handout) | Introduction to MyMail  
• E-Mail Assignment (EP)  
• “My TSTC Experience” |
| 3    | E-PORTFOLIO QUIZ  
• Multiple Intelligence  
• Personality Spectrum | Note Taking, Test Taking, and Reading  
• SQ3R | Introduction to MicroSoft Word (Formatting)  
• Autobiography (EP) |
| 4    | Ch. 1 – Your Attitude and Your Personality | Ch. 2 – Goal Setting and Life Management | Intro to MicroSoft Word (Tables)  
• Student Success Plan Assignment (EP) |
| 5    | Introduction to DISCOVER Career Exploration Site (EP)  
• Career Reflection Assignment | MicroSoft Word (Page Layout Formatting)  
• Newsletter Assignment (EP) | Newsletter Assignment (EP) |
| 6    | WORD QUIZ  
Ch. 3 – Personal Financial Management | Introduction to Excel (Formulas)  
• Budget / Chart Assignment (EP) | • Budget / Chart Assignment (EP) – Continued… |
| 7    | EXCEL QUIZ | Ch. 4 – Time and Stress Management / Organization Skills | Make Up Day!  
• Grade Reports |
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| 12   | Guide to Critical Thinking/Elements of Reasoning  
• Introduction to Case Studies (Sample) | Case Study Sample Continued… | Case Study Assignment (EP) |
| 13   | Case Study Assignment Continued… | Make-Up Day!  
• Grade Reports |  |
| 14   | Introduction to PowerPoint  
• PowerPoint Assignment (EP) | • PowerPoint Assignment (EP) Continued… | PowerPoint Assignment (EP) Continued…  
POWERPOINT QUIZ |
| 15   | E-Portfolio Checklist (34% of grade) – (EP)  
• Extra Credit Option (presenting) | FINAL – E-PORTFOLIO DUE! | End of Semester  
Obtain Final Grades! (WebAdvisor or Office Visit) |

***Calendar is tentative and subject to change***