



**LTEC 4470: Human Relations in Business, Education, and Industry
– Fall 2016**

Department of Learning Technologies, Discovery Park
3940 N. Elm St., Office G150, Denton, TX 76207-7102

INSTRUCTOR: Laura A. Pasquini, Ph.D.

CONTACT INFORMATION

Email: Laura.Pasquini@unt.edu

Skype: laurapasquiniphd

Office (text/call): [940-268-5920](tel:940-268-5920)

Office Hours: [By Appointment Only \(Zoom.us\)](#)

Preferred Communication: **EMAIL**. Please identify your name, student ID & the class information (e.g. LTEC 4470-021 or -022) when contacting the instructor. You should receive **a response within 24-48 hours**. Please keep these messages professional and courteous. [[How To Write an email to your Professor by PhD Comics.](#)]

COURSE INFORMATION: There are **NO mandatory online class meetings** for this course for Fall 2016. Optional, online course meetings might occur; however all will be recorded and posted to the course site. All course information and materials will be maintained in UNT Blackboard Learn.

COURSE MATERIALS

May obtained from the UNT Bookstore (<http://unt.bncollege.com/>) or [Amazon](#) for:

Human Relations: Interpersonal Job-Oriented Skills, 12th Edition*

Andrew J. DuBrin, *Rochester Institute of Technology*

ISBN-10: 0133506827 • ISBN-13: 9780133506822

Publisher: Prentice Hall Copyright: 2015

COURSE DESCRIPTION

The **LTEC 4470: Human Relations in Business, Education and Industry** course is a study of the components of human relations and interpersonal communication factors in business, education, trade and industrial education and training programs.

COURSE OBJECTIVES

After completing this course, the learner should be able to:

- Establish a framework for human relations
- Identify individual differences
- Build self-esteem and self-confidence
- Develop teamwork skills
- Utilize group problem solving and decision making skills
- Identify the importance of cross-cultural relations and diversity
- Resolve conflicts with others
- Develop tools to become an effective leader
- Determine ways to motivate others
- Identify positive political skills in the workplace
- Determine how to increase customer service skills
- Apply ethical behavior in the workplace
- Determine ways to increase personal productivity

INSTRUCTOR EXPECTATIONS

Calendar & Planning

The UNT Blackboard system attempts to include the dates and deadlines for the LTEC 4470 class in the Calendar section. Please review this calendar, each module assignment AND the course syllabus when verifying LTEC 4470 dates and deadlines for required work.

Please see the Syllabus Assignment Schedule to guide you for due dates in this course.

ALWAYS be sure to check the course syllabus for deadlines – please let me know if there are any discrepancies between the Learning Modules deadlines on the syllabus.

Course Content & Assignments

The content of the course is located under the Learning Modules button on left menu bar of the class. There are three types of assignments in this course: **Discussions, Journals, Projects, and Wiki.**

Discussions

Discussions are meant to be an interactive conversation and are a very important part of this class. Like in any classroom, there needs to be back-and-forth comments between participants in order for it to be meaningful. Discussions are open during the week they are assigned. Each **Tuesday morning** the new topic will open and you are responsible to post a total of **four times** during the week: **one main response to the topic, and three responses to others spread out over the week.**

Discussions will be graded based on your contributions to the conversation. Your responses need to be substantive and focus on course concepts and further the class conversation, that is, your original post should be between **100-200** words and responses posts should be at least **50 words**. Each student must submit an **original discussion posting** (4 points) and **respond to THREE (3) other students'** discussion posts (6 points) connected to each weekly learning module. If a student submits an original discussion posting but fails to respond to three students or more, he or she may only receive up to 10 points for this discussion module. Do **NOT** put attachments in the discussion board area. **Do NOT submit assignments to the discussion board.** The instructor will not grade assignments posted in the discussion area. Please refer to the **Discussion Guidelines** document in the "**Orientation**" **Module** to obtain full points.

Journals

Journal assignments are your opportunity to tell me what you learned from the textbook chapter. Note that journal submissions have a set structure:

- Three (3) key points taken from the chapter
- Implications of the key points for the field of education and/or training [or your chosen industry]
- Describe what surprised/impressed you
- Detail how you will apply it in your industry

Journals should be a substantial investment of your time reading the chapter and writing the Journal. **Be sure to see the Journal Assignment Instructions inside Module 1.**

Projects

Interspersed throughout the semester there are projects that will help you apply critical thinking skills to the chapters we have covered. There is also a final group project that will be done over several weeks. Projects carry more points than the discussions and journals, so be sure to plan ahead and get these submitted as required.

Attendance and Participation

The instructor reserves the right to request of the Registrar that a student be dropped from the course (W or WF) due to unsatisfactory progress. All students are expected to fully participate in all class activities. Full participation includes web-based activities. If there is an issue, questions, or concern about participation in the LTEC course, it is the students' responsibility to contact the instructor and communicate these issues directly with the instructor of the LTEC course. **If a student has not participated in a discussion or submitted and assignment before the Census Day (September 12, 2016 for Fall 2016 classes) outlined by the UNT Academic Fall 2016 Calendar, they may be dropped for non-attendance.** Additionally, **if assignments are missed for two or more modules without contacting the instructor, the student will be dropped for non-participation.**

University Policy of Absence for Religious Holidays

In accordance with state law, students absent due to the observance of a religious holiday may take examinations or complete assignments scheduled for the day missed within a reasonable time after the absence if the student has notified the instructor of each class of the date of the absence within the first 15 days of the semester. Notification must be in writing, either personally delivered with receipt of the notification acknowledged and dated by the instructor, or by certified mail, return receipt requested. Only holidays or holy days observed by a religion whose place of worship is exempt from property taxation under Section 11.20 of the Tax Code may be included. A student who is excused under this provision may not be penalized for the absence, but the instructor may appropriately respond if the student fails to satisfactorily complete the assignment or examination.

Late Work

Late work is not accepted and will receive a zero (0) grade. It is suggested that you plan on completing your work the day prior to the due date. Then unexpected problems will not result in your work being late.

ALL assignments must be submitted by 11:59 pm CST on the date is it due via the Blackboard Learn Assignment Tool. Do NOT submit assignments via e-mail or to the discussion board. ALWAYS be sure to check the course syllabus for deadlines – please let me know if there are any discrepancies between the Learning Modules deadlines on the syllabus

Student Support Online

The UNT Helpdesk is a student technical support team dedicated to deal with issues or technical needs (e.g. Blackboard Learn) if you should encounter any issues online at ANY point during the duration of this course. Emails sent to the instructor or TA the night of the technical issue will probably not be read, and your assignment WILL be considered LATE and not evaluated (as indicated above). **Please be sure to CONTACT the [UNT Helpdesk support team for any student technical support issues and questions:](#)**

Phone: 940.565-2324 **Telephone Availability:**

Sunday: noon-midnight

Monday-Thursday: 8 a.m.-midnight

Friday: 8 a.m.-8 p.m.

Saturday: 9 a.m.-5 p.m.

Location: [Sage Hall](#), Room 130 – first floor, across from the Student Veteran Services Office

Email: helpdesk@unt.edu

Website: <https://www.unt.edu/helpdesk/>

Create a Service Ticket: [report a problem or request a service](#)

Academic Advising and Personal Support

There are a number of academic resources and support areas at UNT to support your academic success. Please be sure to seek our or ask for the support you need **IN ADVANCE, and/or IMMEDIATELY after any medical, personal, or academic situation.**

Writing Skills

Students will compose grammatically correct sentences, write well-developed paragraphs, and express ideas in a well-organized, coherent matter. Submissions must have complete sentences, correct punctuation, and capitalization. Avoid using abbreviations and acronyms without appropriate clarification. Consider getting support for this course with your writing at the **UNT Writing Lab** (<http://writinglab.unt.edu/>) and/or **UNT Career Center** (<http://studentaffairs.unt.edu/career-center>).

For students who have questions about academic planning, need to drop one or all courses, or learn more about academic dates and deadlines, please be sure to speak with your [academic advisor/counselor](#) and consult the following UNT resources for planning and guidance:

- Advising @ UNT: <http://advising.unt.edu/>
- Counseling Services: <http://studentaffairs.unt.edu/counseling-testing-services>
- Dropping a class: <http://advising.unt.edu/dropping-class>
- How to drop a class <http://registrar.unt.edu/registration/dropping-class>
- Incomplete (I) grades: <http://registrar.unt.edu/grades/incompletes>
- Withdrawals: <https://deanofstudents.unt.edu/withdrawals>
- Dean of Students Policies <https://deanofstudents.unt.edu/policies>

MEDICAL/HEALTH EMERGENCIES

If you have a medical emergency that will prevent you from completing the course as scheduled, you **MUST notify your instructor at the time of your medical problem or related family health/life circumstances. Doctor's notes must be received during week 1 or 2 of the medical/health emergency, and documentation is required for any death in the family.** Those submitted at the end or once it is over will not be accepted.

Requests for an [Incomplete \(I\) or to drop the course](#) must come at the time of the medical emergency and must be supported by ***a letter from your physician and must specifically state that your medical situation will NOT permit you to work online or prevent you from submitting assignments as scheduled.*** Requests for an Incomplete or to DROP this course based on a medical emergency CAN NOT be granted after the medical emergency. Of course all requests must meet standard university policy.

If you have a an other extenuating health or life circumstances, it is critical that you COMMUNICATE this with your professor in writing early and often. **The preferred method for notification and inquiry will be in writing via EMAIL to include the relevant documentation.** Send all messages directly to your professor at the time of the medical/health incident to the following email: Laura.Pasquini@unt.edu

LTEC COURSE POLICIES

Student Responsibilities for Distributed Learning Courses:

- Access course web page & initiate contact within 1st week of the semester
- Be able to work independently on course objectives, given the format for interaction with faculty and students will be non-traditional.
- Verify appropriate hardware and software as described in the course description.
- Provide instructor with access to a working email account.
- Contact instructor or instructor's assistant within two days if any problems develop with regard to accessing the course.
- Adhere to communication parameters of course (i.e., email, discussion, chat).
- Complete [UNT Student Tutorial](#) prior to taking the first Blackboard course.
- Comply with appropriate electronic etiquette and abbreviations.
- Acquire all necessary software and books.
- Complete all course requirements by posted deadlines.

Students should maintain electronic copies in chronological order of ALL journal entries, bulletin board responses, lesson plans, and other assignments listed within the syllabus. It is the responsibility of the student to verify that all messages AND attachments are sent to the course instructor. "All students should **activate and regularly check their e-mail account used for official communication from UNT to students.** Many important announcements for the University and College are sent to students via the assigned e-mail account. Please be sure to **FORWARD** this email to another account, if it is not where you view your messages: <http://www.unt.edu/helpdesk/faq/>

LTEC 4470: Assignments and Deadlines [Due BEFORE 11:59 pm CDT]

Week	Assignment	Bonus	Points	DUE
1	Complete the Orientation Module & LTEC 4470 Introductions		10	6-Sep
Module 1: Communicating in the Digital World				
2-4	READ: Chapter 2, Chapter 4, and Chapter 5		0	
	DISCUSS: Chapter 2		10	13-Sep
	JOURNAL: Chapter 2		10	13-Sep
	DISCUSS: Chapter 4		10	13-Sep
	JOURNAL: Chapter 4		10	13-Sep
	DISCUSS: Chapter 5		10	20-Sep
	JOURNAL: Chapter 5		10	20-Sep
	COMPLETE: Project 1 – Communicating in a Digital World		25	20-Sep
Module 2: Teamwork, Culture & Conflict Resolution				
5-6	READ: Chapter 6, Chapter 8, and Chapter 9		0	
	DISCUSS: Chapter 6		10	27-Sep
	JOURNAL: Chapter 6		10	27-Sep
	DISCUSS: Chapter 8		10	27-Sep
	JOURNAL: Chapter 8		10	27-Sep
	DISCUSS: Chapter 9		10	4-Oct
	JOURNAL: Chapter 9	10		4-Oct
	COMPLETE: Project – Resolving Conflict Scavenger Hunt		20	4-Oct
Module 3: Leadership, Motivation & Self-Management				
7-9	READ: Chapter 10, Chapter 11, Chapter 12, and Chapter 16		0	
	DISCUSS: Chapter 10		10	11-Oct
	JOURNAL: Chapter 10		10	11-Oct
	DISCUSS: Chapter 11		10	11-Oct
	JOURNAL: Chapter 11	10		11-Oct
	COMPLETE: Get Control of Your Time and Live		25	18-Oct
	DISCUSS: Chapter 12		10	18-Oct
	JOURNAL: Chapter 12		10	18-Oct
	DISCUSS: Chapter 16		10	25-Oct
	JOURNAL: Chapter 16		10	25-Oct
	COMPLETE: Project – In the News		25	25-Oct
Final Project: Group Case Study				
10-13	DISCUSS: Final Project: Team for your teams for the Final Project		5	1-Nov
	WIKI Post your case study title, number, and case questions into the “Final Project” wiki to collaborate and “show your work”		20	8-Nov
	Final Project Deadline		40	22-Nov
14-16	UNT SPOT Course Evaluation (Available 21-Nov)	5		8-Dec
	LTEC 4470 Course Feedback Form (Available 9-Dec)	5		10-Dec
	UNT Exam Week – NO final course exam for LTEC 4470			
Scale: A = 90-100% B = 80-89% C = 70-79% D = 60-69% F = 59% & below		30	350	TOTAL

UNT Academic Deadlines posted on the website of [UNT Office of the Registrar](#), specifically the Fall 2016 Registration Guide: <http://registrar.unt.edu/registration/fall-registration-guide>

Student Course Evaluations

All students are expected to complete the end-of-semester evaluation for this course.

Netiquette & Discussion Expectations

Students should be cognizant of the limitations of an online environment and exercise caution when interacting with others through the discussion board and/or messages. The purpose of our interactions is the exchange of knowledge and best practices as well as clarification of concepts. In an online environment, comments can be unintentionally misinterpreted or misrepresented. Students should observe the following guidelines:

- Students should be respectful of peers' opinions.
- Students should avoid using language that may be viewed as offensive.
- Students should avoid writing in all capital letters.
- Students should reread messages/postings as necessary before responding to avoid misunderstanding and should seek clarification as necessary.

Academic Integrity

The UNT Code of Student Conduct and Discipline provides penalties for misconduct by students, including academic dishonesty. Academic dishonesty includes cheating and plagiarism. The Code of Student Conduct can be found at <https://deanofstudents.unt.edu/conduct>.

Students must complete all assignments independently unless otherwise instructed. ***Failure to do so will result in a grade of zero (0)***. Other possible consequences of breaching academic integrity include a failing grade on the assignment, a full letter grade drop for the course, or a failing grade in the course. If a student engages in academic dishonesty related to this class, the case will be referred to the Dean of Students for appropriate disciplinary action.

Cheating and Plagiarism

Students caught cheating or plagiarizing will receive a "0" for that particular assignment or exam. Additionally, the incident will be reported to the Office of Student Rights and Responsibilities for further penalty.

According to the UNT catalog, the term "**cheating**" includes, but is not limited to:

1. use of any unauthorized assistance in taking quizzes, tests, or examinations;
2. dependence upon the aid of sources beyond those authorized by the instructor in writing papers, preparing reports, solving problems, or carrying out other assignments;
3. the acquisition, without permission, of tests or other academic material belonging to a faculty or staff member of the university;
4. dual submission of a paper or project, or resubmission of a paper or project to a different class without express permission from the instructor(s); and/or
5. any other act designed to give a student an unfair advantage.

The term “**plagiarism**” includes, but is not limited to:

1. the knowing or negligent use of the published or unpublished work of another person, by paraphrase or direct quotation, without full and clear acknowledgement; and/or
2. It also includes the unacknowledged use of materials prepared by another person or agency engaged in the selling of term papers or other academic materials.

Required Software and Hardware

Knowledge of personal computer operation is prerequisite to registering for and successfully completing this online course. Students taking the course should be proficient in the following software as well: Microsoft Word, Microsoft PowerPoint, Microsoft Excel, and Microsoft Access

The acquisition of these skills is the responsibility of student and can be obtained through prior coursework and/or personal experience. A student who is not proficient in these programs should not register for this course. Blackboard is fully supported for both computers using Windows and Apple computers. This includes the programs noted above. Purchase and installation of the programs in a current and compatible version is the responsibility of the student. For personally owned computers, the UNT Bookstore offers software for both systems with student pricing.

In addition, upon starting this or any LTEC Blackboard course, students should review the “Check Browser” link in Blackboard and install the appropriate browser and plug-ins and update their browser to the appropriate settings

University Policy of Disability Accommodations

The University of North Texas is on record as being committed to both the spirit and letter of federal equal opportunity legislation; reference Public Law 92-112 – The Rehabilitation Act of 1973 as amended. With the passage of new federal legislation entitled Americans with Disabilities Act (ADA), pursuant to section 504 of the Rehabilitation Act, there is renewed focus on providing this population with the same opportunities enjoyed by all citizens.

Whenever a special accommodation or auxiliary aid is necessary in order to ensure access to and full participation by students with disabilities in University programs or services, the department or agency responsible for the program or service to which the individual requires access will work with the Office of Disability Accommodation and appropriate federal and state agencies to ensure that reasonable accommodations are made. The student requiring special accommodation or auxiliary aids must make application for such assistance through the Office of Disability Accommodation. Proof of disability from a competent authority will be required, as well as information regarding specific limitations for which accommodation is requested.

The University assumes no responsibility for personal assistance necessary for independent living or for specialized medical care. Students requiring personal attendants or mobility assistants must employ such persons at their own expense before completion of registration. Students requiring specialized medical care above and beyond that ordinarily offered through the Student Health Center should be prepared to bear the expense of this care through a general hospital or a private physician/clinic of their choice.

Changes may be made as long as it does not compromise the quality of education. Cooperation of faculty, staff, and students is needed to help with physical access and to meet academic requirements. For example, giving extra time on tests or assignments, substituting courses, or adapting classroom presentations (like allowing tape recorders, note takers, or asking a professor to face the class when speaking to allow students to lip read) may be done.

ADA Statement: **The University of North Texas makes reasonable academic accommodation for students with disabilities. Students seeking accommodation must first register with the Office of Disability Accommodation (ODA) to verify their eligibility. If a disability is verified, the ODA will provide you with an accommodation letter to be delivered to faculty to begin a private discussion regarding your specific needs in a course.** *You may request accommodations at any time, however, ODA notices of accommodation should be provided as early as possible in the semester to avoid any delay in implementation. Note that students must obtain a new letter of accommodation for every semester and must meet with each faculty member prior to implementation in each class. Please Contact the* UNT Office of Disability Accommodation (<https://disability.unt.edu/>) *for questions, concerns, or support you may contact the ODA office by phone at 940.565.4323 or in person (SAGE 167).*