

SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY

SAULT STE. MARIE, ONTARIO



COURSE OUTLINE

COURSE TITLE: Human Services Communication
CODE NO. : CMM225-3 **SEMESTER:** Winter
PROGRAM: Various Post-Secondary
AUTHOR: Language and Communication Department
DATE: Jan. 2010 **PREVIOUS OUTLINE DATED:** Jan. 2009
APPROVED: "Angelique Lemay" Dec/09

CHAIR, COMMUNITY SERVICES

DATE

TOTAL CREDITS: 3

PREREQUISITE(S): CMM115

HOURS/WEEK: 3

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School of Health and Community Services
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I. COURSE DESCRIPTION:

This course prepares students for employment in the human service professions. Emphasis is placed on career exploration and the production of a variety of written and oral communications suited for the various purposes and audiences relevant to this profession. In this course, the principles of writing are taught through the writing process.

II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:**A. Learning Outcomes:**

1. Adapt the format, tone, and diction of a communication to the needs of a specific audience in a given situation.
2. Locate, gather, and apply information during the preparation of written and oral reports using appropriate tools to facilitate the information-gathering process.
3. Demonstrate, in written assignments, the ability to produce clear, accurate, well-organized text in a variety of formats.
4. Give a well-organized, coherent, effective, oral presentation, using visual aids where appropriate.
5. Prepare an effective employment package.
6. Demonstrate, in writing, comprehension of program-related material from professional journals.
7. Employ a variety of editing techniques.

B. Learning Outcomes and Elements of the Performance:

Upon successful completion of this course, students will demonstrate the ability to:

1. Adapt the format, tone, and diction of a communication to the needs of a specific audience in a given situation.

Potential elements of the performance:

- Utilize the most effective format, taking into consideration the writer's goals and the expected audiences' reactions, including agencies and other stakeholders.
- Choose a tone in the communication that will best serve to achieve the desired purpose and to affect the desired reaction on the reader's part
- Select the most appropriate communication style (sentence type and length, word choice, paragraph structure, etc.)

2. Locate, gather, and apply information during the preparation of reports.

Potential elements of the performance:

- Use tools such as filing systems, references, interviews, libraries, and technological means to gather appropriate, accurate, and useful information for preparation of a report
 - Employ observation techniques and demonstrate the difference between objective and subjective writing
 - Select the proper format for the report type needed, and apply the information in the most effective way
 - Locate, gather, and apply information using client-based, factual, objective and ethical language
 - Use comparative information-checking and other validation techniques to evaluate all sources for reliability
 - Research and prepare for and participate in information interviews
 - Produce a report with in-depth, professional database research.
3. Demonstrate, in written assignments, the ability to produce clear, accurate text in a variety of formats.

Potential elements of the performance:

- Produce well-organized, logical, error-free documents
 - Write all submissions so the purpose of the written communication is clear and any required action on the part of the recipient is easily seen
 - Produce effective short reports in a limited time frame
4. Give a well-organized, coherent, effective, informal oral presentation, using visual aids where appropriate.

Potential elements of the performance:

- Organize a presentation to meet the needs of an audience: logical development, proper sequencing, prior knowledge of the audience concerning the topic, etc.
 - Present effectively in a dynamic manner that achieves the speaker's purpose
 - Use visual aids effectively
5. Submit an effective employment package.

Potential elements of the performance:

- Submit an effective letter of application responding to an advertised position
 - Submit a résumé for the prepared letter of application
 - Demonstrate how to research an employment opportunity
6. Demonstrate in writing, comprehension of program-related material from professional journals.

Potential elements of the performance:

- Summarize and evaluate articles from journals related to the program
- Use information from program-related journals in reports written for class
- Document sources of information in a suitable format (APA)

7. Employ a variety of editing techniques.

Potential elements of the performance:

- Use the technological tools available to assist in editing written material
- Use peer-editing effectively
- Self-edit written work

III. TOPICS:

Note: These topics sometimes overlap several areas of skill development and are not necessarily intended to be explored in isolated learning units or in the order below. The professor, in collaboration with program faculty, will choose assignments specific to the needs of the program. Also depending on the needs of individual programs, some of the topics may not be covered.

1. Research and Documentation Skills
 - APA Guidelines
 - Reading, Writing, & Responding
 - Career/Program-Related Article Review
 - Research Report
2. Professional Language & Editing
3. Email, Memo, and Letter Writing
4. Short Reports
5. Log Writing/Observation Report/Journal Submission
6. Proposal Writing/Grant Applications
7. Employment Package (Résumé & Cover Letter)
8. Document Design-Flyer/Brochure/Poster or Newsletter
9. Oral Communication, including Interviews & Presentations

IV. REQUIRED RESOURCES / TEXTS / MATERIALS:

1. To be determined by professor:

Handle with Care (4th edition), Lucy Valentino, Nelson Canada

or

Report Writing for the Community Services, Dianna McAleer, Pearson Canada

2. Language and Communication Guidelines (provided)

V. EVALUATION PROCESS / GRADING SYSTEM:**MAJOR ASSIGNMENTS AND TESTING:**

The professor will announce which of the following will be completed in class under test conditions.

Editing skills will be assessed in assignments.

Employment Package	10%
Program-Related Documents/Reports	40%
Proposal	25%
Research & Documentation	15%
Interviews/Oral Communication	10%
TOTAL:	100%

Notes:

1. Professors reserve the right to adjust the course delivery as they deem necessary to meet the needs of students.
2. Professors will deduct marks for any grammar and fundamental errors in final submissions.
3. Some of the assignments may be in collaboration with program-related assignments.
4. Marking schemes for assignments will vary from professor to professor and from assignment to assignment. This flexibility recognizes that professors need to vary their approaches as they assist students with differing levels of competence to meet the learning outcomes of the course and to respond to program areas.
5. SafeAssign: The College subscribes to SafeAssign and supports its use as a means of ensuring academic integrity.

METHOD OF ASSESSMENT (GRADING METHOD):

Students will be assessed on the basis of their summary work/research assignments, employment package, editing skills, oral presentation, and research/documentation skills.

V. EVALUATION PROCESS / GRADING SYSTEM (continued):

The following letter grades will be assigned in accordance with college policy and the Language and Communication Department Guidelines:

<u>Grade</u>	<u>Definition</u>	<u>Grade Point Equivalent</u>
A+	90 – 100%	4.00
A	80 – 89%	3.00
B	70 - 79%	2.00
C	60 - 69%	1.00
D	50 – 59%	0.00
F (Fail)	49% and below	

CR (Credit)	Credit for diploma requirements has been awarded.
S	Satisfactory achievement in field /clinical placement or non-graded subject area.
U	Unsatisfactory achievement in field/clinical placement or non-graded subject area.
X	A temporary grade limited to situations with extenuating circumstances giving a student additional time to complete the requirements for a course.
NR	Grade not reported to Registrar's office.
W	Student has withdrawn from the course without academic penalty.

Note: For such reasons as program certification or program articulation, certain courses require minimums of greater than 50% and/or have mandatory components to achieve a passing grade.

It is also important to note, that the minimum overall GPA required in order to graduate from a Sault College program remains 2.0.

Students may be assigned a mid-term grade of "F" for unsatisfactory performance.

TIME FRAME

Human Services Communication CMM225-3 involves three periods per week for the semester. A minimum of one hour will be completed in the computer lab. Students are expected to attend class and to participate in class activities.

Mid-Term Grades

At **mid-term** one of the following grades will be assigned:

S	Satisfactory performance to the time of mid-term grade assignment (does not indicate successful completion of the course)
U	Unsatisfactory performance to the time of mid-term grade assignment (does not indicate unsuccessful completion of the course)
F	The course must be repeated; minimal performance has resulted in the course outcomes not being met

NOTE: Mid-term grades are provided in theory classes and clinical/field placement experiences. Students are notified that the mid-term grade is an interim grade and is subject to change.

VI. SPECIAL NOTES

Retention of Course Outlines:

It is the responsibility of the student to retain all course outlines for possible future use in acquiring advanced standing at other postsecondary institutions.

Course Outline Amendments:

The professor reserves the right to change the information contained in this course outline depending on the needs of the learner and the availability of resources.

Disability Services:

If you are a student with a disability (e.g. physical limitations, visual impairments, hearing impairments, or learning disabilities), you are encouraged to discuss required accommodations with your professor and/or the Disability Services office. Visit Room E1101 or call Extension 2703 so that support services can be arranged for you.

Attendance:

Sault College is committed to student success. There is a direct correlation between academic performance and class attendance; therefore, for the benefit of all its constituents, all students are encouraged to attend all of their scheduled learning and evaluation sessions. This implies arriving on time and remaining for the duration of the scheduled session.

Plagiarism:

Students should refer to the definition of “academic dishonesty” in *Student Code of Conduct*. A professor/instructor may assign a sanction as defined below, or make recommendations to the Academic Chair for disposition of the matter. The professor/instructor may:

- (i) issue a verbal reprimand,
- (ii) make an assignment of a lower grade with explanation,
- (iii) require additional academic assignments and issue a lower grade upon completion to the maximum grade “C”,
- (iv) make an automatic assignment of a failing grade,
- (v) recommend to the Chair dismissal from the course with the assignment of a failing grade.

In order to protect students from inadvertent plagiarism, to protect the copyright of the material referenced, and to credit the author of the material, it is the policy of the department to employ a documentation format for referencing source material.

Student Portal:

The Sault College portal allows you to view all your student information in one place.

mysaultcollege gives you personalized access to online resources seven days a week from your home or school computer. Single log-in access allows you to see your personal and financial information, timetable, grades, records of achievement, unofficial transcript, and outstanding obligations. Announcements, news, the academic calendar of events, class cancellations, your learning management system (LMS), and much more are also accessible through the student portal. Go to <https://my.saultcollege.ca>.

Communication:

The College considers **WebCT/LMS** as the primary channel of communication for each course. Regularly checking this software platform is critical as it will keep you directly connected with faculty and current course information. Success in this course may be directly related to your willingness to take advantage of the **Learning Management System** communication tool.

Electronic Devices in the Classroom:

Students who wish to use electronic devices in the classroom will seek permission of the faculty member before proceeding to record instruction. With the exception of issues related to accommodations of disability, the decision to approve or refuse the request is the responsibility of the faculty member. Recorded classroom instruction will be used only for personal use and will not be used for any other purpose. Recorded classroom instruction will be destroyed at the end of the course. To ensure this, the student is required to return all copies of recorded material to the faculty member by the last day of class in the semester. Where the use of an electronic device has been approved, the student agrees that materials recorded are for his/her use only, are not for distribution, and are the sole property of the College.

Prior Learning Assessment:

Students who wish to apply for advance credit transfer (advanced standing) should obtain an Application for Advance Credit from the Academic Assistant in the office of the Chair, Community Services (Room E2201), or from the course coordinator or academic assistant regarding a general education transfer request. Students will be required to provide an unofficial transcript and course outline related to the course in question. Please refer to the Student Academic Calendar of Events for the deadline date by which application must be made for advance standing.

Credit for prior learning will also be given upon successful completion of a challenge exam or portfolio. Contact the Student Services Office, E1101 for additional information.

Substitute course information is available in the Registrar's office.