

Section	Day	Start time	Location
001	WF	8:00 a.m. <i>sharp</i> to 9:15 p.m.	McEniry 117

Cheryl L. Kane, M.B.A.
Phone: 704-687-7656

Professor Kane's Office Hours

Wednesday 9:15 to 11:15 a.m. 250-D Friday
Wednesday 4:15 to 5:00 p.m. 250-D Friday
Friday 4:45 to 5:15 p.m. 250-D Friday

To respect your time and to accommodate your schedule I will return your voice mail and email messages during the semester generally within 24 hours, 7-days a week including weekends while the term is in session.

Please, call on me when you have questions or need assistance.

I am available to help you; please contact me.

Note:

Email is effective for short, concrete messages, and closed-ended questions.

However, live conversations by phone or in person are the most effective and generally preferred for questions that are more effectively answered with interaction, feedback and clarification of the question.

Office: 250-D Friday Building
Email: clkane@uncc.edu

Please, call or email me whenever you need assistance.

Management (MGMT)

A program of study in the Department of Management leads to a Bachelor of Science in Business Administration (B.S.B.A.) degree with a major in Management. This major is designed to teach students to plan, organize, lead, and control business activities in both the public and private sectors. Students develop skills in decision making, leadership, motivation, problem solving, and teamwork.

Students pursuing the management major must select one of two concentrations: Talent Management or Organizational Management. The former concentration is designed for students interested in "the management of human resources or talent," and the latter concentration is designed for students interested in "general or strategic management."

Course Description

UNC Charlotte 2015-2016 Undergraduate Catalog

Develop an understanding of the use and influence of communication skills, processes and strategies in effective managerial decision making. A practical approach is employed to develop written, oral, nonverbal, listening, team, conflict, and negotiation skills in organizational situations.

Prerequisite(s): MGMT 3140 with grade of C or above and COMM 3160 .

REQUIRED Textbooks-*I've confirmed they are at the UNC Charlotte Bookstore*

Title:	1. Managerial Communication	2. Successful Writing at Work	3. Guide to Business Etiquette
By	HYNES	Kolin	Cook
Edition:	6th	10 th	2 nd
Publisher:	SAGE	Cengage	Pearson
ISBN:	9781483358550	9781111834791	9780137075041

These books are available in hardcopy and electronic versions including renting it from:
<http://aux.uncc.edu/bookstore>.

I've placed the Hynes and Kolin books on Reserve at the Atkins Library: Services, Undergraduate, Course Reserves.

Recommended Resources

- Dictionary, thesaurus, a grammar guide, and the Publication Manual of the American Psychological Association. All can be found electronically through the UNC Charlotte library.

COURSE OBJECTIVES

At the completion of this course you should be able, as a manager:

1. Increase your awareness of the importance and value of effective communication practices in organizations.
2. Write clearly, concisely, and convincingly.
3. Create impressive formal presentations that are delivered with confidence and poise.
4. Listen and give and receive feedback effectively.
5. Identify and adjust to the ethical aspects of corporate communications.
6. Understand and negotiate the differences in communication between you and people from other backgrounds.
7. Improve your understanding of the dynamics of group communication.
8. Explore the nature of conflict in organizations and identify strategies for managing it.

Be prepared to be able to demonstrate these objectives in class, on teams and recall these in a quiz or on a test

Course Grade Components			Points
Exam I	125	23%	
Cases (individual work 2 (25 points each)	50	9%	
Exam II	125	23%	
Professional Development (project) *	100	18%	
Professional Image	25	5%	
Exam III	125	23%	
	550	100%	

Total Points (at least)	%	Grade
495	90%	A
440	80%	B
385	70%	C
358	65%	D
Below	65%	F

Professional Development Project options, criteria explained in class:

- Purpose statement approval
- Master Communication Template (2 pages maximum properly cited; memo)
- Toastmasters meeting and memo (500-600 words)
- Book Analysis and short paper (3-5 pages of content)
- Managerial presentation of book analysis or research topic
- Application presentation on Book Analysis

Points Available	Due Date
Prof. Image	Feb 3th
25 points	March 31
25 points	March 31
50 points	Apr 19
50 points	Apr 19
50 points	TBD

Continued on next page.....

		Hynes: Managerial Communication	Kolin: Successful Writing at Work	Other
Jan	11	Ch 1 Communication in Contemporary Organizations		
	13	Ch 1 Communication in Contemporary Organizations	Document design, audience(s)	Cooke: Chapter 2
	18	Ch 2 The Managerial Communication Process UCAE: Time management	Pages 11-43; 54-78 Wordiness, Tone, word choice, good impressions	www.Keirsey.com, Four Temperament Sorter (do the free assessment; read about the 4 Temperaments) http://keirsey.com/sorter/register.aspx Assigned: Case 1
	20	UCAE: Time Management	Pages 11-43; 54-78 Wordiness, Tone, word choice, good impressions	Bring all course syllabi, your personal calendar, work schedules, note taking materials.
	25	Ch 4 Managing Meetings and Teams	Ch 4, and meetings, minutes, conflict, groups, virtual meetings, feedback	Cooke: Chapter 8
	27	Ch 4 Managing Meetings and Teams		DUE: Case 1 (hard copy only)
Feb	1	Ch 3 Communicating with Technology		
	3	Ch 3 Communicating with Technology	Avoiding run-on sentences	Cooke: Chapter 3 Due: Professional Development
	8	Kolin, Cooke, review		Assign, research Case 2
	10	Exam I		
	15	Ch 5 Making (Managerial) Presentations	Ch 16, Ch 10, memos, boldface, white space, you-attitude, jargon, in-text citations	Cooke: Chapter 5
	17	Ch 5 Making (Managerial) Presentations		
	22	Ch 6 Contemporary Managerial Writing		
	24	Ch 6 Contemporary Managerial Writing		Due: Case 2
Mar	1	Ch 7 Writing Routine Messages	Ch 11: to pg 536; Ch 5	Cooke: Chapter 9
	3	Ch 7 Writing Routine Messages		
	15	Ch 8 Writing Mgmt. Reports & Proposals		
	17	Ch 8 Writing Mgmt. Reports & Proposals		
	22	Exam II		
	24	Ch 9 Managerial Listening	Pages 92, 122	Cooke Chapter 6.
	29	Ch 9 Managerial Listening		

	31	Ch 10 Nonverbal Communication		Due: Professional Development
Apr	5	Ch 10 Nonverbal Communication		Due: Professional Development
	7	Ch 12 Conflict Management		
	12	Ch 12 Conflict Management	Pages 92-95	
	19	Ch 13 Managerial Negotiation		Due: Professional Development
	21	Ch 13 Managerial Negotiation		
	26	Presentations		
	28	Presentations; Final Exam review		
May	3	Reading Day		
May	5	Exam III Final Exam 8-10:30 a.m.	We follow University	policy on final exam periods.

How we manage our class

This syllabus as a guide is subject to change. Changes will be announced in class. You are responsible for material covered in class.

Note to my students: INSTRUCTOR PHILOSOPHY

This course is a prerequisite for many courses-perhaps in your major. In it we will build a body of knowledge that is needed to support those courses, and your general understanding of how businesses works, how organizations function-historically and currently. My hope is the way this course is put together, along with your engaged interaction in class, the topics will come alive, stimulate your thinking, and deepen your knowledge.

My goal is to help you achieve life-long learning in this course. I am here to be a resource to you. I will come to each session prepared to offer you relevant material that will help you to be a clear and effective problem solver. With your help and positive participation, we will create a professional learning environment in the classroom where everyone is respected and ideas lead to meaningful discussions that will offer you valuable insight to the issues that face today's managers.

READ YOUR TEXTBOOKS!

You would not buy a full tank of gas for your automobile and then drive away only having put 50% of it in your automobile. Don't leave valuable education you purchased in the form of tuition paid, frivole away. Read (not skim) your assignment well in advance of the class so you can follow, be meaningfully engaged, participate and learn for a lifetime. If you only attend lectures without reading, skim the reading material or wait until after the lecture you are leaving value you paid for unused -value you paid for in tuition and interest, too, if you are using student loans to pay for your education. A prudent student knows employers aren't going to let you look everything up on-line for each decision you face and project they assign you on the job; they will expect you to bring knowledge, wisdom and effective skills to the workplace. If you leave that knowledge untapped while you are in college you have paid dearly for something you did not access and will not be able to use-and the student sitting beside you who did, will be more competitive than you in the workplace.

NETWORK WITH YOUR PEERS

In this classroom there will be people with amazing experiences in life, knowledge about countries and nations and topics you presently know nothing about, and skills and abilities you can learn from. And all of this is just sitting in a chair next to you; but you will never be able to access this added-value to your course topic if you don't get to know your classmates. I will promote activities in class that will help 'break the ice' but it is really up to each of you to make the time in my class a fully enriching experience. Make each class day count: talk to your neighbor and move around the class during the semester. Introduce yourself to other students, get to know them, and let them get to know you. In the global workplace you will soon become a part of you will be glad you learned networking skills and the added understanding it offers you.

DISABILITY

If you have a disability that qualifies you for academic accommodations, please provide a letter of accommodation from the Office of Disability Services in the beginning of the semester. For more information regarding accommodations, please contact the Office of Disability Services at 704-687-4355 or stop by their office in 230 Fretwell. See me for more information.

DIVERSITY AND INCLUSION

The Belk College of Business strives to create an inclusive academic climate in which the dignity of all individuals is respected and maintained. Therefore, we celebrate diversity that includes, but is not limited to ability/disability, age, culture, ethnicity, gender, language, race, religion, sexual orientation, and socio-economic status.

This is a learning environment in which differing opinions are often based on differing experiences, upbringing and beliefs. We can learn from each other as you prepare to be part of a global workforce; take advantage now in the classroom on in your campus experience to see all sides of an issue, meet all types of people, even if it means you must move out of your comfort zone to do so. Sometimes the best way to do this is to listen rather than speak, open your mind, observe, and consider all that you can absorb.

CLASS POLICIES

1. **Read assignments before class.** If you do not understand concepts in the readings, please ask questions in class or contact the instructor. Reading material prior to class will allow you to absorb much more meaning from your time in class, and more value from the course overall as you prepare for your career.
2. **Read the syllabus all the way through, and before you leave each class in preparation for the next week;** it will help you identify questions you may have that will assist you in understanding how to plan well.
3. **Your positive participation in class is welcome, anticipated and expected.** Attending class is expected, and completing the assignments can create a base of knowledge for you to draw from for years. A significant amount of learning will occur from class discussions and information disseminated in class. Missing class will mean you miss vital information. This is a course where you can build skills to help you to be successful in your college career and in your professional pursuits.
4. **No hats please, except for religious or medical purposes.** Professional business etiquette applies to our classroom.
5. **No Tobacco Policy.** No tobacco or tools, or electronic cigarettes are to be used in class. Electronic cigarettes are to be placed in bags separate from your person for safety, NOT in your pants or on the desk.
6. **No Laptop, Notebook Computer Cords:** To create a safe environment for everyone, laptop computers must be run on batteries or plugged directly into an outlet at the student's immediate seat location without crossing any walking path. Plan to rely on a battery for your laptops. No electrical cords may be placed in any walkway or walking path at any time in our classroom.
7. **Electronic Communication Devices in Class.**

Take Notes by Hand for Better Long-Term Comprehension: Studies show this is true:

Source: <http://www.psychologicalscience.org/index.php/news/releases/take-notes-by-hand-for-better-long-term-comprehension.html#>

Abstract: "Taking notes on laptops rather than in longhand is increasingly common. Many researchers have suggested that laptop note taking is less effective than longhand note taking for learning. Prior studies have primarily focused on students' capacity for multitasking and distraction when using laptops. The present research suggests that even when laptops are used solely to take notes, they may still be impairing learning because their use results in shallower processing. In three studies, we found that students who took notes on laptops performed worse on conceptual questions than students who took notes longhand. We show that whereas taking more notes can be beneficial, laptop note takers' tendency to transcribe lectures verbatim rather than processing information and reframing it in their own words is detrimental to learning."

Abstract: <http://pss.sagepub.com/content/early/2014/04/22/0956797614524581.abstract>

I prefer you take notes by hand given research and my experience with students' performance levels. Students using a computer and the professor must be able to interact visually unencumbered by the computer screen. Should the professor feel the student is not using the computer for note taking, is disrupting others by their computer use, or if the student is not effectively participating in class processes, the student will be asked to cease their use of the computer up to and including complete elimination of the computer for the remainder of the semester (this will also result in a reduced Professional Image grade). In our class, appropriate computer use is allowed but is subject to being disallowed.

11. Cell Phone, and all Personal Electronic Device Alert:

Turn off and remove cell phones and other personal electronic devices (PED) from view during class. Just as it is your responsibility to safely and legally park your automobile for safekeeping during the time you are in class, the same is expected of the care you extend toward your cell phones and PEDs. If your cell phone or PED makes an audible noise during class it is considered by this instructor to be an avoidable, disrespectful disruption. NEVER answer your cell phone in this class. If you feel extenuating circumstances create a special exception for you, see the instructor before class time. Rare (advance) exceptions may be made. Minimum punishment for ringing cell phones: Reduced professionalism grade. Maximum: Phone confiscation.

8. **Format Your Email messages, please:** Help me reply to you quickly, by understanding the purpose of your communication. Use a clear subject line, proper grammar and punctuation in your messages so I may best help you, fast. (Text messaging codes are not acceptable.) Also remember, being courteous helps you be understood. Here are examples:

Email Subject Line Course/section number, topic (Example: MGMT3260 Case 1)

Formal Grammar Professional, formal grammar, spelling and punctuation is expected in all email messages to reflect the professionalism you will be expected to demonstrate in your career.

Signature Block Your email signature block should be helpful to others trying to contact you.

It is suggested you consider including information such as: Name, Email Address, Phone number.

Attached Files

File name: Electronic *files* must be named in the following format in order to receive credit:

Assignment name YourLastname YourFirstname (or team members' last names)

Example: Case 1 Kane Cheryl

Electronic Copy (ec) versions will only be accepted in Microsoft WORD®, Excel® or PowerPoint®.

NOTE: Good communication habits formed while at the Belk College of Business will help you distinguish yourself among your peers in the business world.

5. **Expect a reply from the instructor** within 24 hours to voice mails and emails. If you don't, it may mean it was not received or was accidentally missed. Please, re-contact me and bring this to my attention.
6. **Late Work:** Assignments are due at the start of class. Late homework is not graded (exception: a documented excused absence). Late major assignments will be accepted with the following consequences: A deduction of 25% per day from the final grade (items turned in after the start of class on the due date is counted as late).
7. **There are no makeup exams** (unless you have a documented excused absence from the Dean of Students).
8. **Exam Day:** Late arrivals will not be admitted once the exam period has started. Come prepared to sit for the entire exam without leaving during the exam. All book bags and electronic devices are to be placed at the perimeter of the room, not at your seat. Be fully in place with book bags at the perimeter of the room and ready to start the exam at the start of Exam day class period.

9. Academic Integrity

I will hold you to as high an academic standard as the University policies allow.

- Do not cheat in my class; the consequence/punishment will be severe.
- Do not allow others to cheat in my classes- they diminish the value of your degree. Report it.
- Do not submit others' material cited as your own (or not cited); the punishment will be as severe as allowed.

- Do not accept team members' work if you do not fully believe it to be their work; the punishment will be severe for the whole team.
- During an exam if you have a question, raise your hand for me to assist you. **DO NOT DISCUSS ANYTHING WITH ANYONE EXCEPT ME DURING AN EXAM. IF YOU DO, THE CONSEQUENCES ON YOUR GRADE CAN BE SEVERE.**

Students are responsible to know and observe the requirements of The UNC Charlotte Code of Student Academic Integrity.

This code forbids cheating, fabrication or falsification of information, multiple submissions of academic work, plagiarism, abuse of academic materials, and complicity in academic dishonesty. Any special requirements or permission regarding academic integrity in this course will be stated by the instructor, and are binding on the students.

Academic evaluations in the course include a judgment that the student's work is free from academic dishonesty of any type; and grades in this course therefore should be and will be adversely affected by academic dishonesty.

Students who violate the code can be expelled from UNC Charlotte. **The normal penalty for a first offense is zero credit on the work involved and further substantial reduction of the course grade. In almost all cases, the course grade is reduced to F.** Copies of the code can be obtained from the Dean of Students Office. Standards of academic integrity will be enforced in this course.

The following are considered violations of the Code:

1. Use of any calculator except a 4-function calculator during quizzes or exams.
2. Use of a cell phone or any programmable device during quizzes or exams, or any time while quizzes or exams are in your possession.
3. Not having all notes put away, completely out of sight, during all quizzes and exams. (If notes are not put away, it will be **assumed** that the student intentionally kept the notes out with the intent of using them on the quiz or exam.)
4. Copying your or another student's answers from any current semester course assignment.
5. Copying your or another student's answers from any previous course assignment for this course.
6. Collaborating on any take-home assignments, cases or quizzes with anyone other than the instructor and the Writing Resource Center staff or other UNC Charlotte learning center staff.
7. Having or allowing another student to complete any on-line assignment.
8. Using a secondary on-line source for answers to assignments, cases, quizzes or exams.
9. Each group for the semester group project should work independently of all other groups.
10. Collaboration with other groups is not permitted.
11. Allowing another student to copy your work/quiz answers/exam answers - this is called "complicity" and makes you an accomplice.
12. Removing an exam from the classroom or attempting to copy the exam questions.
13. Not reporting another student that you know is cheating – another type of complicity.
14. Any other act of dishonesty.

Students are expected to report cases of academic dishonesty to the instructor.

10. Warning: Know what plagiarism is, and avoid it.

Each semester it seems students incur the penalty of an "F" on a major assignment grade and become subject to a grade of "F" in my courses as a result of simple sloppy and/or careless note taking and report writing. Slothfulness during research in absolutely no way resolves you from the factual outcome of plagiarism: submitting someone else's work as your own. Insufficient citation, egregious paraphrasing, and cutting and pasting of electronic information cited but submitted without quotation marks all make you subject to severe penalties on both your work in my class and on your academic records. Don't waste your time being sloppy, careless, or attempting to be clever in slacker-like paraphrasing; it will cost you too dearly in points, course grade, and your damaged reputation.

Anything you produce had better be your own material, or be properly cited. This includes anything you turn in: PowerPoint presentations, oral presentations, homework and written reports.

When conducting research for assignments use care to document your sources accurately. Particularly during electronic searches if you "cut and paste" information that later is turned in as your own work you have committed a violation of the UNCC Honor Code. Use care and take steps to ensure that the work you turn in is your own, not that of others. Cite your sources using APA format. **Violators will be charged according to the UNCC Honor Code.**

Other sources for clarification and instruction: <http://copyright.uncc.edu>
http://copyright.uncc.edu/students/copyright_or_plagiarism.php

11. **Final grades will be posted on the UNC Charlotte web site (www.uncc.edu).** Final exam scores are often not available until the next semester starts, due to time constraints in getting final grades posted at the end of the semester.
12. **Grading, scores, criteria: oral and written assignments, class participation and image**
Always proofread and edit your assignments before turning them in. Prevent the unnecessary loss of points by reading your work aloud; it may help you catch errors which will save you valuable points. Your work will be graded on multiple criteria including but not limited to:
 - following instructions
 - content and completeness
 - organization (direct/indirect style)
 - grammar and spelling
 - format requirements
 - thoughtful, creative application of knowledge
 - subject/verb agreement, awkward phrases, dangling expressions, tone, punctuation, grammar, conciseness, clarity, sentence/paragraph length, coherence, word choice, active/passive voice, parallelism, transitions
13. **Identification:** Always bring your UNC Charlotte student ID to exams. It may be required to be allowed to take exams.
14. **Final Exam Schedule:** UNC Charlotte's Policy is at: <http://www.registrar.uncc.edu/calendars/exam.htm>. We follow it. Alternative arrangements should not be expected to be made for personal reasons-the final exam period has been established on the 5-Year Academic Calendar.
15. **Early Alert, Mid Term Grades:** The UNC Charlotte Provost requires faculty to post mid-term grades that are unsatisfactory at the midterm point in the semester. Our Exam I will likely be the only score available at this date; if it is lower than a 'C' grade I will be required to post it, which will generate a letter to you regarding your grade. I will follow university policy regarding this issue.
16. **Quizzes:** These may or may not be announced in advance. The material covered in them will be the reading material assigned for the class period in which the quiz is given and material covered since the last quiz. The format of questions will include true/false, multiple choice and/or short answer. No makeup quizzes will be given without an excused absence from the Dean of Students' office.
17. **Overview: Quiz and Exam rules:**
 - a. Students are not allowed to leave the room during the testing period. If you must your exam will be collected and not returned for completion.
 - b. Be fully prepared to take the exam at the start of class: writing tools, tissues, or other things you need during the exam must be out and visible prior to the start of testing. If you access your book bag or pockets during the exam you may become subject to being charged with attempting to (cheat).
 - c. Keep your eyes on your exam – if the instructor believes you are viewing or attempting to view others' exams you are subject to charges of cheating.
 - d. You are responsible for your exam-keep it protected from the view of others at all times.
 - e. If you have a questions during the testing period raise your hand-do not get out of your seat.
18. **Homework Assignments:** The assignments to be handed in **must be typed** in order to receive credit and will be due at the beginning of the class period. There will be a few alternative assignments to homework announced in class; they will involve attending events on campus or in the community; these will not work for everyone, they are only an option that may or may not work for you.
19. **UNC Charlotte's Religious Accommodation Policy will be respected and adhered to:** "UNC Charlotte must authorize a minimum of two excused absences each academic year for religious observances required by the faith of a student. UNC Charlotte must provide students the opportunity to make up any tests or other work missed due to an excused absence for a religious observance. A "Request for Religious Observances" form that must be filled out by a requesting student and submitted to the instructor for approval prior to the census date for that semester. Please refer to: <http://legal.uncc.edu/policies/ps-134.html>."
24. **Team Project (when part of the course):** Teams are generally selected of your own accord. Research using professional journals and current credible business literature will be required. The final product will include a high quality short paper (content) and a team presentation with a handout and visual aids for the class. Further instructions will be given in class.

25. **Tape recording** is not allowed in this class to respect the privacy of all in attendance and to encourage engaged interaction.
26. **Exam Rules (not all inclusive): Be on time to avoid forfeiting the opportunity to take the exam.**
- If you have a question during the exam raise your hand and the instructor will come to you. **DO NOT LEAVE YOUR DESK.** If you leave your desk your exam is likely to be taken up and not returned to you for completion.
 - You should plan **NOT** to have to leave to use the restroom.
 - Hats must be removed except for religious accommodation.
 - No electronic devices are allowed during an exam: No multiple function watches, cell phones, etc. are allowed during the exam; leave these in your personal belongings under the desk.
 - If a calculator is needed during the exam it should be of the simplest kind: no/limited memory, **NO** internet capacity, and prior approval is needed by the professor 24 hours in advance of the exam. **NO** approvals will be granted less than 20 minutes before the exam

27. WEATHER

Weather: POLICY STATEMENT #13: CAMPUS OPERATION IN ADVERSE WEATHER ORDURING OTHER UNUSUAL CONDITIONS: The University will operate on its normal schedules unless the Chancellor (or the Vice Chancellor delegate as described herein) publicly announces otherwise. Students, faculty members, and other employees will observe normal schedules unless the University is closed or classes are cancelled by such announcement. When no formal announcement has been made that the University will be closed or classes cancelled, but an individual student, faculty member, or other employee determines that observing the normal schedule would require hazardous travel, and acts on that determination, the following policies shall apply: a. Students may be allowed to make up the absences, at the discretion of the instructor;

The University Police and Public Safety will be notified to activate a recorded message for inquiries regarding the status of campus weather conditions.

Telephone number **704/687-2877**; local media sources for closing information is posted on the website cited earlier in this section. *(The entire weather policy and related media sources for information is available at: <http://www.legal.uncc.edu/policies/ps-13.html>)*

Resources available to you, free of further cost *(your tuition & fees paid for these services; use them often to gain value from them.)*

University Center for Academic Excellence: At, http://ucae.uncc.edu/ucae/ucae_aboutus.html, or the 3rd floor of the Fretwell building, you will find, “TheUCAE consists of six units working in conjunction to attain a singular objective - to provide services, programs, materials, and academic support for students in order to satisfy, retain, and graduate them. Our units are: Tutorial Services, Supplemental Instruction, Building Educational Strengths & Talents (B.E.S.T.), Structured Study Groups, The Learning Lab, and Students Obtaining Success (S.O.S.)”

UNC Charlotte Writing Resource Center: At, <http://wrc.uncc.edu/>, or at Fretwell 220 and Atkins Library 109 you will find, “**Mission:** Based on the view that knowledge is fundamentally social, the WRC fosters an environment of active, collaborative learning outside the classroom. The WRC provides one-to-one writing instruction to students, faculty, and staff from first-year to graduate in any discipline. Our goal is not to fix papers, but to develop better writers.”

Counseling Center at UNC Charlotte: At, <http://www.counselingcenter.uncc.edu/>, or at 158 Atkins Building, the Counseling Center, “supports the academic, personal, and interpersonal development of UNC Charlotte students by providing short-term individual and group counseling, psychological assessment, consultation for faculty, staff, parents, and students, and educational programs to the campus community.” And they “assist students with concerns of a personal nature by helping them develop better coping strategies, resolve conflicts and handle crisis situations. Typical concerns are depression, anxiety and stress, relationship issues, identity development, substance use problems, eating and body image issues.”

J. Murrey Atkins Library. Business Librarian: **Mrs. Nicole Spoor** E-mail: dspoor1@uncc.edu
 Phone: 704-687-1163 Office: Atkins 138 E

Office of Disability Services. The Office of Disability Services (DS) is responsible for ensuring access to academic programs and campus facilities for individuals with disabilities. Registration with DS is required for students who wish to receive accommodations. Registration is simple. Learn more about utilizing the support of the Office of Disability Services at: The Office of Disability Services is part of Academic Services. Academic Services at UNC Charlotte enriches the academic community by offering a broad range of initiatives promoting student success, ensuring access, and enhancing the educational experience of all students. Students or visitors to campus who need accommodations for a public campus event should contact the Office of Disability Services. <http://ds.uncc.edu/> .

Veteran Student Services Office. The mission of the Veteran Student Services Office is the successful transition and retention of veteran students through outreach and advocacy. The Veteran Student Services Office strives to be a one-stop-shop for students

utilizing Veterans Affairs benefits and any student with prior US Military service. The combining of the tactical responsibilities of the VA certification process with the strategic initiatives related to academic and individual support, advances UNC Charlotte's historical, and present-day, commitment to our military veterans. UNC Charlotte veterans are served by the Veterans Student Services Office (VSSO) in Barnard 103. The VSSO is part of the Dean of Students Office and joins the Veterans Affairs certification process and the outreach and advocacy functions conducted by the Dean of Students Office. Across the hall from Veteran Student Services is the Veterans Lounge in Barnard 108. <http://unccdso.orgsync.com/org/veteranstudentservices>

What is NinerCare? <https://ninercare.uncc.edu/>

NinerCare is a network designed to bring together information in order to identify students who have demonstrated behavior of concern to members of the UNC Charlotte community. This network also allows UNC Charlotte staff and faculty to investigate and then determine if an identified student poses a potential threat to self, others, or the UNC Charlotte community. *NinerCare* helps to develop an objective, coordinated action plan to collect information, assist the student and protect the University community.

How Do I Tell Someone?

- If a student exhibits behavior that indicates an IMMEDIATE DANGER to self or others, call 911 or UNC Charlotte Police and Public Safety at 704-687-2200.
- If a student exhibits disturbing behavior or is disruptive, contact the Dean of Students Office at incidentreport.uncc.edu or 704-687-0345.
- If a student is exhibiting behavior that suggests psychological problems and you seek guidance on how to understand or respond to the behavior, contact the Counseling Center at 704-687-0311.

Professional Contributions and Image (personal conduct) Grade:

CATEGORY/ Points:	5 Examples	3 Examples	1 Examples	0 Examples
Respect for Others <i>Ability to work well with others</i> <i>Social skills</i>	All statements and/or responses were respectful and were in appropriate language. Professionalism at its best.	Statements and/or responses were respectful and used appropriate language, but professionalism could be polished.	Most statements and responses were respectful and in appropriate language, but professionalism needs some work.	Statements and/or responses displayed disrespect, sarcasm or belittled classmates and/or professor.
Preparedness <i>Motivation, drive</i> <i>Contribution beyond expected responsibilities</i>	It was clearly evident to the professor that the student was prepared via assigned reading material, thoughtful discussion and/or level of questioning. If an excused absence was necessary it was excused, and the student accepted responsibility to catch up with work	The professor suspects the student has prepared for class, though the student has not made it evident. The student can answer questions in depth and/or make reference to material read, if called on. Work was not exemplary and/or student did not take responsibility for material and work missed during his/her absence.	The student is often prepared, but not always. Work was late or low in quality.	The student is often unprepared or absent. Student was sometimes missing in action with no communication with the professor.
Listening Skills	Student listens when others talk, both in groups and in class. Student incorporates or builds off of the ideas of others	Student listens when others talk, both in groups and in class.	Student does not listen when others talk, both in groups and in class.	Student does not listen when others talk, both in groups and in class. Student often interrupts when others speak.
Quality of Work <i>Perseverance</i> <i>Initiative</i> <i>Creativity</i> <i>Ethical sensitivity</i>	Provides work of the highest quality that reflects this student's best effort; student takes pride in the outcome.	Provides high quality work that often reflects this student's best effort. Usually takes pride in the outcome.	Provides work that occasionally needs to be checked or redone. Work reflects some effort.	Provides work that usually needs to be checked or redone. Work reflects very little effort
Promptness <i>Time management</i>	Student is always prompt and/or regularly attends class.	Student is late to class once every two weeks and/or regularly attends class.	Student is late to class more than once every two weeks and/or regularly attends class	Student is late to class more than once a week and/or has poor attendance of class

