

Course Syllabus

COURSE: RNSG 2213 Mental Health Nursing (3:2:4)
 SEMESTER: FALL 2025
 CLASS DAYS: Hybrid
 CLASS TIMES: TBA

Faculty can be reached via EMAIL or REMIND App during business hours

Name	Email	Office	Office/Virtual Hours
Sarah Gill MSN, RN	SGill@southplainscollege.edu	AH 112 A	Monday 0800-1600 Or by Appointment

“South Plains College improves each student’s life.”

GENERAL COURSE INFORMATION

It is the responsibility of each student to be familiar with the content and requirements listed in the syllabus.

CLASS SCHEDULE

Follow the class schedule on Blackboard. The schedule is subject to change as the need arises. Any changes will be announced, and students will be notified via Blackboard, Remind, and/or SPC Email.

COURSE DESCRIPTION AND END OF COURSE OUTCOMES

RNSG 2213 integrates the principles and concepts of mental health, psychopathology, and treatment modalities as they relate to providing nursing care to patients and their families suffering from mental illnesses. The course is designed to provide the learner with the basic knowledge and skills necessary to function within the four roles of nursing, in compliance with the [January 2021 Texas BON Differentiated Essential Competencies](#) include: Member of the profession; Provider of patient-centered care; Patient safety advocate; and Member of the health care team. Refer to student handbook for a complete list for the DECS. This course also follows the [NCSBN test plan](#)

At the end of the course, the student will demonstrate proficiency in the following areas as they relate to providing care for patients and families that are experiencing mental health problems. The student will be able to explain the roles of the professional nurse in caring for patients and families experiencing mental health problems. Additionally, the student will have an applicable foundation for therapeutic communication as demonstrated by submitting a self-critiqued therapeutic conversation that they have had which follows a specified format with faculty feedback. Students who successfully pass course requirements will meet the following student learning outcomes:

STUDENT LEARNING OUTCOMES

At the completion of the semester students will:
Clinical Decision Making —Students will gain knowledge and develop essential nursing skills enabling them to provide holistic care to persons suffering from mental illnesses.
Communications —Students will advance, build on, and apply principles of therapeutic communication.
Leadership —Students will acquire foundational knowledge regarding mental health nursing toward the outcome of applying this knowledge in a way that respects the client’s rights, cultural beliefs, values, family/support systems, and unique care issues.
Safety —Students will acquire knowledge and understand principles of care that reflect prioritizing safety of all persons concerned with and affected by mental illnesses both in institutional and community settings.
Professionalism —Students will understand and be able to apply standards of evidence-based care to persons suffering from a mental illness in a safe and legal manner tempering the knowledge with a sense of holistic care that includes the patient as well as their family and support systems in diverse practice settings.
Clinical Decision Making —Students will gain knowledge and develop essential nursing skills enabling them to provide holistic care to persons suffering from mental illnesses.

BLACKBOARD

Blackboard is a web education platform designed to enable educational innovations everywhere by connecting people and technology. This educational tool will be used in this course throughout the semester.

COMPUTER USAGE

Students will be expected to utilize computers to access assignments and classroom resources. All students have access to computers and printers on the South Plains College campus. All registered students are supplied with a working Microsoft Office 365 with email account from South Plains College. All students are expected to know their SPC student username and password.

ELECTRONICS POLICY

*During online lecture, isolate yourself in a quiet place to prevent interruptions.

*Students, classmates, and instructors maintain the right to refuse to be audio and/or visually recorded.

CELL PHONE POLICY

*See Student Handbook.

PRINTING/COMPUTER LAB USAGE

*Please check with the computer lab for printing options

ACADEMIC INTEGRITY

It is the aim of the faculty of South Plains College to foster a spirit of honesty and a high standard of integrity. Students represent the School of Nursing and are expected to maintain the highest standards. Students are expected to adhere to the professional standards set forth in the Associate Degree Nursing Program Student Handbook. It is the student's responsibility to demonstrate professional and academic integrity.

Any attempt to present work that the student has not done themselves is regarded by faculty and administration as a serious offense and renders the student liable to consequences, up to and including suspension or expulsion from the Nursing program and South Plains College.

Cheating - Dishonesty on examinations or on written assignments, illegal possession of examinations, the use of unauthorized notes during an examination, obtaining information during an examination from the textbook or from the examination paper of another student, assisting others to cheat, alteration of grade records, illegal entry or unauthorized presence in the office or offering the work of another as one's own are examples of cheating or offering the work of another as one's own. Honesty is required in the presentation of any and all phases of coursework.

Plagiarism - Offering the work of another as one's own, without proper acknowledgment, is plagiarism. Any student who fails to give credit for quotations or essentially identical expression of material taken from books, encyclopedias, magazines, websites such as blogs, journals, or articles, other referenced works, from themes, reports, and/or other writings of a fellow student, is guilty of plagiarism. If there is any suspicion of work completed by Artificial Intelligence (AI), the student and their work may be questioned, and if proven that AI was used will be considered guilty of plagiarism.

- Copying material without quotes, in-text citations, and/or referencing
- Paraphrasing content without in-text citation and/or referencing.
- Copying ideas, words, answers, exams, or shared work from others when individual work is required.
- Using another's paper in whole or in part.
- Allowing another student to use one's work.
- Claiming someone else's work is one's own
- Resubmitting one's own coursework when original work is required (self-plagiarism).
- Falsifying references or bibliographies.
- Purchasing, borrowing, or selling content with the intent of meeting an academic requirement for oneself or others

Violations of the honesty policy, including cheating during testing, plagiarizing another's work, and falsifying records will result in dismissal from the program. Smith, L. Conquering plagiarism in nursing education. *Nursing 2016*. 2016; 46(7):17-19.

VERIFICATION OF WORKPLACE COMPETENCIES

External learning experiences (clinicals) provide workplace settings in which students apply content and strategies related to program theory and management of the workflow. Successful completion of the designated course outcomes will allow the student to continue to advance within the program. Successful completion of RNSG 2213 meets the requirements as stated in the Differentiated Essential Competencies of Graduates of Texas Nursing Program.

SPECIFIC COURSE INFORMATION

COURSE DISCLAIMER

Working within the healthcare field can be stressful and requires a mentally tough individual to provide medical care in the hospital environment. In order to better prepare students for a career in the healthcare profession, there will be times during this course where students will be exposed to training scenarios and situations that will be unpleasant to the average college student. If the student does not feel they can tolerate this type of learning environment, they should discuss this with me immediately before continuing the course. Additionally, enrollment in this course does not guarantee a passing grade, successful completion of the nursing curriculum, or NCLEX- RN examination.

DRESS CODE / UNIFORM POLICY

SPC Uniform Policy **must be followed** in the clinical facility areas per ADNP Nursing Student Handbook.

TEXT AND MATERIALS

ATI – Access: Mental Health Engage, and Pharmacology Made Easy

Ford, Susan M. (2021) *Introductory Clinical Pharmacology* eBook and study guide (12th Ed.) Wolters Kluwer.

ADDITIONAL CLASSROOM ITEMS

Students should come to class prepared with pens, pencils, and a spiral notebook for taking notes. Students should be prepared to take notes over exam material missed, if they choose.

COMMUNICATION POLICY

Electronic communication between instructor and students in this course will utilize the South Plains College email systems, or the Remind app. The instructor will not initiate communication using private email accounts. Students are encouraged to check SPC email on a regular basis each week of class. Students will also have access to assignments, web-links, handouts, and other vital material which will be delivered via Blackboard. Any student having difficulty accessing the classroom website, or their email should immediately contact their instructor for directions. The instructor will work with any student to ensure the student has access to a computer on campus and can obtain the needed class content that is located on the course website.

TEACHING METHODS

This course will offer online instruction using required resources to supplement and enhance learning such as: critical thinking exercises/activities, concept mapping/case studies, and possible online learning activities.

EVALUATION METHODS / GRADING POLICY *Refer to SPC ADN Nursing Student Handbook Grading System.

1. **EXAMS:** Student exams will be administered via computer to prepare them for the NCLEX exam. Exams will be administered in the Allied Health Building computer lab, or in the classroom using the student's school-issued iPad, personal iPads or laptops may not be used for testing purposes. Students are responsible for bringing their school-issued iPads charged and ready for each exam. Any student who does not have their school-issued iPad will be unable to take the exam and receive a grade of 0 for that exam. Exam questions will be constructed in the same manner as NCLEX questions, allowing students to prepare for that testing format.

If a student fails two or more exams (less than 77%) they will be required to meet with the SPC ADN Student Retention specialist to review study habits, testing strategies, and options for class success.

- A. **TESTING LENGTH:** Each preliminary exam includes 35-75 questions. Any midterm or final exams will have 100-150 questions each. Students will receive 2 minutes per question to take each exam, so the number of questions x 2 minutes will be the length of time for each test. You must complete all exams within the time limit.
- B. **TESTING START TIME:** Students should arrive on time for testing. Students arriving after the testing instructions have begun and the door to the testing environment is closed, are considered "late." These students will not be allowed to take the exam and will receive a zero for the missed exam.

Exceptions may be made on a case-by-case basis due to emergencies and school sponsored activities for students who notify the testing instructor prior to the start of the exam.

2. **MAKE-UP EXAMS** Because of the fast pace of the program and the weekly testing that is required, there will be no make-up exams, except in cases of COVID. Should a student miss an exam, the final exam grade will replace up to one missed prelim exam. Any subsequent missed exams will receive a grade of "0."
3. **FINAL EXAM:** The Final Exam will be comprehensive over all the content taught during the semester.
4. **REMEDICATION/TUTORING:** Remediation/tutoring will be available outside class time. Tutoring/Remediation will be required for all students scoring 80% or less on an exam, however, this is available to all students. No points will be awarded for completion of remediation. If the required remediation, or declination page, are not uploaded to blackboard prior to the next preliminary exam, the student will not be permitted to take the next exam and will receive a grade of zero for that exam.
5. **OTHER TESTING INFORMATION:**
 - A. NO CURVES will be given on the tests/exams.
 - B. No extra credit will be given on the tests/exams.
 - C. After test analysis no more than 10% of the test questions will be adjusted to give full credit.

6. STANDARDIZED BENCHMARK EXAMS

In addition to the course unit exams, students will be required to take ATI Content Mastery Exams. The purpose of these exams is to evaluate the competency of the student's knowledge of critical concepts for entry into professional nursing. These exams give the student analytics which compare them on a national level to their peers. The ATI Content Mastery Exams will be scheduled by your instructor and may be scheduled outside of your regular course time. Students will receive a grade according to their level of performance.

- A. RNSG 2213 students will take the ATI Mental Health Content Mastery Exam around mid-term and again towards the end of the semester.
- B. ATI grades, levels of proficiency, and classroom grade awarded for the ATI Fundamentals exam, are as follows:

Level	Grade in class
Below Level 1	67
Level 1	77
Level 2	87
Level 3	97

C. Benchmark Remediation

After the midterm exam students are required to complete remediation on ALL areas indicated by their Individual Performance Plan in ATI prior to the due date in blackboard. You will upload your ATI IPP and the remediation work done. You will find examples and instructions on Blackboard. Students who do not complete the assigned remediation will not be permitted to take the final ATI content Mastery exam and will receive a grade of zero for that exam.

QUIZZES AND ASSIGNMENTS: Assignments may be given through ATI and via the study guide for the Intro to Pharmacology Book by Ford. There may also be others assigned by the instructors.

1. Assignments are due by the assigned dates and times in Central Standard Time (CST) on the class schedule. Students should contact faculty prior to the due date and time if they anticipate material will be late. **Please note that contacting faculty will not guarantee an extension for the assignment.** Please allow enough time for the preparation and submission of each assignment prior to the scheduled due date.
2. **NO LATE WORK WILL BE GRADED.** Please allow enough time for preparation and submission of each assignment before

the due date. Students will be asked to scan, and upload required documents into Blackboard. Scanners are in several locations on campus. Students may also choose to use their personal computers, cellphones, or iPads. Assignments must be uploaded in the proper formats, (PDF or Microsoft Excel, Word, PowerPoint.) Blackboard does not recognize Apple Pages or Google Docs. Any assignment not uploaded in the proper format will not be graded. A digital upload is considered a digital signature.

3. Assignments must be uploaded into the correct drop box for that assignment.
4. Failure to upload in the correct format or assignment box will be a deduction of 15 points for the first occurrence, additional occurrences will receive a zero.
5. Instructors do not assign busy work. Each assignment has a purpose. Therefore, in order to successfully complete this course, all assignments must be turned in. This includes assignments that will be counted late and receive a zero. Any student with missing assignments will not be permitted to take the final exam and will not be able to complete the course.

STUDENTS SHOULD RETAIN A COPY OF ALL ASSIGNMENTS TURNED IN. If an assignment turns up missing or is uploaded incorrectly, the student is responsible for turning in the copy or redoing the entire assignment if a copy was not retained.

GRADING POLICY: The student must achieve an average of 77% or greater to pass the course.

The grade for this course will be determined upon completion of the following components:

Unit/Prelim Exams	50%
ATI Proctored MT Benchmark	2%
ATI Proctored Final Benchmark	8%
Assignments	10%
Final Exams	30%

Grades will not be rounded. Course grades are based on the following scale:

A = 90-100% B = 80-89.99% **C = 77-79.99%** **D = 60-76.99%** F = below 60%

LETTER FOR SUCCESS

Students who have less than an **80%** course average may be given a letter of success during certain times of the semester as designated by the instructor to highlight students' needs, areas for improvement, and areas of concern. The student may also be referred to the student success coordinator, (SSC). Any student referred to the SSC must meet with the them at least once and may sign a declaration of assistance at that time. Unsuccessful Students who failed to meet with the SSC or declined assistance may have their request for reenrollment denied.

STUDENT CONDUCT

Rules and regulations relating to the students at South Plains College are made with the view of protecting the best interests of the individual, the general welfare of the entire student body and the educational objectives of the college. As in any segment of society, a college community must be guided by standards that are stringent enough to prevent disorder, yet moderate enough to provide an atmosphere conducive to intellectual and personal development. A high standard of conduct is expected of all students.

When a student enrolls at South Plains College, it is assumed that the student accepts the obligations of performance and behavior imposed by the college relevant to its lawful missions, processes, and functions. Obedience to the law, respect for properly constituted authority, personal honor, integrity, and common sense guide the actions of each member of the college community both in and out of the classroom. Students are subject to federal, state, and local laws, as well as South Plains College rules and regulations. A student is not entitled to greater immunities or privileges before the law than those enjoyed by other citizens.

Students are subject to such reasonable disciplinary action as the administration of the college may consider appropriate, including suspension and expulsion in appropriate cases for breach of federal, state, or local laws, or college rules and regulations. This principle extends to conduct off-campus which is likely to have adverse effects on the college or on the educational process which identifies the offender as an unfit associate for fellow students. Any student who fails to perform according to expected standards may be asked to withdraw.

NURSING STUDENT CODE OF CONDUCT

PURPOSE

South Plains College Nursing Programs expects that all students will conduct themselves responsibly and in a manner that reflects favorably upon themselves, the college as well as the nursing profession. When a student does not act responsibly and violates the college policies, rules, regulations, or standards of conduct, formal disciplinary action may result. The conduct process reflects the nursing department's desire that students maintain high standards and present themselves as professionals.

RATIONALE

The rationale for this Nursing Student Code of Conduct is to provide nursing students and nursing faculty with a centralized and unifying policy of conduct that will foster professional accountability and patient safety.

STUDENT CIVILITY – CIVILITY AND INCIVILITY DEFINED

1. Civility has to do with courtesy, politeness, and good manners. Civility is the awareness and recognition of others in all interactions and demonstration of a high level of respect and consideration. In civility, we recognize that no action of ours is without consequence

to others or ourselves. We need to anticipate what these consequences will be and choose to act in a responsible and caring way. Sometimes we cannot anticipate how others will react, but we still must remain civil and appreciate that we are all individuals that are unique and different.

2. Uncivil behaviors are acts of rudeness, disrespect, and other breeches of common rules of courtesy. These acts of incivility range from disrespectful verbal and non-verbal behaviors to physical threats to another's well-being. Incivility is a lack of awareness and recognition (intended or unintended) of others in our interactions when we fail to give them a high level of respect and consideration. Incivility usually results when one does not anticipate how actions will affect others.

Behaviors of Incivility (Below are examples and not a complete list.)

1. Inattentiveness in class
 2. Absenteeism or arriving late, leaving early.
 3. Yelling at professor in classroom or in clinical setting
 4. Touching professor in objectionable physical contact
 5. Dishonesty/lack of integrity
 6. Disrespectful retorts
 7. Righteous anger
 8. Threats to well-being
 9. Intimidating behaviors such pointing finger in face of professor, staff or peers.
 10. Monopolizing the interactions with faculty or other students (not permitting others to have a turn).
 11. Persistent argumentation or refusal to comply with a direct request.
 12. Nonverbal disrespectful behavior such as eye rolling, groaning, or using inappropriate gestures, etc.
 13. Attire that may be perceived as offensive to other students or faculty.
 14. Gross and/or inappropriate behavior such as foul and/or inappropriate language.
 15. Using cell phones or pagers during class
 16. Holding distracting conversations in class
 17. Making sarcastic remarks
 18. Demanding make-up exams, extensions, or other favors
 19. Falsely accusing faculty of misplacing academic work (assignments or exams)
- American Nurses Association. (2015). Code of ethics for nurses. Silver Springs, MD: American Nurses Publishing. (See Appendix A for Behaviors of Incivility).

CLASSROOM CONDUCT

1. Students in the nursing programs are engaged in preparation for professional practice. Nursing practice is guided by the ANA Code of Ethics and ANA Standards of Professional Practice, which emphasize respect for others. Students in a professional nursing education program are held to these standards. All communication with faculty and other students should always be respectful even when we disagree with one another or do not get along with the other person.
2. The following are expected behaviors that support the teaching/learning environment:
 - a. Address the faculty member appropriately by title or Mr. or Mrs.
 - b. Arrive at your class on time.
 - c. Notify the faculty member and leave a voice message or email in the event of tardiness or absence prior to class.
 - d. Students who are disruptive or uncivil may be asked to leave the classroom.
 - e. Students are not permitted to bring a guest or children to class.
 - f. Electronic equipment or devices shall not be used without the express permission and consent of faculty.
3. Behaviors considered disruptive, unruly, or that interfere with the ability of the professor to teach may include:
 - a. Intimidating behavior.
 - b. Persistent argumentation, refusal to comply with a direct request, or yelling in class.
 - c. Gross, lewd, or offensive behavior or gestures.
4. Any threats made against faculty will be reported to the Dean of Health Sciences and the Dean of Students which may result in sanctions on the student.
5. Any student who violates expected behaviors or engages in disruptive behavior, as explained above, may be reported to the Nursing Director and may advance further to the Dean of Health Sciences and the Dean of Students, who may impose further sanctions.
6. Online conduct reflects the same requirements as classroom conduct. Courtesy, politeness, and good manners must be used when students and faculty are involved in online education and/or communication; the same as if the interaction were to take place in person. Behavior must be responsible and caring toward others and individuals should anticipate the consequences of such conduct.

ATTENDANCE POLICY (*READ CAREFULLY)

Class Attendance : As a matter of courtesy and professional behavior, a student who is going to be absent should email or call the course instructor and inform the instructor of the pending absence.

Students who exceed (1) absence in RNSG 2213, per the board of nursing, can no longer meet the course criteria. These students will be withdrawn from the program and receive a grade of "F", except in the case of COVID. (see handbook). When an unavoidable reason for class absence arises, such as a covered illness, an official trip authorized by the college, or an official activity, the instructor may permit the student to make-up the work missed. It is the student's responsibility to complete work missed in the time given by the instructor.

2213 and ADNP-Specific Requirements:

1. The SPC ADNP policy must be followed. Refer to the SPC ADNP Nursing Student Handbook to review this policy. In addition, refer to the attendance policy found in the South Plains College Catalog.
2. **Punctual and regular class attendance, as stated in the SPC handbook, is required of all students attending South Plains College.** According to the SPC Student Handbook, **there are no excused absences.** The instructor/course leader has the prerogative of dropping the student from the course for any absences.
3. Students are expected to attend all “in person” exam days. In the event of illness, it is the student’s responsibility to notify his/her instructor and get the lecture materials. The student can miss no more than [1 day] of class time. **A student missing more than [1 day] will be dropped from RNSG 2213.** The course leader may initiate the withdrawal of the student for any absences. Reinstatement is handled on an individual basis.
4. **Cell phones must be OFF during class and should not be accessed unless instructed to do so for a class activity. Students with unauthorized cell phone use will be counted as absent unless prior arrangements have been made with the lecturing instructor. If this absence exceeds the allowable absences (1), the student does not meet the program objectives and cannot pass the course.**
ZOOM classes/meetings: Zoom meetings/classes are considered formal class time; therefore, the student must be present, on time, dressed appropriately, and in a stationary location. (Not working, driving, shopping or engaged in some other activity.) There should be no TV, cell phones, or other distractors during the meeting. The camera must be on for the entire class/meeting. The microphone should be muted unless answering a question, presenting information, or engaged in the course discussion.

Students are officially enrolled in all courses for which they pay tuition and fees at the time of registration. Should a student, for any reason, delay in reporting to a class after official enrollment, absences will be attributed to the student from the first class. Students who enroll in a course but have “Never Attended” by the official census date, as reported by the faculty member, will be administratively dropped by the Office of Admissions and Records. A student who does not meet the attendance requirements of a class as stated in the course syllabus and does not officially withdraw from that course by the official census date of the semester, may be administratively withdrawn from that course and receive a grade of “X” or “F” as determined by the instructor. Instructors are responsible for clearly stating their administrative drop policy in the course syllabus, and it is the student’s responsibility to be aware of that policy.

It is the student’s responsibility to verify administrative drops for excessive absences through MySPC using his or her student online account. If it is determined that a student is awarded financial aid for a class or classes in which the student never attended or participated, the financial aid award will be adjusted in accordance with the classes in which the student did attend/participate, and the student will owe any balance resulting from the adjustment.

SCHEDULE CHANGES (after late registration and before census date)

To make a schedule change after late registration and before the census date, students should submit a **Schedule Change Form**. After late registration, adding a class requires instructor approval. If a student is requesting to be added to one of your courses and you approve, please email registrar@southplainscollege.edu with your approval. This can take the place of signature on the Schedule Change Form that we have required in the past.

DROPPING A CLASS

Dropping a class may be instructor-initiated. If a student is not successful in RNSG 2213 the instructor will meet with the student to discuss which class(es) will be dropped and which class(es) a grade will be assigned.

WITHDRAWING FROM A CLASS

If a student wishes to withdraw from all courses, should initiate the process with the Advising Office. They can schedule an appointment with an advisor by visiting <http://www.southplainscollege.edu/admission-aid/advising/spcadvisors.php> or by calling 806-716-2366.

GRIEVANCE POLICY

The student is responsible for scheduling an appointment with the instructor to discuss the final grade or discipline action. If the student is not satisfied, he/she should then schedule an appointment with the Dr. Strawn, following that would be the Health Occupations Dean. Dr. Findley. The procedure will follow the same as found in the student handbook.

EMERGENCY MESSAGES

The student should notify his/her family that in case of an emergency during normal class schedule, they should call the Nursing Office at (806)716-2391 or (806)716-2193. Class will not be interrupted unless it is an emergency, so they must identify themselves and say it is an emergency to get immediate action. The student should notify his/her family that in the case of an emergency during clinical rotations, they should call and leave a message or text (who they are and who they need to get in touch with for an emergency) to the number or numbers provided to them in the clinical course syllabus and/or on the clinical course schedule.

ACCOMMODATIONS: College Policy Statements This includes the covid as well

For college policy statements related to Intellectual Exchange Statements, Disabilities Statements, Non-Discrimination Statements, Title IX Pregnancy Accommodations Statements, CARE, Campus Concealed Carry Statements, COVID-19, and Artificial Intelligence Statement. visit: <https://www.southplainscollege.edu/syllabusstatements/>

SCANS COMPETENCIES**RESOURCES: Identifies, organizes, plans, and allocates resources**

- C-1 **TIME**--Selects goal--relevant activities, ranks them, allocates time, and prepares and follows schedules.
- C-2 **MONEY**--Uses or prepares budgets, makes forecasts, keeps records, and makes adjustments to meet objectives.
- C-3 **MATERIALS & FACILITIES**--Acquires, stores, allocates, and uses materials or space efficiently.
- C-4 **HUMAN RESOURCES**--Assesses skills and distributes work accordingly, evaluates performances and provides feedback.

INFORMATION--Acquires and Uses Information

- C-5 Acquires and evaluates information.
- C-6 Organizes and maintains information.
- C-7 Interprets and communicates information.
- C-8 Uses computers to Process information.

INTERPERSONAL--Works with Others

- C-9 Participates as members of a team and contributes to group effort.
- C-10 Teaches others new skills.
- C-11 Serves clients/customers--works to satisfy customer's expectations.
- C-12 Exercises leadership--communicates ideas to justify position, persuades and convinces others, responsibly challenges existing procedures and policies.
- C-13 Negotiates--Works toward agreements involving exchanges of resources resolves divergent interests.
- C-14 Works with Diversity--Works well with men and women from diverse backgrounds.

SYSTEMS--Understands Complex Interrelationships

- C-15 Understands Systems--Knows how social, organizational, and technological systems work and operates effectively with them
- C-16 Monitors and Correct Performance--Distinguishes trends, predicts impacts on system operations, diagnoses systems' performance and corrects malfunctions.
- C-17 Improves or Designs Systems--Suggests modifications to existing systems and develops new or alternative systems to improve performance.

TECHNOLOGY--Works with a variety of technologies

- C-18 Selects Technology--Chooses procedures, tools, or equipment including computers and related technologies.
- C-19 Applies Technology to Task--Understands overall intent and proper procedures for setup and operation of equipment.
- C-20 Maintains and Troubleshoots Equipment--Prevents, identifies, or solves problems with equipment, including computers and other technologies.