

**Course Syllabus**

COURSE: RNSG 1144 (1:0:4) Nursing Skills II  
 SEMESTER: Fall 2019  
 CLASS DAYS: See course calendar  
 CLASS TIMES: See course calendar  
 FACEBOOK: <https://www.facebook.com/SPCNursing17/>

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**“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 course syllabus.\*

**COURSE DESCRIPTION**

Introduction to intermediate nursing skills and knowledge needed to provide care for the adult patient. Designed to provide the student with an overview of nursing and the role of the nurse as a provider of patient-centered care, patient safety advocate, member of the health care team, and a member of the nursing profession. The course allows the student to apply nursing concepts and develop clinical skills in a variety of settings, including but not limited to clinical lab, simulation, focus groups and peer review. Prerequisites: RNSG 1115. Concurrent enrollment of RNSG 1105, RNSG 1160, and RNSG 1413. Failure of RNSG 1413, 1160, 1105 will require repeating all Level I Semester I courses.

**STUDENT LEARNING OUTCOMES**

At the completion of the semester students will:
1. Understand and apply appropriate and evidence based techniques when administering medications.
2. Perform basic nursing skills competently with individual clients in structured settings.
3. Provide cost effective care in the clinical setting.
4. Utilize information technologies to enhance knowledge base, retrieve information to support nursing practice and document nursing actions.
5. Organize, prioritize and modify care using the nursing process.

**COURSE OBJECTIVES** - Competencies foundations skills found within the course are: C1-3, C5, C8-11, C14-16, C18- 20, F1-9, F11-13, F16-17. SPC ADN Graduate Outcomes: 1-5; DEC's (Differentiated Essential Competencies) are attached at the end of the syllabus and listed in each blackboard module.

## EVALUATION METHODS

Teaching methods: Simulation, Clinical Lab, Scenarios, Case studies, Focus learning groups, ATI lessons

Evaluation methods: Demonstration, Lab practicum, Peer Evaluation, ATI posttests

Web Based: ATI learning modules, View log taping, Blackboard

## ACADEMIC INTEGRITY

It is the aim of the faculty of South Plains College to foster a spirit of complete honesty and a high standard of integrity. The attempt of any student to present as his or her own any work which he or she has not honestly performed is regarded by the faculty and administration as a most serious offense and renders the offender liable to serious consequences, possibly suspension.

**Cheating** - Dishonesty of any kind 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 are examples of cheating. Complete honesty is required of the student in the presentation of any and all phases of coursework. This applies to quizzes of whatever length, as well as final examinations, to daily reports and to term papers.

**Plagiarism** - Offering the work of another as one's own, without proper acknowledgment, is plagiarism; therefore, any student who fails to give credit for quotations or essentially identical expression of material taken from books, encyclopedias, magazines and other reference works, or from themes, reports or other writings of a fellow student, is guilty of plagiarism.

Students are expected to adhere to the professional standards set forth in the Associate Degree Nursing Program School of Nursing Student Handbook, as well as the American Nurses Association Code of Ethics for Nurses. It is the responsibility of the School of Nursing to teach and model professional behaviors, and it is the responsibility of the student to demonstrate professional and academic integrity. The student is representing the School of Nursing and are expected to maintain the highest standards. Any point deductions will be taken from the final course average.

Professional Integrity	Point deduction from final course grade
Applies legal and ethical standards	- 1 point per variance
Maintains patient confidentiality	- 1 point per variance
<b>Professional Behaviors</b>	
Exhibits professional attitude	- 0.5 points per variance
Accountable for learning	- 0.5 points per variance
Responds to faculty/staff contact within 24 hours	- 0.5 points per variance
Attends all appointments, including appointments with faculty and retention counselors	- 0.5 points per variance
<b>Scheduling and Attendance</b>	
Adheres to institutional policies and procedures related to scheduling	- 0.5 points per variance
Accountable for developing and adhering to schedule	- 0.5 points per variance

## VERIFICATION OF WORKPLACE COMPETENCIES

No external learning experiences are provided in this course but learning experiences in the lab provides the setting in which the student applies workplace competencies. Successful completion of the designated Level I

Semester I course outcomes will allow the student to continue to advance within the program. Successful completion of RNSG 1144 meets the requirements as stated in the Differentiated Essential Competencies of Graduates of Texas Nursing Program.

### **BLACKBOARD**

Blackboard is an e-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.

### **FACEBOOK**

The nursing program has a Facebook page at <https://www.facebook.com/SPCNursing17/>. In addition to the South Plains College website; this Facebook page will be used to keep students up-to-date on program activities, weather delays, South Plains College announcements and will help with program recruitment. “Liking” the South Plains College Nursing Facebook page is not mandatory, nor are personal Facebook accounts, in order to access this page.

### **SCANS AND FOUNDATION SKILLS**

Refer also to Course Objectives. Scans and Foundation Skills attached

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## **SPECIFIC COURSE INFORMATION**

### **TEXT AND MATERIALS**

ATI Nursing Education. (2016). *Fundamentals of Learning: Review module* (9<sup>th</sup> ed.). Assessment Technologies Institute, LLC.

ATI Nursing Education. (2016). *Pharmacology for Nursing: Review module* (9<sup>th</sup> ed.). Assessment Technologies Institute, LLC.

Any Nursing Drug Handbook (Except Davis’s Drug Guide)

Taylor, C., Lillis, C., & Lynn, P. (2019). *Fundamentals of Nursing: The art and science of person-centered nursing care* (9<sup>th</sup> ed.). Wolters Kluwer. ISBN: 9781496362179

### **ADDITIONAL CLASSROOM ITEMS**

Students should come to class prepared with pens, pencils, and a spiral notebook for taking notes or completed quizzes or assignments in class. Students should be prepared to take notes over lecture material if they choose. Students will be required to use laptop computer or similar technology for exams and quizzes in the classroom, also to take notes if desired.

### **ATTENDANCE POLICY (\*READ CAREFULLY)**

#### **Lab Attendance**

Students are expected to attend all labs in order to be successful in a course. The student may be administratively withdrawn from the course when absences become excessive as defined in the course syllabus.

When an unavoidable reason for class absence arises, such as illness, an official trip authorized by the college or an official activity, the instructor may permit the student to make up work missed. It is the student’s responsibility to complete work missed within a reasonable period of time as determined by the instructor. 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 meeting.

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.

([http://catalog.southplainscollege.edu/content.php?catoid=47&navoid=1229#Class\\_Attendance](http://catalog.southplainscollege.edu/content.php?catoid=47&navoid=1229#Class_Attendance))

The SPC ADNP policy must be followed. Refer to the SPC ADNP Nursing Student Handbook to review this policy. Punctual and regular class attendance, as stated in the SPC handbook, is required of all students attending South Plains College. According to 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. Students are expected to attend all scheduled lab days; including but not limited to, Boot camp and Practicum. The student can miss no more than four (4) lab hours. A student missing more than four (4) lab hours will be dropped from RNSG 1144. The course leader may initiate the withdrawal of the student for any absences. Reinstatement is handled on an individual basis. Do not be tardy for lab; students late to lab may receive deductions on professional standards. Cellular phones must be turned off while in the NLRL (nursing learning resource lab). Failure to turn off phone before lab may result in deductions on professional standards.

### ASSIGNMENT POLICY

All assignments must be completed by the assigned due date. Late and/or incomplete work will not be accepted and a grade of zero will be recorded. Assignments, exams, and skills missed due to an unexcused absence may not be made up. 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 contacting faculty will not guarantee the receipt of an extension for the assignment. Please allow enough time for preparation and submission of each assignment prior to the scheduled due date. Failure to complete any assignment by due date will result in professional standard point deductions on final grade. Student must scan required documents before uploading into Blackboard. Scanners are located in the classroom and the video reviewing room. Students may also choose an app of choice (I-scan, etc.). Assignments must be uploaded as a PDF.

### ATI LESSONS

Student will complete the Nursing Concepts and Priority Setting Framework ATI lessons in ATI. Please see class schedule for due dates. Students must complete the module and posttest. Failure to complete ATI lessons by the due date and time will result in professional standard deductions on final course grade.

### ATI SKILLS MODULES

Students will be required to complete the ATI pretest, learning module and post-test for each skill assigned. Failure to complete pretest and at least 30 minutes in the learning module will result in a **10-point deduction** on the final posttest. Pretest and lesson must be completed by 2300 the day prior to lecture. Posttest must be completed by 2300 on the day of lecture. ATI posttests will account for **15%** of the final course grade. Students must receive cumulative of **77%** average on posttest to pass course. Failure to complete the skills modules by the due date will result in a zero.

Topic	Pre-test due date by 2300	Post-test due date by 2300
Urinary Catheter Care	10/7	10/8
Ostomy Care	10/7	10/8
Enema	10/7	10/8
Wound Care	10/14	10/15

Enteral Tube Feeding	10/14	10/15
Nasogastric Tube	10/14	10/15

## STUDENT INJECTIONS

Students will administer an Intramuscular (IM), Intradermal (ID) and Subcutaneous (SQ) injection to another student. This learning opportunity will be completed in instructor led focus groups. Students must sign consent before injections can be administered.

## BOOT CAMP

Students will participate in hands on learning opportunity in the SPC skills lab in Levelland. Small, instructor led focus groups will address required nursing skills for RNSG 1144. Students will have opportunities to practice, ask questions and gain confidence in basic nursing skills. Attendance is mandatory.

## PRACTICUM

Students will be individually tested by faculty on skills acquired during boot camp. Students must complete assigned clinical practice hours by due date or the student will receive a zero for the practicum. The student will be graded based on the grading rubrics located in Blackboard under the Practicum II folder. If a 77% is not achieved the student will be required to remediate the failed skill. Refer to Skills Remediation Policy for more information. Practicum 1 will account for **40%** of the final course grade. Full SPC uniform is required for any testing (practicum II and remediation). Failure to dress appropriately for lab days will result in professional standard deduction. Practicum and tapings are considered testing and should remain confidential. HIPAA violations will result in professional standard deductions and possibly disciplinary action.

## PEER REVIEW

Student will complete a peer review and provide feedback on a peer's remediated skill if needed. Students must complete the peer review together in order to provide meaningful feedback. Failure to complete peer review and remediation by the due date will result in a zero for the assigned skill. Refer to Skills Remediation Policy for more peer review information.

## FINAL COMPREHENSIVE PRACTICUM

Final comprehensive practicum will include all skills learned in the first semester. Students will perform skills, administer medications, and complete a physical assessment. Students must receive at least a 77% on final practicum medication rubrics in order to successfully pass RNSG 1144. Students will be observed by instructor and graded based on rubric found in Blackboard under the final practicum folder. Skills completed in the final practicum cannot be remediated. The final comprehensive practicum will account for **45%** of the final course grade.

## SKILLS II

Skill	Check Off Method
Foley Catheter	Individual
Nasal Gastric Tube (NGT)/PEG	Individual
Physical Assessment	Individual
Vital Signs	Individual
Wounds	Station
Pressure Ulcers	Station
Suture Removal	Station
Staple Removal	Station
Binders	Station

Wraps	Station
Airway Management	Station
Enema	Station

### COMPUTER USAGE

As computer technology in the field of health occupations continues to become more popular, computers will be used in this course for several assignments. All students have access to computers and printers on the South Plains College campus. Students will be expected to utilize computers to access assignments and classroom resources. All registered students are supplied with a working email account from South Plains College. In order to take exams, students must have their username and password. **ALL STUDENTS ARE EXPECTED TO KNOW THEIR SPC STUDENT USERNAME AND PASSWORD.**

### COMPUTER LAB USAGE

The computer lab(s) on any campus may be used by students during scheduled open hours or as assigned by an instructor. Printer paper will not be provided for students to print materials but students may seek assistance from faculty or staff to request lab paper from the college if needed. Lack of computer lab paper is not an excuse for not having homework assignments, skills lab sheets, or any other required documents. Students should come prepared for class.

### EXAMS

The ATI posttests will serve as the exams within RNSG 1144. Students must receive a cumulative average of 77% on the posttests to pass course. Other evaluations will be completed via skills checkoffs or videotape.

### GRADING POLICY

Students must receive a cumulative grade of 77% or greater to pass RNSG 1144. If the student fails to receive a 77% on any skill during practicum, the student will be given one opportunity to remediate with the exception of the final comprehensive practicum. Students will not be allowed to remediate if grade meets or exceeds 77%. The grade for this course will be determined upon completion of the following components:

ATI Posttests	15%
Practicum II	40%
Final Comprehensive Practicum	45%
Course Total	100%

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%

**Students must score a cumulative of 77% on ATI posttests before any practicum rubrics are considered. Failure to obtain a 77% average on ATI posttests will result in failure of the course. Students must achieve a 77% or greater on each final pharmacology grading rubric to pass the course.**

### ADDITIONAL PRACTICE

At any time a faculty member can require a student to complete additional practice in the simulation lab to ensure student and client safety in clinical. If not completed, the student will receive deductions on professional standards.

## SKILLS REMEDIATION POLICY

Students unsuccessful will be required to schedule a meeting with an instructor, practice, and be given a final attempt. If a skill must be remediated the maximum grade that can be achieved is 87%. The first attempt will be peer reviewed and critiqued based on grading rubric. The peer reviewed rubric must be completed before the final attempt is viewed by the instructor. Failure to submit peer reviewed rubric will result in an additional 7% grade reduction resulting in a maximum grade of 80%. The second and final attempt will be submitted and graded by instructor. The final video and/or live check off must be completed by the due date. Late videos will not be accepted. Failure of the student to submit video by due date will result in a 0% for remediated skill. Students may elect to submit their peer review for their final grade if desired.

The final attempt will be the final grade for the skill based on grading rubric. This will stand as the final grade for the remediated skill. This grade can be less than 77% (with the exception of pharmacology) and will be averaged in the final grade for RNSG 1144. It is the responsibility of the student remediating to arrange adequate time for peer review and final attempt.

## PRACTICUM II

Students selected for peer review will provide quality feedback to the student requiring remediation. Failure to arrange viewing time, provide feedback, or accurately grade based on provided rubric, will result in a 7% grade deduction. Grade deduction will be applied to reviewer's skill.

## COURSE SCHEDULE

Date	Topic	Location	Assignment Due By
9/12 10-1030	Sensory Lab In Class	SPC	
9/23 10-12	Nursing Process Lab	SPC	
10/8 14-15	Urinary Elimination Lab	SPC	
10/8 10-11	Bowel Elimination Lab	SPC	
10/12	ATI Nursing Concepts lesson		Due by 2300
10/14 09-1030	Student Injections	SPC	
10/21 09-12	Boot Camp 2	SPC	
10/22 09-12	Boot Camp 2	SPC	
10/22 13-16	Boot Camp Mandatory Practice	SPC	
9/24 13-15	Culture and Spirituality Lab in Class	SPC	
10/28 09-16	Practicum 2	SPC	
10/29 09-16			
10/30 09-12			
10/31 09-12 13-16	Practicum 2 Peer Review & Remediation Final Check Off (if needed)	Due by 1600	Peer review due by noon
11/1	ATI Priority Setting Framework lesson		Due by 2300
11/14 09-12	Mandatory Practice Final Practicum	SPC	
12/2 09-16	Final Practicum	Reese	
12/3 09-16			
12/4 09-16			
12/9 1030-1130	Simulation Debrief	SPC	
12/9	Faculty Assessment		Due by 2300

## COMMUNICATION POLICY

Electronic communication between instructor and students in this course will utilize the South Plains College “My SPC” and email systems. We will also utilize “Remind” App on your smartphone and you may communicate with faculty this way also. 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 the classroom website. Any student having difficulty accessing the classroom website or their email should immediately contact their instructor for direction. 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.

## CAMPUS CARRY

Campus Concealed Carry - Texas Senate Bill - 11 (Government Code 411.2031, et al.) authorizes the carrying of a concealed handgun in South Plains College buildings only by persons who have been issued and are in possession of a Texas License to Carry a Handgun. Qualified law enforcement officers or those who are otherwise authorized to carry a concealed handgun in the State of Texas are also permitted to do so. Pursuant to Penal Code (PC) 46.035 and South Plains College policy, license holders may not carry a concealed handgun in restricted locations. For a list of locations, please refer to the SPC policy at:

[http://www.southplainscollege.edu/human\\_resources/policy\\_procedure/hhc.php](http://www.southplainscollege.edu/human_resources/policy_procedure/hhc.php)

Pursuant to PC 46.035, the open carrying of handguns is prohibited on all South Plains College campuses. Report violations to the College Police Department at 806-716-2396 or 9-1-1.

## 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. Rules and regulations regarding student conduct appear in the current Student Guide.

## SPECIAL REQUIREMENTS (\*Read Carefully)

- **Cell Phones** – Cell phones are to be turned OFF or silenced during scheduled class periods. **Text messaging is not allowed during scheduled class/lab times.** Cell phones are to be used outside the classroom or lab only on designated breaks. Students are not allowed to have cell phones on their person during exams.
- **Class Dress Code** – Due to the environment of the scheduled lab dates, students should maintain modesty and professionalism in the classroom.
  - a. **Full SPC Uniform is required for tapings, practicum II, final practicum, and any remediation.**



**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.

**GRIEVANCE POLICY**

The student is responsible for scheduling an appointment with the instructor/course leader to discuss the final grade or discipline action. If the student is not satisfied, he/she should schedule an appointment with the Level I Semester I Course Leader. The next chain of command is to make an appointment with the Director of the Associate Degree Nursing Program, following that would be the Health Occupations Dean. The procedure will follow the same as found in the student handbook.

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## ACCOMMODATIONS

### **DIVERSITY STATEMENT**

In this class, the teacher will establish and support an environment that values and nurtures individual and group differences and encourages engagement and interaction. Understanding and respecting multiple experiences and perspectives will serve to challenge and stimulate all of us to learn about others, about the larger world and about ourselves. By promoting diversity and intellectual exchange, we will not only mirror society as it is, but also model society as it should and can be.

### **DISABILITIES STATEMENT**

Students with disabilities, including but not limited to physical, psychiatric, or learning disabilities, who wish to request accommodations in this class should notify the Disability Services Office early in the semester so that the appropriate arrangements may be made. In accordance with federal law, a student requesting accommodations must provide acceptable documentation of his/her disability to the Disability Services Office. For more information, call or visit the Disability Services Office at Levelland Student Health & Wellness Center 806-716-2577, Reese Center (also covers ATC) Building 8: 806-716-4675, Plainview Center Main Office: 806-716-4302 or 806-296-9611, or the Health and Wellness main number at 806-716-2529.

### **TITLE IX PREGNANCY ACCOMODATIONS**

If you are pregnant, or have given birth within six months, Under Title IX you have a right to reasonable accommodations to help continue your education. Students who wish to request accommodations must contact the Health and Wellness Center at 806-716-2529 to initiate the process.

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## FOUNDATION SKILLS

### **BASIC SKILLS—Reads, Writes, Performs Arithmetic and Mathematical Operations, Listens and Speaks**

F-1 Reading—locates, understands, and interprets written information in prose and in documents such as manuals, graphs, and schedules.

F-2 Writing—communicates thoughts, ideas, information and messages in writing and creates documents such as letters, directions, manuals, reports, graphs, and flow charts.

F-3 Arithmetic—performs basic computations; uses basic numerical concepts such as whole numbers, etc.

F-4 Mathematics—approaches practical problems by choosing appropriately from a variety of mathematical techniques.

F-5 Listening—receives, attends to, interprets, and responds to verbal messages and other cues.

F-6 Speaking—organizes ideas and communicates orally.

### **THINKING SKILLS—Thinks Creatively, Makes Decisions, Solves Problems, Visualizes and Knows How to Learn and Reason**

F-7 Creative Thinking—generates new ideas.

F-8 Decision-Making—specifies goals and constraints, generates alternatives, considers risks, evaluates and chooses best alternative.

F-9 Problem Solving—recognizes problems, devises and implements plan of action.

F-10 Seeing Things in the Mind's Eye—organizes and processes symbols, pictures, graphs, objects, and other information.

F-11 Knowing How to Learn—uses efficient learning techniques to acquire and apply new knowledge and skills.

F-12 Reasoning—discovers a rule or principle underlying the relationship between two or more objects and applies it when solving a problem.

### **PERSONAL QUALITIES—Displays Responsibility, Self-Esteem, Sociability, Self-Management, Integrity and Honesty**

F-13 Responsibility—exerts a high level of effort and perseveres towards goal attainment.

F-14 Self-Esteem—believes in own self-worth and maintains a positive view of self.

F-15 Sociability—demonstrates understanding, friendliness, adaptability, empathy and politeness in group settings.

F-16 Self-Management—assesses self accurately, sets personal goals, monitors progress and exhibits self-control.

F-17 Integrity/Honesty—chooses ethical courses of action.

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## SCANS COMPETENCIES

C-1 **TIME** - Selects goal - relevant activities, ranks them, allocates time, prepares and follows schedules.

C-2 **MONEY** - Uses or prepares budgets, makes forecasts, keeps records and makes adjustments to meet objectives.

C-3 **MATERIALS AND 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 a member 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 Corrects 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.