IT 293-504: Professional Ethics   -   Spring 2019

Second 8 Weeks

Begins March 18, to May 13, 2019

Course:	IT 293 Professional Ethics
Instructor:	Susan Jackson
Office Hours:	By appointment
Class Time and Place:	This course is arranged. We will meet online through UNM Learn at https://learn.unm.edu. No face-to-face meetings occur in this class. You are expected to log in to the course in Learn at least once a day.
Prerequisites:	Students will also need a UNM Net ID and password in order to access course content in Learn. Go to: https://netid.unm.edu/ to set up your UNM Net ID. Make sure to write both the Net ID and password down as UNM does not have access to your password should you lose it. If you have any issues with obtaining a Net ID you can contact UNM Information Technologies directly at 277-5757.
Technology Requirements	Students must have basic computer skills, keyboarding skills, and a good grasp of using the Internet and email. A home computer or laptop, high speed internet connection and Microsoft Office software is needed for this course.
Textbook:	Ethics at Work by William H. Shaw ISBN 978-0-19-513942-6 Soft skills for the Workplace ISBN 978-1-63126-826-7
Course Description:	This course is designed to provide the student with information and a general understanding of the basic principles of professional ethics and soft skills to help prepare them to become responsible moral agents regardless of their chosen career field. Everyone must deal with professionals on a daily basis. Professional Ethics will examine the philosophy of ethics, whistleblowing, the different aspects of soft skills in the workplace and how we interact and react to ethical situations, conflict, communication in the workplace.

	This course includes lectures, power point presentations, discussions, case analyses, study of codes of ethics and individual and possible team projects (to be announced).

Learning Objectives:

By the end of this course, students will be able to:

1. Gain a basic understanding of major ethical theories.
2. Discuss in informed critical discussion on the nature of professionalism and the ethical challenges inherent in professionalism.
3. Recognize and analyze the types of ethical challenges and moral dilemmas that confront members of a range of professions, such as in business, engineering and medical.
4. Relate ethical concepts and materials to ethical problems in specific professions both in writing and in discussion.

Course Requirements:

You must have a book prior to beginning this course. This class is taught solely online via Blackboard Learn. You will need access to a reliable computer and the internet. If you do not have this at your home residence; you can access the class via any computer lab at Valencia Campus. Computer labs are located in the Business Technology Building; Learning Resource Center LRC; and the Library LRC. Weekly assignments will be given. The week begins on Monday at 12:00 am and ends on Sunday at 11:49 pm. Do not wait until Sunday night to submit required assignments-be respectful of your fellow students by submitting early!

Class Format:

This is an online class, which means that you are responsible to get your work completed and submitted on time. Since we are using technology and the Internet, problems with technology happen sometimes. Do not wait until the last minute to complete your assignments or quizzes. Pay close attention to the days and times that UNM Learn is down for upgrades and work around their scheduled outages. All assignments and correspondence will be submitted through the UNM Learn platform. Emailed assignments are not accepted. You are required to log in to Learn once a day to check for updates, messages, discussions, assignments and feedback.

Learn Course Email:

The course email is a place for you to ask questions regarding the class. Check the course FAQ's before contacting me as your question may already be listed in the FAQ's section. I have added a General Thread in the Discussions link for students to interact and ask questions not found in

FAQ's or the course and syllabus. Chances are other students may have the same questions. This is also an area to just talk with your peers.

Attendance:

This is an online course so it is the student's responsibility to attend class through UNM Learn and complete all work assigned. Assignments are due on the due date and should be submitted through UNM Learn. Emailed assignments will not be accepted-no exceptions. You CANNOT afford to get behind. Non completion of the course or failing will affect your grade and thus may affect any scholarships, grants, or financial aid, requiring payment back to the offering institution. For attendance purposes, students are expected to log onto the class at least once a day. Students who fail to log onto the class and allow more than 7 days to pass without logging on may be dropped from the course. No exceptions.

DO NOT assume, however, that you are dropped from the course for not attending. Make yourself aware of the drop dates and course refund policy. It will be your responsibility to drop the course in the required time frame.

Confidentiality:

As a student, your educational records are considered confidential. Under FERPA (Family Educational Rights and Privacy Act), your records are confidential and protected. Under most circumstances your records will not be released without your written and signed consent. However, some directory information may be released to third parties without your prior consent unless a written request to restrict this is on file. You can read UNM's Privacy Policy at: https://pathfinder.unm.edu/campus-policies/student-records-policy.html to learn more about student rights to privacy.

In this course, we may be working with third party applications online (i.e., wikis, blogs, and other Web 2.0 applications). The different proprietors of these sites may or may not have privacy guarantees and the FERPA policy at UNM does not apply to these sites. It will be your responsibly to read the privacy documentation for each site.

I cannot (by law) discuss any information about a student, their situation, or their progress with anyone except the student themselves. If you are taking this course with a spouse, sibling, or relative I cannot discuss anything with them except issues that pertain to them personally. Please do not ask someone else to contact me regarding a situation you are experiencing. You must discuss your issues or personal situation with me yourself.

Course Grading Policy:

   Academic Dishonesty:

The UNM Catalog definition states, "Academic Dishonesty includes, but is not limited to: dishonesty in quizzes, tests or assignments; claiming credit for work not done or done by others

(plagiarism); hindering the academic work of other students; and misrepresenting academic or professional qualifications within or outside the University. Any student who has been judged to have engaged in academic dishonesty in course work may receive a reduced or failing grade for the work in question and/or for the course. For more information on UNM's Academic Integrity Policy go to: http://grad.unm.edu/aire/academic-integrity.html

Assignments (e.g. Discussions/Reflections/Quizzes/Projects)**:** You will find your assignments and tasks listed under the Weekly Units link in UNM Learn. You are given a due date on each assignment. If you do not submit the assignments by the deadline you will automatically have 10 percent deducted. Assignments or posts made more than 7 days late, or after the course has ended, whichever comes first, will not be accepted, without exception. The week begins Monday at 12:00 am and ends Sunday at 11:59 pm. Please do not wait until Sunday 10 pm to submit assignments. Be respectful of your fellow students and submit early so that your fellow students may respond in a timely manner!

Make-up and Late Assignment Policy: All work is due on the due date. Late assignments and assessments will be accepted up to 7 days after the due date but will receive a penalty of ten percent. IF you have a medical emergency (death of family member, hospitalization) contact me 48 hours prior to submission deadline. You must upload a doctor note or other documentation in order to get the 10 percent penalty waived for 7-day late assignment submission. Assignments submitted more than 7 days late will not be accepted and will be given a 0 (zero) grade.

Grading:

100% - 93% = A	89% - 87% = B+	79% - 77% = C+	69% - 67% = D+
92% - 90% = A-	86% - 83% = B	76% - 73% = C	66% - 63% = D
	82% - 80% = B-	72% - 70% = C-	62% - 60% = D-

Course Items	Total Points
Case Study Discussions (7 discussions/15 pts each)	105
Quizzes (Over unit reading materials) (5 quizzes/10 pts each) (1 @ 30 pts)	80
Assignments (2 @ 5 pts / 12 assignments 15 pts each)	190
Self-Reflection (8 reflection posts/15 pts each)	120
Contributing to What's New (7 @ 5 pts each)	35
Contributing to What Worked (7 @ 5 pts each)	35
Final Project (Code of Ethics)	65
Total Points	630

How to calculate your points into percentage: Enter the number of points you have earned into a calculator. Divide that number by the number of **total possible points**. You will get a decimal number. This is your current average. For example, if you have earned 460 **points out** of 630 possible **points;** then enter 490 divided by 630 – your current percentage will be 77.77% or a C+ grade.

Extra credit is not given at the individual level – it is only given at the course level. If, at some point during the semester, I decide to offer an extra credit opportunity I will post an announcement discussing the opportunity with everyone. Please do not ask for an individual extra credit opportunity, as it will not be granted.

Discussions and Self Reflections:

Discussion board assignments will be based on actual cases or case questions from the text books or videos. These discussion questions are to be answered by all students in the class. Students are also required to make at least two comments to peers for each weekly discussion task. Discussions from 1-7 days late will receive a late penalty of 10%. Posts made more than 7 days late than the due date will not be graded or accepted.

Please refer to the Discussion Rubric which will be posted with each discussion thread. This will help you to provide quality and insightful discussion threads and comments to your peers.

You will be required to post a self-reflection thread by the end of each week (Sunday 11:59 pm). Reflection makes learning more meaningful as it enables you to develop a personal relationship with the course material, readings, assignments and discussions covered for the week, and to see how it fits into a larger picture (your personal experience, career, personal life, etc.).

Rubric for Discussions and Self Refection's: Discussion are designed to help you develop critical thinking skills by evaluating readings and lecture material and then discussing them in a learning environment. My role is to challenge you to think critically about the course material, provide guidance on how to increase your understanding, show you tools you can use to excel, and evaluate your performance.

The discussion rubric is broken down into 3 categories and 4 scoring categories. Each category has **discussion** (criteria for discussion) and **reflection** (criteria for reflection). Please use this guide when submitting discussions or reflections to ensure your knowledge and understanding of the materials.

Grade	Above Expectations	Meets Expectations	Approaching Expectations	Below Expectations
Points	5	4	3	1
Identification of Issues	**Discussion** identifies and understands all of the main issues and stakeholders in the case study. **Reflection** explains the students' own thinking and learning processes, as well as implications for future learning.	**Discussion** identifies and understands most of the issues and stakeholders in the case study. **Reflection** explains the students' thinking about his/her own personal learning processes and future learning.	**Discussion** identifies and understands some of the issues and stakeholders in the case study. **Reflection** attempts to demonstrate thinking about learning, but is	**Discussion** identifies few or none of the issues or stakeholders of the case study. **Reflection** does not address the student's thinking and/or personal learning process.

				un-clear about the personal learning process.	
Analysis	**Discussion** is an insightful and thorough analysis of all the issues. Comments are informative with appropriate solutions or proposals for solutions, to all the issues in the case study. **Reflection** is an in-depth analysis of the learning experience, and the value of the derived learning to self or others, and the student's appreciation for the discipline.	**Discussion** is a thorough analysis of most of the issues. Comments are well thought out about solutions or proposals for solutions, to most of the issues in the case study. **Reflection** is an analysis of the learning experience and the value of the derived learning to self or others.	**Discussion** shows some understanding of the issues. Comments are weak with inappropriate solutions or proposals to solutions, to the issues in the case study. **Reflection** attempts to analyze the learning experience but the value of the learning to the student or others' is vague and/or unclear.	**Discussion** lacks understanding of the issues. Lack of comments, solutions or proposals for solutions, to the issues in the case study are provided. **Reflection** does not move beyond a description of the learning Experience.
Making Connections	**Discussion** clearly links course readings, materials and outside research to enhance self-knowledge and understanding. Responses are thought provoking asking probing questions. **Reflection** articulates multiple connections between this learning experience and content from other courses, past learning, life experiences and/or future goals.	**Discussion** links most of the course readings and activities to enhance self-knowledge and understanding. Responses are thorough with some probing questions. **Reflection** articulates connections between this learning experience and content from other courses, past learning experiences, and/or future goals.	**Discussion** attempts to link some of the course materials but lacks understanding. Responses are attentive with no probing questions. **Reflection** attempts to articulate connections between this learning or personal goals, but the connection is vague and/or unclear.	**Discussion** doesn't link course materials. There is a lack of understanding and connection. Responses are unclear. **Reflection** does not articulate any connection to other learning or experiences. There is no connection.

Quizzes and Assessments: Quizzes and assessments will be given to test students' knowledge and application of skills**.** These quizzes will be found on each Weekly Unit and will be based on the readings and assignments that you complete in each lesson. Quizzes are taken in UNM Learn online. Exams will also be taken in UNM Learn. Quizzes will be a mix of fill in the blank, multiple choice, true/false, match and some essay or short definition. Quizzes and assessments will be randomly mixed for each student. This means if John Doe texts Jane Deer and wants to know the answer to #1; the question will not be the same. This is protect you and the university from dishonesty (please refer to UNM's Academic Integrity Policy).

Instructor Feedback and Response Time:

One of the most challenging aspects of education I found is to be told you did something wrong but never being told why or what steps you could have taken to make it better. I have never been one to be a "Negative Nelly" so don't fret! Pointing out what you did wrong doesn't facilitate motivation any more than saying "Great Job", I will answer any questions you may have by providing you valuable guidance and practical insight via Feedback.

Feedback will be given within 24-36 hours from when you submit any assignment, discussion, self-reflection, project or quiz. It is my endeavor to provide feedback as soon as possible; however, if you have not received a grade or feedback after 3 days please do not hesitate to contact me. My response time to answer emails or the Café chat room is within 24 hours

Feedback is a great way to ascertain where your strengths and weaknesses are and gives you areas for improvement while also helping you to maximize your potential.

Students with Disabilities who need Accommodations:

If you are a student with disabilities who might need reasonable accommodations in academic settings, please communicate with me as soon as possible so that we may make appropriate arrangements to meet your needs. If you are requesting specific accommodations, you are required to have your accommodations officially documented by the UNM Disability Resource Center.

Student Grievances:

Article 1
1.1. General

The UNM Student Grievance Procedure is intended to provide Procedures for the resolution of disputes of an academic nature between students and University faculty, as well as Procedures for handling student disciplinary matters. The following categories of disputes or disciplinary matters are provided for in the articles indicated. Any question about these Procedures should be directed to the Office of the Director. Student Affairs. For more information on the campus grievance policy go to:
http://valencia.unm.edu/students/student%20grievance%20procedure.html

Title IX:

UNM is committed to fostering a safe, productive learning environment and we comply with all aspects related to Title IX of the Educational Amendments of 1972 and 34 C.F.R. Part 106. Title IX prohibits sex discrimination to include sexual misconduct defined as harassment, domestic and dating violence, sexual assault, and stalking. Incidents of harassment or assault must be reported to the Office of Equal Opportunity and the Title IX Coordinator at 505-925-8560. For more information, please review UNM's policy regarding sexual misconduct: https://oeo.unm.edu/title-ix/reporting_obligations.html

Netiquette:

Netiquette is a set of rules for behaving properly online. Something about cyberspace makes it easy for people to forget that they are interacting with other real people. The following bullet points cover some basics to communicating online:

- Be sensitive to the fact that there will be cultural and linguistic backgrounds, as well as different political and religious beliefs, plus just differences in general.
- Use good taste when composing your responses in Discussion Forums. Swearing and profanity is also part of being sensitive to your classmates and should be avoided. Also consider that slang can be misunderstood or misinterpreted.
- Don't use all capital letters when composing your responses as this is considered "shouting" on the Internet and is regarded as impolite or aggressive. It can also be stressful on the eye when trying to read your message.
- Be respectful of your others' views and opinions. Avoid "flaming" (publicly attacking or insulting) them as this can cause hurt feelings and decrease the chances of getting all different types of points of view.
- Be careful when using acronyms. If you use an acronym it is best to spell out its meaning first, then put the acronym in parentheses afterward, for example: Frequently Asked Questions (FAQs). After that you can use the acronym freely throughout your message.
- Use good grammar and spelling, and avoid using text messaging shortcuts.

Withdrawal from Class:

Please refer to the UNM Valencia Website for deadlines for dropping a class. It is the student's responsibility to drop the class. DO NOT assume that your instructor will drop you or change your grade if you fail to make progress in the class.

Incomplete Grade Policy:

If you have completed 85% of the points for the semester (attendance as defined by logging into the class on a minimum of once every 7 days, submitting assignments, taking and passing exams and quizzes, participating in discussions) and are experiencing obstacles to completing the semester, contact me to talk about the possibility of an incomplete. If an incomplete is granted, you must have the remaining assignments as agreed upon completed by the end of the next semester. PLEASE NOTE – it is your responsibility to complete the assignments in a timely manner. If not completed, your INC automatically turns into an F.

Students missing assignments through poor time management and then asking for an Incomplete WILL NOT BE GRANTED ONE. Incompletes are only given to accommodate students with extreme and extenuating circumstances beyond their control.

Course Outline:

Below is a tentative list of weekly activities. Weekly units, course objectives, student outcomes and due dates are listed on the Weekly Unit Overview Page as well. This is subject to change at the discretion of the instructor:

<mark>*Subject to change at instructor discretion!*</mark>

Students must refer to the Weekly Units in Learn for detailed listing of activities for each week

Week	Week Date	Reading	Instructional Materials	Course Activities
1	March 18-March 24	Syllabus IT 293 FAQ's Instructor Introduction	Blackboard Student Orientation Code of Conduct	Self-Reflection Get to Know me Quiz 1 Week 1
2	March 25- March 31	Ethics at Work Chap. 1, 2 Soft skills for the Workplace Chap. 1, 3 Ethical Theories Case Study: Employee Absence	Required Video: Significance of Ethics Required Video: "Ethics in Customer Service" OPTIONAL: Students to research You tube, OER Commons, TedTalk for additional information on topics covered in week 2.	Discussions on ethical case studies Videos on Ethics and Professionalism Inductive Reasoning Quizzes Reflections Case Briefs Peer/Edit/Review Web questing
3	April 1-April 7	Ethics at Work Chap. 5 & 6; Soft skills Chap. 4 & 6 Ethical Problem Solving Paradigm Case Study Ethics at Work Chapter 5 Case Study Edward Snowden	Required Video: "Edward Snowden" Required Video: "Would you Sacrifice…" Required Video: "Communication: Sender/Receiver" OPTIONAL: Students to research You tube, OER Commons, TedTalk for additional	Discussions on ethical case studies Videos on Ethics and Professionalism Inductive Reasoning Q&A Quizzes Reflections Case Briefs

			information on topics covered in week 3.	Peer/Edit/Review Web questing
4	April 8-April 14	Soft skills Chap. 7, 8 & 9 Ethical Codes of Conduct and Organizational Context 7 C's of Communication Mind Tools for Active Listening Case Study: Patient Rights	Required Video: "Creating a Code of ethics and conduct…" Required Video: " Workplace Communication" Required Video: "10 Barriers to effective communication" Required Video: "Your body language may shape…." OPTIONAL: Students to research You tube, OER Commons, TedTalk for additional information on topics covered in week 3.	Discussions on ethical case studies Videos on Ethics and Professionalism Inductive Reasoning Q&A Quizzes Reflections Case Briefs Peer/Edit/Review Web questing
5	April 15-April 21	Better Ways to Communicate Workplace Negativity Conflict Management Strategies Case Study: Conflict Management	Required video: "4 Types of People…" Required Video: "Attitude, Value and Ethics" Required Video: "How to deal with difficult people" Required Video: "Conflicts in the Workplace" OPTIONAL: Students to research You tube, OER Commons, TedTalk for additional information on	Discussions on ethical case studies Videos on Ethics and Professionalism Inductive Reasoning Q&A Quizzes Reflections Case Briefs Peer/Edit/Review Web questing

			topics covered in week 5	
6	April 22-April 28	Softskills in the Workplace Chapters 12 and 13 Trust and Diversity Mastering Softskills No "I" in Team How Approachable are you? Building Trust Case Study: Workplace Diversity	Required video: "Diversity in the workplace Required video: "Teamwork" Required video: "Work Scenarios" Required video: "Tips to improve…" OPTIONAL: Students to research You tube, OER Commons, TedTalk for additional information on topics covered in week 6	Discussions on ethical case studies Videos on Ethics and Professionalism Inductive Reasoning Q&A Quizzes Reflections Case Briefs Peer/Edit/Review Web questing
7	April 29-May 5	Emotional Intelligence Culture in the Workplace Organizational Culture Chapter 3 Confidentiality Victimization in the Workplace Case Study: Difficult Worker	Required video: "Emotional Intelligence" Required video: "Organizational Culture" Required video: "Harassment" Required video: "4 Types of Bullies" OPTIONAL: Students to research You tube, OER Commons, TedTalk for additional information on topics covered in week 7	Discussions on ethical case studies Videos on Ethics and Professionalism Inductive Reasoning Q&A Quizzes Reflections Case Briefs Peer/Edit/Review Web questing
8	May 6-May 12	Customer Service Customer Service Scenario Ethical Issues in Business	Required video: "Customer Service" Required video: "Customer Service	Discussions on ethical case studies Videos on Ethics and Professionalism Inductive Reasoning

| | | Who uses Ethics?

Social Responsibility

Business Ethics and Social Responsibility

Ethics and Moral Leadership | vs Customer Experience"

Required video: "Social Responsibility"

Required video: "Moral Leadership"
OPTIONAL:

Students to research You tube, OER Commons, TedTalk for additional information on topics covered in week 8 | Q&A

Quizzes

Reflections

Case Briefs

Peer/Edit/Review

Web questing |