

# IT 293-507: Professional Ethics - Spring 2022

## Second 8 Weeks

March 21 to May 14, 2021

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|--------------------------------|--|
| <b>Course:</b>                 | IT 293 Professional Ethics   |
| <b>Instructor:</b>             | Susan Jackson  |
| <b>Office Hours:</b>           | Online Monday-Thursday 6 am to 6:30 am and 6 pm to 6:30 pm.<br>Online Friday 6 am to 6:30 am and 2 pm to 3 pm<br>If you need to speak with me directly, email me through Learn course message system for a specific time to meet.  |
| <b>Class Time and Place:</b>   | We will meet online through UNM Learn at <a href="https://learn.unm.edu">https://learn.unm.edu</a> .<br>You are expected to log in to the course in Learn at least once a day.   |
| <b>Prerequisites:</b>          | Students will need a UNM Net ID and password. If you have any issues with obtaining a Net ID, contact UNM Information Technologies directly at 505-277-5757.   |
| <b>Technology Requirements</b> | Students must have basic computer skills, a computer or laptop, high speed internet connection and Microsoft Office software is needed for this course.  |
| <b>Textbooks Required:</b>     | Ethics at Work by William H. Shaw ISBN 978-0-19-513942-6<br>Soft skills for the Workplace ISBN 978-1-63126-826-7   |
| <b>Course Description:</b>     | <p>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.</p> <p>Professional Ethics will examine the philosophy of ethics, and the different aspects of soft skills in the workplace and how we interact and react to ethical situations.</p> <p>This course includes lectures, power point presentations, discussions, case analyses, study of codes of ethics and individual and possible team projects (to be announced).</p> |

## Content of Syllabus Subject to Change at Instructor's Discretion

### 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 and Class Format:

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. The week begins on Monday at 12:00 am and ends on the following Sunday at 11:59 pm. All assignments and correspondence will be submitted through the UNM Learn platform. Emailed assignments to unnm.edu are not accepted. You are required to log in to Learn once a day to check for updates, messages, discussions, assignments and feedback.

You are required to log in on Monday morning each week and email me through the Learn class to let me know you have started the course for the week. You will be given points as this is your attendance.

Do not wait until Sunday night to submit required assignments (Discussions, etc.)-be respectful of your fellow students by submitting early. Fellow students cannot comment or provide viable feedback to your posts if you wait and thus they will not earn points.

### Covid 19 Protocol

#### Vaccinations

All students, staff, and instructors are required by UNM Administrative Mandate to be fully vaccinated for COVID-19 as soon as possible. UNM will continue its COVID-19 vaccination requirement into the 2022 spring semester and has made it easy for students to submit their record of full COVID-19 vaccination to the UNM vaccine verification site or a request for an exemption. The UNM vaccine verification site, exemption forms, and more information can be found at Vax the Pack at <http://admissions.unm.edu/vaxthepack/>.

The COVID-19 test will be at the expense of the employee/student. The State of New Mexico has contracted with a test provider that currently provides tests free of charge. Go to <https://learn.vaulthealth.com/nm/> to sign up.

Other testing locations may be found online through the NM DOH at <https://cvprovider.nmhealth.org/directory.html>. Please note that testing for this purpose is not available at Student Health and Counseling (SHAC).

#### What if my test results are Positive?

If you test positive, you should quarantine yourself, report your positive diagnosis online at <https://hr.unm.edu/self-report>, and contact the UNM COVID-19 Call Center at 505-515-8212 for specific quarantine and isolation guidance. UNM follows CDC guidance as it relates to testing following a positive diagnosis, which indicates that individuals may continue to test positive for up to 90 days following their diagnosis. Individuals who test positive are excused from the weekly testing requirement for 90 days following the date of their positive test. So long as individuals report their positive test as required via <https://hr.unm.edu/self-report>, they will not receive weekly testing requests during this 90-day period.

#### UNM Requirement on Masking in Indoor Spaces

All students, staff, and instructors are required to wear face masks in indoor classes, labs, studios and meetings on UNM campuses, regardless of vaccine status. Students and employees who do not wear a mask in classrooms and other indoor public spaces on UNM campuses are subject to disciplinary actions.

Communication on change in modality: The university may direct that classes move to remote delivery at any time to preserve the health and safety of the students, instructor and community. Please check your email and your UNM Learn site regularly for updates about our class, and please check <https://bringbackthepack.unm.edu> regularly for general UNM updates about COVID-19 and the health of our community.

Acceptable masks and mask wearing in class: A two-layer mask that covers the nose and mouth and that is cleaned regularly is acceptable, as are disposable medical masks, KN95, KF94, FFP1 and FFP2 masks. A face shield is not sufficient protection. It is vital that you wear your mask correctly, covering your nose and mouth. Removing your mask for an extended period to eat or drink in class violates the university mask requirement and endangers others.

Consequences of not wearing a mask properly: If you don't wear a mask, or if you do not wear a mask properly by covering your nose and mouth, you will be asked to leave class. If you fail to wear a mask properly on more than one occasion, you can expect to be dropped from the class. If you insist on remaining in the classroom while not wearing a mask, class will be dismissed for the day to protect others and you will be dropped from the class immediately.

The instructor will try to have a few disposable masks available in the classroom on a first-come, first

## **Learn Course Email:**

The course email is a place for you to ask questions regarding the class. All correspondence in this class must be made through the course email. Check the course FAQ's before contacting me as your question may already be listed in the FAQ's section.

## **Attendance:**

It is the student's responsibility to attend class through UNM Learn and complete all work assigned. Non completion of the course or failing will affect your grade. This may affect any scholarships, grants, or financial aid; requiring payment back to the offering institution.

Students are to log onto the class at least once a day. Students who fail to log in more than 7 days past, may be dropped from the course. 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.

You are required to log in on the first day of class to let me know you have started the course; and again, every Monday morning through the class message system. This is to let me know you are checking in for the week. You will be given points as this is your attendance.

## **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.

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 other 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. 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. The week begins Monday at 12:00 am and ends Sunday at 11:59 pm.

**Make-up and Late Assignment Policy:** Late assignments and assessments will be accepted up to 3 days after the due date; but will receive a penalty: 20% . IF you have a medical emergency (death of family member, hospitalization) contact me 48 hours prior to submission deadline (If possible). You must upload a doctor note or other documentation in order to get the percent penalty waived.

**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 |
|--|--------------|
| Code of Conduct  | 5            |
| Assignments (12 at 15 pts each)                                  | 180          |
| Case Study Discussions (8 at 15 pts each)                        | 120          |
| Quizzes (5 at 10 pts each),(1 at 30 pts each)(1 Final at 30 pts) | 110          |
| Self-Reflection (8 reflection posts/15 pts each)                 | 120          |
| Final Project (Code of Ethics)                                   | 65           |
| Total Points   | 600          |

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 510 **points out** of 600 possible **points**; then enter 510 divided by 600 – your current percentage will be 85% or a B grade.

Extra credit: may be given in this course but is not guaranteed. There are assignments and extra points that are not calculated into the course total that will help to bring your overall grade up should you need it.

## **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 to three comments to peers for each weekly discussion task.

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.).

If enrollment is low in the course, or fellow classmates wait until the end of the week to post discussions and comments; the instructor will interact with your discussion posts. It is your responsibility to review comments and answer questions or comment further. This builds your understanding of the discussion and allows you to link course material. Please make sure to review the rubric for grading requirements when positing discussions and comments.

Rubric for Discussions and Self Reflection's: 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. (See Rubric end of Syllabus)

**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. BUT you must check your assignments, quizzes and discussions not only for your grade but also for your feedback. I do not email feedback. Feedback will be provided on the actual assignment so make sure you read it and use the feedback to help you further in the course.

Feedback will be given within 24 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 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. 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](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 or emails. 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.
- Ask simple questions and stick to one subject. Asking various questions in one entry and/or pointing fingers such as "you did...." can be considered flaming (see above)
- 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:**

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.

### **Final Project**

You will create a Code of conduct for your final project which will be 65 points. You may submit a manual or power point of your final project. I will grade your project based on the rubrics (i.e. did you incorporate topics covered each week? Did you do outside research on your topics?) Remember the first part of communication is making sure the audience or receiver understands what you are saying. Many corporations do not sit down with employees to go over Codes of conduct and many do. So, decide how you are going to present? Are you going to give a workshop on the codes to your employees or have them read it on their own?

Make sure you utilize the extras posted in the navigation bar and each week of the course to help you (Examples of Codes of Conduct, Differences between Codes of Conduct and Codes of Ethics, More Ethics Resources, etc.). I will keep readings and videos open each week but assignments, quizzes, discussion and reflections will close at the end of each week.

If doing a manual for the employee to read on their own: At least 5 pages. Detail topics (Receiver is an adult but take into consideration barriers to understanding written materials).



If doing a power point presentation: At least 8 pages. Detail topics (Receiver is an adult but take into consideration barriers to understanding written materials). Are you going to narrate while power point is playing or have employees view on their own?

Make sure to include the name of your business and type of business on your cover page. If your business and type of business are different than what you submitted in your project proposal, I will send it back to you.

If at any time you have questions, do not hesitate to contact me.

**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:

***Subject to change at instructor discretion!***

*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    |           | Syllabus<br>IT 293 FAQ's<br>Instructor Introduction   | Blackboard Student Orientation<br>Code of Conduct   | Self-Reflection<br>Get to Know me<br>Quiz 1 Week 1  |
| 2    |           | Ethics at Work Chap. 1, 2<br>Soft skills for the Workplace Chap. 1, 3<br>Ethical Theories<br>Case Study: Employee Absence | Required Video: What is Ethics?<br>Required Video: "Ethics in Customer Service"<br>OPTIONAL:<br>Students to research You tube, OER Commons, TedTalk for additional information on topics covered in week 2. | Discussions on ethical case studies<br>Videos on Ethics and Professionalism<br>Inductive Reasoning<br>Quizzes<br>Reflections<br>Case Briefs<br>Peer/Edit/Review<br>Web questing |
| 3    |           | Ethics at Work Chap. 5 & 6;<br>Soft skills Chap. 4 & 6  | Required Video: "Ethical Dilemma"   | Discussions on ethical case studies   |

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|   |  | <p>Ethical Problem Solving Paradigm</p> <p>Kohlberg’s Moral Development</p> <p>Whistleblower Protections</p> <p>Qualities of Successful Professional</p> <p>Case Study Ethics at Work Chapter 5</p> <p>Case Study Edward Snowden</p>          | <p>Required Video: 7 C’s Communication</p> <p>Required Video: Communication Problem</p> <p>OPTIONAL:</p> <p>Students to research You tube, OER Commons, TedTalk for additional information on topics covered in week 3.</p>  | <p>Videos on Ethics and Professionalism</p> <p>Inductive Reasoning</p> <p>Q&amp;A</p> <p>Quizzes</p> <p>Reflections</p> <p>Case Briefs</p> <p>Peer/Edit/Review</p> <p>Web questing</p>  |
| 4 |  | <p>Soft skills Chap. 7, 8 &amp; 9</p> <p>Ethical Codes of Conduct and Organizational Context</p> <p>7 C’s of Communication</p> <p>Mind Tools for Active Listening</p> <p>Communication in the workplace</p> <p>Case Study: Patient Rights</p> | <p>Required Video: “Creating a Code of ethics and conduct...”</p> <p>Required Video: “Workplace Communication”</p> <p>Required Video: “10 Barriers to effective communication”</p> <p>Required Video: “Your body language may shape....”</p> <p>OPTIONAL:</p> <p>Students to research You tube, OER Commons, TedTalk for additional information on topics covered in week 3.</p> | <p>Discussions on ethical case studies</p> <p>Videos on Ethics and Professionalism</p> <p>Inductive Reasoning</p> <p>Q&amp;A</p> <p>Quizzes</p> <p>Reflections</p> <p>Case Briefs</p> <p>Peer/Edit/Review</p> <p>Web questing</p> |
| 5 |  | <p>Better Ways to Communicate</p> <p>Workplace Negativity</p>   | <p>Required video: “Four Temperments”</p>  | <p>Discussions on ethical case studies</p>  |

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|   |  | <p>Conflict Management Strategies</p> <p>Case Study: Conflict Management</p>  | <p>Required Video: “Values and Ethics Defined”</p> <p>Required Video: “How to deal with difficult people”</p> <p>Required Video: “Conflicts in the Workplace”</p> <p>OPTIONAL:</p> <p>Students to research You tube, OER Commons, TedTalk for additional information on topics covered in week 5</p> | <p>Videos on Ethics and Professionalism</p> <p>Inductive Reasoning</p> <p>Q&amp;A</p> <p>Quizzes</p> <p>Reflections</p> <p>Case Briefs</p> <p>Peer/Edit/Review</p> <p>Web questing</p>  |
| 6 |  | <p>Softskills in the Workplace Chapters 12 and 13</p> <p>Managing Diversity</p> <p>Mastering Softskills</p> <p>No “I” in Team</p> <p>How Approachable are you?</p> <p>Building Trust</p> <p>Case Study: Workplace Diversity</p> | <p>Required video: “Workplace Diversity”</p> <p>Required video: “Effective Teamwork”</p> <p>Required video: “Tips to improve...”</p> <p>OPTIONAL:</p> <p>Students to research You tube, OER Commons, TedTalk for additional information on topics covered in week 6</p>                              | <p>Discussions on ethical case studies</p> <p>Videos on Ethics and Professionalism</p> <p>Inductive Reasoning</p> <p>Q&amp;A</p> <p>Quizzes</p> <p>Reflections</p> <p>Case Briefs</p> <p>Peer/Edit/Review</p> <p>Web questing</p> |
| 7 |  | <p>Emotional Intelligence</p> <p>Culture in the Workplace</p> <p>Organizational Culture Chapter 3</p> <p>Confidentiality</p> <p>Victimization in the Workplace</p>  | <p>Required video: “Emotional Intelligence”</p> <p>Required video: “Organizational Culture”</p> <p>Required video: “Harassment”</p>  | <p>Discussions on ethical case studies</p> <p>Videos on Ethics and Professionalism</p> <p>Inductive Reasoning</p> <p>Q&amp;A</p> <p>Quizzes</p>   |

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|   |  | Case Study: Difficult Worker  | <p>Required video: “4 Types of Bullies”</p> <p>OPTIONAL:</p> <p>Students to research You tube, OER Commons, TedTalk for additional information on topics covered in week 7</p>   | <p>Reflections</p> <p>Case Briefs</p> <p>Peer/Edit/Review</p> <p>Web questing</p>   |
| 8 |  | <p>Customer Service</p> <p>Customer Service Scenario</p> <p>Ethical Issues in Business</p> <p>Who uses Ethics?</p> <p>Social Responsibility</p> <p>Business Ethics and Social Responsibility</p> <p>Ethics and Moral Leadership</p> | <p>Required video: “Customer Service”</p> <p>Required video: “Customer Service vs Customer Experience”</p> <p>Required video: “Social Responsibility”</p> <p>Required video: “Moral Leadership”</p> <p>OPTIONAL:</p> <p>Students to research You tube, OER Commons, TedTalk for additional information on topics covered in week 8</p> | <p>Discussions on ethical case studies</p> <p>Videos on Ethics and Professionalism</p> <p>Inductive Reasoning</p> <p>Q&amp;A</p> <p>Quizzes</p> <p>Reflections</p> <p>Case Briefs</p> <p>Peer/Edit/Review</p> <p>Web questing</p> |

**See next page for Discussion and Reflection Rubric requirements. This will enable you to obtain full points.**

**Discussion/Reflection Rubric**

| <b>Grade</b>             | <b>Above Expectations</b>  | <b>Meets Expectations</b>   | <b>Approaching Expectations</b>   | <b>Below Expectations</b>   |
|--------------------------|--|---|---|---|
| <b>Points</b>            | <b>5</b>   | <b>4</b>  | <b>3</b>  | <b>1</b>  |
| Identification of Issues | <p><b>Discussion</b> identifies and understands all of the main issues and stakeholders in the case study.</p> <p><b>Reflection</b> explains the students’ own thinking and learning processes, as well as implications for future learning.</p>   | <p><b>Discussion</b> identifies and understands most of the issues and stakeholders in the case study.</p> <p><b>Reflection</b> explains the students’ thinking about his/her own personal learning processes and future learning.</p>  | <p><b>Discussion</b> identifies and understands some of the issues and stakeholders in the case study.</p> <p><b>Reflection</b> attempts to demonstrate thinking about learning, but is un-clear about the personal learning process.</p>   | <p><b>Discussion</b> identifies few or none of the issues or stakeholders of the case study.</p> <p><b>Reflection</b> does not address the student’s thinking and/or personal learning process.</p>   |
| Analysis                 | <p><b>Discussion</b> 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.</p> <p><b>Reflection</b> 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.</p> | <p><b>Discussion</b> 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.</p> <p><b>Reflection</b> is an analysis of the learning experience and the value of the derived learning to self or others.</p>   | <p><b>Discussion</b> shows some understanding of the issues. Comments are weak with inappropriate solutions or proposals to solutions, to the issues in the case study.</p> <p><b>Reflection</b> attempts to analyze the learning experience but the value of the learning to the student or others’ is vague and/or unclear.</p> | <p><b>Discussion</b> lacks understanding of the issues. Lack of comments, solutions or proposals for solutions, to the issues in the case study are provided.</p> <p><b>Reflection</b> does not move beyond a description of the learning Experience.</p> |
| Making Connections       | <p><b>Discussion</b> clearly links course readings, materials and outside research to enhance self-knowledge and understanding. Responses are thought provoking asking probing questions.</p> <p><b>Reflection</b> articulates multiple connections between this learning experience and</p>   | <p><b>Discussion</b> links most of the course readings and activities to enhance self-knowledge and understanding. Responses are thorough with some probing questions.</p> <p><b>Reflection</b> articulates connections between this learning experience and content from other courses, past learning experiences,</p> | <p><b>Discussion</b> attempts to link some of the course materials but lacks understanding. Responses are attentive with no probing questions.</p> <p><b>Reflection</b> attempts to articulate connections between this</p>   | <p><b>Discussion</b> doesn’t link course materials. There is a lack of understanding and connection. Responses are unclear.</p> <p><b>Reflection</b> does not articulate any connection to other learning or</p>  |

|  |  |                      |   |                                      |
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|  | content from other courses, past learning, life experiences and/or future goals. | and/or future goals. | learning or personal goals, but the connection is vague and/or unclear. | experiences. There is no connection. |
|--|--|----------------------|---|--------------------------------------|