

Reese Campus

Course Syllabus

COURSE: **EMSP 1401.200** Emergency Medical Technician, Basic
SEMESTER: Summer 2022
CLASS TIMES: Monday\Wednesday 8:30am-12:00pm/1:00pm-3:30pm
Friday 8:30am-11:30am
INSTRUCTOR: Mason Powers, NRP
OFFICE: Reese Center, Building 5, Room 517A
OFFICE HOURS: Tuesday 9:00pm-2:30pm
Thursday 9:00am-2:30pm
OFFICE PHONE: 806-716-4652
E-MAIL: mpowers@southplainscollege.edu
Facebook: www.facebook.com/spcemsprogram

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

GENERAL COURSE INFORMATION

COURSE DESCRIPTION

This course is an introduction to the level of emergency medical technician – basic, and includes all the skills necessary to provide emergency medical care at the basic life support level with an ambulance service or other specialized services.

STUDENT LEARNING OUTCOMES

Students will:

1. Understand the roles and responsibilities of an EMT-Basic within an EMS System.
2. Be able to apply the basic concepts of development, pathophysiology, and pharmacology to assessment and management of emergency patients.
3. Be able to take a history and perform a comprehensive physical exam on any patient and communicate those findings to other healthcare providers.
4. Be able to communicate effectively with patients.
5. Be able to establish and/or maintain a patent airway, oxygenate, and ventilate a patient.
6. Be able to recognize and treat minor and life threatening medical emergencies.
7. Be able to recognize, treat, and interact with patients from special populations.

COURSE OBJECTIVES

At the completion of this course the student will have:

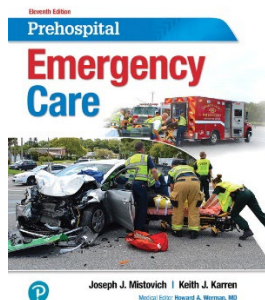
(C-1, C- 4, C- 5, C-6, C-7, C-8, C-9, C-12, C-13, C-14, C-15, C-16, C-19, C-20; F-1, F-2, F-3, F-4, F-5, F-8, F-9, F-10, F-12, F-13, F-14, F-15, F-16)

1. The cognitive, psychomotor, and affective competencies in the recognition and treatment of prehospital emergencies.
2. The cognitive, psychomotor, and affective competencies of prehospital cardiac emergencies.
3. The cognitive, psychomotor, and affective competencies of prehospital medical emergencies.
4. The cognitive, psychomotor, and affective competencies of prehospital care and treatment of special populations.
5. The cognitive, psychomotor and affective competencies of pre-hospital emergencies at the EMT – Basic entry-level.

SPECIFIC COURSE INFORMATION

TEXT AND MATERIALS

ISBN-13: 9780134704456



Prehospital Emergency Care, 11th Edition

Publisher: Pearson

****Student MUST have access to the Brady Lab to complete quizzes****

EVALUATION METHODS

Computer-based exams, written homework assignments, quizzes, class attendance, and other projects as assigned.

CLASS FORMAT

This class will utilize the “FLEX” format in which lectures will be live; but online and skills labs will be live and in person.

Zoom:

Lectures will be conducted live; but online via Zoom.

Skills Labs:

Skills labs will be held in person on the Reese Campus. The instructor will inform the students, in advance, of skills labs dates, times, and locations.

FACE COVERING STATEMENT

Students will follow guidelines that are set by SPC in regards to social distancing and wearing face coverings.

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.

SCANS and FOUNDATION SKILLS

Refer also to Course Objectives. SCANS and Foundation Skills attached.

VERIFICATION OF WORKPLACE COMPETENCIES –

Upon successful completion of this course, the student will receive a Certificate of Completion required for application to take the national certification exam. Students must successfully complete this course and obtain their NREMT-Basic certification in order to enroll in EMSP 1338, 1355, 1356, 2248 and 1161. Please refer to the SPC EMS Handbook.

DROPPING A CLASS

Students should submit a [Student Initiated Drop Form](#) online.

Students will not be required to obtain an instructor signature to drop, however, we do encourage students to communicate with instructors or advisors prior to dropping a course when they are able. **There will be no charge for drops for the fall or spring semesters.**

WITHDRAWING FROM ALL CLASSES

If a student wishes to withdraw from all courses, they should initiate that 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.

SCHEDULE CHANGE (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.

ATTENDANCE POLICY (*READ CAREFULLY)

“Punctual and regular class attendance is required of all students attending South Plains College. There are no excused absences. Students are responsible for all class work covered during absences from class, even in cases in which they are able to satisfy the instructor that the absence was unavoidable.” (*South Plains College Student Guide*)

“Whenever absences become excessive and, in the instructor’s opinion, minimum course objectives cannot be met due to absences, the student should be withdrawn from the course.” (*South Plains College General Catalog*,)

Due to the importance of the emergency medical information being taught, the instructor of this course defines excessive absences as missing the 3rd class day (or having equivalent tardies) in a course section. A student who meets this criteria will be administratively dropped from the course by the instructor.

- Tardies: (Definition): arriving any time after the class has started or not returning from an approved break after class has re-started.
- Two tardies will be considered missing one class day and counted as such.
- A student’s work schedule is not an excuse for missing class.
- Leaving class before the scheduled end time, or before the instructor dismisses the class will count as a half absence
- Any exceptions to this policy must be discussed on an individual basis with the course instructor and the EMS Program Director. (i.e. – student hospitalization, immediate family member death, etc.)

Flexibility Statement

Disclaimer: This statement does not supersede or alter the attendance policy as students are expected to attend classes and labs as scheduled. Rather, this statement serves to allow instructors more flexibility in aiding students that have issues relating to the COVID pandemic. The use of this statement will be handled on a case-by-case basis with consideration of the particular circumstances.

Due to the current COVID pandemic, the SPC EMS Training faculty will make reasonable attempts to be flexible during this trying time. Considerations will be taken on attendance in regards to health issues, isolation, and other issues

associated with the pandemic. However, the SPC EMS Training Program must meet all requirements regarding contact hours as dictated by the Texas Department of State Health Services and our accreditation boards. So, flexibility and allowances may be limited, in some cases, by these agencies.

Students that miss classes must make up all material and shall be held responsible for all didactic and psychomotor skills associated with this course. Students will also be responsible for all quizzes, assignments, and tests associated with this class. Recordings of lectures will be posted on the student's Blackboard to be available for making up missed classroom time and for study and review purposes. The faculty will work with students to make up skills labs missed due to health reasons whenever possible. However, students must comply with dates and times for makeup labs as designated by the instructors. Students will be responsible for maintaining all designated skills proficiencies as assigned by the instructor.

SPECIFIC RULES FOR ONLINE ATTENDANCE

- All students must be logged in to Zoom by the start of class (0900). Roll call will begin immediately at the starting time. Any student that is having technical difficulties logging in must inform the instructor via email or text via the appropriate platform BEFORE the beginning of class.
- Students shall have the video cameras on at all times during online classes, unless authorized by the instructor.
- In the event that a student must step away from the online class, the student shall designate themselves as "Away" or otherwise inform the instructor that he/she must step away from the computer. Failure to adhere to this policy may result in the Instructor removing the student from the online lecture. Repeated violations of this policy will result in an absence or tardy being recorded.
- Students will be called upon throughout the class. Failure to answer will be construed as being away from the computer and the policy above shall be applied.

COMPUTER USAGE

As computer technology in the field of emergency medical services 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 Reese campus. (Contact your instructor if you need assistance on locating a computer lab to obtain assignments and/or to complete computer assignments.) 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. It is the student's responsibility to obtain their user name and password from the SPC admissions office at the time of admission to the college.

ALL STUDENTS ARE EXPECTED TO KNOW THEIR SPC STUDENT USER NAME AND PASSWORD.

COMMUNICATION POLICY

Electronic communication between instructor and students in this course will utilize the South Plains College "My SPC" email systems. The instructor will not initiate communication using private email accounts. Students need to check SPC email on a daily basis. 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. Additionally, students are not allowed to contact the instructor via personal phone. Students may contact the instructor via phone at the college phone number assigned to the instructor.

COMPUTER LAB USAGE

The computer lab(s) on campus may be used by students when the lab(s) are reserved by the instructor or when a lab is open for use between instructional courses. Computer paper will not be provided directly by the SPC EMS Program faculty for students to print materials but faculty will assist students in contacting the computer room supervisors to locate print paper if needed. Lack of computer lab paper is not an excuse for not having homework assignments, skills lab sheets, or any other required classroom documents.

SPECIAL REQUIREMENTS (*Read Carefully)

Students must present a signed original hardcopy of each of the following for their student file:

- Syllabus (EMSP 1401)
- SPC EMS Program Handbook
- SPC Clinical Handbook
- Grievance Policy
- South Plains College GRADE AND ACADEMIC DISCIPLINE APPEALS

Technology Rules

Cell Phones/Smart Watches – Cell phones are to be turned OFF or on silenced during scheduled class periods, unless prior approval has been given from the instructor. **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 or smart watches on their person during exams. Students will receive a grade of “0” for the exam if they have a cell phone or smart watch during an exam. Additionally, possession of a cell phone or smart watch during an exam may be grounds for dismissal from the EMS program and from SPC. (See Cheating and Plagiarism on pp 2.)

ASSIGNMENT POLICY

All assignments must be completed by the assigned due date and time. **Late and/or incomplete work will not be accepted and a grade of zero will be recorded.** Assignments, quizzes, exams, and skills that are missed due to an unapproved absence may not be made up. Quizzes may be administered at the start of class sessions. Students who are late to class or are absent may not make up a quiz. See the instructor for more specific information.

EXAMS

The majority of student ‘written’ exams will be administered via computer to prepare them for the National Registry exam and some exams will be handwritten which will encourage memory and mastery of the material. Students should practice proper spelling and grammar when answering a written exam. Additionally, many exam questions will be constructed in the same manner as National Registry questions, allowing students to prepare for that testing format. Exams are administered on Blackboard using Proctorio. Students must have a working computer with a webcam to use Proctorio. Students are expected to arrive on time to exams and complete the exams within the time frame allowed.

75% is the minimum passing grade on all exams. Students may not fail more than 2 sectional exams throughout the course. Once a student fails a third sectional exam they will be dropped from the course.

A re-test will be offered for the first 2 sectional exams that are failed, with the highest grade possible being a 75%. If a student passes the retest the student will receive a 75% on the exam, however the initial failed exam will still count towards the student’s number of failed exams

- Students are required to make a 75% or higher on the cumulative final exam in order to be eligible to obtain an EMS Program Course Completion Certificate. (*see EMS Program Handbook for details)
- One re-test on the final exam may be offered to the student automatically if they have a clean academic and behavioral record for the overall course, i.e.: no excessive absences or tardies, and/or no previously failed exams or assignments.
- If a student does not meet the automatic re-take criteria, they may submit an appeal to a committee of the SPC EMS medical director, the Allied Health Chairperson, a counselor, and/or others to seek recommendation for re-testing. The committee will decide whether the student is eligible for an exam re-take. If a student is not allowed a re-take, they must take the course over (*All appeals must be requested within 24 hours after the student has completed the exam.)
- Eligible students requesting a re-test must contact the instructor and schedule a time to come to the campus to re-take the test. (*It is not the responsibility of the instructor to contact the student and offer a re-take of the final exam.)

Makeup exams- If a student is absent for a sectional exam, the student must make up the exam within one week of the scheduled exam date. If the student is absent for the final exam, the student will have 48 hours to makeup the exam. The student will be required to schedule a time with the instructor outside of class and within normal office hours to take the exam. **NOTE:** The makeup exam will not count towards the student’s attendance, and the missed scheduled class will still count as an absence

PARTICIPATION

All students are required to participate in class discussions and labs. Failure to participate will lead to points being deducted from the student’s participation grade. Because students must be present in class to participate, absences, tardies, and leaving class early will result in points being deducted from the student’s participation grade.

Skills and Skill Exams:

Skills are a critical aspect of an EMS training program. Each student is solely responsible to complete all peer review skills requirements and documentation on the Platinum Planner platform by the due date as outlined by the lead instructor. Ample time is allocated during the class to complete this component. Each student is expected to utilize the allotted class time appropriately to achieve completion. Failure to complete this requirement shall result in the dismissal from the SPC EMS Training Program.

All students **MUST** pass each of the final skills exams as prescribed by the lead instructor. Each student will have a total of three opportunities to pass each final skills exam. All final skills exams shall be administered by a faculty member. Final skills exams will include an initial final exam and a maximum of two retests. Each retest, as needed, shall be administered by a different faculty member. Failure to pass the final skills exams shall result in the dismissal from the SPC EMS Training Program.

Documentation of Skills Labs

Students will be solely responsible for documenting all skills labs on Platinum Planner. During skills labs, students will “create a lab” and document all peer and instructor skills check sheets on Platinum Planner. Students must assure proper peer and/or instructor signatures are properly obtained. **All skills lab documentation MUST be documented and submitted on Platinum Planner within 48 hours of the skills lab. Failure to submit skills documentation within this time frame will result in the student having to repeat those skills outside of designated skills lab times.** Repeated violations of this policy may result in termination from the Program.

GRADING POLICY

A student must maintain an average of 75% to pass the course.

Students are expected to demonstrate material competency by making a 75% or above on the final exam to receive a course completion certificate. (*please refer to your SPC EMS Handbook)

Final semester grades will be based on the following:

Quizzes	20%
Participation (Class/Lab)	10%
Sectional Exams	30%
Final Exam	40% *an exam re-take may be available, see EXAMS section for details.*
Grading Scale: 90-100	A
80-89	B
75-79	C
74 or Below	F

EXTRA CREDIT

Extra credit is not given under most circumstances. If extra credit is given it will be given to the class as a whole and not on an individual basis.

COURSE COMPLETION CERTIFICATE

Each student petitioning to take the National Registry exam must have a course completion to apply to test. Please refer to the most current version of the SPC EMS Program Handbook for details.

STUDENT CONDUCT

Students in this class are expected to abide by the standards of student conduct as defined in the SPC Student Guide.

Fighting between students or any attempt to fight with faculty or staff will not be tolerated and will result in immediate dismissal from the program and possible criminal charges. Additionally, students are expected to come to class wearing the appropriate clothing and ready for class. Cell phones should be turned off or silenced.

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.

DRESS CODE

Class Dress Code – Due to EMS being a uniformed profession all students will be required to wear their clinical uniform. The uniform must be clean and presentable.

- Black Pocket pants
- Black boots
- Gray Polo (Student Uniform Shirt) (Must be tucked in)
- Watch with a second hand
- Closed toed shoes or boots (solid black)
- EMSO T-shirt (Must be tucked in)
- Stethoscope (optional)

WHAT NOT TO WEAR: hats, flip-flops, shorts, jeans, low cut blouses, private EMS uniforms.

- These guidelines are for your protection due to the nature of the EMS environment and the amount of lifting and moving that will take place in the lab.
- If you are employed by a local or regional EMS service, do not wear your uniform, badge, pager, or radio to class as this causes distractions from the teaching environment.

CAMPUS 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 and Frequently Asked Questions, please refer to the Campus Carry page at: <http://www.southplainscollege.edu/campuscarry.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.

Title IX PREGNANCY ACCOMMODATIONS STATEMENT

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. To activate accommodations you must submit a Title IX pregnancy accommodations request, along with specific medical documentation, to the Director of Health and Wellness. Once approved, notification will be sent to the student and instructors. It is the student's responsibility to work with the instructor to arrange accommodations. Contact the Director of Health and Wellness at 806-716-2362 or email cgilster@southplainscollege.edu for assistance.

COURSE DISCLAIMER

Working with the public in emergency situations is stressful and requires a mentally tough individual to provide medical care in the prehospital environment. This course is designed to teach students about real-world situations the EMT – Basic may potentially encounter in the 'field' while managing patient care.

In order to better prepare students for a career in the Emergency Medical Services 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.

SYLLABUS DISCLAIMER

Serious effort and consideration were used in preparing the syllabus presented. While viewed as an educational contract between instructor and student, unforeseen events may cause changes to the scheduling of exercises, quizzes, etc. Every effort will be made NOT to change scheduled items. Nonetheless, SPC EMS instructors reserve the right to make any changes deemed necessary to best fulfill the course objectives. Students registered for this course will be made aware of any changes in a timely fashion using reasonable means.

Mason Powers AAS NRP
SPC EMS Instructor

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 Office) 806-716-2577, Reese Center (Building 8) 806-716-4675, or Plainview Center (Main Office) 806-716-4302 or 806-296-9611.

EQUAL OPPORTUNITY, HARASSMENT, AND NON-DISCRIMINATION STATEMENT

South Plains College does not discriminate on the basis of race, color, national origin, sex, disability or age in its programs and activities. The following person has been designated to handle inquiries regarding the non-

discrimination policies: Vice President for Student Affairs, South Plains College, 1401 College Avenue, Box 5, Levelland, TX 79336. Phone number 806-716-2360.

South Plains College is dedicated to providing a safe and equitable learning environment for all students. Discrimination, sexual assault, and harassment are not tolerated by the college. The Health and Wellness Center offers confidential support (806-716-2529) and Voice of Hope has a 24-hour hotline (806-763-7273). You are encouraged to report any incidents online at <http://www.southplainscollege.edu/about/campussafety/complaints.php>

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.

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 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 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.
