COURSE TITLE: CJSTC Communications
COURSE NUMBER: CJK 0305V

COURSE DESCRIPTION (with prerequisites):
This is a basic course in which practical communication skills that will assist the new correctional officer in managing and supervising inmates, giving directions, answering questions, and interacting with others in a professional and safe manner are studied. Interpersonal communications, telecommunications, interviewing, note taking, and report writing are also studied. Objectives are addressed as specified by the criminal justice standards and training commission. 40 Clock Hours

NAME(S) OF INSTRUCTORS:
Program Availability

EFFECTIVE ACADEMIC YEAR:
2012-13

REQUIRED TEXTBOOKS AND INSTRUCTIONAL SUPPLIES:
See instructor's First Day Handout.

GRADING POLICY:
The standing of a student in each course is expressed by one of the following letters and corresponding grading system:

- A – 90 – 100
- B – 80 – 89
- C – 70 – 79
- D – 60 – 69
- F – 59 or less

The Chipola Catalog provides policies and procedures regarding the grading system. A student’s Grade Point Average is derived from the grading system/quality point scale.

ATTENDANCE AND WITHDRAWAL POLICIES:
Chipola College expects regular attendance of all students. Students who are absent from classes for any reason other than official college activities must satisfy the instructor concerned that the absence was due to illness or other clearly unavoidable reasons. Otherwise, the student may suffer grade loss at the discretion of the instructor. Chipola policy allows each instructor to specify in the Instructor First Day Handout whether or not an absence is excusable and what affect the absence or tardy may have on the grade.
A student is allowed to repeat a course a maximum of three (3) times. **On the third attempt a student** (1) **must bear the full cost of instruction (unless waived by Student Services), (2) cannot withdraw, and (3) must receive a grade.**

**MAKE-UP POLICY:**
Chipola allows each instructor to specify in the Instructor First Day Handout the makeup policy.

**ACADEMIC HONOR CODE POLICY:**
Students are expected to uphold the Academic Honor Code. Chipola College’s Honor Code is based on the premise that each student has the responsibility to (1) uphold the highest standards of academic honesty in his/her own work; (2) refuse to tolerate academic dishonesty in the college community; and (3) foster a high sense of honor and social responsibility on the part of students. Further information regarding the Academic Honor Code may be found in the Chipola Catalog, Student Governance section.

**STUDENTS WITH DISABILITIES POLICY:**
Chipola College is committed to making all programs and facilities accessible to anyone with a disability. Chipola’s goal is for students to obtain maximum benefit from their educational experience and to effectively transition into the college environment. Students with disabilities are requested to voluntarily contact the Office of Students with Disabilities to complete the intake process and determine their eligibility for reasonable accommodations.

**LIBRARY AND ON-LINE REFERENCE MATERIALS:**
The library is a comprehensive learning resource center providing information in print, electronic, and multimedia format to support the educational objectives of the College. On-line catalogs, e-books and electronic databases can be accessed by using the LINCCWeb icon on the Chipola Library website at www.chipola.edu/library. If you have questions about database usage consult the “How to Use the Chipola Databases” on the Library website or call the Library at 850/718-2274 during regular hours. Library hours are posted each semester at the building entrance and on the Library website. See your Instructor First Day Handout for individual instructor recommendations and resources.

**TECHNOLOGY RESOURCES:**
The Information Technology Center, located in the library, is equipped with computer workstations. Lab hours are posted each semester at the building entrance and on the Library website. The ACE Lab, located in Building L, is available for tutoring and is equipped with computer workstations. Lab hours are posted each semester at the room entrance. The college’s learning management system is **Desire 2 Learn** (d2l). Classes become available on d2l on the first day of the semester. It is the student’s responsibility to log onto the d2l system the first day of class to establish the first day of attendance and to check announcements. For further information, contact your instructor or the Director of Online Learning.
**ELECTRONIC DEVICE USAGE:**
All electronic devices such as cell phones, beepers, pagers, and related devices are to be silenced prior to entering classrooms and/or laboratories to avoid disruption. Should it become necessary for a student to leave his/her “device” on to send or receive an emergency call and/or text message, the student must inform the instructor prior to class. If the student finds it necessary to send and/or receive an emergency call and/or text message during class/lab time, he/she is instructed to take all books and belongings and step outside the classroom to deal with the situation. To minimize classroom disruption and the distraction to classmates, the student will not be permitted to reenter the classroom during that class period. Any time a test is being administered, all such devices must be turned off and put away. If a device is seen or heard during an exam, a score of zero will be given for that exam. Initial and repeated infractions may result in disciplinary action.

**DISCIPLINE SPECIFIC COMPETENCIES / LEARNING OUTCOMES:**
See Below***

**LINKING COURSE-LEVEL STUDENT LEARNING OUTCOMES WITH DISCIPLINE-SPECIFIC COMPETENCIES, ASSESSMENT METHODS, AND ARTIFACTS**

<table>
<thead>
<tr>
<th>COURSE-LEVEL STUDENT LEARNING OUTCOMES FOR CJK 0305V</th>
<th>DISCIPLINE-SPECIFIC GENERAL EDUCATION COMPETENCIES</th>
<th>ASSESSMENT METHODS FOR COURSE LEVEL STUDENT LEARNING OUTCOMES</th>
<th>LEARNING ARTIFACTS FOR AA PROGRAM ASSESSMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>• See Below***</td>
<td>This course is not a General Education core course. It is a Workforce Certificate Program for Correctional Officer.</td>
<td>T, SP, SD, BO, Sk. Check</td>
<td></td>
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**Assessment Codes**


**MEANS OF ACCOMPLISHING STUDENT LEARNING OUTCOMES:**
The course is competency-based using handouts, videotapes, textbooks, computer assisted instruction and instructor demonstrations.
Define interpersonal communication.
Describe elements of effective communication.
Describe nonverbal communication.
Illustrate nonverbal communication.
Distinguish nonverbal cues.
Describe barriers to effective communication.
Explain how positioning and posturing are used in communication.
Describe how effective listening is used in communication.
Identify elements of effective listening.
Define verbal command in relation to communication.
Demonstrate verbal command in relation to communication.
Define command presence in relation to communication.
Identify elements of effective listening.
Identify general telephone procedures.
Identify general radio procedures.
Identify the primary components of a portable radio.
Describe the proper use of a radio base station.
Define interview.
Identify the purpose of an interview.
Identify factors that influence the success of an interview.
Describe basic questioning techniques.
Describe obtaining statement from an interviewee.
Describe common signs of deception during questioning.
Define note taking.
Identify the purpose of note-taking.
Identify types of information to record in notes.
Document facts.
Define report.
List uses of reports.
Identify readers of reports.
Describe common forms for documentation.
Describe types of information to include in a report.
List types of activities that may need to be documented.
Identify the use of computers in report writing.
Identify the basic steps in writing a narrative report in corrections.
Organize facts for a report.
Sort information by category.
Arrange information in chronological order.
Review facts for a report.
Describe format and content of a report.
Describe elements of report writing.
Describe ways to ensure accuracy of information.
Define jargon.
Define slang.
Describe methods of evaluating a report.
Check report for completeness.

ASSIGNMENT AND/OR COURSE OUTLINE
See your Instructor First Day Handout for individual instructor assignment schedule.