



FLORIDA STATE UNIVERSITY
COLLEGE OF COMMUNICATION & INFORMATION
School of Information

LIS5916 – CULTURAL COMPETENCE FOR INFORMATION PROFESSIONALS

SECTION(S)

SUMMER 2017, COURSE MEETING DAY/TIME, COURSE MEETING LOCATION

MODE OF INSTRUCTION: ONLINE

Students all meet with instructor for class weekly, synchronously, using a multi-media conferencing system such as Collaborate, at a specific class time indicated in the University's course schedule for each semester. Additional asynchronous interactions among students and with instructor will be required, as indicated below in course evaluation and assessments, to complete the course.

Instructor:

Email:

Office:

Phone:

Course Location/Website:

Office Hours (in office, online or via phone):

Teaching Assistant:

Email:

COURSE DESCRIPTION:

Given the increasing diversity in our society, information professionals need to develop the competencies required to work for, and with, multicultural and diverse groups. This course examines basic concepts, multicultural competencies, and recommendations from professional resources to work with cultural groups. It explores knowledge, skills, abilities and attributes of cultural competence in general. It also explores competence expectations in organizations at the management, and consumer service levels. The course concludes with recommendations and considerations for engaging people from diverse groups. Please note that this course is not centered in any one specific information agency. Rather, it is focused on cultural competencies in general.

COURSE OBJECTIVES:

At the end of the course, the student will be able to:

1. Interpret the current multicultural, ethnical and diversity terminology, and distinguish specific concepts from one another, i.e., enculturation, acculturation, cultural diversity, ethnocentrism, and multiculturalism.

2. Identify diverse, multicultural and special groups, and general characteristics of each based on origin, language, communication and cultural traits among others.
3. Identify cultural barriers to communication and customer services for specific groups, and describe how those barriers might be overcome.
4. Describe cultural dimensions, cultural factors, and how they could affect effective information services.
5. Describe cultural competence knowledge, skills, abilities and attributes, and employ these to strategies for effective information services.
6. Identify best multicultural practices for effective customer service.
7. Identify best multicultural practices for effective management.
8. Identify and apply strategies for effective cultural communication
9. List and apply recommendations to serve diverse groups.

COURSE MATERIALS:

Readings as assigned and posted to the course website.

COURSE ASSIGNMENTS:

- Three Journals
 - Reflect on concepts, issues and strategies from readings and learning activities. Capture your reflections on a journal. Journals are due electronically on weeks 4, 8 and 12.
- Cultural Compass
 - Take the cultural compass test and submit a report of the results.
- Assessment
 - Week 4. Online assessment of concepts from Week 1 – 4. This assessment is semi-formal and “open text book” is allowed.
- Course Project: Effective cultural competencies for a target group (Paper and presentation)
 - Sign-in required to a topic group. Compile and organize information on issues, challenges and strategies for effective multicultural communication with a specific population. Write a 12-page, double-spaced (12-size font) with your findings and recommendations. A 30-minute presentation should summarize your project.
- Peer evaluation
 - Students will evaluate the participation and collaboration of their peers within the group.
- Attendance
 - The class will meet synchronously using a multi-media conferencing system such as Collaborate. Additional asynchronous interactions among students and with instructor will be required, as indicated above.

GRADE CALCULATION:

Journals (3 x 100 pts. ea.)	300 pts
Cultural Compass Report	100 pts
Assessment	90 pts
Course project –Paper	200 pts
Course project –Presentation	150 pts
Peer Evaluation	100 pts

Attendance	60 pts
Total Possible	1000 pts

GRADING SCALE:

A	1000 – 930	C	769 – 730
A-	929 – 900	C-	729 – 700
B+	899 – 870	D+	699 – 670
B	869 – 830	D	669 – 630
B-	829 – 800	D-	629 – 600
C+	799 – 770	F	599 – 0

COURSE SCHEDULE:

WEEK	TOPICS TO BE COVERED
1	[LIVE] Course Overview, Ground Rules and Logistics [Module] Living in a diverse society/Cultural competency 101/Basic concepts and terminology [Journal entry - Concepts and terminology]
2	[Module] Cultural Competence Framework and Dimensions of diversity [Report] Cultural Compass [Journal entry – Exploration of cultural competence experiences]
3	[LIVE] Course project – instructions and discussions / Sign-in required [Module] Cultural competence in information professions/ Codes of Ethics [Journal entry - Identifying professional expectations]
4	[MODULE] Cultural Differences and Cultural Understanding Understanding Cultural Differences, Cultural Awareness/Cultural competency skills [Assessment-online] [Journal entry - Cultural understanding] [JOURNAL 1 DUE]
5	Catch-up week (TBD; date may change to accommodate summer holidays conflicting with the course)
6	[Module] Cultural Competencies at the organizational level-Customer service/ Model of Intercultural Sensitivity/Microaggressions [Journal entry - Customer service CC] [Journal entry - Microaggressions]
7	[MODULE] Cultural Competencies at the organizational level Leadership: "What Public Managers Need to Know about Cultural Competence as a Leadership Competence" [Journal entry – Cultural Competence Issues for Leadership]
8	[MODULE] Multicultural Communication / Generational Divide [Journal entry - What I learned about special populations] [JOURNAL 2 DUE]
9	[LIVE] Student Projects – Millennials / Baby Boomers [Journal entry - What I learned about special populations]
10	[LIVE] Student Projects – New Americans / African Americans

	[Journal entry - What I learned about special populations]
11	[LIVE] Student Projects – Latinos / Asian [Journal entry - What I learned about special populations]
12	[LIVE] Student Projects – LGBT / People with disabilities [Journal entry - What I learned about special populations] [JOURNAL 3 DUE]

UNIVERSITY POLICIES:

University Attendance Policy:

Excused absences include documented illness, deaths in the family and other documented crises, call to active military duty or jury duty, religious holy days, and official University activities. These absences will be accommodated in a way that does not arbitrarily penalize students who have a valid excuse. Consideration will also be given to students whose dependent children experience serious illness.

Academic Honor Policy:

The Florida State University Academic Honor Policy outlines the University's expectations for the integrity of students' academic work, the procedures for resolving alleged violations of those expectations, and the rights and responsibilities of students and faculty members throughout the process. Students are responsible for reading the Academic Honor Policy and for living up to their pledge to "...be honest and truthful and...[to] strive for personal and institutional integrity at Florida State University."1 (Florida State University Academic Honor Policy, found at <http://fda.fsu.edu/academic-resources/academic-integrity-and-grievances/academic-honor-policy>.)

Plagiarism

Plagiarism of any type, including material from Internet sources, will not be tolerated. Cases of academic dishonesty such as plagiarism and cheating will be investigated & pursued vigorously according to departmental and (if needed) university procedures. Before submitting any work for this class, please read the "Academic Honor System" in its entirety (see link above) and ask me to clarify any of its expectations that you do not understand.

Americans With Disabilities Act:

Students with disabilities needing academic accommodation should:

- (1) register with and provide documentation to the Student Disability Resource Center; and
- (2) bring a letter to the instructor indicating the need for accommodation and what type.

Please note that instructors are not allowed to provide classroom accommodation to a student until appropriate verification from the Student Disability Resource Center has been provided.

This syllabus and other class materials are available in alternative format upon request.

For more information about services available to FSU students with disabilities, contact the:

Student Disability Resource Center

874 Traditions Way
108 Student Services Building
Florida State University
Tallahassee, FL 32306-4167
(850) 644-9566 (voice)
(850) 644-8504 (TDD)
sdrc@admin.fsu.edu
<http://www.disabilitycenter.fsu.edu/>

Syllabus Change Policy

Except for changes that substantially affect implementation of the evaluation (grading) statement, this syllabus is a guide for the course and is subject to change with advanced notice.

SCHOOL OR DISCIPLINARY POLICIES:**Copyright Statement**

Some of the materials in this course are possibly copyrighted. They are intended for use only by students registered and enrolled in this course and only for instructional activities associated with, and for the duration of, the course. They may not be retained in another medium or disseminated further. They are provided in compliance with the provisions of the *Technology, Education, And Copyright Harmonization* (TEACH) Act (refer to the 3/7/2001 TEACH Act at www.copyright.gov/legislation/archive/).

Sexual Harassment Policy

It is the policy of the University that its employees and students neither commit nor condone sexual harassment in any form. http://registrar.fsu.edu/bulletin/graduate/information/university_notices/

iSchool Hardware and Software Requirements

A list of all hardware and software requirements for students participating in the School of Information (iSchool) courses can be found at the following location:
<http://ischool.cci.fsu.edu/academics/online/requirements/>

Student Eligibility for an Incomplete Grade

Incomplete ("I") grades will not be assigned, except in the case of exceptional unforeseen circumstances that occur within the last three weeks of the semester and your work has otherwise been satisfactory (C average).