

PELLISSIPPI STATE TECHNICAL COMMUNITY COLLEGE
MASTER SYLLABUS

**HUMAN RESOURCE MANAGEMENT
CUE 2150**

Class Hours: 3.0

Credit Hours: 3.0

Laboratory Hours: 0.0

**Date Revised: Spring
00**

NOTE: This course is not designed for transfer credit.

Catalog Course Description:

A study of records management, training, salary administration, job evaluation, performance appraisal and benefit programs.

Entry Level Standards:

None

Prerequisites:

None

Textbook(s) and Other Course Materials:

Administrative Office Management, 9th edition, Norman F Kallaus and B. Lewis Keeling, South-Western Publishing Co., Cincinnati, Ohio, 1987.

Personnel Administration, Christopher R. Forrest and David E. Schriver, Cuna, Inc., Madison, Wisconsin, 1984.

Personnel Administration Syllabus - CUNA (for those students taking the Credit Union National Association CCUE National exam).

I. Week/Unit/Topic Basis:

Week	Topic
1	Registration. Introduction to Credit Union Personnel Administration
2	Administrative Office Management; Environment and Role of Personnel Management. CUNA Syllabus, Lesson 1.
3	Personnel Policies; Analyzing, Describing, and Designing Jobs. CUNA Syllabus, Lesson 2.
4	The Employment Function. CUNA Syllabus, Lesson 3 - Quiz 1.
5	Supervising the Office Staff; Legal Concerns CUNA Syllabus, Lesson 4.
6	Interviewing Skills and New Employee Introductions, CUNA Syllabus, Lesson 5 - Quiz 2
7	Training, Developing and Promoting. CUNA Syllabus, Lesson 6

8	Mid-Term Exam
9	Managing Employee Performance; Discipline and Problems in Performance. CUNA Syllabus, Lesson 7.
10	Compensation Administration, CUNA Syllabus, Lesson 8.
11	Compensation and Benefits, CUNA Syllabus, Lesson 9 - Quiz 3.
12	Employment Relations, CUNA Syllabus, Lesson 10.
13	Office Personnel Problems and Practices, CUNA Syllabus, Lesson 11 - Quiz 4.
14	Maintaining the Personnel Management System; Evaluation of Personnel Effectiveness, CUNA Syllabus, Lesson 12.
15	Final Exam
16	CUNA National Exam

II. Course Objectives*:

- A. Understand the personnel function in the work environment and recognize the need for further education in the credit union industry. I, II
- B. Evaluate the benefits of a structured Personnel Management System. I, II
- C. Understand the functions of management that must be preformed at various management levels in order to set and attain goals. I, II
- D. Determine other components and constraints on the personnel function in the 1990's. I, II

*Roman numerals after course objectives reference goals of the Business and Community Services department.

III. Instructional Processes*:

Students will:

1. Take part in course assignments such as team discussions; team case studies; team projects; experiential exercises; oral, written, PowerPoint, and/or email presentations; Internet research; etc. to help develop teamwork, leadership, and followership skills. *Communication Outcome, Personal Development Outcome, Cultural Diversity & Social Adaptation Outcome, Information Literacy Outcome, Transitional Strategy, Active Learning Strategy*
2. Perform course assignments such as team discussions; team case studies; team projects; experiential exercises; oral, written, PowerPoint, and/or em presentations; Internet research; etc. to help develop critical thinking, problem solving, goal setting, and planning skills. *Communication Outcome, Personal Development Outcome, Cultural Diversity & Social Adaptation Outcome, Problem Solving and Decision Making Outcome, Information Literacy Outcome, Transitional Strategy, Active Learning Strategy*
3. Practice elements of the work ethic such as professionalism, preparedness, punctuality, honesty, cooperation, dependability, contribution, effectiveness, and good manners. *Personal Development Outcome, Transitional Strategy*

*Strategies and outcomes listed after instructional processes reference Pellissippi State' s goals for strengthening general education knowledge and skills, connecting coursework to experiences beyond the classroom, and encouraging students to take active and responsible roles in the educational process.

IV. Expectations for Student Performance*:

Upon successful completion of this course, the student should be able to:

1. Identify the personnel functions in a credit union. A
2. Identify key issues in human behavior that occur in an organizational setting. B
3. Define the environment for the management of personnel in the 1990's. B
4. Budget and plan for staffing the personnel responsibilities in a credit union. B
5. Identify the benefits of a successful personnel system. B
6. Access the need for policies in particular personnel areas and criteria for evaluating existing policies. A, B
7. Describe the process of policy implementation, revision, and administration. A
8. Identify terminology and structures that are useful in defining jobs. C
9. Describe the application of job analysis in a credit union. C
10. Identify methods of recruitment, selection, and screening useful for credit unions. C
11. Design an employee termination procedure. C, D
12. Identify social, legal and employment concerns and their relationship. D
13. Examine interviewing as an interpersonal communication skill required by all supervisors and administrators. D
14. Identify the key areas for orientation to the credit union and to the specific supervisor and unit. D
15. Design a system for developing and measuring performance. A, D
16. Access how to determine the amount and kind of training resources needed. C
17. Describe techniques to identify and access problem employees. C
18. Access the source(s) of performance problems. C
19. Explore the rationale for a formal compensation program for the credit union. D
20. Develop a review cycle for maintaining and evaluating the effectiveness of the compensation program. D
21. Describe the information needs of the personnel management system and the types of records to be maintained. C

*Letters after performance expectations reference the course objectives listed above.

V. Evaluation:

A. Testing Procedures: 70% of grade

Four quizzes - 40%
Mid-Term - 15%
Final - 15%

B. Laboratory Expectations:

N/A

C. Field Work:

Class project - to be researched at work place and presented in classroom for discussion and evaluation

D. Other Evaluation Methods:

N/A

E. Grading Scale:

90 - 100 A
80 - 89 B
70 - 79 C
60 - 69 D
Below 60 F

VI. Policies:

Attendance Policy:

Pellissippi State Technical Community College expects students to attend all scheduled instructional activities. As a minimum, students in all courses must be present for at least 75 percent of their scheduled class and laboratory meetings in order to receive credit for the course.