

PELLISSIPPI STATE TECHNICAL COMMUNITY COLLEGE
MASTER SYLLABUS

FINANCIAL COUNSELING
CUE 2300

Class Hours: 2.0

Credit Hours: 2.0

Laboratory Hours: 0.0

**Date Revised: Spring
00**

NOTE: This course is not designed for transfer credit.

Catalog Course Description:

A study of financial counseling. Topics include family resource management, consumer credit, budgeting, social security and estate planning.

Entry Level Standards:

None

Prerequisites:

None

Textbook(s) and Other Course Materials:

Financial Counseling: A Strategic Approach for Credit Unions, by Charles J. Pulvino and James L. Lee, Instructional, Enterprises, Madison, Wisconsin, 1991.

Consumer Finance, by Carl J. Ganzer, Kendall/Hunt Publishing Company, Dubuque, Iowa, 1982.
Financial Counseling Syllabus - CUNA (for those students taking the Credit Union National Association CCUE national test)

I. Week/Unit/Topic Basis:

Week	Topic
1	Registration. Introduction to Credit Union Financial Counseling. Introduction to both the idea of the strategic approach to counseling and the tactics or means for helping people to accomplish their goals and objectives. The differences among remedial, productive, and preventive financial counseling. CUNA Syllabus, Lesson 1
2	Examination of the topics that provide the basis for understanding the communication process. Discussion of the four channels people use for communication. Exploring the differences between the ways males and females communicate. Examination of how initial impressions affect communicative interactions, how communication is constantly being influenced, and how communication always has its obstacles. And, discussion of the five major components and two process elements of the communicative process. CUNA Syllabus, Lesson 2
3	Discussion of the foundational issues which affect financial counseling, motivating people towards acceptable goals, strategic tactics used in counseling, the four stages of

- the counseling process, financial planning and financial counseling models, feedback, and ethical guidelines for counselors.
CUNA Syllabus, Lesson 3
- 4 Discussion of the tactic of pacing and the verbal tactics of restatement, paraphrasing, and summarization. Learning that there are three basic tactics for gathering information and introduction to the advanced exploration techniques.
CUNA Syllabus, Lesson 4
- 5 Impediments to good communication, methods for dealing with resistance and advanced motivation techniques. Exploration of strategies for decision making and problem solving.
CUNA Syllabus, Lesson 5
- 6 Introduction to seventeen different intervention strategies which are designed to demonstrate the depth and diversity that are possible in approaching financial counseling from a strategic perspective.
CUNA Syllabus, Lesson 6
- 7 Applying counseling strategies and tactics in situations where more than one person is being counseled. Sources of conflict in multiple counseling, and how to deal with conflict in such counseling sessions. The importance that assessment procedures have in making a counseling relationship a successful one for all parties involved.
CUNA Syllabus, Lesson 7. MIDTERM EXAM
- 8 Learn what financial counseling is and what it is not. The positive and negative aspects of multiple counselor roles, and counselors' values, beliefs, and attitudes.
CUNA Syllabus, Lesson 8
- 9 Determining a person's net worth, income patterns and how to develop goals and budgets. How to set up recordkeeping systems for people. Examination of the traditional triad of consumer finance--food, clothing, and shelter.
CUNA Syllabus, Lesson 9
- 10 Discussion of services offered by the different types of financial institutions. The alternative sources for personal loans and credit. Relating the use of borrowing and credit to money market conditions. Analyze vehicle operating costs. Looking at alternatives for transportation. Analysis of vehicle insurance coverage. CUNA Syllabus, Lesson 10
- 11 Examination of the cost of financing a home. Discussion of the housing alternatives and other considerations in setting up a strategy for buying or building a home. Analysis of person's health and life insurance in relation to the amount of an individual's family's income.
CUNA Syllabus, Lesson 11
- 12 Management of discretionary income, development of an estate, and tax considerations. Identifying risks and their measurement against rewards. Indices of market direction for investments.
CUNA Syllabus, Lesson 12
- 13 Discussion of variable-return investments. How to read the stock pages. Review the issue of retirement and estate planning and estate transfer.
CUNA Syllabus, Lesson 13
- 14 Other Financial Counseling topics and review of the entire course.

15 Pellissippi Final Examination

16 CCUE National Examination

II. Course Objectives*:

- A. Understand the financial counseling process and the different methods that are available. I, II
- B. Recognize and understand the different ways to communicate with people. I, II
- C. Know how to complete and use personal financial statements. I, II
- D. Understand insurance and its role in financial planning. 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 presentation; 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. Know the foundations of communications. B
- 2. Know the communication and listening process. B
- 3. Understand foundational issues and essential strategies. A
- 4. Understand pacing and exploring strategies. A

5. Know the strategies for fostering responsibility and decision making. A, D
6. Know the forms of financial counseling and intervention strategies. A, C
7. Understand when to terminate a financial counseling process. A
8. Develop awareness of investment and taxation fundamentals. C
9. Understand the fundamentals of retirement and estate planning. D

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

V. Evaluation:

A. Testing Procedures: 100% of grade

Quizzes will be given each class to determine the students comprehension of the reading assignments.

Quiz Scores - 20% of grade

Mid-term - 30% of grade

Final - 50% of grade

B. Laboratory Expectations:

N/A

C. Field Work:

N/A

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.