

**Name:** Dr. Kinsey Hansen  
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**Office:** Sedate Hall Room 226

<i>Office Hours</i>	
<b>Campus Office Hours:</b>	Monday 11-1 Tuesday 9:45-12:15 Wednesday 11-1 Thursday 9:45-12:15 Friday 10-11  *Additional office hours can be made by appointment.
<b>Online Office Hours:</b>	Monday 11-1 Tuesday 9:45-12:15 Wednesday 11-1 Thursday 9:45-12:15 Friday 10-11

### **About Your Instructor**

*My name is Dr. Kinsey Hansen and I absolutely love teaching business classes! I am new to Odessa College and am excited to be part of such a student-centered organization. I have been in higher education for over nine years with experience ranging from universities to community colleges (which are my favorite). I have three children (Lincoln - 8, Harper -7, and Beck 5) and three dogs - my house resembles a circus most of the time! I just completed my doctorate through Texas Tech University in May of 2014 so I have not forgotten what it is like to balance school with many other responsibilities. My hobbies include running, hiking, camping, and water skiing. I earned my bachelor's degree in business from Texas State University, my master's degree in business from the University of Phoenix, and of course Texas Tech for my doctorate in education. (Although I am a Red Raider, I am also a big Texas A&M fan - and love football season!) I am very excited about teaching this course and am here to help you in any way I can - so please do not hesitate to come to me if you need help, as I can only help if I know you need it.*

## **Preferred Method of Communication**

Please contact me through your preferred method of communication. If your preference is email, please email me at khansen@odessa.edu. You can contact me via telephone using my office phone during office hours at 432-335-6486. My cell phone number is 432-935-1179 if you need help outside of business hours (and you can text me). You are welcome to come by my office - I love meeting in person, but I know you value your time - so any method of communication is great with me.

If I need to contact you I will utilize your OC email, so please make sure you check your email routinely.

## **Expectations for Engagement for Instructor** (*online/hybrid classes*)

As an instructor, I understand the importance of clear, timely communication with my students. In order to maintain sufficient communication, I will

- provide my contact information at the beginning of the syllabus;
- respond to all messages within 24 hours if received Monday through Thursday, and within 48 hours if received Friday through Sunday; and,
- notify students of any extended times that I will be unavailable and provide them with alternative contact information (for me or for my supervisor) in case of during the time I am unavailable.

As an instructor, I understand that my students will work to the best of their abilities to fulfill the course requirements. In order to help them in this area, I will

- provide clear information about grading policies and assignment requirements in the course syllabus, and
- communicate any changes to assignments and/or to the course calendar to

As an instructor, I understand that I need to provide regular, timely feedback to students about their performance in the course. To keep students informed about their progress, I will

- post grades for discussion postings within one week of the discussion thread closing.
- provide grades for major assignments within 2 weeks of the due date or at least 3 days before the next major assignment is due, whichever comes first.

## **Textbook Information and Required Hardware/Software**

### **Textbook(s)**

*Supervision Concepts and Skill Building, Ninth Edition by Samuel Certo. McGraw Hill. ISBN: 978-0-07-772061-2.*

Online Access Code for Supervision textbook. McGraw Hill Education Connect ISBN: 978-1-259-29687-1.

### **Hardware**

*A computer is needed for this course with internet access. Speakers will be needed.*

### **Software**

*Internet browser is necessary (Safari or Firefox)*

## **Information About the Course**

### **Course Description**

*BMGT 1301 Supervision (52.0201) (3-0) 3 credit hours. The role of the supervisor includes managerial functions as applied to leadership, counseling, motivation, and human relation skills. (ICOs 1,2,4,5, & 6)*

### **Course Student Learning Outcomes**

*Upon successful completion of this course students will be able to:*

- 1. Explain the roles, characteristics, and skills of a supervisor*
- 2. Identify the principles of management at the supervisory level*
- 3. Define the human skills necessary for supervision*
- 4. Explain motivational techniques used by a supervisor in a working environment*

### **Course Prerequisites**

*None*

# Course Topics

This course is divided into eight modules with each module consisting of chapters. The following outlines each module of the course with chapters assigned.

## **Module One/Part One**

*Chapter 1 - Supervision: Tradition and Contemporary Trends.* This chapter will outline various components and responsibilities of a supervisor. Topics discussed in chapter one include types of supervisory skills, functions of a supervisor, responsibilities of a supervisor, and preparing to become a supervisor.

## **Module Two/Week Two**

*Chapter 2 - Ensuring High Quality and Productivity.* Chapter two addressed the importance of quality and productivity to an organization. Topics discussed in chapter two will include consequences of poor quality, types of quality control, methods for improving quality, quality standards, and guidelines for quality control. In addition, productivity is discussed with specific topics including challenges of productivity, measuring productivity, improving productivity, and employee fears relative productivity and productivity improvement.

*Chapter 3 - Groups, Teams, and Powerful Meetings.* Chapter three emphasizes the importance of groups and teams in the workplace. Characteristics of groups such as functions and tasks of groups, the differences in formal and informal groups, and getting the group to work together are all topics discussed in chapter three. Additional concepts include teams, stages of team development, benefits of a team, and leading the team. Powerful meetings will be included with discussion about reasons for meetings, formal and informal meetings, and overcoming problems with meetings.

## **Module Three/Week Three**

*Chapter 4 - Corporate Social Responsibility, Ethics, and Sustainability.* Chapter four emphasizes ethics in the workplace. Topics discussed in this chapter include ethical behavior in supervisors, benefits and challenges to ethical behavior, making ethical decisions, supervising unethical employees, social responsibility, and sustainability.

*Chapter 5 - Managing Diversity.* Chapter five takes a look at diversity, outlining what diversity is, challenges to working in a diverse society, stereotypes, discrimination, and accommodations. This chapter also discusses advantages of diversity, communication with diverse populations, diversity training, and legal issues of diversity.

## **Module Four/Week Four**

*Chapter 6 - Reaching Goals: Plans and Controls.* Chapter six outlines the importance of planning in an organization with discussion of policies, procedures, and rules for the organization, action plans, and contingency planning. The supervisor as a planner and controller are explained with detailed explanations of the process of controlling, types of control, and tools for control.

*Chapter 7 - Organizing and Authority.* Chapter seven dives into the structure of the organization. This chapter identifies organizational charts, types of structures, job descriptions, and the role of authority in supervision. The process and principles of organizing are outlined with specific information related to defining objectives, determine needed resources, and delegating authority and responsibility.

Chapter 8 - The Supervisor as Leader. Chapter eight recognizes the characteristics of a successful leader. Leadership theories are examined and leader relationships are discussed including a supervisor's relationship with their employees, their managers, and their peers.

### **Module Five/Week Five**

*Chapter 9 - Problem Solving, Decision Making, and Creativity.* Chapter nine focuses on problem solving, decision making, and creativity. The process of decision making is outlined, guidelines for decision making established, tools for decision making are identified, and the role of group decision making is discussed. Creativity and the importance of creativity for a supervisor is covered in chapter nine.

*Chapter 10 - Communication: Theory and Modern Media.* Chapter ten discusses the importance of communication, the process of communication, hearing versus listening, and communicating effectively. Barriers to communication are outlined in this chapter with types of messages identified, and communicating throughout an organization.

*Chapter 11 - Motivating Employees.* Chapter eleven focuses on motivation at work. How does motivation work? Chapter eleven dives deep into the motivation theories, money as a motivator, and how supervisors can motivate.

### **Module Six/Week Six**

*Chapter 12 - Problem Employees: Counseling and Discipline.* Chapter twelve changes the topic from motivation to problems requiring special action. This chapter outlines employee problems at work such as absenteeism, tardiness, alcohol and drug abuse, workplace violence, and social media behavior. In addition, counseling for employees is explained, and disciplining employees is discussed.

*Chapter 13 - Managing Time and Stress.* Chapter thirteen outlines the importance of time management, planning the use of your time, and controlling time wasters. Stress management is discussed with an emphasis on causes of stress, consequences of stress, and managing stress.

*Chapter 14 - Managing Conflict and Change.* Chapter fourteen addresses a supervisor's role in managing conflict and change. While conflict is not fun, it is an area all supervisors will experience. This chapter discusses positive and negative conflict, managing interpersonal conflict including strategies, initiating conflict resolution, responding to a conflict, and mediating conflict resolution. Change is constant and can be hard on employees. Chapter fourteen outlines change in the workplace with discussion related to the source of change, resistance of change, implementing change, and proposing change. Organizational power and politics is addressed with discussion about power, sources of power, types of power, and political strategies.

### **Module Seven/Week Seven**

*Chapter 15 - Selecting Employees.* Chapter fifteen identifies the roles in the selection process, selection criteria, recruitment, and making selections. Legal issues regarding anti-discrimination laws and workplace accessibility are explained in this chapter.

*Chapter 16 - Providing Orientation and Training.* Chapter sixteen discussed the benefits of orientation to new employees. This chapter focuses on the Supervisor's role for orientation and training new employees.

*Chapter 17 - Appraising Performance.* Chapter seventeen outlines the purposes of performance appraisal, the appraisal process, and what to measure in the appraisal process. Types of appraisals are described in this chapter.

## Module Eight/Week Eight

This week will focus on the final exam.

- **↓ Grading**

<i>Type of Assignment</i>	<i>Percentage/Points</i>	<i>Learning Objective</i>
<b>Professionalism/Participation</b>	15%	ICO 1, 2, 4, 5, 6
<b>Critical Thinking Assignments</b>	25%	ICO 1, 2, 5, 6
<b>Daily Assessments</b>	20%	ICO 1, 2, 4, 5, 6
<b>Quizzes</b>	20%	ICO 1, 2, 4, 5, 6
<b>Final Exam</b>	20%	ICO 1, 2, 4, 5, 6
	<b>100%</b>	<b>TOTAL</b>

## Grading Scale

“A” = 90-100

“B” = 80-89

“C” = 70-79

“D” = 60-69

“F” = 0-59

- **↓ Student Course Participation** (*online/hybrid classes*)

**As a student, I understand that I am responsible for keeping up with the course. To help with this, I will**

- identify alternative computer and internet access in case my primary computer crashes or my internet service is unavailable;
- recognize that the college provides free wi-fi and computer labs during regular campus hours to help me with accessing my course; and,
- understand that my instructor does not have to accept my technical issues as a legitimate reason for late or missing work if my equipment or service is unreliable.

**As a student, I understand that it is my responsibility to communicate quickly with the instructor any issue or emergency that will impact my involvement with or performance in the class. This includes, but is not limited to**

- getting “kicked off” of the system during tests or quizzes;
- having trouble submitting assignments; and
- dealing with a traumatic personal event.

**As a student, I understand that it is my responsibility to understand course material and requirements and to keep up with the course calendar. While my instructor is available for help and clarification, I will**

- seek out help from my instructor and/or from tutors;
- ask questions if I don’t understand; and
- access my course several times during the week to keep up with assignments and announcements.

**As a student, I understand that I will have the opportunity to provide feedback on my experience in this course through an end-of-course Student Evaluation of Instruction (SEI).**

- **↑ Course Policies**

## **Disclaimer**

This syllabus is tentative and subject to change in any part at the discretion of the instructor. Any changes will be in accordance with Odessa College policies. Students will be notified of changes, if any, in a timely manner.

## **Original Effort**

The work submitted for this course must be original work prepared by the student enrolled in this course.

## **Digital Protocol**

Cell phones must be placed on either *vibrate* or *silent* mode and are to be accessed in emergency cases only. The use of laptops or any other digital device is permitted in order to facilitate learning.

**For online submissions, the electronic recording of the time on Blackboard will be considered the time of assignment submission. Take necessary steps to ensure that your assignments are submitted on “Blackboard” time. Back-up and/or additional copies of all assignments submitted is encouraged. Computers/printers are available to OC students in the LRC (301-303); therefore, not having access to a computer due to technical issues (crash; corrupted files) will not be considered as an acceptable reason for not completing**

**assignments.** If there is a loss of server connection with Odessa College due to maintenance, then an email will be sent to students with pertinent information and status reports. Assignments submitted electronically need to follow the file-type requirements provided by the instructor.

## **Attendance Policy**

Students are expected to attend class regularly. Since this is an online course you should login to Blackboard for announcements and for working on the course requirements. (You should login at least five days a week).

## **AVID**

This course has been identified as a course by Career, Technical, and Workforce Education as one in which teaching and learning strategies adopted by AVID will be implemented. As a student in the Business Professions department, you will be expected to develop an understanding of the strategies, to model the strategies, to maintain fidelity of implementation, and to examine how these strategies may impact your effectiveness as a professional in your chosen area of occupation, either through coursework or practicum experience as outlined by the course instructor.

## **Grade Inquiry**

It is the responsibility of the student to keep track of assignment submissions and grades. At any point, you are welcome to meet with the instructor to discuss your academic progress. Contact the instructor to schedule an appointment.

## **General Course Requirements**

1. Attend class and participate.
2. Contribute and cooperate with civility.
3. **Submit assignments on time. THERE WILL BE NO LATE WORK EXCEPT WITH THE INSTRUCTOR'S DISCRETION/APPROVAL**

## **Incomplete Policy**

An 'Incomplete' grade may be given only if:

1. The student has passed all completed work
2. If he/she has completed a minimum of 75% of the required coursework. A grade of an "I" will only be assigned when the conditions for completions have been discussed and agreed upon by the instructor and the student.
3. An Incomplete form is submitted

- † **Course Schedule**

*(Tentative and Subject to Change)*

<b>Date</b>	<b>Module/Week</b>	<b>Topic</b>	<b>Assignment</b>	<b>Assignment Submission</b>
8/28	<b>Module One/Week One</b>	Chapter 1 - Supervision: Tradition and Contemporary Trends	1. Online Quiz - Chapter 1 2. Self-Assessment 3. Discussion Question 4. Student Contact Sheet 5. Problem Solving Case	Connect Connect Blackboard Blackboard Blackboard
9/1	<b>Module Two/Week Two</b>	Chapter 2 - Ensuring High Quality and Productivity  Chapter 3 - Groups, Teams, and Powerful Meetings	1. Online Quizzes - Chapters 2 & 3 2. Self Assessment - Chapter 2 3. Problem Solving Case - Chapter 2 4. Discussion Questions - Chapter 2 & 3	Connect Connect Blackboard Blackboard
9/8	<b>Module Three/Week Three</b>	Chapter 4 - Corporate Social Responsibility, Ethics, and Sustainability  Chapter 5 - Managing Diversity	1. Online Quizzes - Chapters 4 & 5 2. Self Assessment - Chapters 4 & 5  3. Discussion Question - Chapter 4 4. Short Answer (with video) - Chapter 4 5. Problem Solving Case - Chapter 5	Connect Ch. 4- Blackboard; Ch. 5- Connect Blackboard Blackboard Blackboard
9/15	<b>Module</b>	Chapter 6 - Reaching	1. Online	Connect

	<b>Four/Week Four</b>	Goals: Plans and Controls  Chapter 7- Organizing Authority  Chapter 8 - The Supervisor as Leader	Quizzes - Chapters 6, 7, & 8 2. Self Assessments - Chapters 6, 7, & 8 3. Problem Solving Case - Chapter 6 4. Leadership Law Assignment - Chapter 8 5. Discussion Question - Chapter 8	Blackboard Blackboard Blackboard Blackboard
9/22	<b>Module Five/Week Five</b>	Chapter 9 - Problem Solving, Decision Making, and Creativity  Chapter 10 - Communication: Theory and Modern Media  Chapter 11 - Motivating Employees	1. Online Quizzes - Chapters 9, 10, & 11 2. Self Assessments - Chapters 9, 10, & 11  3. Problem Solving Case - Chapter 9 & 10 4. Chapter 11 Blog	Connect (Ch.9 & 11 Connect) Ch. 10 Blackboard Blackboard Blackboard
9/29	<b>Module Six/Week Six</b>	Chapter 12 - Problem Employees: Counseling and Discipline  Chapter 13 - Managing Time and Stress  Chapter 14 - Managing Conflict and Change	1. Online Quizzes - Chapters 12, 13, & 14 2. Self Assessment - Chapter 14 3. Time Management Assignment - Chapter 13 4. Discussion Question - Chapter 13 5. Review Questions - Chapter 14	Connect Blackboard Blackboard  Blackboard Blackboard

10/6	<b>Module Seven/Week Seven</b>	Chapter 15 - Selecting Employees Chapter 16 - Providing Orientation and Training Chapter 17 - Appraising Performance	1. Online Quizzes - Chapters 15, 16, & 17 2. Self Assessments - Chapters 15, 16, & 17 3. Discussion Question - Chapter 17	Connect Connect Blackboard
10/14 10:00AM	<b>Module Eight/Week Eight</b>	Final Exam Essay	Final Exam	Blackboard

- ↓ **Student Learning Outcomes (SLOs)**

The following table details how this course's STUDENT LEARNING OUTCOMES (SLOs) align with COs.

<b>Student Learning Outcome(s)</b>	<b>Core Objectives (CO's)</b>
Identify the principles of management at the supervisory level.	<i>Critical Thinking Skills</i> - to include creative thinking, innovation, inquiry, and analysis, evaluation and synthesis of information
Explain the role, characteristics, and skills of a supervisor.	<i>Communication Skills</i> - to include effective development, interpretation and expression of ideas through written, oral and visual communication
	<i>Empirical and Quantitative Skills</i> - to include the manipulation and analysis of numerical data or observable facts resulting in informed conclusions
Explain motivational techniques used by a supervisor in a working environment.	<i>Teamwork</i> - to include the ability to consider different points of view and to work effectively with others to support a shared purpose or goal
Define the human relation skills necessary for	<i>Personal Responsibility</i> - to include the ability to connect choices, actions and consequences

supervision.	to ethical decision-making
Explain motivational techniques used by a supervisor in a working environment.	<i>Social Responsibility</i> - to include intercultural competence, knowledge of civic responsibility, and the ability to engage effectively in regional, national, and global communities

- ↓ **Odessa College Policies**

## Tuition Discounts

The “*First Course is Free*” discount waives standard tuition and fees for the first 3 credit hours taken at Odessa College. The discount applies to high school graduates taking their first class at Odessa College as well as transfer students taking their first class at Odessa College.

The “*Academic Progress Discount*” provides a 10% tuition discount upon completion of 30 credit hours until reaching 45 credit hours. It provides a 20% discount upon completion of 45 credit hours until reaching 60 credit hours. Student must maintain a 2.0 GPA to remain eligible for the discount.

## Academic Policies

Note that the OC Student Handbook states that “[i]n cases of academic dishonesty, the instructor has the authority to impose appropriate scholastic penalties. Complaints or appeals of disciplinary sanctions may be filed in accordance with the college due process procedure. Copies of the college due process procedure are available in the office of The Director of Student Life (CC104).”

For more information on your rights and responsibilities as a student at Odessa College, please refer to the following: *The 411 of OC: Student Handbook; Student Rights & Responsibilities* <http://www.odessa.edu/dept/studenthandbook/handbook.pdf>

## Scholastic Dishonesty

Scholastic dishonesty shall constitute a violation of these rules and regulations and is punishable as prescribed by board policies. Scholastic dishonesty shall include, but not be limited to, cheating on a test, plagiarism and collusion.

**"Cheating on a test" shall include:**

- Copying from another student's test paper
- Using test materials not authorized by the person administering the test.
- Collaborating with or seeking aid from another student during a test without permission from the test administrator.

- Knowingly using, buying, selling, stealing or soliciting, in whole or in part, the contents of an unadministered test.
- The unauthorized transporting or removal, in whole or in part, of the contents of the unadministered test.
- Substituting for another student, or permitting another student to substitute for one's self, to take a test.
- Bribing another person to obtain an unadministered test or information about an unadministered test.
- "Plagiarism" shall be defined as the appropriating, buying, receiving as a gift, or obtaining by any means another's work and the unacknowledged submission or incorporation of it in one's own written work.
- "Collusion" shall be defined as the unauthorized collaboration with another person in preparing written work for fulfillment of course requirements. (Source: *Odessa College Student Handbook*)

## Special Populations/Disability Services/Learning Assistance

Odessa College complies with Section 504 of the Vocational Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990. If you have any special needs or issues pertaining to your access to and participation in this or any other class at Odessa College, please feel free to contact me to discuss your concerns. You may also call the Office of Disability services at 432-335-6861 to request assistance and accommodations.

Odessa College affirms that it will provide access to programs, services and activities to qualified individuals with known disabilities as required by **Section 504 of the Rehabilitation Act of 1973 and Title II of the Americans with Disabilities Act of 1990 (ADA)**, unless doing so poses an undue hardship or fundamentally alters the nature of the program or activity. Disabilities may include hearing, mobility or visual impairments as well as hidden disabilities such as chronic medical conditions (arthritis, cancer, diabetes, heart disease, kidney disorders, lupus, seizure disorders, etc.), learning disabilities or psychiatric or emotional disabilities. A student who comes to Odessa College with diagnosed disabilities which may interfere with learning may receive accommodations when the student requests them and submits proper documentation of the diagnosis. A Request for Accommodations form and guidelines for beginning the request process are available in the OC Help Center or on the Odessa College web site at <http://www.odessa.edu/dept/counseling/disabilities/index.htm>. The college strives to provide a complete and appropriate range of services for students with disabilities such as assistance with testing, registration, information on adaptive and assistive equipment, tutoring, assistance with access and accommodations for the classroom where appropriate. For information regarding services, students with disabilities should contact the Office of Disability Services in the OC Help Center located in Room 204 of the Student Union Building or call 432-335-6433. (Source: *Odessa College Catalog of Courses*)

## Dropping a Course or Withdrawing from College

Students wishing to drop a non-developmental course may do so online using WebAdvisor, at the Wrangler Express, or Registrar's Office. A student wishing to drop a developmental course or withdraw from college should obtain a drop or withdrawal form from the Wrangler Express or the Registrar's Office. Students are encouraged to consult with instructors prior to dropping a class. Students may not completely withdraw from the college by use of the Web. Students must drop a class or withdraw from college before the official withdrawal date stated in the class schedule. Students who are part of the Armed Forces Reserves may withdraw with a full refund if the withdrawal is due to their being ordered into active duty. A copy of the student's orders must be presented to the Registrar's Office at the time of the withdrawal. For details, please contact the Office of the Registrar. **No longer attending class does not automatically constitute withdrawal from that class, nor does a student's notification to an instructor that the student wishes to be dropped. Failure of a student to complete the drop/withdrawal process will result in a grade of "F."** (Source: *Odessa College Catalog of Courses*)

- † Student Support Services and Technical Support

## Blackboard Support

### I can't log into my Blackboard Course, who do I contact?

Contact the Student Success Center: 432-335-6673 or online at [https://www.odessa.edu/dept/ssc/helpdesk\\_form.htm](https://www.odessa.edu/dept/ssc/helpdesk_form.htm). The SSC can provide you with your Blackboard login name. If you are not sure what your password is, they can reset your password.

### I'm having a problem in my Blackboard Course, who do I contact?

For any problem that you have in your online course, always contact your Instructor first. Refer to the Instructor's Contact Information area of the Syllabus for their preferred method of contact and the expected response time.

### Additional Blackboard Help Resources:

Service	Assistance Provided	Available
Blackboard Help for Students	Website with a searchable list of topics on how to navigate and use	Online <a href="#">Click here.</a>

	Blackboard for online courses.	
<b>Blackboard On Demand Learning Center for Students</b>	This website provides an extensive list of short tutorial videos for student activities performed in Blackboard.	Online <a href="#"><u>Click here.</u></a>
<b>Blackboard Collaborate: First Time Users</b>	If you have never used Blackboard Collaborate before, this website provides a system requirements check, configuration instructions, and training and resources area.	Online <a href="#"><u>Click here.</u></a>
<b>Blackboard Collaborate: Essentials for Participants</b>	This website provides essential information for Participants of Collaborate sessions. Any Collaborate user, whether first-time or experienced,	Online <a href="#"><u>Click here.</u></a>

	would benefit from reviewing the information here.	
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## Student E-mail Support

**How do I set up, access, or update my Odessa College Student E-mail account?**  
Go to this website and follow the directions on the page: <http://www.odessa.edu/gmail/>.

**I can't access my student email! I forgot my password!**  
Contact the Student Success Center: 432-335-6673 or online at [https://www.odessa.edu/dept/ssc/helpdesk\\_form.htm](https://www.odessa.edu/dept/ssc/helpdesk_form.htm). They can provide you with assistance in accessing your student email (created by OC) and can also assist with resetting your student email password. Make sure to have your student ID number available!

**Your Blackboard login name is associated with your OC created student email account. All Correspondence for this course will be submitted using your Odessa College student email address.**

## Support for Students with Disabilities

**How do I contact the Office of Special Populations?**

<b>Main Number</b>	432-335-6861
<b>Campus Location</b>	Saulsbury Campus Center
<b>Email</b>	Becky Rivera-Weiss - <a href="mailto:brivera@odessa.edu">brivera@odessa.edu</a>
<b>Website</b>	To find out more about services provided by the Special Populations office, please visit: <a href="http://www.odessa.edu/dept/counseling/disabilities/index.htm">http://www.odessa.edu/dept/counseling/disabilities/index.htm</a>

## Learning Resources Center (LRC; Library)

## How do I contact the Learning Resource Center?

<b>Main Number</b>	432-335-6640
<b>FAQ Service</b>	LibAnswers: <a href="http://libanswers.odessa.edu">http://libanswers.odessa.edu</a>
<b>Contact a Specific OC Librarian</b>	Pat Quintero at 432/335-6350 or <a href="mailto:pquintero@odessa.edu">pquintero@odessa.edu</a> Donna Clark at 432/335-6645 or <a href="mailto:dclark@odessa.edu">dclark@odessa.edu</a> Carolyn Petersen at 432/335-6641 or <a href="mailto:cpetersen@odessa.edu">cpetersen@odessa.edu</a>
<b>LRC Services and Guidelines Website</b>	<a href="https://www.odessa.edu/dept/library/services/index.htm">https://www.odessa.edu/dept/library/services/index.htm</a>

### Equipment and Services Provided:

The Murry H. Fly Learning Resources Center (LRC) supports the college's curriculum resulting in a primary emphasis on each student's individual study and research needs. The faculty and staff work with the LRC's Technical Services and Public Services Departments in choosing materials to support all college programs. More than 59,000 books, 50,000 electronic books, 350 current periodicals, 6,700 media holdings, eight newspapers, and 60 databases are available to enhance the educational process.

Equipment/Services Available	Used For	Available
Books, videos, CDs	Research	On Campus and Online
Specialized databases not available online for free	Research	On Campus and Online
Magazines, newspapers, & scholarly journals	Research	On Campus and Online
Computers	Research & word processing	On Campus
Selected textbooks for short-term use	Course work	On Campus
Trained staff	Answer "where do I find?"	On Campus and Online
Tutorials	Tips for research strategies	On Campus and Online
Photocopiers, VHS/DVD players, FAX service	For course work	On Campus
Quiet study areas	For course work	On Campus

# Student Success Center (SSC) / AVID Center

## How do I contact the Student Success Center?

*Appointments are preferred, but walk-ins will be served as soon as possible.*

<b>Main Number</b>	432-335-6673
<b>Campus Location</b>	1st floor of the Library
<b>Website with Additional Help and Information</b>	<a href="http://www.odessa.edu/dept/ssc/">http://www.odessa.edu/dept/ssc/</a>
<b>Live Online Assistance / Chat</b>	<p><a href="#">Click Here</a></p> <p><i>(If no one is currently available, please put your email and question(s) in the appropriate areas of the form and hit 'send.' Your question(s) will be addressed as soon as an SSC staff member becomes available.)</i></p>

## Equipment and Services Provided:

The purpose of the Odessa College Student Success Center is to provide assistance to students in meeting their academic and career goals. The SSC strives to continually provide new and updated resources that will empower all Odessa College students to succeed at OC and beyond.

Equipment/Services Available	Used For	Available
Tutoring by CRLA & Avid trained tutors	Understanding course work and motivation	On Campus and Online <a href="#">Click here for more information.</a>
Student Information Seminars (SIS)	Demo email, Blackboard and SSC resources	On Campus and Online <a href="#">Click here for more information.</a>
Study Skills	Tools needed to succeed	On Campus and Online <a href="#">Click here for more information.</a>
Basic Technology	To navigate classes, email, etc.	On Campus and

		Online
Plato Web	Practice for TEAS test and basic math, science, etc.	On Campus and Online <a href="#">Click here for more information.</a>
Project T.I.E.	Practice for GED/COMPASS	On Campus and Online <a href="#">Click here for more information.</a>
Student Orientation/Tour	Show individual students where their classes will be. SIS presentation	On Campus
M.O.R.E. Mentoring Program	Networking, tips to navigate college life successfully	On Campus <a href="#">Click here for more information.</a>
Smart thinking	Online tutoring service. Connect with an e-structor and interact with a live tutor.	Online <a href="#">Click here for more information.</a>

## Veterans Support

How do I contact the office for Veteran's Outreach?

<b>Main Number</b>	432-335-6833
<b>Campus Location</b>	Saulsbury Campus Center
<b>Email</b>	Gloria Rangel - <a href="mailto:grangel@odessa.edu">grangel@odessa.edu</a>
<b>Website</b>	To find out more about services provided by the Veteran's Outreach office, please visit: <a href="http://www.odessa.edu/dept/counseling/veterans/index.htm">http://www.odessa.edu/dept/counseling/veterans/index.htm</a>