

The School of Information Sciences
The University of Tennessee Knoxville
INSC 557 User Instruction
Fall 2016 Syllabus
Wednesdays, 6:30-9:10 p.m.
Zoom: <https://tennessee.zoom.us/j/986758565>

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Course Description

Theory, strategy, design, and practice in providing instructional services and technology for end users of information and information systems. Includes practical experience.

Student Outcomes

Students will complete the course with knowledge to enable them to plan, conduct, and evaluate user education sessions successfully.

Students will be able to apply knowledge of at least three major learning theories to user instruction situations.

Students will be familiar with standards for information literacy.

Students will be able to evaluate the instructional needs of groups.

Students will be able to identify teaching styles and strategies for managing learning differences.

Students will be able to construct an instructional plan for a given population and explain the theory/theories supporting the plan.

Students will be able to evaluate a learning situation and assess learner progress.

Students will create, deliver, and evaluate an educational session for a specific user group.

Students will plan for alternative deliveries of instruction.

Students will be familiar with literature in the area of information literacy and library instruction and professional organizations dedicated to the furtherance of user education.

Course design

“Learning is not a spectator sport” – Chickering & Gamson

This course combines lecture and active participation. Group work is graded on a participation basis. Participation is crucial to learning. Students are expected to complete all required readings, attend all class lectures, complete assignments, and participate in class activities, including teacher-led and student-led discussions, and small-group and individual activities.

Recommended text:

Information Literacy Instruction: Theory and practice, second edition. Esther Grassian and Joan Kaplowitz. Neal-Schuman, 2009. ISBN: 9781555706661

Communication

I am required to communicate with you through your UTK email address. If you prefer to use another address, consult the [OIT Helpdesk](#) to obtain directions for forwarding your UTK mail to your preferred address if you don't wish to check both accounts.

Computing requirements

You must have adequate computing skills, including but not limited to use of word processing, Web browsers, e-mail, listservs, Blackboard, and Collaborate software. You must learn how to submit your assignments using Bb. The [Office of Information Technology \(OIT\)](#) provides training classes in using varied technologies for students at no charge (advance registration is required).

You must obtain a UT email account and subscribe to the SIS student listserv. In addition, you must have the PowerPoint Reader or the regular PowerPoint software installed on your computer in order to download the lecture notes from Blackboard.

Class attendance policy

Attend class and participate. When you must be absent, let me know as soon as possible. Be sure to listen to the recording of the missed session.

Inclement weather

“The chancellor (or appointed representative) may officially close or suspend selected activities of the university because of extreme weather conditions. When a decision to close is made, information is distributed to the campus community, shared with local media, and posted on the front page at <http://utk.edu>. (Hilltopics, p. 55)(<http://hilltopics.utk.edu/files/Hilltopics%202015-16.pdf>).

SIS will cancel classes when UT is closed.

Please check the SIS student listserv (UTKSIS-L@LISTSERV.UTK.EDU) for messages about closing.

Disabilities that constrain learning

Any student who feels he or she may need an accommodation based on the impact of a disability should contact the Office of Disability Services (ODS) at 865-974-6087 in 100 Dunford Hall to document their eligibility for services. ODS will work with students and faculty to coordinate reasonable accommodations for students with documented disabilities.

Civility

Civility is genuine respect and regard for others: politeness, consideration, tact, good manners, graciousness, cordiality, affability, amiability and courteousness. Civility enhances academic freedom and integrity, and is a prerequisite to the free exchange of ideas and knowledge in the learning community. Our community consists of students, faculty, staff, alumni, and campus visitors. Community members affect each other's well-being and have a shared interest in creating and sustaining an environment where all community members and their points of view are valued and respected. Affirming the value of each member of the university community, the campus asks that all its members adhere to the principles of civility and community adopted by the campus: <http://civility.utk.edu/>.

CCI Diversity Statement

The College of Communication and Information recognizes that a college diverse in its people, curricula, scholarship, research, and creative activities expands opportunities for intellectual inquiry and engagement, helps students develop critical thinking skills, and prepares students for social and civic responsibilities. All members of the College benefit from diversity and the quality of learning, research, scholarship and creative activities is enhanced by a climate of inclusion, understanding and appreciation of differences and the full range of human experience. As a result, the College is committed to diversity and equal opportunity and it recognizes that it must represent the diversity inherent in American society. The College is acutely aware that diversity and fairness are foundations that unite the College's faculty, staff, students, and the larger communication and information community.

Academic Integrity

Students should be familiar and maintain their *Academic Integrity* described in <http://hilltopics.utk.edu/files/Hilltopics%202015-16.pdf>, p. 15 as: *"Study, preparation and presentation should involve at all times the student's own work, unless it has been clearly specified that work is to be a team effort. Academic honesty requires that the student present his or her own work in all academic projects, including tests, papers, homework, and class presentation. When incorporating the work of other scholars and writers into a project, the student must accurately cite the source of that work."*

Students should abide by the **Honor Statement** described in the same Hilltopics, p. 73:

“An essential feature of The University of Tennessee is a commitment to maintaining an atmosphere of intellectual integrity and academic honesty. As a student of the University, I pledge that I will neither knowingly give nor receive any inappropriate assistance in academic work, thus affirming my own personal commitment to honor and integrity.”

Plagiarism

Plagiarism in any of its several forms is unethical, and attention to matters of documentation in all written work is expected and required. Inadvertence, alleged lack of understanding, or avowed ignorance of the various types of plagiarism are not acceptable excuses.

Specific examples of plagiarism include:

1. Copying without proper documentation (quotation marks and a citation) written or spoken words, phrases, or sentences from any source;
2. Summarizing without proper documentation (usually a citation) ideas from another source (unless such information is recognized as common knowledge);
3. Borrowing facts, statistics, graphs, pictorial representations, or phrases without acknowledging the source (unless such information is recognized as common knowledge);
4. Collaborating on a graded assignment without the instructor’s approval;
5. Submitting work, either in whole or in part, created by a professional service and used without attribution (e.g., paper, speech, bibliography, or photograph).

Students who may be unsure of the nature of plagiarism should consult the instructor or a guide for writing research reports. (Additional resources are available at <http://www.lib.utk.edu/instruction/plagiarism>.)

Infractions of academic integrity are penalized according to the severity of the infraction but may include a course grade of "F."

Assignments

Work is assigned a grade based on quality of thought and writing style, thoroughness of research and use of references, appropriateness of length, and originality. Papers that are received after the due date will be assigned a lower grade than would otherwise be received.

Preparation of written work

- All assignments must be completed with a word processor and include your name, date, and class number (557).
- Use APA or Chicago style.
- Cite sources, format quotations, give accurate attributions. Not doing so constitutes plagiarism.
- Submit work via Blackboard by 5 pm on the due date.

Late assignments

If you will be turning in your assignment late, let me know. Let me know, also, when you will be turning in your assignment.

Grades

Grades will be assigned according to the following scale:

A	90≤	(4 quality points per semester hour) superior performance.
B+	88- 89.75	(3.5 quality points per semester hour) better than satisfactory performance.
B	80- 87.75	(3 quality points per semester hour) satisfactory performance.
C+	78- 79.75	(2.5 quality points per semester hour) less than satisfactory performance.
C	70- 77.75	(2 quality points per semester hour) performance well below the standard expected of graduate students.
D	60- 69.75	(1 quality point per semester hour) clearly unsatisfactory performance and cannot be used to satisfy degree requirements.
F	59.75≥	(no quality points) extremely unsatisfactory performance and cannot be used to satisfy degree requirements.
I		(no quality points) a temporary grade indicating that the student has performed satisfactorily in the course but, due to unforeseen circumstances, has been unable to finish all requirements. An I is not given to enable a student to do additional work to raise a deficient grade. The instructor, in consultation with the student, decides the terms for the removal of the I, including the time limit for removal. If the I is not removed within one calendar year, the grade will be changed to an F. The course will not be counted in the cumulative grade point average until a final grade is assigned. No student may graduate with an I on the record.
W		(carries no credit hours or quality points) indicates that the student officially withdrew from the course.

Incompletes

Based on University of Tennessee-Knoxville and SIS policy, a grade of I (Incomplete) is reserved for emergencies that prevent the student from completing the course on time. Incompletes are granted only under "the most unusual of circumstances" and solely at the discretion of the instructor.

Course Evaluation

You will be invited to evaluate the course at the end of the term. Please participate in this valuable process. I also invite your comments throughout the course and read all comments, suggestions, and recommendations.

Assignments: Description

Assignment	Points	Due Date
Face-to-face observations	20	September 27
Critiques of online instruction	15	October 18
Lesson Plan	25	November 29
Report	20	By November 29
Reflections	10	By November 30
Participation	10	November 30
TOTAL	100	

Disclaimer

Revisions may be made to this syllabus over the course of the semester, and as such, the content contained within may be subject to change.

First study day November 30

Classes end December 1

Second study day December 2

Exams Saturday-Friday December 3, 5, 6, 7, 8, 9

Graduate HoodingThursday December 8

Commencement and Official Graduation Date Friday (4:00 p.m.) December 9