I. FSM Mission Statement:
The mission of the Fire Service Management Program (FSM) is to provide you, the fire service professional with highly trained and qualified instructors within the various fields of study in the FSM program. We are committed to the enhancement and advancement of fire service professionals through higher education.

II. Course Description:
This course is designed to increase student competence in analyzing and utilizing the various types of technical information encountered by managers in technical fields.

III. Prerequisite:
NONE

IV. Text, Reference Material, and Supplies:
TEXTBOOK:


BIBLIOGRAPHY:


V. **Course Outcomes/Objectives:**

1. The student will determine the types and forms of information encountered in the student's career field.

2. The student will engage in information gathering, including traditional library research, interview, and questionnaire preparation and utilization.

3. The student will analyze and utilize technical information in response to posed problems and case studies in technical areas.

4. The student will be able to edit materials into a succinct, professional format.

5. The student will be able to understand and perform a sequential analysis on technical proposals and reports.

6. The student will be able to organize existing information into usable forms for managers.

7. The student will become an educated reader of the professional literature in the field.

VI. **Method of Instruction:**

This course is a hybrid of Classroom and On-Line via the Desire 2 Learn Platform.

VII. **Course Grade:**

The course grade will be based on the following distribution:

**GRADING:**

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>90-100%</td>
<td>A</td>
</tr>
<tr>
<td>80-89 %</td>
<td>B</td>
</tr>
<tr>
<td>70-79%</td>
<td>C</td>
</tr>
<tr>
<td>60-69%</td>
<td>D</td>
</tr>
<tr>
<td>&gt; 60%</td>
<td>F</td>
</tr>
</tbody>
</table>

**Exit Competencies:**

Upon completion of this course the student will be able to:

- Perform secondary research sufficient to develop analysis of complex technical issues
- Write succinct, logical arguments supporting a thesis
- Identify logical fallacies in arguments and how to prevent them
- Edit material into clear, concise executive summaries for management review
- Develop and author complete formal research papers on technical subjects
VIII. **Evaluation:**

<table>
<thead>
<tr>
<th>Assignment</th>
<th>Points per Item</th>
<th>Total Possible</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exercises as assigned</td>
<td>1 point each</td>
<td>(20 possible)</td>
</tr>
<tr>
<td>Quizzes</td>
<td>40 points each</td>
<td>(160 possible)</td>
</tr>
<tr>
<td>Midterm exam</td>
<td>50 points</td>
<td>(50 possible)</td>
</tr>
<tr>
<td>Final exam</td>
<td>100 points</td>
<td>(100 possible)</td>
</tr>
<tr>
<td>Final Paper</td>
<td>170 points</td>
<td>(170 possible)</td>
</tr>
<tr>
<td><strong>Total available</strong></td>
<td><strong>500 Points</strong></td>
<td></td>
</tr>
</tbody>
</table>

IX. **Attendance Policy:**

The faculty of Southern Illinois University Carbondale affirms the importance of prompt and regular attendance on the part of all undergraduate students. Quality instruction clearly depends upon active student participation in the classroom or its equivalent learning environment. This concept is further expounded upon in the *Southern Illinois Carbondale Catalog*. **Students who are absent from more than one-third (1/3) of a course’s instructional hours will receive a failing grade for the course. There is no exception to this policy.**

Students who remain, enrolled in a course and who exceed the stated attendance policy shall be rewarded a final course grade of either *WF* or *F* (see Grading and Scholastic Regulations, *Southern Illinois University Carbondale Undergraduate Catalog*).

Attendance in the classroom and logging into Desire2Learn (D2L) is required. This course will involve a significant amount of open forum discussion sessions and practical exercises. There are no makeup quizzes after the due date unless prearranged with the instructor. A missed quiz will constitute a grade of zero.

X. **SIU Policy on Incomplete:**

An INC is assigned when, for reasons beyond their control, students engaged in passing work are unable to complete all class assignments. An INC must be changed to a completed grade within a time period designated by the instructor but not to exceed one year from the close of the term in which the course was taken, or graduation, whichever occurs first. Should the student fail to complete the course within the time period designated, not to exceed one year, or graduation, whichever comes first, the incomplete will be converted to a grade of *F* and the grade will be computed in the student's grade point average. Students should not reregister for courses in which an INC has been assigned with the intent of changing the INC grade. Re-registration will not prevent the INC from being changed to an *F*.

XI. **Academic Dishonesty Policy:**

Students may be subject to disciplinary proceedings resulting in an academic penalty or disciplinary penalty for academic dishonesty. Academic dishonesty includes, but is not limited to, cheating on a test, plagiarism, and collusion.
XII. Mobile Technology Policy:
Students may use laptops, iPads, netbooks, e-Readers, smart phones, etc. during class to take notes, do assignments or access appropriate class related web-sites. Viewing of non-class related web sites or videos during class will not be tolerated. Students violating this policy will be asked to leave the class.

XIII. Disruptive Behavior Policy:
As with any public forum, the classroom is a shared space where consideration and compassion for others are not negotiable. These are a must! To learn the interpersonal and professional skills offered in the course requires that, as with a sport or any instrument, we practice them daily. We will make this class what it becomes. A positive attitude, a willingness to listen and learn, and an embrace of differences as well as similarities. . . these are just a few of the dynamics we will strive to practice.

XIV. Statement on Inclusive Excellence:
SIU contains people from all walks of life, from many different cultures and sub-cultures, and representing all strata of society, nationalities, ethnicities, lifestyles, and affiliations. Learning from and working with people who differ from you is an important part of your education in this class, as well an essential preparation for any career.

XV. ADA Statement for Students Requiring Special Accommodations:
As per Section 504 of the Vocational Rehabilitation Act of 1973 and the American Disabilities Act (ADA) of 1990, if accommodations are needed, inform your instructor as soon as possible.

XVI. Safety Instructions:
Instructors will provide guidance and direction to students in the classroom in the event of an emergency affecting your location. It is important that you follow these instructions and stay with your instructor during an evacuation or sheltering emergency. If you are located on a military installation, and depending on the type emergency a senior military member may take control of the situation and direct you on the action to take. Please follow their instructions and do as asked. Similarly, if you are at a community college, their security personal may arrive and take control of a situation, please follow their instructions as well.

XVII. SIU email policy:
Official SIU Student Email Policy: http://policies.siu.edu/policies/email.htm

XVIII. SIU Student Conduct Code:
XIX. Saluki Cares:

The purpose of Saluki Cares is to develop, facilitate and coordinate a university-wide program of care and support for students in any type of distress—physical, emotional, financial, or personal. By working closely with faculty, staff, students and their families, SIU will continue to display a culture of care and demonstrate to our students and their families that they are an important part of the community. To make a referral to Saluki Cares click, call, or send: http://salukicares.siu.edu/index.html; (618) 453-5714, or siucares@siu.edu.
STUDENT ASSIGNMENTS AND EXAMINATIONS:

FINAL PROJECT:

The Final Project for TRM 316 will contain the following four documents:

1. An email at least three paragraphs long explaining the shift schedules at your department or workplace. If this does not apply see me for an alternative choice.

2. A memo to your direct supervisor requesting a new departmental policy that gives every person their birthday off as a paid holiday. This memo should also explain how to compensate employees whose birthday falls on their regular day off or a holiday.

3. A business letter of at least one page addressed to me at the College of Lake County recommending that you receive an “A” for your final course grade in this course. This letter must have all the elements of an argument; evidence, reasoning and claim.

4. A four - six page report that compares a product (copier, pump, generator, computer, etc.) from at least three different manufacturers and recommends one for your department. This report MUST list the criteria against which you are comparing the products. The criteria listed must include at least two necessary and three optional criteria (see pages 516-519 in the text) and ALSO INCLUDE A MATRIX similar to the example on page 518 in the text.

All documents must be written with 12 point Times New Roman font with 1.5 spacing and formatted according to the standard models shown in your textbook. All documents will be graded according to logical, grammatical and format correctness. You will also be expected to apply the general concepts of Technical Communication we have discussed in the course. Proofread your work carefully, if there are typos or spelling errors your grade will suffer significantly.

EXAMINATIONS:

There will be four quizzes, one midterm and one final exam. Each exam will consist of multiple choice, true false, or short answer questions. The exams will be open note; however the textbook cannot be used during the exams.

The instructor reserves the right to change or alter the syllabus to promote a more effective learning experience for the students.
ASSIGNMENTS FOR EACH CLASS SESSION

Session One:
Assignment: Read chapters 1 through chapter 5 inclusive and Appendix C, Editing and Proofreading Your Documents.
Write a 1-3 page memo using the format from page 386 in the text. The subject of the memo is to recommend a Feasibility Study for an electronic badge security system in your workplace due to theft of office items. Fabricate the details as necessary.
Complete QUIZ ONE (Chapter 1-5).

Session Two:
Assignment: Read chapters 6 through chapter 10 inclusive.
Complete Assignments on Desire2Learn (D2L) and complete QUIZ TWO (Chapter 6-10)

Session Three:
Assignment: Read chapters 11 through chapter 15 inclusive.
Complete MIDTERM (Chapter 1-15)

Session Four:
Assignment: Read chapters 16 through chapter 19 inclusive.
Complete Assignments on Desire2Learn (D2L) and complete QUIZ THREE (Chapter 14-17)

Session Five:
Assignment: Read chapters 20 through chapter 22 inclusive.
Complete Assignments and FINAL EXAM (Comprehensive)