

Reese Campus

Course Syllabus

COURSE: RSPT 1311.200 Respiratory Care Procedures II
SEMESTER: Spring 2024
CLASS TIMES: Monday/Wednesday 2:00 PM – 3:20 PM
Friday Open Lab: 9am – 3pm
INSTRUCTOR: Kristal Jones, BSRC, RRT, RRT-ACCS
OFFICE: Reese Center, Building 2, Room 223C
OFFICE HOURS: Monday & Wednesday: 9:00 AM – 11:30 AM
Tuesday & Thursday: 9:00 AM – 11:00 AM
Friday: By appointment only
Other times by appointment
OFFICE PHONE: 806-716-4624
E-MAIL: kjones@southplainscollege.edu
Facebook: <https://www.facebook.com/SouthPlainsCollegeRespiratoryCare>
Instagram: <https://www.instagram.com/spcrespiratory>

"South Plains College improves each student's life."

GENERAL COURSE INFORMATION

It is the responsibility of each student to be familiar with the content and requirements listed in the course syllabus.

COURSE DESCRIPTION

Provides a continued development of knowledge and skills for respiratory care. Topics include: management of artificial airways, insertion of artificial airways, manual resuscitation devices, suctioning, equipment setup and troubleshooting, pulse oximetry and management, arterial sampling techniques and blood gas analysis/interpretation, and maintain patient records and communicate relevant information to health care team.

COURSE OBJECTIVES – Outline form (correlated to Scans and Foundations Skills)

1. Describe the function and application of manual resuscitators (F1, C18, C19, C20)
 - A. Identify resuscitator valve types
 - B. Discuss various type of manual resuscitators and discuss common hazards associated with using these devices
 - C. Describe the difference between flow-inflating and self-inflating manual resuscitators
 - D. Select different types of masks used on manual resuscitators
 - E. Identify devices on manual resuscitators and explain their function
 - F. Provide adequate manual resuscitation
2. Determine proper equipment utilized for airway management (F1, F3, F8, C18, C19, C20)
 - A. Describe the indications for artificial airways
 - B. List the various types of airways
 - C. Determine usage of each airway
 - D. Demonstrate correct technique of airway insertion
 - E. Identify markings on different airways
 - F. Demonstrate correct care of each airway
 - G. Identify common indications, contraindication and hazards associated with various airways
3. Demonstrate proficiency in the technique for endotracheal intubation (F1, F3, F8, C18, C19, C20)
 - A. Identify indications for endotracheal intubation
 - B. Determine how the route of intubation is determined
 - C. Describe the technique for oral and nasal intubations

- D. Describe how to assess and confirm proper ET tube placement
 - E. Describe the procedure for a tracheotomy
 - F. List and describe the complications associated with airways and long term intubation
4. Explain the importance of the RCP in maintenance of the airway (F1, F3, F8, C18, C19, C20)
 - A. Demonstrate proper technique in securing the artificial airway
 - B. Determine methods for providing for patient communication
 - C. Ensure adequate humidification to the artificial airway
 - D. Understand the importance of cuff care in the intubated patient
 - E. Troubleshoot airway emergencies
 5. Explain the function of the equipment and proper technique of suctioning (F1,F3, F8, C18, C19, C20)
 - A. Describe the use of various suction catheters
 - B. Identify the indications for suctioning
 - C. Identify and minimize the hazards associated with suctioning
 - D. Demonstrate proper technique for suctioning
 - E. Determine appropriate suction catheter size and suction pressure
 6. Describe the process of extubation (F1,F3, F8, C18, C19, C20)
 - A. Demonstrate procedure of orotracheal and nasotracheal extubation
 - B. Understand removal of tracheostomy tubes
 - C. Identify hazards associated with extubation
 - D. Explain the rationale of applying appropriate oxygen, humidity therapy, and medication therapy post extubation
 7. Determine need for noninvasive ventilation (F1,F3, C18, C19, C20)
 - A. List goals and benefits from noninvasive ventilation
 - B. Identify types and choose appropriate patient interfaces
 - C. Determine effective/ineffective application and management of NIV
 - D. List potential complications associated with NIV and possible solutions
 8. Determine need for respiratory care in alternative settings (F1, F2, F8, C9, C11, C 18, C19, C20)
 - A. List factors to evaluate when alternative care sites and support services are being assessed
 - B. Explain how to select, assemble, monitor, and maintain oxygen therapy equipment
 - C. Instruct patient/caregivers and their ability to provide care
 - D. How to select, assemble, monitor, and maintain portable ventilatory support and continuous positive airway pressure equipment, including applicable interfaces/appliances
 - E. Ensure safe proper documentation, evaluation, safety and infection control
 9. Identify how gas exchange is analyzed and monitored and demonstrate ability of ABG interpretation (F1, 2, 8, C7, 18, 19, 20)
 - A. Differentiate and describe the characteristics of various types of oxygen analyzers
 - B. Identify techniques used to assess gas exchange and when they are indicated
 - C. Select equipment for monitoring procedures and ensure its proper function
 - D. Understand blood gas analysis via blood gas machines
 - E. Identify indications, contraindications, hazards of arterial blood gas sampling
 - F. Describe when and how to perform co-oximetry
 - G. Interpret pulse oximetry and blood gas results

EVALUATION METHODS

Comprehensive final examination, unit exams, written assignments, quizzes, lab competencies, and other projects assigned.

ACADEMIC INTEGRITY

It is the aim of the faculty of South Plains College to foster a spirit of complete honesty and a high standard of integrity. The attempt of any student to present as his or her own any work which he or she has not honestly performed is regarded by the faculty and administration as a most serious offense and renders the offender liable to serious consequences, possibly suspension.

Cheating - Dishonesty of any kind on examinations or on written assignments, illegal possession of examinations, the use of, or access to unauthorized notes during an examination, obtaining information during an examination from the textbook or from the examination paper of another student, assisting others to cheat, alteration of grade records, illegal entry or unauthorized presence in the office are examples of cheating. Complete honesty is required of the student in the presentation of any and all phases of coursework. This applies to quizzes of whatever length, as well as final examinations, to daily reports, and to term papers. A **0** or **F** will be given on any assignment or test that cheating was utilized. Offenders may be liable for being dropped from the course at the discretion of the instructor.

Plagiarism - Offering the work of another as one's own, without proper acknowledgment, is plagiarism; therefore, any student who fails to give credit for quotations or essentially identical expression of material taken from books, encyclopedias, magazines and other reference works, or from themes, reports or other writings of a fellow student, is guilty of plagiarism.

BLACKBOARD

Blackboard is an e-Education platform designed to enable educational innovations everywhere by connecting people and technology. This educational tool will be used in this course throughout the semester.

FACEBOOK/INSTAGRAM

The Respiratory Care Program has a Facebook page at <https://www.facebook.com/SouthPlainsCollegeRespiratoryCare>, and Instagram page at <https://www.instagram.com/spcrespiratory>. In addition to the South Plains College website, these pages will be used to keep students up-to-date on program activities, weather delays, South Plains College announcements and will help with program recruitment. "Liking" the Respiratory Care Program Facebook page is not mandatory, nor is personal Facebook accounts, in order to access this page.

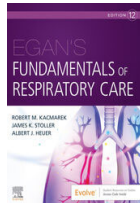
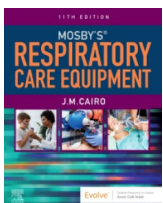
SCANS and FOUNDATION SKILLS

Refer also to Course Objectives. Scans and Foundation Skills attached

SPECIFIC COURSE INFORMATION

TEXT AND MATERIALS

Students are required to obtain the following:



Cairo, J.M. **Respiratory Care Equipment, 11th Ed. (2022)**. ISBN: 9780323712217

Kacmarek, Robert. **Egan's Fundamentals of Respiratory Care, 12th Ed. (2017)**. ISBN: 978-0-323-59798-2

ATTENDANCE POLICY (*READ CAREFULLY*)

CLASS ATTENDANCE

Students are expected to attend all classes in order to be successful in a course. The student may be administratively withdrawn from the course when absences become excessive as defined in the course syllabus.

When an unavoidable reason for class absence arises, such as illness, an official trip authorized by the college or an official activity, the instructor may permit the student to make up work missed. It is the student's responsibility to complete work missed within a reasonable period of time as determined by the instructor. Students are officially enrolled in all courses for which they pay tuition and fees at the time of registration. Should a student, for any reason, delay in reporting to a class after official enrollment, absences will be attributed to the student from the first class meeting.

Students who enroll in a course but have "Never Attended" by the official census date, as reported by the faculty member, will be administratively dropped by the Office of Admissions and Records. A student who does not meet the attendance requirements of a class as stated in the course syllabus and does not officially withdraw from that course by the official census date of the semester, may be administratively withdrawn from that course and receive a grade of "X" or "F" as determined by the instructor. Instructors are responsible for clearly stating their administrative drop policy in the course syllabus, and it is the student's responsibility to be aware of that policy.

It is the student's responsibility to verify administrative drops for excessive absences through MySPC using his or her student online account. If it is determined that a student is awarded financial aid for a class or classes in which the student never attended or participated, the financial aid award will be adjusted in accordance with the classes in which the student did attend/participate and the student will owe any balance resulting from the adjustment.

http://catalog.southplainscollege.edu/content.php?catoid=47&navoid=1229#Class_Attendance

Regular attendance is necessary to successfully meet the course objectives. The student is responsible for all class work covered during absences from class. Students are expected to be in class, on time. A student is tardy if he/she arrives more than 5 minutes after class begins. If a student is tardy to class three times, it will be counted as one absence. It is the student's responsibility to inform the instructor of the reason for an absence and to do so in a timely fashion. A student may be administratively withdrawn from the course if he/she has more than **four** absences from class and the instructor determines the student is unable to successfully meet the course objectives. **Work schedule is not** an excuse for missing class.

Students who are tardy are asked to respect their peers and enter the classroom quietly in order not to disrupt the class. Students who are late to a class starting with an examination will not be given additional time to complete the exam.

SKILLS LAB ATTENDANCE

Students will be required to attend skills lab sessions during the semester. These are conducted on Fridays as listed per your course schedule. Students will be solely responsible for documenting their attendance in Trajecsys for the skills lab. Assignments completed during skills lab will be uploaded into Blackboard for review and competencies completed will be documented in Trajecsys. Students are allowed **one skills lab absence** and will need to be documented in Trajecsys within 24 hours of said absence. **Any additional absence is a 2 point deduction per occurrence from the student's final grade for RSPT 1311.**

ASSIGNMENT POLICY

Students are expected to maintain a reading schedule at home to keep current with classroom discussions.

Late assignments will not be accepted.

LAB COMPETENCIES

1. Students must complete laboratory exercises during lab time, individually or in small groups, as assigned. Laboratory exercises and skills practice allow the student to apply the reading and lecture material to the actual performance of skills.
2. Students will be required to successfully complete the following competencies in lab:

ABG Sampling	Nasotracheal Suctioning - Adult
Aerosol T- Piece	Non-Invasive Check - Adult
Cuff Management	Non-Invasive Setup - Adult
Endotracheal Intubation - Adult	Securing Artificial Airway
Endotracheal Suction - Adult (Sterile)	Setup and Ventilate via ETT - Adult
Extubation - Adult	Setup and Ventilate via Mask- Adult
Inline Suction - Adult	

All competencies will be documented in Trajecsys by the instructor evaluating the student. **It is the student's responsibility to keep track of the mandatory competencies and completed competencies.** The student is not considered proficient in a competency unless a satisfactory rating has been achieved. The grades received on competencies will be averaged together and represent 25% of the overall course grade. The student will be evaluated as:

-Satisfactory (100%) - ready for clinical application with minimal supervision. Performed procedure accurately.

-Unsatisfactory performance (0%) - not ready for clinical application. Requires remediation under one of the following categories:

- **Unsatisfactory 1st attempt (0%):** Requires additional lab practice and complete re-evaluation of the procedure. If the student receives unsatisfactory on 1st attempt, the student may attempt the competency on another lab day when he/she has reviewed the procedure and feels prepared, unless notified otherwise by the instructor. Unsatisfactory ratings will be documented in Trajecsys and a grade of 0% (zero) will be recorded in the gradebook.
- **Unsatisfactory 2nd attempt (0%):** Requires additional lab practice and complete re-evaluation of the procedure. If the student receives an unsatisfactory rating on 2nd attempt, the student must attempt the competency on another lab day after meeting with the instructor and following a documented remediation plan. Please see 'Remediation' below for details.

Each competency attempt will be scored (as indicated above) and averaged together.

Ex: If a student scores Unsatisfactory (0%) on the first attempt and then Satisfactory (100%) on the second attempt, the score entered into the grade book is 50% for that particular competency.

Students must complete every competency with a Satisfactory rating to complete the course. However, attempts after an unsatisfactory rating on the 2nd attempt will not be scored for a grade.

Failure to complete all competencies with satisfactory performance will jeopardize the student's ability to continue in the program.

COMPUTER USAGE

As computer technology in the field of health occupations continues to become more popular, computers will be used in this course for several assignments. All students have access to computers and printers on the South Plains College campus. Students will be expected to utilize computers to access assignments and classroom resources. All registered students are supplied with a working email account from South Plains College. In order to take exams, students must have their user name and password.

ALL STUDENTS ARE EXPECTED TO KNOW THEIR SPC STUDENT USER NAME AND PASSWORD.

COMPUTER LAB USAGE

The computer lab(s) on any campus may be used by students during scheduled open hours or as assigned by an

instructor. Printer paper will not be provided for students to print materials but students may seek assistance from faculty or staff to request lab paper from the college if needed. Lack of computer lab paper is not an excuse for not having homework assignments, skills lab sheets, or any other required documents. Students should come prepared for class.

PROCTORIO

This course uses a tool called Proctorio. Proctorio is a remote proctoring service software that works within your web browser to confirm student identity and monitor students taking quizzes/exams.

Before Using Proctorio

- In order to use Proctorio, you must have a basic webcam or built-in camera with a microphone enabled on your laptop or desktop computer.
- You must have the Chrome browser on your computer. [Download Chrome](#).
- You must install the [Proctorio Chrome extension \(Links to an external site.\)](#).
- Check the [Proctorio Minimum System Requirements \(Links to an external site.\)](#) to ensure Proctorio will work on your computer.
- You may be required to show a government or school-issued ID if your instructor is requiring Proctorio for any quizzes/exams.

Proctorio FAQs

Q: Can I listen to music while taking the exam?

A: Please refrain from doing so; if there are high noise levels, your exam will be flagged.

Q: Is someone watching me take the test since it is proctored (via Proctorio)?

A: Absolutely not! Although you are being recorded while taking the quiz/exam, the instructor is the only one who has access to your quiz/exam attempt.

Q: What if I have to get up to use restroom during the quiz/exam?

A: Similar to on-site exams, this is highly discouraged! If you MUST leave the room, please send your instructor a message (Remind app or via text) letting them know that your quiz/exam attempt might be “flagged.” Please do your best to plan ahead and “go” before beginning the quiz/exam!

Q: Can I take the quiz/exam from any location?

A: **Traditional Students** will be required to complete their exams at the Reese campus unless otherwise notified.

Distance Learners will be required to complete their exams in an area away from distractions (people, pets, electronics, etc.).

Proctorio Technical Support

(760) 227-7129 - Available 24/7 (This is a phone number just for Coastline students.)

Email: support@proctorio.com

EXAMS

There will be a total of four unit exams. Make-up exams will not be given.

GRADING POLICY

Grades in this course will be determined using the following criteria:

Unit Exams	40%
Assignments/Simulations/Quizzes	10%
Lab Competencies	25%
Comprehensive Final	25%

A = 90 – 100

B = 80 – 89

C = 75 – 79

D = 65-74

F = < 65

In order to successfully complete this course, the student must receive a final grade of ‘C’ (75%) or better.

CONFERENCES

If at any time a student is not satisfied with their overall performance, he/she is encouraged to schedule an appointment with the DCE/Instructor. Please refer to Respiratory Care Student Handbook for more details regarding remediation/tutoring.

REMEDICATION

Please refer to the 2023-2024 Respiratory Care Program student handbook for the remediation policy for exams and competencies.

Lab competency remedial plans will be developed by the instructor to include, but not limited to:

- Review of procedures
- Laboratory practice
- Supervised demonstration

COMMUNICATION POLICY

Electronic communication between instructor and students in this course will utilize the South Plains College "My SPC", REMIND and email systems. Instructor will not initiate communication using private email accounts. Students should regularly check blackboard, Remind app and email systems for specific course assignments/announcements.

If necessary, students may contact me on my personal cell phone between the hours 8:00 am-8:00 pm M-F. If you need to reach me after the hours listed, please send a text message or an email to my SPC email. If you will be absent from class, send a text message or an email to my SPC email.

Blackboard is an e-Education platform designed to enable educational innovations everywhere by connecting people and technology. This educational tool will be used in this course throughout the semester.

STUDENT CONDUCT

Rules and regulations relating to the students at South Plains College are made with the view of protecting the best interests of the individual, the general welfare of the entire student body and the educational objectives of the college. As in any segment of society, a college community must be guided by standards that are stringent enough to prevent disorder, yet moderate enough to provide an atmosphere conducive to intellectual and personal development.

A high standard of conduct is expected of all students. When a student enrolls at South Plains College, it is assumed that the student accepts the obligations of performance and behavior imposed by the college relevant to its lawful missions, processes and functions. Obedience to the law, respect for properly constituted authority, personal honor, integrity and common sense guide the actions of each member of the college community both in and out of the classroom.

Students are subject to federal, state and local laws, as well as South Plains College rules and regulations. A student is not entitled to greater immunities or privileges before the law than those enjoyed by other citizens. Students are subject to such reasonable disciplinary action as the administration of the college may consider appropriate, including suspension and expulsion in appropriate cases for breach of federal, state or local laws, or college rules and regulations. This principle extends to conduct off-campus which is likely to have adverse effects on the college or on the educational process which identifies the offender as an unfit associate for fellow students.

Any student who fails to perform according to expected standards may be asked to withdraw.

Rules and regulations regarding student conduct appear in the current Student Guide.

http://www.southplainscollege.edu/human_resources/policy_procedure/ff.php

EMERGENCY

The student should notify his/her family that in case of an emergency during normal class schedule, they should call the Nursing Office at (806)716-2391 or (806)716-2193. Class will not be interrupted unless it is an emergency, so they must identify themselves and say it is an emergency to get immediate action.

The student should notify his/her family that in the case of an emergency during clinical rotations, they should call and leave a message or text (who they are and who they need to get in touch with for an emergency) to the number or numbers provided to them in the clinical course syllabus and/or on the clinical course schedule..

DROPPING A CLASS

Students should submit a [Student Initiated Drop Form](#) online.

Students will not be required to obtain an instructor signature to drop, however, we do encourage students to communicate with instructors or advisors prior to dropping a course when they are able. **There will be no charge for drops for the fall or spring semesters.**

WITHDRAWING FROM ALL CLASSES

If a student wishes to withdraw from all courses, they should initiate that process with the Advising Office. They can schedule an appointment with an advisor by visiting <http://www.southplainscollege.edu/admission-aid/advising/spcadvisors.php> or by calling 806-716-2366.

SCHEDULE CHANGE (after late registration and before census date)

To make a schedule change after late registration and before the census date, students should submit a [Schedule Change Form](#).

After late registration, adding a class requires instructor approval. If a student is requesting to be added to one of your courses and you approve, please email registrar@southplainscollege.edu with your approval. This can take the place of signature on the Schedule Change Form that we have required in the past.

For additional information regarding schedule changes, drops and withdrawals, [click here](#).

SPECIAL REQUIREMENTS (* Read Carefully-Cell Phone, Pagers, and other Electronic Devices)

Cell phones distract from the learning environment. For this reason, they should be turned off and put away out of view upon entering the classroom. If you must carry a pager or phone to class for emergency purposes, please see me in advance. If you bring a laptop to class, it should not be used for purposes other than taking notes in class.

COURSE DISCLAIMER

In order to better prepare students for a career in Respiratory Care profession, there will be times during this course where students will be exposed to training scenarios and situations that will be unpleasant to the average college student. If the student does not feel they can tolerate this type of learning environment, they should discuss this with me immediately before continuing the course.

Statements for the following items can be found at [Syllabus Statements \(southplainscollege.edu\)](#)

- **Intellectual Exchange Statement**
- **Disabilities Statement**
- **Non-Discrimination Statement**
- **Title IX Pregnancy Accommodations Statement**
- **CARE (Campus Assessment, Response, and Evaluation) Team**
- **Campus Concealed Carry Statement**
- **COVID-19**
- **Artificial Intelligence Statement**

CHANGES and AMENDMENTS TO SYLLABUS

The program director or clinical director reserves the right to make reasonable changes to the syllabus at any time during the semester. If this occurs, the students will be notified and furnished a copy of all applicable changes or amendments.

COURSE OUTLINE

Unit 1 Airway Management I

Reading Assignment: Egans Chapter 37
Cairo Chapter 5

Workbook assignment posted on Blackboard

Competencies: Naso-tracheal suctioning-Adult; Endotracheal Suctioning- Adult (sterile); In-line Suctioning-Adult

Exam 1

Unit 2 Airway Management II

Reading Assignment: Egans Chapter 37
Cairo Chapter 5

Workbook assignment posted on Blackboard

Competencies: Setup and Ventilate via Mask- Adult; Setup and Ventilate via ETT; Endotracheal Intubation- Adult; Extubation- Adult, Cuff Management- Adult; Aerosol T-Piece; Securing Artificial Airway

Exam 2

Unit 3 Noninvasive Ventilation

Reading Assignment: Egans Chapter 50

Workbook assignment posted on Blackboard

Competencies: Non-Invasive Setup- Adult; Non-Invasive Check- Adult

Exam 3

Unit 4 Respiratory Care in Alternative Settings

Reading Assignment: Egans Chapter 57

Workbook assignment posted on Blackboard

Exam 4

Unit 5 Analysis and Monitoring of Gas Exchange

Reading Assignment: Egans Chapter 19
Cairo Chapter 10

Workbook assignment posted on Blackboard

***Unit 5 content will be assessed on the comprehensive final exam.**

Comprehensive Final Exam

FOUNDATION SKILLS

BASIC SKILLS—Reads, Writes, Performs Arithmetic and Mathematical Operations, Listens and Speaks

F-1 Reading—locates, understands, and interprets written information in prose and in documents such as manuals, graphs, and schedules.

F-2 Writing—communicates thoughts, ideas, information and messages in writing and creates documents such as letters, directions, manuals, reports, graphs, and flow charts.

F-3 Arithmetic—performs basic computations; uses basic numerical concepts such as whole numbers, etc.

F-4 Mathematics—approaches practical problems by choosing appropriately from a variety of mathematical techniques.

F-5 Listening—receives, attends to, interprets, and responds to verbal messages and other cues.

F-6 Speaking—organizes ideas and communicates orally.

THINKING SKILLS—Thinks Creatively, Makes Decisions, Solves Problems, Visualizes and Knows How to Learn and Reason

F-7 Creative Thinking—generates new ideas.

F-8 Decision-Making—specifies goals and constraints, generates alternatives, considers risks, evaluates and chooses best alternative.

F-9 Problem Solving—recognizes problems, devises and implements plan of action.

F-10 Seeing Things in the Mind’s Eye—organizes and processes symbols, pictures, graphs, objects, and other information.

F-11 Knowing How to Learn—uses efficient learning techniques to acquire and apply new knowledge and skills.

F-12 Reasoning—discovers a rule or principle underlying the relationship between two or more objects and applies it when solving a problem.

PERSONAL QUALITIES—Displays Responsibility, Self-Esteem, Sociability, Self-Management, Integrity and Honesty

F-13 Responsibility—exerts a high level of effort and perseveres towards goal attainment.

F-14 Self-Esteem—believes in own self-worth and maintains a positive view of self.

F-15 Sociability—demonstrates understanding, friendliness, adaptability, empathy and politeness in group settings.

F-16 Self-Management—assesses self accurately, sets personal goals, monitors progress and exhibits self-control.

F-17 Integrity/Honesty—chooses ethical courses of action.

SCANS COMPETENCIES

C-1 **TIME** - Selects goal - relevant activities, ranks them, allocates time, prepares and follows schedules.

C-2 **MONEY** - Uses or prepares budgets, makes forecasts, keeps records and makes adjustments to meet objectives.

C-3 **MATERIALS AND FACILITIES** - Acquires, stores, allocates, and uses materials or space efficiently.

C-4 **HUMAN RESOURCES** - Assesses skills and distributes work accordingly, evaluates performances and provides feedback.

INFORMATION - Acquires and Uses Information

C-5 Acquires and evaluates information.

C-6 Organizes and maintains information.

C-7 Interprets and communicates information.

C-8 Uses computers to process information.

INTERPERSONAL—Works With Others

C-9 Participates as member of a team and contributes to group effort.

C-10 Teaches others new skills.

C-11 Serves Clients/Customers—works to satisfy customer’s expectations.

C-12 Exercises Leadership—communicates ideas to justify position, persuades and convinces others, responsibly challenges existing procedures and policies.

C-13 Negotiates—works toward agreements involving exchanges of resources; resolves divergent interests.

C-14 Works With Diversity—works well with men and women from diverse backgrounds.

SYSTEMS—Understands Complex Interrelationships

C-15 Understands Systems—knows how social, organizational, and technological systems work and operates effectively with them.

C-16 Monitors and Corrects Performance—distinguishes trends, predicts impacts on system operations, diagnoses systems performance and corrects malfunctions.

C-17 Improves or Designs Systems—suggests modifications to existing systems and develops new or alternative systems to improve performance.

TECHNOLOGY—Works with a Variety of Technologies

C-18 Selects Technology—chooses procedures, tools, or equipment, including computers and related technologies.

C-19 Applies Technology to Task—understands overall intent and proper procedures for setup and operation of equipment.

C-20 Maintains and Troubleshoots Equipment—prevents, identifies, or solves problems with equipment, including computers and other technologies