

# ITLS 6570 PERFORMANCE SYSTEMS

## Course Description

Application of theory, principles, and practice of organizational systems and human performance improvement in analyzing and designing performance support systems that lead to human performance improvement. We will also learn about the process of affecting successful change.

## Course Objectives

By the end of this course, you will be able to:

1. Understand the basic terminology and history of human performance improvement (HPI).
2. Analyze human systems and determine the gaps.
3. Develop a complete human performance improvement plan based on your analysis.
4. Create a solid change management program for the HPI plan that you develop.

## Instructor

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435-881-5138

[Instructional Technology & Learning Sciences \(Links to an external site.\)](#)[Links to an external site.](#)

Office Hours By Appointment- [Schedule here.](#)[Links to an external site.](#)

## Course Resources

### Required texts:

- William J. Rothwell, Carolyn K. Hohne, and Stephen B. King (2018). Human Performance Improvement, Building Practitioner Performance, Third Edition. Publisher-Routledge. ISBN 9781138237605
- Jeffrey M. Hiatt (2006). ADKAR- How to Implement Successful Change in Our Personal Lives and Professional Careers. Prosci Learning Centers Publication. ISBN Author (Year). *Title*. Location: Publisher. ISBN 978-1930885509

## **Auto Access eBook: eBook - Human Performance Improvement, 3e by Rothwell**

This course requires all-inclusive digital materials that are provided to you at a lower price than traditional printed materials. These materials are paid for through an “Auto Access Digital Materials” charge placed on your student account when you registered for the course. **To access the materials, visit the Canvas course site.** For more details, including dates, deadlines, and opt-out info, visit your Bookshelf in Canvas.

### Course Requirements

Each student will:

1. You are required to complete each assignment by the deadline (I do not accept late work without prior authorization except under extreme circumstances).
2. Participate in the few discussions that we have.
3. Be an active member of any group that you may be assigned to work with.
4. Act professionally when you are asked to work with a client on a project.

### Evaluation Methods and Criteria

We will have several different types of assignments and projects in this class, which will be graded. At least one of those will be a group project. You will also get points for your discussion posts. We will not have any formal exams.

### Grade Scheme

The following grading standards will be used in this class:

<b>Grade</b>	<b>Range</b>
A	100 % to 93.0%
A-	< 93.0 % to 90.0%
B+	< 90.0 % to 87.0%
B	< 87.0 % to 83.0%
B-	< 83.0 % to 80.0%
C+	< 80.0 % to 77.0%

Grade	Range
C	< 77.0 % to 73.0%
C-	< 73.0 % to 70.0%
D+	< 70.0 % to 67.0%
D	< 67.0 % to 60.0%
F	< 59.0 % to 0.0%

### Assumption of Risk

All classes, programs, and extracurricular activities within the University involve some risk, and certain ones involve travel. The University provides opportunities to participate in these programs on a voluntary basis. Therefore, students should not participate in them if they do not care to assume the risks. Students can ask the respective program leaders/sponsors about the possible risks a program may generate, and if students are not willing to assume the risks, they should not select that program. By voluntarily participating in classes, programs, and extracurricular activities, a student does so at his or her own risk. General information about University Risk Management policies, insurance coverage, vehicle use policies, and risk management forms can be found at: <http://www.usu.edu/riskmgmt/Links to an external site.>

### Library Services

All USU students attending classes in Logan, at our Regional Campuses, or online can access all databases, e-journals, and e-books regardless of location. Additionally, the library will mail printed books to students, at no charge to them. Students can also borrow books from any Utah academic library. Take advantage of all library services and learn more at [libguides.usu.edu/rc](http://libguides.usu.edu/rc). [Links to an external site.](#)

### Classroom Civility

Utah State University supports the principle of freedom of expression for both faculty and students. The University respects the rights of faculty to teach and students to learn. Maintenance of these rights requires classroom conditions that do not impede the learning process. Disruptive classroom behavior will not be tolerated. An individual engaging in such behavior may be subject to disciplinary action. Read [Student Code Article V Section V-3](#) [Links to an external site.](#) for more information.

## **University Policies & Procedures**

### **Appropriate Use of Canvas and Other IT Resources**

Canvas and all other course technologies are information technology services provided as tools to further the mission of the university. By using these services, users agree to comply with [USU Policy 550: Appropriate Use of Computing, Networking, and Information Resources](#)[Links to an external site.](#) and the accompanying [Terms of use for USU IT](#)[Links to an external site.](#) resources, as well as [Article V-3.B.25.c](#)[Links to an external site.](#) of the USU Student Code. Using course technologies in ways that are inconsistent with the university's mission or are disruptive will not be tolerated. Disruptive behavior includes any activity that interferes with either the faculty member's ability to conduct the class or the ability of other students to profit from the instructional program.

### **Academic Freedom and Professional Responsibilities**

Academic freedom is the right to teach, study, discuss, investigate, discover, create, and publish freely. Academic freedom protects the rights of faculty members in teaching and of students in learning. Freedom in research is fundamental to the advancement of truth. Faculty members are entitled to full freedom in teaching, research, and creative activities, subject to the limitations imposed by professional responsibility. [Faculty Code Policy #403](#)[Links to an external site.](#) further defines academic freedom and professional responsibilities.

### **Academic Integrity – "The Honor System"**

Each student has the right and duty to pursue his or her academic experience free of dishonesty. To enhance the learning environment at Utah State University and to develop student academic integrity, each student agrees to the following Honor Pledge:

*"I pledge, on my honor, to conduct myself with the foremost level of academic integrity."*

A student who lives by the Honor Pledge is a student who does more than not cheat, falsify, or plagiarize. A student who lives by the Honor Pledge:

- Espouses academic integrity as an underlying and essential principle of the Utah State University community;
- Understands that each act of academic dishonesty devalues every degree that is awarded by this institution; and
- Is a welcomed and valued member of Utah State University.

### **Academic Dishonesty**

The instructor of this course will take appropriate actions in response to Academic Dishonesty, as defined the University's Student Code. Acts of academic dishonesty include but are not limited to:

- **Cheating:** using, attempting to use, or providing others with any unauthorized assistance in taking quizzes, tests, examinations, or in any other academic exercise or activity. Unauthorized assistance includes:
  - Working in a group when the instructor has designated that the quiz, test, examination, or any other academic exercise or activity be done “individually;”
  - Depending on the aid of sources beyond those authorized by the instructor in writing papers, preparing reports, solving problems, or carrying out other assignments;
  - Substituting for another student, or permitting another student to substitute for oneself, in taking an examination or preparing academic work;
  - Acquiring tests or other academic material belonging to a faculty member, staff member, or another student without express permission;
  - Continuing to write after time has been called on a quiz, test, examination, or any other academic exercise or activity;
  - Submitting substantially the same work for credit in more than one class, except with prior approval of the instructor; or engaging in any form of research fraud.
- **Falsification:** altering or fabricating any information or citation in an academic exercise or activity.
- **Plagiarism:** representing, by paraphrase or direct quotation, the published or unpublished work of another person as one's own in any academic exercise or activity without full and clear acknowledgment. It also includes using materials prepared by another person or by an agency engaged in the sale of term papers or other academic materials.

For additional information go to: [ARTICLE VI. University Regulations Regarding Academic Integrity](#)[Links to an external site.](#)

## **Discrimination and Sexual Misconduct**

### **General Overview**

USU strives to provide an environment for students and employees that is free from [discriminationLinks to an external site.](#) and [sexual misconductLinks to an external site.](#) If you experience sexual misconduct or discrimination at any point during the semester inside or outside of class, you are encouraged to contact the USU Title IX Coordinator via Distance Education room 400 in Logan, 435-797-1266, [titleix@usu.edu](mailto:titleix@usu.edu), or at [equity.usu.edu/reportLinks to an external site.](#) You can learn more about the USU resources available for individuals who have experienced sexual misconduct at [sexualrespect.usu.eduLinks to an external site.](#) Resources for individuals who have experienced discrimination are listed at [equity.usu.edu/resourcesLinks to an external site.](#)

### **Required Reporting of Sexual Misconduct and Threats of Harm**

USU cares about our students and provides a number of resources and supportive measures to students who may be experiencing thoughts of self-harm or who have experienced sexual misconduct. To ensure students are informed about resources and services available to them, including available grievance or criminal processes for incidents of sexual misconduct, USU has implemented [reporting policies and practicesLinks to an external site.](#) that require designated employees to report any information they receive about incidents of sexual misconduct. This reporting policy also assists USU with its efforts to prevent sexual misconduct and keep our campus community safe.

Under USU's sexual misconduct reporting policy, I am designated as a "[reporting employeeLinks to an external site.](#)" This means that if you share information with me about incidents of [sexual misconductLinks to an external site.](#) (sexual harassment, sexual assault, relationship violence, or sex-based stalking), including within a course assignment, , I *will report* that information to the [USU Title IX CoordinatorLinks to an external site.](#) I will also share with you information about [designated confidential resourcesLinks to an external site.](#), [supportive measuresLinks to an external site.](#), and [how you can file a reportLinks to an external site.](#) with the USU Title IX Coordinator.

Self-disclosures about sexual misconduct that you experienced are not required for your course work.

Similarly, if you disclose thoughts of harm to self or a threat to others to me, including within a course assignment, I will report the information to the appropriate campus administrators. I will also share with you information about the [mental health and wellness resourcesLinks to an external site.](#) available to you.

### **Withdrawal Policy and "I" Grade Policy**

Students are required to complete all courses for which they are registered by the end of the semester. In some cases, a student may be unable to complete all of the coursework because of extenuating circumstances, but not due to poor performance or to retain financial aid. The term 'extenuating' circumstances includes: (1) incapacitating illness which prevents a student from attending classes for a minimum period of two weeks, (2) a death in the immediate family, (3) financial responsibilities requiring a student to alter a work schedule to secure employment, (4) change in work schedule as required by an employer, or (5) other emergencies deemed appropriate by the instructor.

### **Students with Disabilities**

USU welcomes students with disabilities. If you have, or suspect you may have, a physical, mental health, or learning disability that may require accommodations in this course, please contact the [Disability Resource Center \(DRC\) Links to an external site.](#) as early in the semester as possible (University Inn # 101, (435) 797-2444, [drc@usu.edu](mailto:drc@usu.edu)). All disability related accommodations must be approved by the DRC. Once approved, the DRC will coordinate with faculty to provide accommodations.

Students who are at a higher risk for complications from COVID-19 or who contract COVID-19 may also be eligible for accommodations.

### **Respect for Diversity**

Regardless of intent, careless or ill-informed remarks can be offensive and hurtful to others and detract from the learning climate. If you feel uncomfortable in a classroom due to offensive language or actions by an instructor or student(s) regarding ethnicity, gender, or sexual orientation, contact:

- Division of Student Affairs: <https://studentaffairs.usu.edu>Links to an external site., (435) 797-1712, [studentservices@usu.edu](mailto:studentservices@usu.edu), TSC 220
- Student Legal Services: <https://www.usu.edu/involvement/student-association/student-advocacy/legal-services>Links to an external site., (435) 797-2912, TSC 326,
- Access and Diversity: <https://www.usu.edu/inclusion/>Links to an external site., (435) 797-1728, [access@usu.edu](mailto:access@usu.edu); TSC 315
- Multicultural Programs: <https://www.usu.edu/inclusion/programs/multicultural/>Links to an external site., (435) 797-1728, TSC 315

- LGBTQA Programs: <https://www.usu.edu/inclusion/programs/lgbtplus-and-allies/Links to an external site.>, (435) 797-1728, TSC 3145
- Provost's Office Diversity Resources: <https://www.usu.edu/provost/diversityLinks to an external site.>, (435) 797-8176

You can learn about your student rights by visiting:

The Code of Policies and Procedures for Students at Utah State

University: <https://studentconduct.usu.edu/studentcodeLinks to an external site.>

### **Grievance Process**

Students who feel they have been unfairly treated may file a grievance through the channels and procedures described in the Student Code: [Article VII](#)[Links to an external site.](#)

**Full details for USU Academic Policies and Procedures can be found at:**

- [Acceptable Use of University Computing Resources](#)[Links to an external site.](#)
- [Student Conduct](#)[Links to an external site.](#)
- [Student Code](#)[Links to an external site.](#)
- [Academic Integrity](#)[Links to an external site.](#)
- [USU Academic Policies and Procedures](#)[Links to an external site.](#)
- [Academic Freedom and Professional Responsibility Policy](#)[Links to an external site.](#)

### **Emergency Procedures**

In the case of a drill or real emergency, classes will be notified to evacuate the building by the sound of the fire/emergency alarm system or by a building representative. In the event of a disaster that may interfere with either notification, evacuate as the situation dictates (i.e., in an earthquake when shaking ceases or immediately when a fire is discovered). Turn off computers and take any personal items with you. Elevators should not be used; instead, use the closest stairs.

### **General Health Protocols**

The cold, flu, COVID-19, and other illnesses can have an impact on the health of our university community. USU welcomes the wearing of masks in all university buildings and encourages taking measures to mitigate risk as recommended by federal and state public health officials: getting vaccinated, staying home if you are sick (even with mild symptoms), and frequent hand washing.



## Mental Health

Mental health is critically important for the success of USU students. As a student, you may experience a range of issues that can cause barriers to learning, such as strained relationships, increased anxiety, alcohol/drug problems, feeling down, difficulty concentrating and/or lack of motivation. These mental health concerns or stressful events may lead to diminished academic performance or reduce your ability to participate in daily activities. Utah State University provides free services for students to assist them with addressing these and other concerns. You can learn more about the broad range of confidential mental health services available on campus at [Counseling and Psychological Services \(CAPS\)](#)[Links to an external site.](#).

Students are also encouraged to download the “[SafeUT App](#)”[Links to an external site.](#) to their smartphones. The SafeUT application is a 24/7 statewide crisis text and tip service that provides real-time crisis intervention to students through texting and a confidential tip program that can help anyone with emotional crises, bullying, relationship problems, mental health, or suicide related issues.

### Course Summary:

Date	Details	Due
Mon May 13, 2024	Discussion Topic <a href="#">Choose your Analysis Model!</a>	to do: 8am
	Discussion Topic <a href="#">Introduce yourselves!</a>	due by 11:59pm
Mon May 20, 2024	Assignment <a href="#">HPI Analysis Model Presentation</a>	due by 11:59pm
Tue May 28, 2024	Assignment <a href="#">Analysis Peer Reviews and Compare and Contrast Paper</a>	due by 11:59pm

<b>Date</b>	<b>Details</b>	<b>Due</b>
Mon Jun 3, 2024	Assignment <a href="#">Intervention Selection</a>	due by 11:59pm
	Discussion Topic <a href="#">Best Awareness Campaign</a>	due by 11:59pm
Mon Jun 10, 2024	Assignment <a href="#">Change Management-Awareness</a>	due by 11:59pm
	Quiz <a href="#">Performance Systems Anonymous Survey #1</a>	due by 11:59pm
Mon Jun 17, 2024	Assignment <a href="#">Desire Building Campaign Assignment</a>	due by 11:59pm
Mon Jun 24, 2024	Assignment <a href="#">Job Aid</a>	due by 11:59pm
Mon Jul 1, 2024	Assignment <a href="#">Change Management-Ability Assignment</a>	due by 11:59pm
	Assignment <a href="#">Project Set-up</a>	due by 11:59pm
Mon Jul 8, 2024	Assignment <a href="#">Reinforcing the Change</a>	due by 11:59pm
Thu Jul 11, 2024	Assignment <a href="#">Group Project Client Assignment</a>	due by 11:59pm

<b>Date</b>	<b>Details</b>	<b>Due</b>
Mon Jul 15, 2024	Assignment <a href="#">Intervention Evaluation Survey</a>	due by 11:59pm
Mon Jul 29, 2024	Assignment <a href="#">July 15th-July 29th Project Self-Evaluation</a>	due by 11:59pm
Wed Aug 7, 2024	Assignment <a href="#">Performance Improvement Group Project</a>	due by 11:59pm
Fri Aug 9, 2024	Assignment <a href="#">July 29th-August 7th Project Self-Evaluation</a>	due by 11:59pm