

**AVSC 4395 Crew Resource Management
Fall 2019**

Texas A&M University-Central Texas

COURSE DATES, MODALITY, AND LOCATION

August 26, 2019 to December 13, 2019

This is a 100% online course, and uses the A&M-Central Texas Canvas Learning Management System [<https://tamuct.instructure.com/>].

INSTRUCTOR AND CONTACT INFORMATION

Instructor: V. Carson Pearce

Office: 302M Beck Family Heritage Hall

Phone: 254-519-5776

Email: *carson.pearce@tamuct.edu*

Office Hours

Readily accessible through Canvas Message, which is checked daily during the week and once a day on weekends. Will respond within 24-36 hours during the week and within 36 hours on the weekend. Be sure to allow plenty of lead time prior to a due date if you are asking about an assignment.

Student-instructor interaction

All contact and assignment submissions will be made via Canvas. Mail is checked several times during a day. Weekend response may take longer, so allow extra time for me to reply to your emails.

WARRIOR SHIELD

Emergency Warning System for Texas A&M University-Central Texas

Warrior Shield is an emergency notification service that gives Texas A&M University-Central Texas the ability to communicate health and safety emergency information quickly via email, text message, and social media. All students are automatically enrolled in Warrior Shield through their myCT email account.

Connect to Warrior Shield by [911Cellular](https://portal.publicsafetycloud.net/Account/Login) [<https://portal.publicsafetycloud.net/Account/Login>] to change where you receive your alerts or to opt out. By staying enrolled in Warrior Shield, university officials can quickly pass on safety-related information, regardless of your location.

COURSE INFORMATION

Course Overview and description

Crew Resource Management acquaints the students with the set of training procedures for use in environments where human error can have devastating effects. Used primarily for improving air safety, CRM focuses on interpersonal communication, leadership, and decision making in

the cockpits of aircraft. In addition, students will acquire an increased understanding of how CRM training encompasses a wide range of knowledge, skills, and attitudes including communications, situational awareness, problem solving, decision making, and teamwork.

Course Objective

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

- Describe Crew Resource Management (CRM) and explain how it is applied in aviation situations to improve safety.
- Research a past aviation accident case and discuss how an awareness based on CRM training could have prevented the accident from occurring.
- Demonstrate an increased understanding of FAA regulations and civil law as they apply to the importance of CRM being adhered to.
- Prepare an Aviation Timeline that defines numerous events in your aerospace background that help to define goals in your aviation vocation upon completion of this capstone course.

Student Learning Outcomes (SLOs #1 - #6)

The following numbered outcomes are for the entirety of the Professional Pilot degree. Elements of each of the SLOs may be found in certain aspects of instruction. The Point Based Grade Component section shows which SLOs are accomplished through evaluation.

1. Explain the laws, regulations, and legal issues affecting the aviation industry.
2. Identify the issues affecting aviation safety and safety management.
3. Communicate proficiency in writing and oral presentations.
4. Evaluate the implications of an ethical dilemma from a variety of ethical frameworks.
5. Demonstrate how technology can support business decision-making.
6. Identify how the differences in business environment between countries may impact business decisions.

Competency Goals Statements (certification or standards)

The course will be considered successfully completed when the student has demonstrated through posted written assignments and exams that they have developed an increased knowledge of how CRM is critical to aviation and aerospace activities.

Required Reading and Textbook(s)

Crew Resource Management, 2nd edition

Authors: Barbara Kanki, Robert Helmreich, José Anca

ISBN 978-0-12-374946-8

COURSE REQUIREMENTS

Research Paper: You will provide a CRM case from past accidents where CRM was or wasn't a deciding factor in the outcome of the accident.

1. You will be provided a date where you can submit your topic for approval.
2. Your topic must be approved before you submit your report.
3. Points will be deducted for the late submission of report topics (the completed report is 30% of your course grade).
4. The paper will use APA formatting. This is **NOT** a Writing Intensive course. Use the writing style you have become familiar with in higher education report submissions.

AVSC 4395 Research Rubric

Points	10	7	3	0
Quality of Case Research	Full use of APA formatting with photos and clearly communicated, thoughtful detail and conclusions.	Partial use of APA formatting with some detail and some support material.	Marginal use of APA formatting and basic material.	No paper.
Relevance of Case Research Conclusions	Submitted case materials and narrative shows logical linkage to CRM principles and concepts.	Submitted case materials and narrative are somewhat relevant to CRM principles and concepts.	Submitted case materials and narrative shows little CRM linkage to the subject matter flow.	No paper.

Aviation Timeline Journal: You will compile an aviation timeline that defines numerous events in your aerospace background from the past, present and into the foreseeable future. The completed project will help define the goals you will set for your upcoming aviation vocation after completing this capstone course. This will be completed in the form of a journal.

1. You will be provided a date for you to turn in your basic outline. There will be a sample of an aviation outline posted for an example. If anyone has any questions on the outcomes of the instructors outline events, the instructor will be glad to share them – they weren't always good outcomes!
2. The three parts of the timeline will be past, present and future in your aviation experiences.

3. As you begin your journal, your professor will make suggestions on how to expand your experiences in your entries upon certain areas you have listed. Photographs and/or drawings are encouraged to be included, even music & videos.
4. The completed entries will be due at the end of the semester.
5. These entries are not meant to be posted for the rest of the class; these are just for you as an individual.

AVSC 4395 Timeline Rubric

Points	10	7	3	0
Quality of Timeline	Clearly defines past, present and future of personal timeline in aviation and has supporting materials to showcase the timeline, such as media.	Partially defines past, present and future of personal timeline and has some supporting materials to reinforce the timeline.	Marginally defines past, present and future of personal timeline and has little to no supporting materials to reinforce the timeline.	No timeline.
Relevance of Timeline	Timeline tells a story that is engaging and shows direction, action, vision and determination.	Timeline partially tells a story that is engaging and partially shows direction, action, vision and determination.	Timeline marginally tells a story that is engaging and marginally shows direction, action, vision and determination.	No timeline.

Online Video Meetings: We will attempt occasional online LIVE video conferences between the instructor and any students that wish to discuss each week's activities. *This is voluntary and not required*, but many students will find this helpful. Dates and times will be announced in the near future.

Point based grade components:

Two Quizzes 20%

- SLOs 1 – 2

Research Paper 20%

- SLOs 1 – 4

Aviation Timeline Journal 20%

- SLOs 1 – 6

Weekly Discussion Posts 40%

- SLOs 4 – 6
- The weekly discussion posts assesses peer instructional discussion and applications.

- The discussion posts are further graded utilizing the rubric below:

AVSC 4395 Discussion Post Rubric

Points	10	7	3	0
Quality of Post	Appropriate comments: thoughtful, reflective, and respectful of other's postings.	Appropriate comments and responds respectfully to other's postings	Responds, but with minimum effort. (e.g. "I agree with Dan")	No posting.
Relevance of Post	Posts topics related to discussion topic; prompts further discussion of topic	Posts topics that are related to discussion content	Posts topics which do not relate to the discussion content; makes short or irrelevant remarks	No posting.
Contribution to the Learning Community	Aware of needs of community; attempts to motivate the group discussion; presents creative approaches to topic	Attempts to direct the discussion and to present relevant viewpoints for consideration by group; interacts freely	Does not make effort to participate in learning community as it develops	No feedback provided to fellow student.

Grading Criteria Rubric and Conversion

- The Instructor reserves the right to make adjustments to the number of assignments, exams, and quizzes as needed to provide optimal student experience and participation to accomplish the course competencies.
- Quizzes and lesson presentation is not graded on a curve, but on individual results.
- Weekly discussion posts are evaluated by the instructor. If a student does not agree with the application of the discussion grading rubric to their post, the student may challenge the grade. The instructor may reevaluate the grade given or, he may offer for the student group to weigh in on the interpretation of the rubric and grade to the discussion posting in question.
- Dates are assigned for all material throughout the course. Postings, tests and the student produced video are due by midnight on the posted dates. Late submissions will have 5 points deducted per day late. There are no late submissions accepted for tests.

Posting of Grades

- All student grades will be posted using the Canvas Grade book and students can monitor their grade status through this tool.

- Normal turn-around time for grading is five business days. If, however, unforeseen schedule interruptions occur, a notification will be sent stating the anticipated grading delay time.

COURSE OUTLINE AND CALENDAR

Complete Course Calendar

Complete 16 Week Fall Semester Course Calendar:

Week 1: August 26 – 30

- Assigned Text Book Reading -
- Research Paper Introduction and Explanation
- Aviation Timeline Journal Outline Explained – Module 1
- Discussion Post (Student Biography)

Week 2: September 02 – 06

- Assigned Text Book Reading – Chapter 1
- Read Module Lesson 2
- Discussion Post

Week 3: September 9 – 13

- Assigned Text Book Reading – Chapter 1
- Read Module Lesson 3
- Discussion Post

Week 4: September 16 – 20

- Assigned Text Book Reading – Chapter 1
- Read Module Lesson 4
- Discussion Post

Week 5: September 23 -27

- Read Module Lesson 5
- Discussion Post
- Aviation Timeline Journal Update

Week 6: September 30 – October 04

- Assigned Text Book Reading – Chapter 2
- Read Module Lesson 6
- Discussion Post

Week 7: October 07 – 11

- Assigned Text Book Reading – Chapter 3
- Read Module Lesson 7
- Discussion Post

Week 8: October 14 – 18

- Assigned Text Book Reading – Chapter 4
- Read Module Lesson 8
- Discussion Post

Week 9: October 21 – 25

- Read Module Lesson 9
- Discussion Post
- Aviation Timeline Journal Update

Week 10: October 28 – November 01

- Assigned Text Book Reading – Chapter 5
- Read Module Lesson 10
- Discussion Post
- CRM Report Topic Due

Week 11: November 04 – 08

- Assigned Text Book Reading – Chapter 8
- Read Module Lesson 11
- Discussion Post

Week 12: November 11 – 15

- Assigned Text Book Reading – 13
- Read Module Lesson 12
- Discussion Post

Week 13: November 18 – 22

- Read Module Lesson 13
- Discussion Post
- Aviation Timeline Journal Update

Week 14: November 25 – 29

- Assigned Text Book Reading – 15
- Read Module Lesson 14
- Discussion Post
- Aviation Timeline Journal Entry

Week 15: December 02 – 06

- Assigned Text Book Reading – Chapter 16
- Read Module Lesson 15
- Discussion Post
- Review for Test

Week 16: December 09 - 13

- Complete all assignments
- Turn in CRM Report
- Turn in completed Aviation Timeline Journal
- Last Test

Important University Dates

August 26, 2019	Classes Begin for Fall Semester Add, Drop and Late Registration Begins for 16-week Classes. \$25 fee Assessed for Late Registrants.
August 28, 2019	Deadline for Add, Drop, and Late Registration for 16- and First 8-week
September 2, 2019	Labor Day (University Closed)
September 11, 2019	Deadline to Drop 16-Week Classes with No Record
October 4, 2019	Deadline for Graduation Application for Ceremony Participation
October 21, 2019	Class Schedule Published for Spring Semester
November 4, 2019	Registration Opens for Spring Semester
November 8, 2019	Deadline to Drop 16-Week Classes with a Quit (Q) or Withdraw (W)
November 11, 2019	Veteran's Day (University Closed)
November 28-29, 2019	Thanksgiving (University Closed)
December 13, 2019	*End of Semester/Commencement

TECHNOLOGY REQUIREMENTS AND SUPPORT

This course requires the use of a computer of your choice that has the capability of capturing video and audio recording, internet access (recommend high-speed), and email functionality.

Technology Requirements

This course will use the A&M-Central Texas Instructure Canvas learning management system. Logon to A&M-Central Texas Canvas [<https://tamuct.instructure.com/>] or access Canvas through the TAMUCT Online link in myCT [<https://tamuct.onecampus.com/>]. You will log in through our Microsoft portal.

Username: Your MyCT email address. Password: Your MyCT password

Canvas Support

Use the Canvas Help link, located at the bottom of the left-hand menu, for issues with Canvas. You can select “Chat with Canvas Support,” submit a support request through “Report a Problem,” or call the Canvas support line: 1-844-757-0953.

For issues related to course content and requirements, contact your instructor.

Other Technology Support

For log-in problems, students should contact Help Desk Central 24 hours a day, 7 days a week

Email: helpdesk@tamu.edu

Phone: (254) 519-5466

[Web Chat](http://hdc.tamu.edu): [<http://hdc.tamu.edu>]

Please let the support technician know you are an A&M-Central Texas student.

UNIVERSITY RESOURCES, PROCEDURES, AND GUIDELINES

Drop Policy

If you discover that you need to drop this class, you must complete a [Drop Request Form](https://www.tamuct.edu/registrar/docs/Drop_Request_Form.pdf) [https://www.tamuct.edu/registrar/docs/Drop_Request_Form.pdf].

Professors cannot drop students; this is always the responsibility of the student. The Registrar’s Office will provide a deadline on the Academic Calendar for which the form must be completed, signed and returned. Once you return the signed form to the Registrar’s Office, you must go into Warrior Web and confirm that you are no longer enrolled. If you still show as enrolled, FOLLOW-UP with the Registrar’s Office immediately. You are to attend class until the procedure is complete to avoid penalty for absence. Should you miss the drop deadline or fail to follow the procedure, you will receive an F in the course, which may affect your financial aid and/or VA educational benefits.

Academic Integrity

Texas A&M University -Central Texas values the integrity of the academic enterprise and strives for the highest standards of academic conduct. A&M-Central Texas expects its students, faculty, and staff to support the adherence to high standards of personal and scholarly conduct to preserve the honor and integrity of the creative community. Academic integrity is defined as a commitment to honesty, trust, fairness, respect, and responsibility. Any deviation by students from this expectation may result in a failing grade for the assignment and potentially a failing grade for the course. Academic misconduct is any act that improperly affects a true and honest

evaluation of a student's academic performance and includes, but is not limited to, cheating on an examination or other academic work, plagiarism and improper citation of sources, using another student's work, collusion, and the abuse of resource materials. All academic misconduct concerns will be reported to the university's Office of Student Conduct. Ignorance of the university's standards and expectations is never an excuse to act with a lack of integrity. When in doubt on collaboration, citation, or any issue, please contact your instructor before taking a course of action.

For more [information regarding the Student Conduct process](https://www.tamuct.edu/student-affairs/student-conduct.html),
[https://www.tamuct.edu/student-affairs/student-conduct.html].

If you know of potential honor violations by other students, you may [submit a report](https://cm.maxient.com/reportingform.php?TAMUCentralTexas&layout_id=0),
[https://cm.maxient.com/reportingform.php?TAMUCentralTexas&layout_id=0].

Academic Accommodations

At Texas A&M University-Central Texas, we value an inclusive learning environment where every student has an equal chance to succeed and has the right to a barrier-free education. The Office of Access and Inclusion is responsible for ensuring that students with a disability receive equal access to the university's programs, services and activities. If you believe you have a disability requiring reasonable accommodations please contact the Office of Access and Inclusion, WH-212; or call (254) 501-5836. Any information you provide is private and confidential and will be treated as such.

For more information please visit our [Access & Inclusion](https://tamuct.instructure.com/courses/717) Canvas page (log-in required)
[https://tamuct.instructure.com/courses/717]

Important information for Pregnant and/or Parenting Students

Texas A&M University-Central Texas supports students who are pregnant and/or parenting. In accordance with requirements of Title IX and related guidance from US Department of Education's Office of Civil Rights, the Dean of Student Affairs' Office can assist students who are pregnant and/or parenting in seeking accommodations related to pregnancy and/or parenting. Students should seek out assistance as early in the pregnancy as possible. For more information, please visit [Student Affairs](https://www.tamuct.edu/student-affairs/index.html) [https://www.tamuct.edu/student-affairs/index.html]. Students may also contact the institution's Title IX Coordinator. If you would like to read more about these [requirements and guidelines](http://www2.ed.gov/about/offices/list/ocr/docs/pregnancy.pdf) online, please visit the website [http://www2.ed.gov/about/offices/list/ocr/docs/pregnancy.pdf].

Title IX of the Education Amendments Act of 1972 prohibits discrimination on the basis of sex and gender—including pregnancy, parenting, and all related conditions. A&M-Central Texas is able to provide flexible and individualized reasonable accommodation to pregnant and parenting students. All pregnant and parenting students should contact the Associate Dean in the Division of Student Affairs at (254) 501-5909 to seek out assistance. Students may also contact the University's Title IX Coordinator.

Tutoring

Tutoring is available to all A&M-Central Texas students, both on-campus and online. Subjects tutored on campus include Accounting, Advanced Math, Biology, Finance, Statistics, Mathematics, and Study Skills. Tutors are available at the Tutoring Center in Warrior Hall, Suite 111. Tutor.com tutoring **will not** offer writing support beginning August 1, 2019.

If you have a question regarding tutor schedules, need to schedule a tutoring session, are interested in becoming a tutor, or have any other question, contact Academic Support Programs at (254) 519-5796, or by emailing Dr. DeEadra Albert-Green at deeadra.albertgreen@tamuct.edu.

Chat live with a tutor 24/7 for almost any subject from on your computer! Tutor.com is an online tutoring platform that enables A&M-Central Texas students to log in and receive online tutoring support at no additional cost. This tool provides tutoring in over 40 subject areas. Access Tutor.com through Canvas.

University Writing Center

Located in Warrior Hall 416, the University Writing Center (UWC) at Texas A&M University–Central Texas (TAMUCT) is a free workspace open to all TAMUCT students from 10:00 a.m.-5:00 p.m. Monday thru Thursday with satellite hours in the University Library Monday thru Thursday from 6:00-9:00 p.m. This semester, the UWC is also offering online only hours from 12:00-3:00 p.m. on Saturdays.

Tutors are prepared to help writers of all levels and abilities at any stage of the writing process. While tutors will not write, edit, or grade papers, they will assist students in developing more effective composing practices. By providing a practice audience for students' ideas and writing, our tutors highlight the ways in which they read and interpret students' texts, offering guidance and support throughout the various stages of the writing process. In addition, students may work independently in the UWC by checking out a laptop that runs the Microsoft Office suite and connects to WIFI, or by consulting our resources on writing, including all of the relevant style guides. Whether you need help brainstorming ideas, organizing an essay, proofreading, understanding proper citation practices, or just want a quiet place to work, the UWC is here to help!

Students may arrange a one-to-one session with a trained and experienced writing tutor by visiting the UWC during normal operating hours (both half-hour and hour sessions are available) or by making an appointment via [WCOonline](https://tamuct.mywconline.com/) [https://tamuct.mywconline.com/]. In addition, you can email Dr. Bruce Bowles Jr. at bruce.bowles@tamuct.edu if you have any questions about the UWC and/or need any assistance with scheduling.

University Library

The University Library provides many services in support of research across campus and at a distance. We offer over 200 electronic databases containing approximately 250,000 eBooks and

82,000 journals, in addition to the 85,000 items in our print collection, which can be mailed to students who live more than 50 miles from campus. Research guides for each subject taught at A&M-Central Texas are available through our website to help students navigate these resources. On campus, the library offers technology including cameras, laptops, microphones, webcams, and digital sound recorders.

Research assistance from a librarian is also available 24 hours a day through our online chat service, and at the reference desk when the library is open. Research sessions can be scheduled for more comprehensive assistance, and may take place on Skype or in-person at the library. Assistance may cover many topics, including how to find articles in peer-reviewed journals, how to cite resources, and how to piece together research for written assignments.

Our 27,000-square-foot facility on the A&M-Central Texas main campus includes student lounges, private study rooms, group work spaces, computer labs, family areas suitable for all ages, and many other features. Services such as interlibrary loan, TexShare, binding, and laminating are available. The library frequently offers workshops, tours, readings, and other events. For more information, please visit our [Library website](http://tamuct.libguides.com/index) [http://tamuct.libguides.com/index].

OPTIONAL POLICY STATEMENTS

A Note about Sexual Violence at A&M-Central Texas

Sexual violence is a serious safety, social justice, and public health issue. The university offers support for anyone struggling with these issues. University faculty are mandated reporters, so if someone discloses that they were sexually assaulted (or a victim of Domestic/Dating Violence or Stalking) while a student at TAMUCT, faculty members are required to inform the Title IX Office. If you want to discuss any of these issues confidentially, you can do so through Student Counseling (254-501-5955) located on the second floor of Warrior Hall (207L).

Sexual violence can occur on our campus because predators often feel emboldened, and victims often feel silenced or shamed. It is incumbent on ALL of us to find ways to actively create environments that tell predators we don't agree with their behaviors and tell survivors we will support them. Your actions matter. Don't be a bystander; be an agent of change. For additional information on campus policy and resources visit the [Title IX webpage](https://www.tamuct.edu/departments/compliance/titleix.php) [https://www.tamuct.edu/departments/compliance/titleix.php].

Behavioral Intervention

Texas A&M University-Central Texas cares about the safety, health, and well-being of its students, faculty, staff, and community. If you are aware of individuals for whom you have a concern, who are exhibiting behaviors that pose a threat to safety, or individuals causing a significant disruption to our community, please make a referral to the Behavioral Intervention Team. You can complete the [referral](https://cm.maxient.com/reportingform.php?TAMUCentralTexas&layout_id=2) online [https://cm.maxient.com/reportingform.php?TAMUCentralTexas&layout_id=2].

Anonymous referrals are accepted. Please see the [Behavioral Intervention Team](https://www.tamuct.edu/student-affairs/bat.html) website for more information [https://www.tamuct.edu/student-affairs/bat.html]. If a person's behavior poses an imminent threat to you or another, contact 911 or A&M-Central Texas University Police at 254-501-5800.

INSTRUCTOR POLICIES

Life happens. As such, if a student realizes that a posting, quiz or assignment will be late due to unforeseen emergency or special circumstance, please notify the instructor as soon as is practical to assess the impact on the course. The instructor may grant extra time to complete an assignment within the confines of the 16-week course. However, if it becomes apparent that this policy is abused, or that the request was fraudulent, the instructor reserves the right to place an unfavorable grade for incomplete work.

Copyright Notice

Students should assume that all course material is copyrighted by the respective author(s). Reproduction of course material is prohibited without consent by the author and/or course instructor. Violation of copyright is against the law and Texas A&M University-Central Texas' Code of Academic Honesty. All alleged violations will be reported to the Office of Student Conduct.

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