

**CHOOSING SUCCESS  
INSTRUCTOR MANUAL  
CHAPTER 2: INTERACTING WITH YOUR COLLEGE COMMUNITY**

The key to assimilation for students—and retention for the college—occurs when students feel like they’ve become a part of the campus. Although the college makes the first move in providing services and resources for students, the students must make the next move by making use of those services and resources. This chapter provides you the opportunity to highlight the specific resources and people on your campus that students need to know. It also provides opportunities for students to learn more ways to interact with campus resources and people effectively.

**LEARNING OUTCOMES**

In this chapter students will learn:

- how to use their college catalog and website
- how to access resources and services on campus
- who is who in their college community
- how to identify which organizations at the college fit their needs
- how to communicate effectively with your faculty
- how to communicate more effectively with others and resolve conflicts when they occur

**VIDEO(S)**

“Clown” (diversity training) Time 21 minutes preview

[www.youtube.com/watch?v=PXfwUMAzpts](http://www.youtube.com/watch?v=PXfwUMAzpts)

Focus: Addresses key diversity issues without offense.

Your college library or HR department might also have or be able to purchase a copy.

“A Class Divided” Time 56 minutes

<https://www.youtube.com/watch?v=D0qKDq1fNw>

Focus: Iowa schoolteacher who, the day after Martin Luther King Jr. was murdered in 1968, gave her third-grade students a first-hand experience in the meaning of discrimination. Discuss the story of what she taught the children and the impact that lesson had on their lives. What impact does it have on students in your class?

**ANSWERS**

Because *Choosing Success* teaches students to make wise decisions, answers to exercises vary. Use Socratic Questioning (separate folder) for assistance.

**TEACHING SUGGESTIONS BY MODULE**

- I. Understanding the language of your school: catalog and website content.
  - If possible, complete [Activity 1](#) in a campus computer lab. If a computer lab is not available, you can display online website content in class for discussion and provide students with copies of your college’s catalog to complete Part 2 of the Activity. Ask students to provide their answers to the group application. List these on the board and define as a class.
- II. Campus offices, resources, and services
  - [Activity 2](#) helps students identify more generic resources on your college campus. Use Passport Activity. Ask students to identify what other places they have found useful. Next, ask what these offices do and where they are located.
- III. Experiencing campus diversity
  - Use [Activity 3](#) as a community building activity. Activity 3 has 3 parts. Ask students to identify one person from each group to discuss the most interesting story they heard. Follow-up with one of the following:
    - a. Video: A Class Divided
    - b. Video: Clown
    - c. In the Cards Activity
- IV. Getting involved: joining campus groups
  - Before completing [Activity 4](#), ask someone from the student services staff or from the student government association to come talk to students about specific organizations and opportunities on your campus. Debrief using the Group Application.
- V. Working with faculty
  - Role play interaction with faculty and staff.
- VI. Conflict resolution
  - Role play interactions that involve conflict.

## ACTIVITIES

**Icebreaker** Before watching the video “Diversity”, ask each person to complete the following phrase in writing: on this campus, diversity is... Collect and share anonymous responses with the class. After watching the video, repeat the activity with the following prompt: Based on what I saw in the video, my ideas about diversity on this campus are...

**Campus Jeopardy** Create a list of topics (e.g., Catalog, Organizations, Campus Resources, Campus Offices, Campus Services) with 4-5 “answers” for each (e.g., name of organization for students interested in health careers; Building that houses the learning center; Where to go for math assistance). Students can form teams and play for points.

**In the Cards** Materials: deck of playing cards. Prior to class pull out as many cards as you have students in a class. About 1/3 of the cards should be an A, K or Q. About 1/3 should be 2, 3 or 4. About 1/3 should be 8, 9 or 10. Place the cards you withdrew on a desk in the classroom. Put a small piece of double stick tape on the back of each card. Stick one card on each student’s forehead (yes, everyone will look silly together). Do NOT allow the student who is wearing a card see what it is. Tell students that “high cards” represent people you want to “be with”. When they see someone with a high card, they should do or say anything (e.g., I like what you are wearing. Want to study together? Etc) to try to be with that person. If a person has a “low card,” the student should avoid that person, pay no attention, ignore them, and walk off and so on. If a person has a “middle card,” they are people that you don’t necessarily want to be with or want to avoid. Do not verbally identify an Ace as a high or low card. Let students make that decision for themselves. Allow students to “interact” for several minutes. Stop the students and debrief. Ask students if they “knew” what kind of card they were. For some students, this represents their only opportunity to “be” the person everyone wants to “be” with or the person everyone ignores.

**Passport Activity** Create a “passport” activity where students get their passports “stamped” at each location they visit. Be sure to let someone in each location you use know that students may be coming by for information. This can be an opportunity for them to highlight and “sell” students their services.

**5C Application** Ask students to think of a specific example of a conflict situation. Divide class into small groups. Each group should choose one of the situations to role play. Suggest that they use the 5C approach to determine two other another communication choices they could have made as well as the consequences of those choices. Role play each approach and consequence. Which is the best choice? How would a person check the outcome of that choice?

**Billy Joel DVD Activity: We Didn’t Start the Fire** What exists in our world, state, community, campus that divides us? Why? Although this activity is designed to illuminate concepts involved with the Cold War. But, you can use this activity and song to introduce our role in starting... and ending conflicts of all kind. Play Billy Joel’s “We Didn’t Start the Fire” (<http://www.azlyrics.com/lyrics/billyjoel/wedidntstartthefire.html>) and provide students with the lyrics (below). Ask students to create a list of concepts that relate to a type of conflict in their experience.

**Classroom Assessment Technique** As a class ending, ask students briefly respond to one or more of the following writing prompts: I was surprised to learn...; As the result of this chapter/class content, I plan to...; I learned...

**"We Didn't Start The Fire"**

Harry Truman, Doris Day, Red China, Johnnie Ray  
South Pacific, Walter Winchell, Joe DiMaggio  
Joe McCarthy, Richard Nixon, Studebaker, Television  
North Korea, South Korea, Marilyn Monroe

Rosenbergs, H-Bomb, Sugar Ray, Panmunjom  
Brando, The King And I, and The Catcher In The Rye  
Eisenhower, Vaccine, England's got a new queen  
Marciano, Liberace, Santayana goodbye

We didn't start the fire  
It was always burning  
Since the world's been turning  
We didn't start the fire  
No we didn't light it  
But we tried to fight it

Joseph Stalin, Malenkov, Nasser and Prokofiev  
Rockefeller, Campanella, Communist Bloc  
Roy Cohn, Juan Peron, Toscanini, Dacron  
Dien Bien Phu Falls, Rock Around the Clock  
Einstein, James Dean, Brooklyn's got a winning team  
Davy Crockett, Peter Pan, Elvis Presley, Disneyland  
Bardot, Budapest, Alabama, Khrushchev  
Princess Grace, Peyton Place, Trouble in the Suez

We didn't start the fire  
It was always burning  
Since the world's been turning  
We didn't start the fire  
No we didn't light it  
But we tried to fight it

Little Rock, Pasternak, Mickey Mantle, Kerouac  
Sputnik, Chou En-Lai, Bridge On The River Kwai  
Lebanon, Charles de Gaulle, California baseball  
Starkweather, Homicide, Children of Thalidomide...

Buddy Holly, Ben-Hur, Space Monkey, Mafia  
Hula Hoops, Castro, Edsel is a no-go  
U-2, Syngman Rhee, payola and Kennedy  
Chubby Checker, Psycho, Belgians in the Congo

We didn't start the fire  
It was always burning  
Since the world's been turning  
We didn't start the fire  
No we didn't light it  
But we tried to fight it

Hemingway, Eichmann, Stranger in a Strange Land  
Dylan, Berlin, Bay of Pigs invasion  
Lawrence of Arabia, British Beatlemania  
Ole Miss, John Glenn, Liston beats Patterson

Pope Paul, Malcolm X, British Politician Sex  
J.F.K. blown away, what else do I have to say

We didn't start the fire  
It was always burning  
Since the world's been turning  
We didn't start the fire  
No we didn't light it  
But we tried to fight it

Birth control, Ho Chi Minh, Richard Nixon back again  
Moonshot, Woodstock, Watergate, punk rock  
Begin, Reagan, Palestine, Terror on the airline

Ayatollah's in Iran, Russians in Afghanistan  
Wheel of Fortune, Sally Ride, heavy metal, suicide  
Foreign debts, homeless Vets, AIDS, Crack, Bernie Goetz  
Hypodermics on the shores, China's under martial law  
Rock and Roller Cola wars, I can't take it anymore

We didn't start the fire  
It was always burning  
Since the world's been turning  
We didn't start the fire  
But when we are gone  
It will still burn on and on and on and on  
And on and on and on and on...

We didn't start the fire  
It was always burning  
Since the world's been turning  
We didn't start the fire  
No we didn't light it  
But we tried to fight it

We didn't start the fire  
It was always burning  
Since the world's been turning  
We didn't start the fire  
No, we didn't light it  
But we tried to fight it

We didn't start the fire  
It was always burning  
Since the world's been turning  
We didn't start the fire  
No, we didn't light it  
But we tried to fight it

## CLASS ACTIVITIES MENU

(select as needed)

- Debrief Passport out of class activity
- Campus Jeopardy
- Clown video
- Icebreaker
- 5C Application
- Billy Joel DVD
- Discussion Questions
- Classroom Assessment

## DISCUSSION QUESTIONS\*

Additional Discussion Questions\* are available on PowerPoints.

1. College orientation programs provide information about campus resources and services. If you were in charge of orientation, what would you want new students to know about your campus? Why?
2. Imagine you are designing an advertising campaign to market your college catalog. What features of the catalog would you use to market it?
3. What surprises you about diversity on your campus? Why?
4. Why don't more students join campus organizations? What could a campus organization do to attract you to join?
5. How would you describe interactions you've had with faculty on your campus? What could you do to improve them?
6. Some people seem to like conflict and others avoid it. What do you do in situations that involve conflict? Why?
7. What college places or terms (writing center, Dean's office, AA degree, etc.) were unfamiliar to you at this college? How did that make you feel? What might be the consequences of not knowing what the place or term is?

**\*can also be used for online discussion/see SOCRATIC QUESTIONING (separate file) for further assistance**

# *Choosing Success* in College and Beyond

## CHAPTER TWO

### Interacting With Your College Community

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**RHONDA ATKINSON**

*Valencia College, West Campus*

**DEBBIE LONGMAN**

*Southeastern Louisiana University*



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# Learning Outcomes

- 1 How to use your college catalog and website
- 2 How to access resources and services on your campus
- 3 Your college community
- 4 How to identify which organizations at your college fit your needs
- 5 How to communicate effectively with your faculty
- 6 How to better communicate with others and resolve conflicts when they occur

# Think About It!

Have you heard or seen any words or phrases (e.g., academic calendar, drop/add dates, co-requisites, articulation, FAFSA) at your school that are new to you? If so, give an example.



# Understanding the Language of Your School

## Website Content

### Key Parts of Your Campus Website

Information Management System

Academic Calendars

QuickLinks

Academics

Student Services/Campus Life

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Robert Mora/Almay

**Slide 4**

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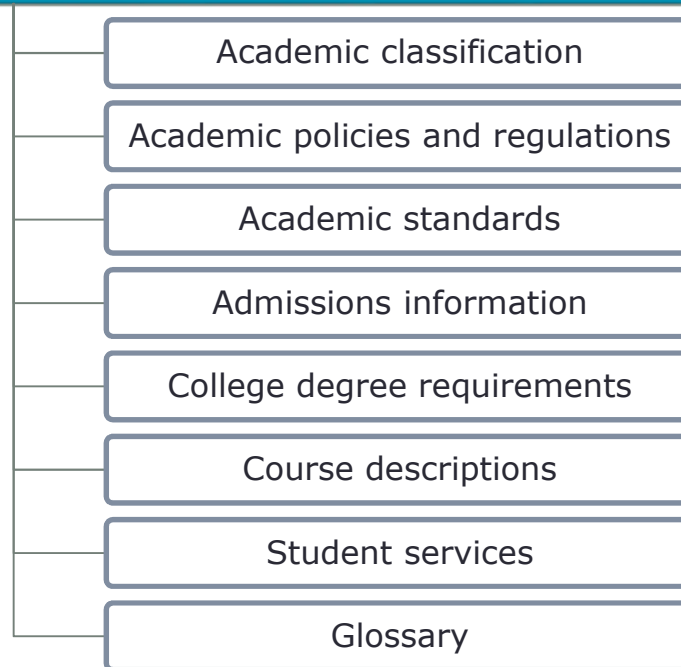
**TA28**

Tom Atkinson, 11/3/2014

# Understanding the Language of Your School

## Catalog Content

### Key Parts of Your College Catalog



# Campus Offices, Resources, and Services

## Key Places on Campus

Registrar, Business, & Financial Aid Offices

Advising Office

Dean's Office

Student Development

Library

Campus Bookstore

Campus Security

Learning Center

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Randy Duchaine/Alamy

# Think About It!

- ✓ How are the people (students, faculty, staff) on campus similar to or different from the people (students, teachers, administrators) at your high school or the individuals you've worked with at a job?
- ✓ What are your thoughts and feelings about that?

# Experiencing Campus Diversity

- ✓ Diversity
  - Characterizes today's typical college campus
- ✓ Discrimination
  - Be aware of such thoughts and feelings
  - Recognize stereotypical characteristics rather than individual ones
  - Choose to have an open mind

# Getting Involved

## ◦ Joining Campus Groups

- ✓ Establish other campus interests
  - Participate in an extracurricular or community group
  - Job recruiters like well-rounded students
- ✓ Evaluate your needs, values, and interests to determine which groups to join

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Ariel Skelley/Getty Images

# Think About It!

- ✓ Why should you join a campus organization? What might be holding you back from doing so?
- ✓ Which ones are you aware of?
- ✓ How can you learn more about other groups at your school?



# Think About It!

- ✓ Do you know the names of your instructors and professors?
- ✓ How would you describe your interactions and impressions thus far?
- ✓ What do you think their impressions are of you and the other students in your class?
- ✓ Why do you think that?
- ✓ What kind of impression do you want to have?

# Working with Faculty

## ◦ Classroom Behavior

- ✓ Be polite and respectful
- ✓ Hand in quality work
- ✓ Be aware of your body language
- ✓ Accept constructive criticism
- ✓ Be prepared to ask respectful and relevant questions



Steve Debenport/Getty Images

# Working with Faculty

## ° Out-of-Class Behavior

- ✓ Say hello when you see an instructor outside of class.
- ✓ Don't overload your instructor's e-mail box.
- ✓ Address your instructor outside of class in the same manner as you would in class.
- ✓ Pay attention to the instructor's available office hours.
- ✓ Treat them as you would want to be treated.

# Working with Faculty

## ° Online Behavior

- ✓ Faculty expect you to use correct spelling and grammar in your e-mails and other class work.
- ✓ Check into the class regularly.
- ✓ Be committed to group work to maintain a positive image with classmates and the instructor.

# Tips for Getting Along with Your Instructor

- ✓ Never miss class.
- ✓ Never be inattentive or impolite.
- ✓ Use standard written and spoken English in communicating with your instructor.
- ✓ Never, ever, say or e-mail, “I missed class today. Did we do anything important?” (Instructors never feel that they are teaching unimportant information.)

# Communication and Conflict Resolution

## ° Communication Skills

- ✓ Verbal
- ✓ Nonverbal
  - Be aware of your communication strengths and weaknesses
- ✓ Communication skills can be improved!
  - Benefit all kinds of relationships – personal, academic, and career

# Developing Effective Communication Skills

- ✓ Think before speaking or writing
- ✓ Listen actively
- ✓ Ask questions
- ✓ Use I rather than You
- ✓ Observe and learn from communication interactions between other people
- ✓ Take a speech course

# Think About It!

- ✓ How do you define conflict?
- ✓ Do you enjoy conflict? Why or why not?
- ✓ What kinds of conflict have you experienced?
- ✓ How do you resolve conflicts?
- ✓ How successful are you at doing so?



# Conflict Occurs When. . .

O

- ✓ People don't accept responsibility and make excuses
- ✓ Someone is always complaining and never compliments
- ✓ A retort is made for every charge
- ✓ A person is stubborn, uncompromising, belligerent, and/or rude

# Conflict Resolution Strategies

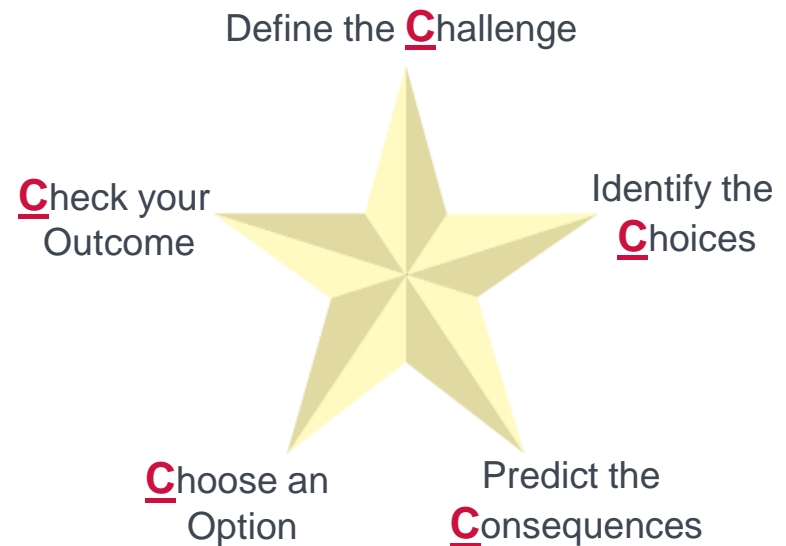
- ✓ Give the person with whom you have conflict the gift of agreement
- ✓ Compromise
- ✓ Recognize the differences between you and the other person as positives rather than negatives

# Techniques for Resolving Conflicts

1. Can we talk?
2. Practice, practice, practice
3. Choose your battles
4. Fault lines
5. Open communication
6. Give and take
7. Avoid airing your dirty laundry
8. Winners never quit
9. Stick like glue
10. Leave the scene
11. If at first...

# 5C Application

Choose one problem or concern related to the content of this chapter. Describe how you would use the 5C approach to make a decision about it. What new insights have you gained about applying the 5Cs to a problem or concern?



# CHAPTER TWO

## Reflections

- ✓ I liked. . .
  
- ✓ I was surprised to learn. . . .
  
- ✓ The content of this chapter got me thinking about. . . .
  
- ✓ I wish. . . .

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