

I. COURSE INFORMATION:

- A. Division: Applied Technology & Transportation
Department: Inspection Technology
Course ID: INSPEC 024C
Course Title: Community Relations for Civil Service Employees
Units: 3
Lecture: 3 Hours
Laboratory: None
Prerequisite: None
Corequisite: None
Dept. Advisory: None

- B. Catalog and Schedule Description: Introduction to community relations for civil service employees

II. NUMBER OF TIMES COURSE MAY BE TAKEN FOR CREDIT: One

III. EXPECTED OUTCOMES:

- Upon successful completion of the course, the student should be able to:
- A. Evaluate court decisions that affect the model codes.
 - B. Analyze different community needs and formulate solutions to resolve community issues.
 - C. Apply codes to human situations.
 - D. Apply service skills to the work environment.

IV. COURSE CONTENT:

- A. Listening skill development
 - 1. Listening so others will talk
 - 2. Talking so others will listen
 - 3. Paraphrasing
- B. Principles of effective public contact
 - 1. Community education projects
 - 2. Community meetings
 - 3. Community events
- C. Rules and regulations
 - 1. Zoning theories and fundamentals
 - 2. Standards of living
 - a) Public nuisance codes
 - b) Health and safety codes
 - c) The model codes
- D. Identifying community problems related to code enforcement
 - 1. Neighborhood perception
 - 2. Quality of life issues
 - 3. Community aesthetics
 - 4. Economic difficulties
- E. Problem solving techniques
 - 1. Community involvement
 - 2. Other government agencies
 - 3. Neighborhood groups
 - 4. Volunteer groups
- F. Information integration-government agency resource guide
 - 1. Government opportunities
 - 2. Employee directories

V. METHODS OF INSTRUCTION: (Please check all that apply and add any additional not listed.)

- Lecture

- Class and/or small group discussion
- Critical evaluation of texts, newspapers, journal articles, and other printed research
- Critical evaluation of films, videotapes, audiotapes, or other media forms
- Classroom demonstrations
- Field trips
- Guest speakers
- Other:
- Other:
- Other:

VI. TYPICAL OUT-OF-CLASS ASSIGNMENTS:

- A. Reading Assignment. Reading assignments are required and may include (but are not limited to) the following: Read Chapter on An Overview of the Codes in the text and answer questions at the end of the chapter.
Typical Question:
What are the four model codes organizations that promulgate building codes in the U.S.
- B. Writing Assignment. Writing assignments are required and may include (but are not limited to) the following: Write a 250-word essay that describes the evolution of zoning regulations.
- C. Critical Thinking Assignment. Critical thinking assignments are required and may include (but are not limited to) the following: Visit the law library and get copies of the listed court cases and prepare an oral presentation for one of the court cases.

VII. EVALUATION:

A student's grade will be based on multiple measures of performance and will reflect the objectives explained above. A final grade of "C" or better should indicate that the student has the ability to successfully apply the principles and techniques taught in this course. These evaluation methods may include, but are not limited to, the following (Please check all that apply, and add additional ones not listed):

- Portfolios
- Projects
- Written papers or reports
- Presentations (oral and visual)
- Work performance (internships or field work)
- Lab work
- Comprehensive examinations (cumulative finals or certifications)
- Peer evaluation
- Self evaluation
- Classroom participation
- Homework
- Other:
- Other:
- Other:

VIII. TYPICAL TEXTS:

- A. Corliss & Corliss. Human Service Agencies – An Orientation to Field Work. Brooks/Cole Publishing Company, Pacific Grove, CA, 2005.
- B. Schilling & Hare. Code Enforcement: A Comprehensive Approach. Solano Press, Point Arena, CA, 2005.
- C. Building Officials Code Administrators. Basic Code Enforcement. Building Officials Code Administrators, Country Club Hills, IL, 2005.

IX. OTHER SUPPLIES REQUIRED OF STUDENTS:

Three-ring binder