

South Plains College
Common Course Syllabus: PSYC 2301.152 .and .451
SUMMER 2 2022

Department: Behavioral Sciences

Discipline: Psychology

Course Number: PSYC 2301

Course Title: General Psychology

Available Formats: Conventional, INET, ITV

Campuses: Levelland, Reese, Lubbock Center, Plainview, and Dual Credit Campuses

Course Description: Survey of the essential subject areas, major theories and approaches to the scientific study of behavior and mental processes.

Prerequisites: TSI compliance in Reading

Credit: 3 **Lecture:** 3 **Lab:** 0

Textbook: Open Stax Psychology, 2e

Supplies: none unless specified in the specific instructor information

This course partially satisfies a Core Curriculum Requirement: Yes, Social and Behavioral Science Foundational Component Area (080)

Core Objectives addressed:

- Communication skills-** to include effective written, oral and visual communication.
- Critical thinking skills-** to include creative thinking, innovation, inquiry and analysis, evaluation and synthesis of information.
- Empirical and Quantitative skills-** to include the manipulation and analysis of numerical data or observable facts resulting in informed conclusions.
- Social Responsibility-** to include the demonstrated intercultural knowledge and competence, knowledge of civic responsibility, and the ability to engage effectively in regional, national and global communities.

Student Learning Outcomes (SLOs)/Competencies:

Upon successful completion of this course, students will:

1. Identify various research methods and their characteristics used in the scientific study of psychology.
2. Describe the historical influences and early schools of thoughts that shaped the field of psychology.
3. Describe some of the prominent perspectives and approaches used in the study of psychology
4. Use terminology unique to the study of psychology.
5. Describe accepted approaches and standards in psychological assessment and evaluation.
6. Identify factors in physiological and psychological processes involved in human behavior.

Student Learning Outcomes Assessment:

Dr. Alicia Barr is the faculty member who is responsible for the assessment of the student learning outcomes. She will be sending a list of which SLOs will be assessed for each semester. There are 6 outcomes and these are rotated. Dr. Barr is also the person responsible to entry of the data into Task Stream for documentation.

Course Evaluation: See the instructor's course information sheet for specific items used in evaluating student performance. However, all courses will have multiple exams and a written assignment that is designated by the instructor.

Attendance Policy:

Instructors will create an attendance policy that is consistent with the "Class Attendance" policies stated below in the *SPC General Catalog*:

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.

Additional attendance information might be included in the specific instructor’s part of the syllabus.

Plagiarism and Cheating: Students are expected to do their own work on all projects, quizzes, assignments, examinations, and papers. Failure to comply with this policy will result in an F for the assignment and can result in an F for the course if circumstances warrant.

Plagiarism violations include, but are not limited to, the following:

1. Turning in a paper that has been purchased, borrowed, or downloaded from another student, an online term paper site, or a mail order term paper mill;
2. Cutting and pasting together information from books, articles, other papers, or online sites without providing proper citation(s) and reference(s);
3. Using direct quotations (three or more words) from a source without showing them to be direct quotations and citing and referencing them; or
4. Missing in-text citations.

Cheating violations include, but are not limited to, the following:

1. Obtaining a quiz, exercise or examination by stealing or collusion;
2. Discovering the content of a quiz, exercise, or examination before it is given;
3. Using an unauthorized source of information (notes, textbook, text messaging, internet, apps) during an examination, quiz, or homework assignment;
4. Entering an office or building to obtain unfair advantage;
5. Taking an examination for another;
6. Altering grade records;
7. Copying another’s work during an examination or on a homework assignment;
8. Rewriting another student’s work in Peer Editing so that the writing is no longer the original student’s;
9. Taking pictures of a test, test answers, or someone else’s paper.

Student Code of Conduct Policy: Any successful learning experience requires mutual respect on the part of the student and the instructor. Neither instructor nor student should be subject to others’ behavior that is rude, disruptive, intimidating, aggressive, or demeaning. Student conduct that disrupts the learning process or is deemed disrespectful or threatening shall not be tolerated and may lead to disciplinary action and/or removal from class.

Diversity Statement: In this class, the teacher will establish and support an environment that values and nurtures individual and group differences and encourages engagement and interaction. Understanding and respecting multiple experiences and perspectives will serve to challenge and stimulate all of us to learn about others, about the larger world and about ourselves. By promoting diversity and intellectual exchange, we will not only mirror society as it is, but also model society as it should and can be.

Disability Statement: Students with disabilities, including but not limited to physical, psychiatric, or learning disabilities, who wish to request accommodations in this class should notify the Disability Services Office early in the semester so that the appropriate arrangements may be made. In accordance with federal law, a student requesting accommodations must provide acceptable documentation of his/her disability to the Disability Services Office. For more information, call or visit the Disability Services Office at Levelland (Student Health & Wellness Office) 806-716-2577, Reese Center (Building 8) 806-716-4675, or Plainview Center (Main Office) 806-716-4302 or 806-296-9611.

Nondiscrimination Policy: South Plains College does not discriminate on the basis of race, color, national origin, sex, disability or age in its programs and activities. The following person has been designated to handle inquiries regarding the non-discrimination policies: Vice President for Student Affairs, South Plains College, 1401 College Avenue, Box 5, Levelland, TX 79336. Phone number 806-716-2360.

Title IX Pregnancy Accommodations Statement: If you are pregnant, or have given birth within six months, Under Title IX you have a right to reasonable accommodations to help continue your education. To [activate](#) accommodations you must submit a Title IX pregnancy accommodations request, along with specific medical documentation, to the Director of Health and Wellness. Once approved, notification will be sent to the student and instructors. It is the student's responsibility to work with the instructor to arrange accommodations. Contact the Director of Health and Wellness at 806-716-2362 or [email cgilster@southplainscollege.edu](mailto:cgilster@southplainscollege.edu) for assistance.

Campus Concealed Carry: Texas Senate Bill - 11 (Government Code 411.2031, et al.) authorizes the carrying of a concealed handgun in South Plains College buildings only by persons who have been issued and are in possession of a Texas License to Carry a Handgun. Qualified law enforcement officers or those who are otherwise authorized to carry a concealed handgun in the State of Texas are also permitted to do so. Pursuant to Penal Code (PC) 46.035 and South Plains College policy, license holders may not carry a concealed handgun in restricted locations. For a list of locations and Frequently Asked Questions, please refer to the Campus Carry page at: <http://www.southplainscollege.edu/campuscarry.php>

Pursuant to PC 46.035, the open carrying of handguns is prohibited on all South Plains College campuses. Report violations to the College Police Department at 806-716-2396 or 9-1-1.

Instructor's Course Information

Semester: SUMMER 2, 2022

Instructor: Robyn Inmon, Professor in Psychology

Email: rinmon@southplainscollege.edu

Contact Information:

- As this is a web-based course, you will contact me by sending an email through your course in **Blackboard**. Once you have entered the course in Blackboard, in the menu to the left of the screen, you will see **Mail**. To send me an email, click on **Create Message**. Under **Recipients**, click **To**. Scroll down the list of names until you find **Robyn Inmon (Instructor)**. Click on my name and then click the arrow that points right (>). This will move my name under Recipients. Be sure to read **How to Write a Professional Email** in the folder labeled **Welcome . . . How To Get Started In Your Course** and follow the instructions when composing your message.

Textbook:

OpenStax College, *Psychology*. OpenStax College. <https://openstax.org/books/psychology-2e/pages/1-introduction>

- Authors: Rose M. Spielman, William J. Jenkins, Marilyn D. Lovett
- Publisher/website: OpenStax
- Book title: Psychology 2e
- Publication date: Apr 22, 2020
- Location: Houston, Texas

Course Competencies:

- The primary criteria for course competency are to demonstrate mastery of a minimum of 60% of assigned course content and assignments.

Attendance Policy:

- Since this course is a virtual classroom, attendance will be taken according to the following:
 - Completion of the Syllabus Quiz on or before the due date.
 - Participate in the Introduction discussion posts on or before the due date.
 - Participation in class discussions by posting an original post and response post to the discussion board on or before the due date.
 - Completing Matching or Multiple-Choice exercises on or before the due date.
 - Taking exams on or before the due date.
- Important: You may be administratively dropped from this course without notice if you miss the due dates for any combination of matching or multiple-choice exercises, exams, and/or

discussions totaling more than six (6). Failure to log on to Blackboard for 14 consecutive days could result in being administratively dropped from the course if work due during that period is incomplete.

This is your student notification of the Instructor's administrative drop policy and it is your responsibility to be aware of the policy as outlined in the South Plains College General Catalog, pages 20 and 21 under Class Attendance.

Late Work: All work must be posted or submitted by the due date to receive credit. **NO LATE WORK will be accepted.** Excuses such as "The network was down," "I could not figure out how to use Blackboard," "I work a full-time job," "I have children," or "I had a family emergency," etc., are **not** acceptable. In short, plan ahead and do not wait until the last minute to submit your discussions, complete assignments, and take the exams. It is a good idea to get your work completed well before the deadline.

I STRONGLY urge you to NOT wait until the last minute to submit your work. By "last minute," I am referring to the day work is due, especially in the last few hours before the deadline. Inevitably, when you do, something happens (you get interrupted and miss the deadline, lightning strikes and takes out your computer, etc.). **No exceptions will be made for students not submitting their work on time. If you miss a deadline, you will receive a zero (0) for the grade. Please do not email and ask me to extend a deadline or reopen work as it will not happen. If you happen to miss work in the course, you do not need to let me know the reason why. Just take extra precaution to not miss any other work.**

Academic Integrity: You are expected to do your own work. You may not work with another person to complete your assignments, discussions, or when taking your exams. You may not copy another student's work and present it as your own. You may not allow another student to copy your work. Complete honesty is required of the student in the presentation of any and all phases of course work. If the instructor determines an assignment to be plagiarized, the result can range from a zero for that assignment to failure of the course. The result will be determined by the instructor. See SPC College Catalog for additional information.

Under no circumstances are you allowed to give your User ID and/or password to anyone. If someone besides you is logging into this course on your account, I will drop you immediately with an "F", regardless of the reason. Also, if you log in under someone else's account, I will drop you immediately with an "F". If you are taking this course along with a roommate, spouse, or significant other, you need to let me know immediately. Failure to do so could result in your being dropped from this course with an "F."

HOW THIS COURSE IS CONDUCTED:

This course is an online course, which means that you will access course information and respond to me and/or other students through the use of the Internet. SPC uses **Blackboard** to deliver and manage internet courses.

What You Need To Do For This Course:

There are three types of work required for this course: chapter exercises, either matching or multiple-choice, discussions, or Exams. All of the work will be completed in Blackboard.

DISCUSSIONS These are written assignments submitted through Blackboard that all students in the course will read. There are two parts to the discussions: for all discussion assignments you will post *at least a 150 word post* on a particular topic (original post) AND respond with *at least a 150 word response* to one post by a fellow student (response post). You will not be given credit for postings that do not meet the minimum requirement for length. In your response post, *do not just repeat what was stated in the original post*. Add to what was previously stated with more information, your opinion or experience, or something meaningful, showing that you have thought about the topic. Sentences like “I agree with this,” or “That is interesting,” will not be counted toward the 150 word requirement.

Submit one and only one original post. If you submit before writing all you planned (including hitting submit before you have written anything), do not submit another original post. If you submit an original post with no content, that counts as your submission. If, after you have submitted, you read what other students have written and realize you did not address all that was asked for the discussion, do not submit another original post. The first post you submit for each discussion will count as the original post – no exceptions.

To help you do the best you can, I am giving you a grading rubric for the discussion postings and replies:

- **Original Posts: (worth up to 30 points)**
 - **First and foremost, always read the instructions for each discussion and make sure to address all that is asked thoroughly and with detail.**
 - A **20-30 point post** addresses all or most of what was specifically asked for in the instructions in an organized and detailed way; can include personal experience when relevant; includes at least the minimum number of words (150).
 - A **10-19 point post**: did not thoroughly address the topic; reference to some type of course material; some personal reference but may not clearly connect to the course material or topic; did not thoroughly address the topic; includes at least the minimum number words (150).
 - A **0-9 point post** has incorrect information; does not address what was asked in the instructions, has no reference to relevant material; irrelevant ideas; does not meet the minimum number of words (150); is repetitious; no post.
- **Reply Posts: (worth up to 6 points)**
 - For your replies, do not repeat what was written in the original post you are responding to or what you wrote in your own original post. The response post must contain new or different information. Also, if another student in the course has responded to an original post before you, read the original post, the response post or posts, and make sure you don't repeat what was stated in any of the posts.
 - **Always follow the instructions provided for each discussions response. What I ask you to discuss in your reply is not the same for all discussions. Note that I will never ask you to write about what you agreed with. What I'm looking for in a response post is new and/or different information, opinion, or interpretation of the topic.**

- A **5 to 6 point reply**. is a reply that: explicitly references ideas in the textbook or information you found through research; gives personal commentary in a constructive way; may correct an incorrect posting in a respectful way; elaborates on the ideas and questions posed in the original post; reflects a good understanding of the course material; and/or brings up course material that the original post did not include but was relevant; includes at least 150 words.
- A **3 to 4 point reply** is a reply that: briefly elaborates on the ideas and questions posed in the original post; is a personal response that may or may not clearly tie to the original post but is somewhat relevant; repeated too much of original post; includes at least 150 words.
- A **0-2 point reply** is a reply that: includes brief encouragement; is a statement of agreement or disagreement; is an unclear or offensive response; does not meet the minimum number of words; no reply.

Note: Even if your reply posts meet the 150 minimum word count, all of the words you use may not be applied toward satisfying the word count. For example, stating “You did a really good job,” “I totally agree with you,” are words that add nothing new to the conversation. These are nice things to state, just do not include them in meeting the word count. In other words, just because you wrote 150 or more words does not mean that all of the words will be included in the minimum required word count.

Points will also be taken off for incorrect spelling, punctuation, capitalization, and grammar. Do not write like you do when texting or messaging. You need to use correct Standard English in all of your writing. Think of your discussion posts as mini-essays that you are turning in to your college professor, because that is what they are!

Consult your *Schedule of Work* for the due date for each discussion.

Matching and/or Multiple-Choice Exercises For each chapter covered, you will have one or more matching or multiple-choice exercises to complete. These exercises are designed to test your understanding of terms and concepts in the chapter, and should help you identify where you may need to spend more time reading your textbook and understanding the content. You have one hour to complete these exercises and two (2) attempts. Consult your *Schedule of Work* for the due date for each exercise. At no time should you print out the quizzes.

EXAMS There will be four (4) exams you will need to complete for this course. Each exam will consist of 50 multiple-choice items. You will have 75 minutes to complete each exam. Consult your *Schedule of Work* for the due date and the chapters each exam will cover.

****NOTE:** It is impossible to accommodate each individual student’s schedule in regards to working full- or part-time, trips out of town, harvesting season, extracurricular activities, illness, etc. There is really no reasonable explanation for missing any of the deadlines, as you have the opportunity to work ahead. It is recommended that you DO NOT WAIT until the last minute (or last hour or last day) to complete your work.

GRADING POLICY:

Your final letter grade for the course will be calculated based on total points earned.

How can I earn points?

○ Syllabus Quiz	=	10 points
○ Introductions	=	10 points
○ Matching or Multiple-Choice Exercises	=	190 points
○ Discussions (4 at 36 pts. each)	=	144 points
○ <u>Exams (4 at 100 pts. each)</u>	=	<u>400 points</u>
○ Total possible points	=	754 points

Points necessary for each grade:

- If you earn **679 to 754** points (90.00% - 100.00%), you will earn an **A** for the course.
- If you earn **604 to 678** points (80.00% - 89.99%), you will earn a **B** for the course.
- If you earn **528 to 603** points (70.00% - 79.99%), you will earn a **C** for the course.
- If you earn **453 to 527** points (60.00% - 69.99%), you will earn a **D** for the course.
- If you earn **0 to 452** points (0% - 59.99%), you will earn an **F** for the course.

Online Course Expectations

Student Expectations

1. Check the course homepage, schedule of work, your email, and the Blackboard course discussion board *every day Monday through Friday*.
2. Keep up with your reading assignments and chapter exercises. These exercises test your knowledge and comprehension of each chapter's content. While you are completing the exercise, do not click on anything else (such as Facebook, your textbook) or the exercise may submit automatically and you will have to accept the grade earned at that point. If you are "knocked out" of an exercise for any reason it will count as an attempt. ***
3. Complete each exam by the deadline! While you are completing the exam, do not click on anything else (such as Facebook, your textbook) or the exam may submit automatically and you will have to accept the grade earned at that point. If you are "knocked out" of an exam for any reason it will count as your one attempt.
***Do not use the wheel on your mouse (if you have one) to scroll up or down during an exam. Using the wheel could result in the item being submitted even if you are not finished!
4. Participate actively in class discussions including but not limited to textbook information, apply the knowledge you have learned, and include your personal experiences when appropriate.
5. In responding to what others have posted on the discussion board, add to what was stated in the original post. *Do not repeat what you wrote in your original post or what was written in the original post you are responding to.* Add new information to what has been shared by another student.

6. Respond in a timely manner (within 48 hours) to any email sent directly to you from the instructor to acknowledge you have read the email. Answer any questions the instructor asks when appropriate.

Instructor Expectations:

1. All communication for this online course should be by email through blackboard with any questions or concerns you may have. I will read my email daily during the week but may not read it daily on weekends.
2. I will respond to your email within 48 hours during the week and within 72 hours during weekends or holidays.
3. I will read discussions but usually don't participate in the discussion forums. If someone posts information that is incorrect or confusing, that is when I typically "jump in."
4. You will receive a grade for your course work within ten working days (14 calendar days) after the deadline unless I notify you otherwise.

Keys to Success

Online courses are not easier or less time-consuming than face-to-face courses; they are just different. Here are some suggestions for your success:

1. Set aside a specific time during the day for this course--the best time that fits your schedule. Use this time for preparation (reading, studying, etc.) and for participation (reading and posting to the discussion board, completing quizzes and exams).
2. Don't put off the work--you need to keep up so you can more effectively participate in discussions.
3. Don't be afraid to ask questions--just like in a F2F class, there are probably several others who are wondering the same thing. If several students email me with the same question, I will send an email to all students in the class in case others have the same question.
4. Keep advised of when the SPC computer system is scheduled to "go down" for maintenance. Have a backup plan in case your server is down or you have computer problems as these are not sufficient excuses for missing work.
5. Check in and complete work in the class several times a week--this will keep you engaged, on-track, and moving steadily toward your goal!
6. Let me know about any problems you are having right away so we can resolve them quickly. Contact me if you have questions about course *content*. Contact technical support at blackboard@southplainscollege.edu or (806)716-2180 for *computer* issues and email me within Blackboard so I will know about the issue. But again, have a backup plan.
7. Have Fun!!!

Adapted from: Susan Kossman, R.N., Ph.D.,

http://my.ilstu.edu/~skossm/online_course_expectations.htm and from :
http://www.usm.maine.edu/~atkinson/course_expectations.htm

Technical Support for Blackboard

A note here, for online courses or courses with an online component there is a portion considered **course content** and that portion includes all of the course information set up by the instructor for the particular course you are taking to help students learn and understand the information. For **ALL** course content questions, contact your instructor using the method of contact stated in your syllabus.

Then there is the **technical** component of the course. This portion of the course has to do with the functioning of Blackboard. This would include issues like (but not limited to) the following: quizzes freezing up, not being able to access videos, not being able to open documents, not being able to log into Blackboard, etc.

In the case of **technical** issues, contact your instructor to let them know about the problem **AND** also contact **Technical Support** through email at blackboard@southplainscollege.edu or by phone at (806) 716-2180 (8:00 am – 4:00 pm Monday through Friday).

You will find **Blackboard Learn 9 Student Tutorials** and **Frequently Asked Questions (FAQs)** on the entry page of Blackboard. Students that are new to Blackboard or have questions are strongly encouraged to check these resources before contacting the instructor or technical support.

Blackboard Learn 9 Student Orientation Course

Every student should have an orientation course listed on your course listing page. This is the page that appears right after you log into the course. If you are new to Blackboard, you are **STRONGLY** encouraged to go through this course. Also, if you have questions on taking quizzes, submitting assignments, posting discussions, or other navigation questions you are **STRONGLY** encouraged to go to this course for answers and instructions.

Using the Student Orientation Course, Student Tutorials, and FAQs can save time and frustration. Students are **STRONGLY** encouraged to use them.

Online and Discussion Board Netiquette

Some of you may have participated in on-line courses and/or discussion boards before and some of you may not have. The following are expectations of students in this course as far as emails, assignments, and posting on the discussion board. These expectations are in addition to the instructions that are included in your syllabus. I encourage each of you to familiarize yourself with the instructions and these expectations. The points available for you to earn on the discussion board are a major part of your grade and I know that all points are valuable to you. Please let me know if you have any questions.

Read Before Participating. Read the syllabus so that you understand the instructions for the discussion board. I will be most impressed with individuals who can incorporate course materials into their posts. This is a part of the grading requirement and lack of participation could result in being administratively dropped from the course. Good writing is a key skill you should leave college with which includes the ability to support your position and express your ideas, thoughts, and/or opinions in writing.

Communicate Clearly. Write clearly when you compose a message. Review your message carefully before clicking **Submit**. Typos can be confusing. Remember, if your message can be misunderstood, it will be.

Writing Standard. All discussion postings and e-mails should be presented using the conventions of Standard Written English. While slang, regional idioms, and informal kinds of self-expression are appropriate in some contexts, they are out of place in academic writing. I expect all students to demonstrate proficiency in using the conventions of academic English in their written work. This means that you need to spell correctly, use the proper word (example: know when to use "there" or "their", etc.), use paragraph formatting, correct punctuation, etc.

Do not use ALL CAPS. Typing in all capital letters is frowned upon; it's the equivalent of screaming. It's considered an aggressive way to post and it doesn't come off as being very friendly. It also makes your message more difficult to read.

Be Respectful, Kind and Honest. Don't issue personal attacks, use profanity, or post threatening, abusive, harassing, or otherwise offensive language or images. Keep your messages appropriate and courteous at all times. Please disagree with other opinions respectfully. If you are unsure if something is inappropriate, ask yourself these questions: Would you say it to the person if she were standing right in front of you? Would you say it to your best friend or loved one? Are you calling someone names? How would you feel and react if faced with the same message from someone else? If it would anger or upset you, you might consider re-framing your thoughts in a less objectionable tone.

Disagreements. There will be disagreement and this is good, otherwise we will be bored. Disagreement can be very constructive; it encourages us to reconsider our own positions and either recommit, expand, or discard them. However, I must at all times hear/see you debating the idea and not making a personal attack on an individual. Note that this is a skill to learn like any other – how to debate and get your point heard. Personal insults and attacks impede the development of critical thought. Avoid "you" statements, which can be more easily interpreted as accusations ("you don't know what you're talking about", "the problem is people like you," etc.). Try, instead, to use "I" statements ("I disagree with your position on "X" or "I find that Durkheim was actually saying ...").

Misunderstandings. People have to be given the benefit of the doubt on occasion. Because this is an online class and we cannot see each other's facial expressions or hear the tone in our voices, it is important to clarify issues

that are confusing. Before jumping to a conclusion and putting words in someone's mouth, ask them to clarify their point. And if someone asks you to restate your opinion, do not be afraid to restate it.

Problems with Another Poster. If you find yourself having a problem with another poster, it is poor form to voice your concerns on the forum. It is much better to contact the instructor through email.

Remember the Golden Rule. It is very easy to misinterpret a person's word when you cannot see them and/or hear their tone, so please keep in mind the Golden Rule of Discussion Board Etiquette: It's not just *what* you say; it's *how* you say it.

Adapted From: Article by Michelle Lehmann, 2007, Lotsofkids.com, Soc 101: Introduction to Sociology An Online Course, by Professor Marisol Clark-Ibanez, Ph.D.