



# Program Guidebook

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## Bachelor of Science Supply Chain and Operations Management

*The Bachelor of Science in Supply Chain and Operations Management (BSSCOM) degree is a competency-based degree program that develops operational skills that can be applied to a variety of sectors, such as corporations, small businesses, government agencies, nonprofits, healthcare, and educational institutions. The BSSCOM program addresses business needs and helps business leaders overcome challenges by equipping them with skills in data analysis, process review, critical thinking, and execution of operational improvements. The competencies in this program measure in-demand skills to prepare learners to create and maintain a bridge between business management and technology, operations, and supply chain functions (distribution, logistics, transportation, warehousing, inventory management, procurement, and demand planning). Through the program learners will learn how to ask critical business questions, form hypotheses that can be proven or disproven by data, translate raw data into usable and valuable business intelligence, and tell a business story based on data that provides companies with a competitive edge in their respective industries. The program concludes with an experiential learning capstone course where learners will deliver an operational project that showcases the skills they acquired throughout the program. The BSSCOM program includes three embedded certificates: Business Analytics, Operations Excellence, and Solutions Design Thinking. The three certificates are included in the Degree Plan and may be shared digitally in the WGU Achievement Wallet. This program also offers learners the option of earning recognized third-party professional credentials and certificates as they progress in their degree.*

## Understanding the Competency-Based Approach

Practically speaking, how do competency-based programs like those offered at Western Governors University (WGU) work? Unlike traditional universities, WGU does not award degrees based on completion of a certain number of credit hours or a certain set of required courses. Instead, you will earn your degree by demonstrating your skills, knowledge, and understanding of important concepts.

Progress through a degree program is governed not by the amount of time you spend in class but by your ability to demonstrate mastery of competencies as you complete required courses. Of course, you will need to engage in learning experiences as you review competencies or develop knowledge and skills in areas in which you may be weak. To help you acquire the knowledge and skills you need to complete your courses and program, WGU provides a rich array of learning resources. Your program mentor will work closely with you to help you understand the competencies required for your program and to help you create a schedule for completing your courses. You will also work closely with course instructors as you engage in each of your courses. As subject matter experts, course instructors will guide you through the content you must master to pass the course assessments.

The benefit of this competency-based system is that it enables students who are knowledgeable about a particular subject to make accelerated progress toward completing a degree, even if they lack college experience. You may have gained skills and knowledge of a subject while on the job, accumulated wisdom through years of life experience, or already taken a course on a particular subject. WGU will award your degree based on the skills and knowledge that you possess and can demonstrate—not the number of credits hours on your transcript.

## Accreditation

Western Governors University is the only university in the history of American higher education to have earned accreditation from four regional accrediting commissions. WGU's accreditation was awarded by (1) the Northwest Commission on Colleges and Universities, (2) the Higher Learning Commission of the North Central Association of Colleges and Schools, (3) the Accrediting Commission for Community and Junior Colleges of the Western Association of Schools and Colleges, and (4) the Accrediting Commission for Senior Colleges and Universities of the Western Association of Schools and Colleges. The university's accreditation status is now managed by the Northwest Commission on Colleges and Universities (NWCCU), which reaffirmed WGU's accreditation in February 2020. The WGU Teachers College is accredited at the initial-licensure level by the Council for the Accreditation of Educator Preparation (CAEP) and by the Association for Advancing Quality in Educator Preparation (AAQEP). The nursing programs are accredited by the Commission on Collegiate Nursing Education (CCNE). The Health Information Management program is accredited by the Commission on Accreditation for Health Informatics and Information Management Education (CAHIIM). The College of Business programs are accredited by the Accreditation Council for Business Schools and Programs (ACBSP).

## The Degree Plan

The focus of your program is your personalized Degree Plan. The Degree Plan is a detailed blueprint of the courses you will need to complete in order to earn your degree. The Degree Plan also lays out the accompanying learning resources and assessments that compose your program. The list of courses in the Degree Plan is often referred to as the standard path. The amount of time it takes to complete your program depends on both the amount of new information you need to learn and the amount of time you plan to devote each week to study. Your program mentor and course instructors will help you assess your strengths and development needs to establish a study plan.

Students vary widely in the specific skills and information they need to learn. For example, some students may be highly knowledgeable in a particular subject matter and would not need to engage in new learning opportunities. Other students may find that portions of the program require them to learn new information and that they need to take an online class or participate in a study module to acquire the knowledge and skills needed to fulfill program competencies in that area. Some individuals may be able to devote as little

as 15–20 hours per week to the program, while others may need to devote more time. For this reason, pre-assessments are there to help your program mentor form a profile of your prior knowledge and create a personalized Degree Plan.

## How You Will Interact with Faculty

At WGU, faculty serve in specialized roles, and they will work with you individually to provide the guidance, instruction, and support you will need to succeed and graduate. As a student, it is important for you to take advantage of this support. It is key to your progress and ultimate success. Upon your enrollment, you will be assigned a program mentor—an expert in your field of study who will provide you with regular program-level guidance and support from the day you start until the day you graduate. Your program mentor will set up regular telephone appointments (weekly at first) with you, which you will be expected to keep. The mentor will review program competencies with you and work with you to develop a plan and schedule for your coursework. Your program mentor will serve as your main point of contact throughout your program—helping you set weekly study goals, recommending specific learning materials, telling you what to expect in courses, and keeping you motivated. In addition to regular calls, your program mentor is available to help you resolve questions and concerns as they arise.

You will also be assigned to a course instructor for each course. Course instructors are doctoral-level subject matter experts who will assist your learning in each individual course. When you begin a new course, your assigned course instructor will actively monitor your progress and will be in touch to offer one-on-one instruction and to provide you with information about webinars, cohort sessions, and other learning opportunities available to help you acquire the competencies you need to master the course. Your course instructor can discuss your learning for the course, help you find answers to content questions, and give you the tools to navigate the course successfully. In addition, you will communicate with course instructors by posting in the online learning community and participating in live discussion sessions such as webinars and cohorts.

For many of the courses at WGU, you will be required to complete performance assessments. These include reports, papers, presentations, and projects that let you demonstrate your mastery of the required competencies. A separate group of faculty members, called evaluators, will review your work to determine whether it meets requirements. Evaluators are also subject matter experts in their field of evaluation. If your assessment needs further work before it “passes,” these evaluators, who review your work anonymously, will provide you with instructional feedback to help you meet evaluation standards and allow you to advance.

## Connecting with Other Mentors and Fellow Students

As you proceed through your Degree Plan, you will have direct contact with multiple faculty members. These communications can take a variety of forms, including participation in one-on-one discussions, chats in the learning communities, and live cohort and webinar opportunities. As a WGU student, you will have access to your own personal MyWGU Student Portal, which will provide a gateway to your courses of study, learning resources, and learning communities where you will interact with faculty and other students.

The learning resources in each course are specifically designed to support you as you develop competencies in preparation for your assessments. These learning resources may include reading materials, videos, tutorials, cohort opportunities, community discussions, and live discussions that are guided by course instructors who are experts in their field. You will access your program community during your orientation course to network with peers who are enrolled in your program and to receive continued support through professional enrichment and program-specific chats, blogs, and discussions. WGU also provides Student Services associates to help you and your program mentor solve community issues. For more information, contact your program mentor or Student Services at 1-800-541-2500.

The WGU orientation course focuses on acquainting you with WGU's competency-based model, distance education, technology, and other resources and tools available for students. You will also utilize WGU program and course communities, participate in activities, and get to know other students at WGU. The orientation course must be completed before you can start your first term at WGU.

## **Transferability of Prior College Coursework**

Because WGU is a competency-based institution, it does not award degrees based on credits but rather on demonstration of competency. However, if you have completed college coursework at another accredited institution, or if you have completed industry certifications, you may have your transcripts and certifications evaluated to determine if you are eligible to receive some transfer credit. The guidelines for determining what credits will be granted varies based on the degree program. Students entering graduate programs must have their undergraduate degree verified before being admitted to WGU. To review more information in regards to transfer guidelines based on the different degree programs, you may visit the Student Handbook found at the link below and search for "Transfer Credit Evaluation."

[Click here for the Student Handbook](#)

WGU does not waive any requirements based on a student's professional experience and does not perform a "résumé review" or "portfolio review" that will automatically waive any degree requirements. Degree requirements and transferability rules are subject to change in order to keep the degree content relevant and current.

Remember, WGU's competency-based approach lets you take advantage of your knowledge and skills, regardless of how you obtained them. Even when you do not directly receive credit, the knowledge you possess may help you accelerate the time it takes to complete your degree program.

## **Continuous Enrollment, On Time Progress, and Satisfactory Academic Progress**

WGU is a "continuous enrollment" institution, which means you will be automatically enrolled in each of your new terms while you are at WGU. Each term is six months long. Longer terms and continuous enrollment allow you to focus on your studies without the hassle of unnatural breaks between terms that you would experience at a more traditional university. At the end of every six-month term, you and your program mentor will review the progress you have made and revise your Degree Plan for your next six-month term.

WGU requires that students make measurable progress toward the completion of their degree programs every term. We call this "On-Time Progress," denoting that you are on track and making progress toward on-time graduation. As full-time students, graduate students must enroll in at least 8 competency units each term, and undergraduate students must enroll in at least 12 competency units each term.

Completing at least these minimum enrollments is essential to On-Time Progress and serves as a baseline from which you may accelerate your program. We measure your progress based on the courses you are able to pass, not on your accumulation of credit hours or course grades. Every time you pass a course, you are demonstrating that you have mastered skills and knowledge in your degree program. For comparison to traditional grading systems, passing a course means you have demonstrated competency equivalent to a "B" grade or better.

WGU assigns competency units to each course in order to track your progress through the program. A competency unit is equivalent to one semester credit of learning. Some courses may be assigned 3 competency units while others may be as large as 12 competency units.

Satisfactory Academic Progress (SAP) is particularly important to students on financial aid because you must achieve SAP in order to maintain eligibility for financial aid. We will measure your SAP quantitatively by reviewing the number of competency units you have completed each term. In order to remain in good

academic standing, you must complete at least 66.67% of the units you attempt over the length of your program—including any courses you add to your term to accelerate your progress. Additionally, during your first term at WGU you must pass at least 3 competency units in order to remain eligible for financial aid. We know that SAP is complex, so please contact a financial aid counselor should you have additional questions. \*Please note: The Endorsement Preparation Program in Educational Leadership is not eligible for federal financial aid.

## **Courses**

Your Degree Plan includes courses needed to complete your program. To obtain your degree, you will be required to demonstrate your skills and knowledge by completing the assessment(s) for each course. In general there are two types of assessments: performance assessments and objective assessments. Performance assessments contain, in most cases, multiple scored tasks such as projects, essays, and research papers. Objective assessments include multiple-choice items, multiple-selection items, matching, short answer, drag-and-drop, and point-and-click item types, as well as case study and video-

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Course Description	CUs	Term
Design Thinking for Business	3	9
Solutions Design and Visualization Capstone	3	9

## Changes to Curriculum

WGU publishes an Institutional Catalog, which describes the academic requirements of each degree program. Although students are required to complete the program version current at the time of their enrollment, WGU may modify requirements and course offerings within that version of the program to maintain the currency and relevance of WGU's competencies and programs. When program requirements are updated, students readmitting after withdrawal from the university will be expected to re-enter into the most current catalog version of the program.





*This course covers the following competencies:*

*Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*

*The graduate analyzes ethical and socially responsible courses of action in a given business situation.*

*The graduate analyzes ethical considerations that shape business leadership.*

*The graduate applies ethical principles to employment.*

*The graduate applies ethical principles to environmental concerns confronting business.*

*The graduate applies ethical principles to international business.*

*The graduate evaluates ethical policies in a given business scenario.*

## **Values-Based Leadership**

Values-Based Leadership guides students to learn by reflection, design, and scenario planning. Through a combination of theory, reflection, value alignment, and practice, the course helps students examine and understand values-based leadership and explore foundations in creating a culture of care. In this course, students are given the opportunity to identify and define their personal values through an assessment and reflection process. Students then evaluate business cases to practice mapping the influence of values on their own leadership. In this course, students also participate in scenario planning, where they can practice implementing their values in their daily routine (i.e., behaviors) and then in a leadership setting. The course illustrates how values-driven leadership is used in goal setting as well as problem-solving at an organizational level. There are no prerequisites for this course.

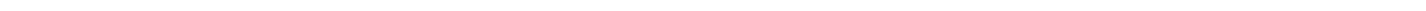
*This course covers the following competencies:*

*Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*

*The learner identifies their personal values, including honesty, integrity, respect, emotional intelligence, and ethical responsibility, to develop self-awareness through self-assessment.*

*The learner describes how interpersonal skills are applied to effectively collaborate, commrioa17 Td,i to.uto.uto.uto.uto.uto.uto.uto.*

*Begin your course by discul report with your instructor and creating your personalized course plan together.*



## **Fundamentals for Success in Business**

This introductory course provides students with an overview of the field of business and a basic understanding of how management, organizational structure, communication, and leadership styles affect the business environment. It also introduces them to some of the power skills that help make successful business professionals, including time management, problem solving, emotional intelligence and innovation; while also teaching them the importance of ethics. This course gives students an opportunity to begin to explore their own strengths and passions in relation to the field while also acclimating them to the online competency-based environment.

*This course covers the following competencies:*

*Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*

*The graduate identifies common ethical issues that individuals face within organizations.*

*The graduate recognizes common organizational functions and values in order to collaborate within them.*

*The graduate communicates ideas, opinions, and information suitable for a professional setting.*

*The graduate recognizes the emotional reactions of self and others in a variety of professional situations.*

*The graduate identifies leadership opportunities to enhance organizational performance.*

## **Fundamentals of Spreadsheets and Data Presentations**

Fundamentals of Spreadsheets and Data Presentations offers learners an overview of the use of spreadsheet functions and methods for presenting data within spreadsheets. Learners will have the opportunity to explore features and uses of MS Excel and apply the tools to situations they may encounter while studying in their program. They will also be introduced to real world uses and tools to collect, organize and present data.

*This course covers the following competencies:*

*Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*

*The learner performs common spreadsheet tasks requiring basic formatting, formulas, and functions.*

*The learner prepares data for analysis.*

*The learner creates a presentation from a spreadsheet dataset.*

## **Principles of Management**

Principles of Management provides students with an introductory look at the discipline of management and its context within the business environment. Students of this course build on previously mastered competencies by taking a more in-depth look at management as a discipline and how it differs from leadership while further exploring the importance of communication within business. This course provides students with a business generalist overview in the areas of strategic planning, total quality, entrepreneurship, conflict and change, human resource management, diversity, and organizational structure.

*This course covers the following competencies:*

*Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*

*The graduate can explain the strategic planning process.*

*The graduate can describe how to establish a total quality management program in a product operation and in a service operation.*

*The graduate can describe how to establish and promote an entrepreneurial emphasis within an organization.*

*The graduate can recommend effective techniques for managing conflict and change.*

*The graduate can correctly apply principles of human resource management in a given situation.*

*The graduate responds appropriately to diversity issues in the workplace.*

*The graduate can recommend an organizational structure to match a given organization's situation.*

## **Business Environment Applications I: Business Structures and Legal Environment**

Business Environment Applications 1 provides students with a generalist overview of the business environment and a

deeper look at a number of topics that make up the non-discipline areas of business which are required for a business person to be successful within any business environment. The first part of the course focuses on knowledge about organizations and how people operate within organizations, including the areas of organizational theory, structure, and effectiveness. The course then looks at business from a legal perspective with an overview of the legal environment of business. The course will prepare the student to consider specific legal situations and to make legal and ethical decisions related to those situations.

*This course covers the following competencies:*

*Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*

*The graduate explains how the structure of an organization impacts its effectiveness in the context of critical circumstances.*

*The graduate describes common legal considerations for the creation and operation of a business operation.*

## **Emotional and Cultural Intelligence**

Emotional and Cultural Intelligence focuses on key personal awareness skills that businesses request when hiring personnel. Key among those abilities is communication. Students will increase their skills in written, verbal, and nonverbal communication skills. The course then looks at three areas of personal awareness including emotional intelligence (EI), cultural awareness, and ethical self-awareness – building on previously acquired competencies and adding new ones. This course helps start students on a road of self-discovery, cultivating awareness to improve both as a business professional and personally.

*This course covers the following competencies:*

*Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*

*The graduate applies emotional intelligence (EI) to improve intrapersonal and interpersonal interactions.*

*The graduate demonstrates cultural intelligence (CI) within multicultural and contemporary business situations.*

## **Principles of Financial and Managerial Accounting**

Principles of Financial and Managerial Accounting provides students with an introduction to the discipline of accounting and its context within the business environment. In this course, students will learn to differentiate between financial, cost, and managerial accounting and where these accounting types fit into the business environment. This course will help students

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## **Discovering Data**

Discovering Data introduces analytical concepts, processes, and tools used in the field of business analytics. This course explores the importance of asking effective questions to collect the right data. Students will examine using analytical thinking to organize, analyze, and share data to drive decision-making. This course provides students the opportunity to work toward

course, students will earn the WGU Business Analysis Professional certificate and may also choose to earn the Google Data Analytics Professional certificate.

*This course covers the following competencies:*

*Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*

*The learner explains processes for organizing, formatting, and adjusting data for analysis.*

*The learner explains processes for aggregating data in SQL and spreadsheets, using formulas and functions.*

*The learner explains how to set up an R environment using RStudio.*

*The learner identifies the R programming techniques used to clean, organize, analyze, and visualize data.*

*The learner explains post-analysis tasks using R and R Markdown.*

## **Managing Operations**

Managing Operations examines management systems and processes to improve operating efficiency. In this course, students will be introduced to operations management concepts and will learn how analysis of these systems and processes can improve operating efficiency across the organization. Students will explore ethical and sustainable operations management strategies and will analyze operating processes for continuous improvement.

*This course covers the following competencies:*

*Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*

*The learner describes how operations management processes support business functions.*

*The learner analyzes management systems and processes in operations management.*

*The learner analyzes the supply chain in operations management.*

*The learner describes ethical and sustainable strategies in operating models.*

*The learner describes processes to improve operating efficiency and foster continuous improvement.*

## **Transportation, Logistics, and Distribution**

Transportation, Logistics, and Distribution examines logistics and the planning and management of transportation and distribution. This course introduces requirements and risks, facilities and inventory, strategy and supply chain synchronicity, efficiencies and costs, and laws and regulations related to transportation, distribution, and logistics. Students will explore warehousing and warehouse management, inventory and logistics management, distribution, and supply chain management from the lens of transportation, logistics, and distribution. This course is aligned with the Certified in Logistics, Transportation, and Distribution (CLTD) certification from the Association for Supply Chain Management.

*This course covers the following competencies:*

*Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*

*The learner describes key elements of distribution, logistics, and transportation management.*

*The learner identifies laws and regulations within operations and supply chains with respect to transportation, logistics, and distribution.*

*The learner explains how Total Cost of Ownership (TCO) management affects operations.*

*The learner describes key elements of distribution and warehouse management.*

## **Global Supply Chain Management**

Global Supply Chain Management introduces a broad range of supply chain management concepts. Students consider supply chains and supply chain management strategies, including planning and design, risk management, and global and sustainable supply chain networks and management. Students learn about managing important relationships and their interdependencies. Students also investigate how supply chain costs affect consumers, quality and continuous improvement, and the role of the sales and operations planning = p š

*Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*



offer review on core elements of the writing process, cross-cultural communication, as well as working with words and common standards and practices.

Each section includes learning opportunities through readings, videos, audio, and other relevant resources. Assessment



## Health, Fitness, and Wellness

Health, Fitness, and Wellness focuses on the importance and foundations of good health and physical fitness—particularly for children and adolescents—addressing health, nutrition, fitness, and substance use and abuse.

*This course covers the following competencies:*

*Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*

*The graduate identifies the influence of disease, fitness, and lifestyle on the body.*

*The graduate identifies the principles of nutrition and the components of a healthy diet.*

*The graduate identifies factors that influence mental, emotional, and social wellness.*

*The graduate identifies the application of the core competencies of social and emotional learning.*

## Introduction to Sociology

This course teaches students to think like sociologists, or, in other words, to see and understand the hidden rules, or norms, by which people live, and how they free or restrain behavior. Students will learn about socializing institutions, such as schools and families, as well as workplace organizations and governments. Participants will also learn how people deviate from the rules by challenging norms and how such behavior may result in social change, either on a large scale or within small groups.

*This course covers the following competencies:*

*Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*

*The graduate explains how societies are stratified across various social statuses.*

*The graduate explains reciprocal relationships between social institutions and individuals.*

*The graduate explains major perspectives and key contributors to the development of sociology.*

*The graduate identifies components of culture and socialization as they relate to individuals in society.*

*The graduate explains the constructs of conformity to and deviance from social norms.*

## Introduction to Communication: Connecting with Others

Welcome to Introduction to Communication: Connecting with Others! It may seem like common knowledge that communication skills are important, and that communicating with others is inescapable in our everyday lives. While this may appear simplistic, the study of communication is actually complex, dynamic, and multifaceted. Strong communication skills are invaluable to strengthening a multitude of aspects of life. Specifically, this course will focus on communication in the professional setting, and present material from multiple vantage points, including communicating with others in a variety of contexts, across situations, and with diverse populations. Upon completion, you will have a deeper understanding of both your own and others' communication behaviors, and a toolbox of effective behaviors to enhance your experience in the workplace.

*This course covers the following competencies:*

*Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*

*The learner implements appropriate communication styles based on audience and setting.*

*The learner uses communication strategies for managing conflict.*

*The learner uses communication strategies to influence others.*

## Integrated Physical Sciences

This course provides students with an overview of the basic principles and unifying ideas of the physical sciences: physics, chemistry, and earth sciences. Course materials focus on scientific reasoning and practical, everyday applications of physical science concepts to help students integrate conceptual knowledge with practical skills.

*This course covers the following competencies:*

*Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*

*The learner describes the nature and process of science.*

*The learner examines applications of physics including fundamental concepts such as forces, motion, energy, and waves.*

*The learner examines applications of key chemistry concepts including the structure of matter and the behavior and conservation of matter in chemical reactions.*

*The learner describes the underlying organization, interactions, and processes within the Earth system including the Earth's structure and atmosphere, and Earth's interactions within the solar system.*

## **Applied Algebra**

Applied Algebra is designed to help you develop competence in working with functions, the algebra of functions, and using some applied properties of functions. You will start learning about how we can apply different kinds of functions to relevant, real-life examples. From there, the algebra of several families of functions will be explored, including linear, polynomial, exponential, and logistic functions. You will also learn about relevant, applicable mathematical properties of each family of functions, including rate of change, concavity, maximizing/minimizing, and asymptotes. These properties will be used to solve problems related to your major and make sense of everyday living problems. Students should complete Applied Probability and Statistics or its equivalent prior to engaging in Applied Algebra.

*This course covers the following competencies:*

*Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*

*The learner interprets the real-world meaning of various functions based on notation, graphical representations, and data representations.*

*The learner applies linear functions and their properties to real-world problems.*

*The learner applies polynomial functions and their properties to real-world problems.*

*The learner applies exponential functions and their properties to real-world problems.*

*The learner applies logistic functions and their properties to real-world problems.*

*The learner analyzes graphical depictions of real-world situations using functional properties.*

*The learner verifies the validity of a given model.*

## **US History: Stories of American Democracy**

This course presents a broad survey of U.S. history from early colonization to the mid-twentieth century. The course explores how historical events and major themes in American history have affected diverse populations, influenced changes in policy and established the American definition of democracy. This course consists of an introduction and five major sections. Each section includes learning opportunities through reading, images, videos, and other relevant resources. Assessment activities with feedback also provide opportunities to practice and check how well you understand the content. Because the course is self-paced, you may move through the material as quickly or as slowly as you need to, with the goal of demonstrating proficiency in the five competencies covered in the final assessment. If you have no prior knowledge of this material, you can expect to spend 30-40 hours on the course content.

*This course covers the following competencies:*

*Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*

*The learner analyzes secondary sources to understand events and processes in American History.*

*The learner analyzes secondary sources to understand events or processes in American history.*

*The learner explains the effect of the actions of individuals in U.S. History.*

*The learner explains the effect of institutions on society.*

*The learner describes how economic, political, and social factors affect communities.*

## **Critical Thinking: Reason and Evidence**

# 18 units



## Accessibility and Accommodations

Western Governors University is committed to providing equal access to its academic programs to all qualified students. WGU's Accessibility Services team supports this mission by providing support, resources, advocacy, collaboration, and academic accommodations for students with disabilities and other qualifying conditions under the Americans with Disabilities Act (ADA). WGU encourages student to complete the Accommodation Request Form as soon as they become aware of the need for an accommodation. Current and prospective students can reach the Accessibility Services team Monday through Friday 8:00 a.m. to 5:00 p.m. MST at 1-877-HELP-WGU (877-435-7948) x5922 or at ADASupport@wgu.edu.

## Need More Information? WGU Student Services

WGU's Student Services team is dedicated exclusively to helping you achieve your academic goals. The Student Services office is available during extended hours to assist with general questions and requests. The Student Services team members help you resolve issues, listen to student issues and concerns, and make recommendations for improving policy and practice based on student feedback.

Student Services team members also assist with unresolved concerns to find equitable resolutions. To contact the Student Services team, please feel free to call 877-435-7948 or e-mail [studentservices@wgu.edu](mailto:studentservices@wgu.edu). We are available Monday through Friday from 6:00 a.m. to 10:00 p.m., Saturday from 7:00 a.m. to 7:00 p.m., mountain standard time. Closed Sundays.

If you have inquiries or concerns that require technical support, please contact the WGU IT Service Desk. The IT Service Desk is available Monday through Friday, 6:00 a.m. to 10:00 p.m. and Saturday and Sunday, 10:00 a.m. to 7:00 p.m., mountain standard time. To contact the IT Service Desk, please call 1-877-HELP-WGU (877-435-7948) or e-mail [servicedesk@wgu.edu](mailto:servicedesk@wgu.edu). The support teams are generally closed in observance of university holidays.

For the most current information regarding WGU support services, please visit "Student Support" on the Student Portal at <http://my.wgu.edu>.