

## COURSE DESCRIPTION

Analytical Approach to Management will expose the participant to the variety of practices utilized in long and short-term benefits of decision making, the art and science of problem solving in EMS, determining analysis metrics, and how systems in EMS function. Participants will effectively demonstrate the principals and applications of analytics to organizations in general, and to emergency service organizations in particular.

### General Information

**Course:** Analytical Approach to Management

**Course & Section:** FES 4315

**Credit Hours:** 3

**Course Format:** Web-based Distance Learning. On-line meetings will be scheduled.

**Instructor:** Dr. Dennis Mitterer

*Email:* [dmitterer@ufl.edu](mailto:dmitterer@ufl.edu)

*Phone:* 717-201-8322

**OFFICE HOURS:** *I can be contacted at any time. I check emails daily and should respond to any requests within 24 hours.*

**COURSE COMMUNICATIONS:** *Each semester students have many questions regarding course content and procedures. Questions pertaining to the good of all should be posted in the discussion board. Any question that is personal in nature should be sent to me through my email address or the Canvas mail tool. Under Florida law, any written communication created or received through the University of Florida is subject to disclosure to the public and the media, upon request, unless otherwise exempt. If you do not want your message or email address released in response to a public records request, do not send electronic mail to this address. Instead, contact me by phone.*

**Course Website:** <http://lss.at.ufl.edu/>

**Prerequisite Knowledge and Skills:** None

**Required Text:**

**Textbook:** Analytical Approaches to EMS (2015) Monosky, K. Brady Publishing ASIN: BOOLEKT4T6

- [https://www.amazon.com/Analytical-Approaches-EMS-Ems-Management/dp/0132624494/ref=sr\\_1\\_1?ie=UTF8&qid=1493124043&sr=8-1&keywords=Analytical+Approaches+to+EMS](https://www.amazon.com/Analytical-Approaches-EMS-Ems-Management/dp/0132624494/ref=sr_1_1?ie=UTF8&qid=1493124043&sr=8-1&keywords=Analytical+Approaches+to+EMS)
- This title is available on our Pearson Digital Library at [www.breadybooks.com/dl](http://www.breadybooks.com/dl).

Additional Resource:

*Publication Manual of the American Psychological Association*, 6th ed. Washington, DC: American Psychological Association, 2010.

## LEARNING OBJECTIVES

The student will be able to:

- Demonstrate competence in terminology, concepts, and methodologies used in analytics management through writing submissions and discussions.
- Explain the various components of a developing a system focused on EMS program:
  - History
  - Domains
  - Measurement
  - Analysis
  - Management if results
- Describe the concepts of analytics and problem solving and the impact upon an organization's ability to operate effectively
- Carefully and logically analyze information from multiple perspectives and develop reasoned solutions to problems
- Clearly and effectively communicate knowledge, ideas, and reasoning in written or oral forms in order to convey understanding of quality and research concepts and applications
- Demonstrate the ability to discuss the benefits of quality and performance management

## COURSE GOALS

1. The student will interpret and apply the terminology, concepts, methodologies and theories used within systems management.
2. The student expresses ideas in a convincing, organized, clear, coherent manner that is nearly error free and uses a style and language appropriate to the emergency services and the analytic profession.
3. Submitted written assignments should include such elements as well-crafted paragraphs, a persuasive organizational structure (e.g., introduction, body, conclusion; or introduction,

methods, results, discussion), well-supported claims, and appropriate and effective stylistic elements adhering to APA style 6th edition.

4. The student considers the issues from multiple perspectives, logically analyzes evidence from credible, relevant sources, and develops reasoned conclusions.
- **Teaching Philosophy:** I am looking for students to demonstrate a working knowledge of the subject. You need to be creative when you complete your assignments but maintain a professional appearance of your work. Your work should be completed in such a manner that someone can pick up your document and understand what you are trying to convey. Your work should be supported with research and cited in APA format.
  - **Instructional Methods:** The course is designed for individual and group interactivity. It is important to post and respond to discussion questions in the course within the time frame allotted. This provides a learning environment by networking with other students in the course. The assignments are individual base to give you the opportunity to do a variety of activities, in many cases, similar to what you will be doing in role as a leader in the emergency services profession.

## COURSE POLICIES

**Attendance Policy:** The course is designed in module format. You should check the site at least once a week. You are required to complete the assignments including discussion questions within the time period designated on the module. There will be meetings set up throughout the course. *Requirements for class attendance and make-up exams, assignments, and other work in this course are consistent with university policies that can be found in the online catalog at: <https://catalog.ufl.edu/ugrad/current/regulations/info/attendance.aspx>.*

- **Assignments & Discussions:** All assignments and discussions have a due date. Please be sure to check the dates and times they are due in each module. All due dates are set in order to provide consistency with the discussions and assignment submission. Each module will be opened early so you have time to read the material, formulate and answer discussions and finish and submit the assignment. Each discussion and assignment will be closed one week after the due date.
- **Final Project:** There is a final project for this course. There are no exams or quizzes. The final project will cover all material learned and discussed throughout the course.
- **Make-up Policy:** You must contact me, prior to the assignment deadline if you are going to be late on any discussion or assignment to receive credit. In the event of an unforeseen inability to complete an assignment, due to technology, notify me as soon as possible.
- **Course Technology:** Class meetings will require a web camera and mic/audio. If you are not able to use a web camera you will need to at least provide audio/mic, you can call in on a phone also.

## CANVAS INFORMATION & TECHNOLOGY

Class meetings may require a web camera and mic/audio. If you are not able to use a web camera you will need to at least provide audio/mic, you can call in on a phone also. Otherwise, discussions and assignments will be web based and submissions will occur electronically. If technology help is required, please contact the UF Help Desk at:

- [Learning-support@ufl.edu](mailto:Learning-support@ufl.edu)
- (352) 392-HELP - select option 2
- <https://lss.at.ufl.edu/help.shtml>

Any requests for make-ups due to technical issues MUST be accompanied by the ticket number received from LSS when the problem was reported to them. The ticket number will document the time and date of the problem. You MUST e-mail your instructor within 24 hours of the technical difficulty if you wish to request a make-up.

Other resources are available at <http://www.distance.ufl.edu/getting-help> for:

- Counseling and Wellness resources
- Disability resources
- Resources for handling student concerns and complaints
- Library Help Desk support

Should you have any complaints with your experience in this course please visit <http://www.distance.ufl.edu/student-complaints> to submit a complaint.

UF online/internet privacy statement: <http://privacy.ufl.edu/privacy-policies-and-procedures/onlineinternet-privacy-statement/>

## UF HONOR CODE

UF students are bound by The Honor Pledge which states, "We, the members of the University of Florida community, pledge to hold ourselves and our peers to the highest standards of honor and integrity by abiding by the Honor Code. On all work submitted for credit by students at the University of Florida, the following pledge is either required or implied: "On my honor, I have neither given nor received unauthorized aid in doing this assignment."

The Honor Code (<http://www.dso.ufl.edu/sccr/process/student-conduct-honor-code/>) specifies a number of behaviors that are in violation of this code and the possible sanctions. Furthermore, you are obliged to report any condition that facilitates academic misconduct to appropriate personnel. If you have any questions or concerns, please consult with the instructor of in this class.

# UF POLICIES

**University Policy on Accommodating Students with Disabilities:** Students requesting accommodation for disabilities must first register with the Dean of Students Office. Here is the [link](#).

The Dean of Students Office will provide documentation to the student who must then provide this documentation to the instructor when requesting accommodation. You must submit this documentation prior to submitting assignments or taking the quizzes or exams.

Accommodations are not retroactive, therefore, students should contact the office as soon as possible in the term for which they are seeking accommodations.

## **University Policy on Academic Conduct:**

UF students are bound by The Honor Pledge which states, "We, the members of the University of Florida community, pledge to hold ourselves and our peers to the highest standards of honesty and integrity by abiding by the Honor Code. On all work submitted for credit by students at the University of Florida, the following pledge is either required or implied: "On my honor, I have neither given nor received unauthorized aid in doing this assignment."

**Netiquette: Communication Courtesy:** All members of the class are expected to follow rules of common courtesy in all email messages, threaded discussions and chats.

## **When communicating online, you should always:**

- Treat everyone with respect, even in email or in any other online communication.
- Use clear and concise language.
- Remember that all college level communication should have correct spelling and grammar.
- Avoid slang terms such as "wassup?" and texting abbreviations such as "u" instead of "you".
- Use standard fonts such as Times New Roman and use a size 12 or 14 pt. font.
- Avoid using the caps lock feature AS IT CAN BE INTERPRETED AS YELLING.
- Be cautious when using humor or sarcasm as tone is sometimes lost in an email or discussion post and your message might be taken seriously or offensive.
- Be careful with personal information (both yours and other's).

## **When posting on the Discussion Board in your online class, you should:**

- Make posts that are on topic and within the scope of the course material.
- Take your posts seriously and review and edit your posts before sending.
- Be as brief as possible while still making a thorough comment.
- Always give proper credit when referencing or quoting another source.
- Be sure to read all messages in a thread before replying.
- Don't repeat someone else's post without adding something of your own to it.

- Avoid short, generic replies such as, "I agree." Include why you agree or add to the previous point.
- Always be respectful of others' opinions even when they differ from your own.
- When you disagree with someone, you should express your differing opinion in a respectful, non-critical way.
- Do not make personal or insulting remarks.
- Be open-minded.

## GRADING SCALE

A= 93.0 to 100%	C = 73.0 to 76.9%
A- = 90.0 to 92.9%	C- = 70.0 to 72.9%
B+ = 87.0 to 89.9%	D+ = 67.0 to 69.9%
B = 83.0 to 86.9%	D = 63.0 to 66.9%
B- = 80.0 to 82.9%	D- = 60.0 to 62.9%
C+ = 77.0 to 79.9%	F = below 60 See <a href="https://catalog.ufl.edu/ugrad/current/regulations/info/grades.aspx">https://catalog.ufl.edu/ugrad/current/regulations/info/grades.aspx</a> (Links to an external site.)Links to an external site. regarding current UF grading policies.

## COURSE GRADES

Assignment	Point or Percentage
Grading Discussion Participation – 10 points each discussion	80 points
Homework Assignments – 20 points each assignment	160 points

Final Project - comprehensive and applied	100 points
<b>Total Grade</b>	340 points

### Late Assignments and Discussion Posts

- Assignments 48 hours late will receive a 10% deduction in their grade.
- Assignments more than 48 hours but less than 30 days late will receive a 20% deduction in their grade.
- Assignments more than 30 days late but submitted during the semester will receive a 50% deduction in their grade.
- Discussions more than 48 hours late will receive a 25% deduction in their grade.
- Discussions more than 48 hours later will receive a 50% deduction in their grade.

**Please note:** Any student have less than 75% of their work complete for the semester cannot earn an "I" contract. If you have 75% of the work complete, you can propose an I contract to the instructor. It is your responsibility to keep your instructor informed at all times. The instructor does have the right under extenuating circumstances with proper notification to assist the student by extending the above time requirements. **\*Points will be deducted for all late assignments.**

### Information on current UF grading policies for assigning grade points:

To convert the final grade to credit hours please refer to by using the link to the web page: <https://catalog.ufl.edu/ugrad/current/regulations/info/grades.aspx>

## COURSE SCHEDULE

Module	Coursework
<b>Module 0:</b> Orientation	<ul style="list-style-type: none"> <li>• Read Syllabus &amp; Course Content</li> <li>• Course Introduction</li> <li>• Syllabus Quiz</li> </ul>
<b>Module 1:</b> Why Analytics are Necessary	<ul style="list-style-type: none"> <li>• Discussion: Scenario 1</li> <li>• Assignment Questions</li> </ul>
<b>Module 2:</b> Problem Identification	<ul style="list-style-type: none"> <li>• Discussion: Scenario 2</li> <li>• Assignment Questions</li> </ul>
<b>Module 3:</b> Applying the Principles	<ul style="list-style-type: none"> <li>• Discussion: Scenario 3</li> <li>• Assignment Questions</li> </ul>

<b>Module 4:</b> Financial Analysis	<ul style="list-style-type: none"> <li>• Discussion: Scenario 4</li> <li>• Assignment Questions</li> </ul>
<b>Module 5:</b> Cost Benefit Analysis	<ul style="list-style-type: none"> <li>• Discussion: Scenario 5</li> <li>• Assignment Questions</li> </ul>
<b>Module 6:</b> Impact Analysis	<ul style="list-style-type: none"> <li>• Discussion: Scenario 6</li> <li>• Assignment Questions</li> </ul>
<b>Module 7:</b> Feasibility Analysis	<ul style="list-style-type: none"> <li>• Discussion: Scenario 7</li> <li>• Assignment Questions</li> </ul>
<b>Module 8:</b> Writing the Final Report	<ul style="list-style-type: none"> <li>• Discussion: Scenario 8</li> <li>• Assignment Questions</li> <li>• Final Project</li> <li>• End-of-the semester survey</li> </ul>

## EVALUATION PROCESS

Students are expected to provide feedback on the quality of instruction in this course based on 10 criteria. These evaluations are conducted online at <https://evaluations.ufl.edu>. Evaluations are typically open during the last two or three weeks of the semester, but students will be given specific times when they are open.