

Course: FES 3153: *EMS Communications and Information Technology*

Credit Hours: 3

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

Instructor: Dr. Dennis Mitterer

Dennis Mitterer, PhD.

Dr. Mitterer has worked in EMS for over 25 years as an EMT and Paramedic, Operations Chief, and educator. He has earned a Master's Degree in Management from Penn State University's Smeal Business College, a nursing degree from Excelsior University, a Bachelor of Science in nursing from Penn State University and has earned the designation as a Certified Safety Professional (CSP), and Associate in Risk Management (ARM). He earned his Ph.D. in Leadership and Organizational change from Walden University.

As a member of the faculty for Western Governor's University he guides adult students through their course of study in Finance, Accreditation and Auditing, Technology Application, and Strategy Development. Dr. Mitterer also teaches courses at Pa College of Health Sciences and is a Faculty Advisor for EMS at Franklin & Marshall College. He taught as an Adjunct Professor for Lebanon Valley College' master's program, Immaculata College where he taught; Management, Strategic Planning, Human Resources and Research, and Harrisburg Area Community College where he instructs in the Paramedic program. As a nationally recognized speaker and writer, Dr. Mitterer challenges audiences to think creatively about EMS topics.

Professional affiliations include; American Society of Safety Engineers, American College of Healthcare Executives, National Association of EMS Educators, National Association of EMTs and the Institute for Behavioral and Applied Management.

Office Hours: As an on-line course, there are no regular 'office' hours. You can email me at any time through Canvas.

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

Course Communications: There is a General Discussion tab that can be used, or send me an email through the course email. Urgent messages can be sent to my dmitterer@ufl.edu.

Required Text:

EMS Communications and Information Technology (2015) J. Lindsey; Brady Publishing (Pearson), ISBN 978-0-13-260701-8

- *Physical Textbook:* https://www.amazon.com/EMS-Communications-Information-Technology-Management/dp/0132607018/ref=sr_1_1?keywords=EMS+Communications+and+Information+Technology&qid=1560174547&s=gateway&sr=8-1

ADDITIONAL RESOURCE:

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

COURSE DESCRIPTION: *This course introduces the FES professional to topics that include: the communications process; intra-agency communications; interagency communications; public information officer functions; public information and communications; introduction to information systems; records management; NEMSIS; National Fire Incident reporting system; and data collection.*

PREREQUISITE KNOWLEDGE AND SKILLS: *No prerequisites for the course are needed.*

PURPOSE OF COURSE: *This course provides the concepts of communication as it relates to a communication center in emergency services. It provides the foundation for technology and record keeping.*

COURSE OBJECTIVES:

Upon completion of this course, you will be able to:

1. *The student will better understand the role of communications in an emergency medical services system.*
2. *The student will understand the role of the public information officer.*
3. *The student will understand information systems and records management.*
4. *The student will understand the purpose and processes of NEMSIS and the National Fire Incident Reporting System.*
5. *The student will understand the importance of data collection.*

HOW THIS COURSE RELATES TO THE STUDENT LEARNING OUTCOMES IN THE FIRE AND EMERGENCY SERVICES COMMUNICATION AND INFORMATION MANAGEMENT COURSE:

1. **The student will interpret and apply the terminology, concepts, methodologies and theories used within the communication and information profession.**
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 information management 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.**

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. Discussions should be completed early in the week that they are due to provide an opportunity for all students to participate. 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.*

Schedule

Week	Date	Topic	Reading	Assignment
1	8/31	Module 1 History of EMS Communication	<i>EMS Communications and Information Technology: Chapter 1, pages 1 – 16</i>	Record and upload Introduction Video Discussion 1 – “What would you do?” situation on page 2 Assignment 1 – review questions on page 15
2	9/7	Module 2 Dispatch Center Organization	<i>EMS Communications and Information Technology: Chapter 2, pages 17 – 29</i>	Discussion 2 – “What would you do?” situation on page 18 Assignment 2 – review questions on page 28
3	9/14	Module 3 Human Resources	<i>EMS Communications and Information Technology: Chapter 3, pages 30 – 46</i>	Discussion 3 – “What would you do?” situation on page 31 Assignment 3 – review questions on page 45
4	9/21	Module 4 Training	<i>EMS Communications and Information Technology: Chapter 4, pages 47 – 66</i>	Discussion 4 – “What would you do?” situation on page 48 Assignment 4 – review questions on page 65
5	9/28	Module 5 EMS Dispatch	<i>EMS Communications and Information</i>	Discussion 5 – “What would you do?” situation on page 68

Week	Date	Topic	Reading	Assignment
			<i>Technology</i> : Chapter 5, pages 67 – 85	Assignment 5 – review questions on page 84
6	10/5	Module 6 EMS Communication Policy and Procedure	<i>EMS Communications and Information Technology</i> : Chapter 6, pages 86 – 101	Discussion 6 – “What would you do?” situation on page 87 Assignment 6 – review questions on page 100
7	10/12	Module 7 Understanding EMS Dispatch Center Technology	<i>EMS Communications and Information Technology</i> : Chapter 7, pages 102 – 126	Discussion 7 – “What would you do?” situation on page 103 Assignment 7 – review questions on page 125
8	10/19	Module 8 Radio Systems	<i>EMS Communications and Information Technology</i> : Chapter 8, pages 127 – 146	Discussion 8 – “What would you do?” situation on page 128 Assignment 8 – review questions on page 145
9	10/25	Module 9 National Standards, Performance Standards, and Quality Assurance	<i>EMS Communications and Information Technology</i> : Chapter 9, pages 147 – 167	Discussion 9 – “What would you do?” situation on page 148 Assignment 9 – review questions on page 166
10	11/2	Module 10 Conducting a Risk Assessment	<i>EMS Communications and Information Technology</i> : Chapter 10, pages 168 - 182	Discussion 10– “What would you do?” situation on page 169 Assignment 10 – review questions on page 182

Week	Date	Topic	Reading	Assignment
11	11/9	Module 11 Contingency Issues	<i>EMS Communications and Information Technology</i> : Chapter 11, pages 183 – 200	Discussion 11 – “What would you do?” situation on page 184 Assignment 11 – review questions on page 199
12	11/16	Module 12 Future of EMS Dispatch	<i>EMS Communications and Information Technology</i> : Chapter 12, pages 201 – 214	Discussion 12 – “What would you do?” situation on page 202 Assignment 12 – review questions on page 214 Final assignment – Complete and submit the final paper

Disclaimer: This syllabus represents my current plans and objectives. As we go through the semester, those plans may need to change to enhance the class learning opportunity. Such changes, communicated clearly, are not unusual and should be expected.

Course Policies

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 may 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](#).

Academic Integrity Policy:

Plagiarism: Presenting as one's own the ideas, words, or products of another. Plagiarism includes the use of any sources to complete academic assignments without proper acknowledgment of the source.

Cheating: is a broad term that includes the following:

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- Giving or receiving help from unauthorized persons or materials during examinations.
- The unauthorized communication of examination questions prior to, during, or following administration of the examination.
- Collaboration on examinations or assignments expected to be individual work.

- Fraud and deceit, that include knowingly furnishing false or misleading information or failing to furnish appropriate information when requested, such as when applying for admission to the University.

Quiz/Exam Policy

There is a final paper for this course. There are no exams or quizzes.

Make-up Policy

Make-up assignments will only be accepted due to technical issues, illness, and other extenuating circumstances. You must contact your instructor before the assignment's due date for special accommodations.

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

Late Assignments and Discussions Policy

- 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 that any student that has 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.

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.

Grading Policies

Assignments, Discussions, and the Final Paper will be returned, graded with feedback within one week (7 days) after submission.

Grade Distribution

Assessment	Points Each	Total Points
Discussions (x12)	10 pts each	120 pts
Homework Assignments	15 pts each	180
Final Paper		100 pts
	Total	400 pts

Grading Scale

- A** 93% - 100%
- A-** 90% - 92%
- B+** 87% - 89%
- B** 83% - 86%
- B-** 80% - 82%
- C+** 77% - 79%
- C** 73% - 76%
- C-** 70% - 72%
- D+** 67% - 69%
- D** 63% - 66%
- D-** 60% - 62%
- E** 0 - 59%

Information about UF's current grading policies may be found at the [UF Grades and Grading Policies website](#).

Student Feedback Surveys

Every semester, students will complete two surveys to give feedback to the instructor regarding the elements of this course. These surveys are anonymous and are a way for you to provide honest feedback on the course. This feedback is essential to provide the best quality instruction and give you, the learner, the best learning experience. You are asked to give your honest opinion and to share any advice you have to make the course better. You will be asked questions regarding the instructor's presence, lectures, assignment quality, etc.

Mid-Course Survey

The Mid-Course Survey will take place during Module 6 of the course. This survey will act as a prerequisite for the rest of the modules and will require completion before moving forward in the course. The survey is anonymous.

End-of-Course Survey

The End-of-Course Survey will take place during Module 11 of the course. This survey will act as a prerequisite for the final module and will require completion before moving forward. The survey is anonymous.

UF Policies

Policy on Accommodating Students with Disabilities

Students with disabilities requesting accommodations should first register with the [Disability Resource Center](#) (352-392-8565) by providing appropriate documentation. Once registered, students will receive an accommodation letter that must be presented to the instructor when requesting accommodation. Students with disabilities should follow this procedure as early as possible in the semester.

The instructor should be notified of any special accommodations required by the student when they begin their course.

For information and resources on accessibility, follow this link - [The University of Florida Accessibility Policies and Resources](#).

UF Counseling Services

Resources are available on campus for students having personal problems or lacking clear career and academic goals which interfere with their academic performance. These resources include:

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- [UF Counseling & Wellness Center](#), 301 Peabody Hall, 352-392-1575, personal and career counseling
- [UF Student Health Care Center](#)
 - Student Mental Health, 352-392-1171, personal counseling
 - Sexual Assault Recovery Services (SARS), 352-392-1161, sexual counseling
- [U Matter We Care](#)
- [UF Career Resource Center](#), Reitz Union, 352-392-1601, career development assistance and counseling

University Policy on Academic Misconduct

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."

The [Honor Code](#) specifies behaviors that are in violation of this code and the possible sanctions. Furthermore, you are obligated to report any condition that facilitates academic misconduct to appropriate personnel. If you have any questions or concerns, please consult with the instructor or TAs in this class.

From [Regulations of the University of Florida, 4.041 Student Honor Code and Student Conduct Code: Scope and Violations](#):

Plagiarism. A student shall not represent as the student's own work all or any portion of the work of another. Plagiarism includes but is not limited to:

1. Quoting oral or written materials including but not limited to those found on the internet, whether published or unpublished, without proper attribution.
2. Submitting a document or assignment which in whole or in part is identical or substantially identical to a document or assignment not authored by the student."

From [Regulations of the University of Florida, 6C1-4.047 Student Honor Code and Student Conduct Code: Sanctions](#):

For a violation or violations of the Honor Code, a student may receive any of the sanctions that can be imposed for Student Conduct Code violations, including but not limited to conduct probation, suspension and expulsion as well as any educational sanctions. In addition, students may receive the following:

1. Assignment grade penalty. The student is assigned a grade penalty on an assignment including but not limited to a zero.
2. Course grade penalty. The student is assigned a grade penalty in the entire course including but not limited to an 'E'."

Course Evaluation

Students are expected to provide professional and respectful feedback on the quality of instruction in this course by completing course evaluations online via GatorEvals.

Guidance on how to give feedback in a professional and respectful manner is available at the [GatorEvals](#) website. Students will be notified when the evaluation period opens and can

complete evaluations through the email they receive from GatorEvals, in their Canvas course menu under GatorEvals, or via the [GatorEvals portal](#). Summaries of course evaluation results are available to students on the [GatorEvals Public Data](#) website.

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Course Summary:

Date	Details	
	Assignment Discussion 1	due by 11:59pm
Sat Sep 5, 2020	Assignment Assignment 1	due by 11:59pm
	Assignment Introduction Assignment	due by 11:59pm
Sat Sep 12, 2020	Assignment Discussion 2	due by 11:59pm
Sun Sep 13, 2020	Assignment Assignment 2	due by 11:59pm
Sat Sep 19, 2020	Assignment Discussion 3	due by 11:59pm
Sun Sep 20, 2020	Assignment Assignment 3	due by 11:59pm
Sat Sep 26, 2020	Assignment Discussion 4	due by 11:59pm
Sun Sep 27, 2020	Assignment Assignment 4	due by 11:59pm
Fri Oct 2, 2020	Assignment Discussion 5	due by 11:59pm
Sun Oct 4, 2020	Assignment Assignment 5	due by 11:59pm
Fri Oct 9, 2020	Assignment Discussion 6	due by 11:59pm
Sun Oct 11, 2020	Assignment Assignment 6	due by 11:59pm
Fri Oct 16, 2020	Assignment Discussion 7	due by 11:59pm

Date	Details	
Sun Oct 18, 2020	Assignment Assignment 7	due by 11:59pm
Fri Oct 23, 2020	Assignment Discussion 8	due by 11:59pm
Sun Oct 25, 2020	Assignment Assignment 8	due by 11:59pm
Fri Oct 30, 2020	Assignment Discussion 9	due by 11:59pm
Sun Nov 1, 2020	Assignment Assignment 9	due by 11:59pm
Fri Nov 6, 2020	Assignment Discussion 10	due by 11:59pm
Sun Nov 8, 2020	Assignment Assignment 10	due by 11:59pm
Fri Nov 13, 2020	Assignment Discussion 11	due by 11:59pm
Sun Nov 15, 2020	Assignment Assignment 11	due by 11:59pm
Fri Nov 20, 2020	Assignment Discussion 12	due by 11:59pm
Sun Nov 22, 2020	Assignment Assignment 12	due by 11:59pm
Sun Dec 6, 2020	Assignment Final Paper	due by 11:59pm

Updated 8/10/2020