

FES3153: Fire and Emergency Services Communication and Informational Technology

COURSE DETAILS: 3 Credit Hours
Spring Semester 2020
Online

INSTRUCTOR: Dennis Mitterer
Email: 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 WEBSITE: <http://elearning.ufl.edu>

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.

REQUIRED TEXTBOOK:

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; NEMESIS; 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.

COURSE POLICIES:

ATTENDANCE POLICY: The course is designed in module format. You should check the site at a minimum, weekly. You are required to complete the assignments including discussion questions within the time period designated on the module. Requirements for class attendance and make-up exams, assignments, and other work in this course are consistent with university policies that can be found 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.

LATE ASSIGNMENTS & 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 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.

COURSE 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:

- <http://helpdesk.ufl.edu>
- (352) 392-HELP (4357)
- Walk-in: HUB 132

ONLINE 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 provide feedback in a professional and respectful manner is available at <https://gatorevals.aa.ufl.edu/students/>. 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 un GatorEvals, or via <https://ufl.bluera.com/ufl/>. Summaries of the course evaluation results are available to students at <https://gatorevals.aa.ufl.edu/public-results/>.

UF POLICIES:

UNIVERSITY POLICY ON ACCOMMODATING STUDENTS WITH DISABILITIES: “Students with disabilities requesting accommodations should first register with the Disability Resource Center (352-392-8565,

www.dso.ufl.edu/drc) by providing appropriate documentation. Once registered, students will receive an accommodation letter which must be presented to the instructor when requesting accommodation. Students with disabilities should follow this procedure as early as possible in the semester.”

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." 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 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.

CLASS DEMEANOR OR NETIQUETTE: 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 INTERPRETTED 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.

GETTING HELP:

For issues with technical difficulties for Canvas, please contact the UF Help Desk at:

- <http://helpdesk.ufl.edu>
- (352) 392-HELP (4357)
- Walk-in: HUB 132

Any requests for make-ups due to technical issues MUST be accompanied by the ticket number received from the Help Desk when the problem was reported to them. The ticket number will document the time and date of the problem. You MUST email 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.

GRADING POLICIES:

METHODS BY WHICH STUDENTS WILL BE EVALUATED AND THEIR GRADE DETERMINED:

The grade is based on a point system. You divide the total number of earned points into the total amount of points available to determine your grade.

Assignment	Points
Grading Discussion Participation – 15 points each discussion	130 points
Homework Assignments – 15 points each assignment	180 points
Final Project - comprehensive and applied	150 points
Total Grade	460 points

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

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>

Assignment	Points
Introduction – online post Read Syllabus and review course content	10 points
Module 1 – Chapter 1: History of EMS Communication Discussion Assignment	10 points 15 points
Module 2 – Chapter 2: Dispatch Center Organization Discussion Assignment	10 points 15 points
Module 3 – Chapter 3: Human Resources Discussion Assignment	10 points 15 points
Module 4 - Chapter 4: Training Discussion Assignment	10 points 15 points
Module 5 – Chapter 5: EMS Dispatch Discussion Assignment	10 points 15 points
Module 6 – Chapter 6: EMS Communication Policy and Procedure Discussion Assignment	10 points 15 points
Module 7 – Chapter 7: Understanding EMS Dispatch Center Technology Discussion Assignment	10 points 15 points
Module 8 – Chapter 8: Radio Systems Discussion Assignment	10 points 15 points
Module 9 – Chapter 9: National Standards, Performance Standards and Quality Assurance Discussion Assignment	10 points 25 points
Module 10 – Chapter 10: Conducting a Risk Assessment Discussion Assignment	10 points 15 points
Module 11 – Chapter 11: Contingency Issues Discussion Assignment	10 points 15 points

Module 12 – Chapter 11: Future of EMS Dispatch	
Discussion	10 points
Assignment	15 points
Final Assignment	150 points

COURSE SCHEDULE:

Week	Date	Topic	Reading	Assignment
1	1/6 – 1/12	Introduction		
2	1/13 – 1/19	History of EMS Communication	<i>EMS Communication:</i> Chapter 1, pages 1 – 16	Discussion – “What would you do?” situation on page 2 Assignment – review questions on page 15
3	1/20 – 1/26	Dispatch Center Organization	<i>EMS Communication:</i> Chapter 2, pages 17 – 29	Discussion – “What would you do?” situation on page 18 Assignment – review questions on page 28
4	1/27 – 2/2	Human Resources	<i>EMS Communication:</i> Chapter 3, pages 30 – 46	Discussion – “What would you do?” situation on page 31 Assignment – review questions on page 45
5	2/3 – 2/9	Training	<i>EMS Communication:</i> Chapter 4, pages 47 – 66	Discussion – “What would you do?” situation on page 48 Assignment – review questions on page 65
6	2/10 – 2/16	EMS Dispatch	<i>EMS Communication:</i> Chapter 5, pages 67 – 85	Discussion – “What would you do?” situation on page 68 Assignment – review questions on page 84
7	2/17 – 2/23	EMS Communication Policy and Procedure	<i>EMS Communication:</i> Chapter 6, pages 86 – 101	Discussion – “What would you do?” situation on page 87 Assignment – review questions on page 100
8	2/24 – 3/1	Understanding EMS Dispatch Center	<i>EMS Communication:</i> Chapter 7, pages 102 – 126	Discussion – “What would you do?” situation on page 103

		Technology		Assignment – review questions on page 125
9	3/1 – 3/8	Spring Break		
10	3/9 – 3/15	Radio Systems	<i>EMS Communication:</i> Chapter 8, pages 127 – 146	Discussion – “What would you do?” situation on page 128 Assignment – review questions on page 145
11	3/16 – 3/22	National Standards, Performance Standards and Quality Assurance	<i>EMS Communication:</i> Chapter 9, pages 147 – 167	Discussion – “What would you do?” situation on page 148 Assignment – review questions on page 166
12	3/23 – 3/29	Conducting a Risk Assessment	<i>EMS Communication:</i> Chapter 10, pages 168 - 182	Discussion – “What would you do?” situation on page 169 Assignment – review questions on page 182
13	3/30 – 4/5	Contingency Issues	<i>EMS Communication:</i> Chapter 11, pages 183 – 200	Discussion – “What would you do?” situation on page 184 Assignment – review questions on page 199
14	4/6 – 4/12	Future of EMS Dispatch	<i>EMS Communication:</i> Chapter 12, pages 201 – 214	Discussion – “What would you do?” situation on page 202 Assignment – review questions on page 214
15	4/13 – 4/27	Final Project		

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.

Last update: 11/24/2019