

Syllabus

Course: Fire Department Administration

Course & Section: FES 4003

Credit Hours: 3

**** On-line**

**** THERE MAY BE TIMES SCHEDULED FOR ON-LINE MEETINGS.**

Instructor: CFO, EMT-P

Dpouget@ufl.edu

540-686-0679

Bio for Fire and EMS Chief Denise S. Pouget CFO,EMT-P

Denise Pouget is an experienced Fire and EMS Service leader, educator, lecturer and consultant in emergency services. Denise Pouget earned her Masters degree in Emergency Disaster Management. She holds a bachelor's degree in Fire Service Administration from American Public University. She also has earned her Chief Fire Officer designation with the Center for Public Safety Excellence in Chantilly Virginia.

Chief Pouget has been involved in the emergency services industry since 1979. She has a diverse background with experience as a paramedic, firefighter, 911 dispatcher, and educator. She has served in various ranks and is currently the Fire and EMS Chief for two Washington Metropolitan area Airports.

Call any evening after 5 pm for assistance. 540-686-0678

****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 dpouget@ufl.edu email.

Required reading: Fleming, R. S. (2010). Effective Fire and Emergency Services Administration. Tulsa, Okla: PenWell Corp.

Recommended Reading

Fire Protection Handbook, 20th Edition (2008); Volumes I and II, Arthur E. Cote (Editor), National Fire Protection Association ISBN 9780877657583 (optional text- helpful resource for may other FES classes)

**Additional Resources: Use resources on the course site under the Files tab

**Course Description: This course is designed to be a progressive primer for students who want more knowledge about fire and emergency services administration. The course demonstrates the importance of the following skills, necessary to manage and lead a fire and emergency services department through the challenges and changes of the 21st century: Persuasion and influence, accountable budgeting, anticipation of challenges and the need for change, and using specific management tools for analyzing and solving problems. A central part of the course focuses on how the leadership of a fire and emergency services department develops internal and external cooperation to create a coordinated approach to achieving the department's mission.

**Prerequisite Knowledge and Skills: None

Purpose of Course: *This course provides the foundation of administration for managing and leading a fire department and emergency service agency.*

Major Course Goals and/or Objectives: By the end of this course, students will:

1. Define and discuss the elements of effective departmental organization.
2. Classify what training and skills are needed to establish departmental organization.
3. Analyze the value of a community-related approach to risk reduction.
4. Outline the priorities of a budget planning document while anticipating the diverse needs of a community.
5. Assess the importance of positively influencing community leaders by demonstrating effective leadership.
6. Analyze the concept of change and the need to be aware of future trends in fire management.
7. Report on the importance of communications technology, fire service networks, and the Internet, when conducting problem-solving analysis and managing trends.

** How This Course Relates to the Student Learning Outcomes in the Fire emergency services program: *Identify and evaluate organizational problems associated with fire and emergency*

services. Illustrate knowledge and legal application of safety, health and environmental regulations at state and federal levels. Demonstrate effective leadership behavior and skills in fire and emergency services. Properly address issues of management, code regulations and the labor market in fire and emergency services. Demonstrate strong verbal and written communication skills for leadership in fire and emergency services.

****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 needs to be complete and in such a manner that someone can pick up your document and understand what you are trying to convey. And most of all your work needs to be supported with research and cited in properly 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>.*

****Quiz/Exam Policy:** There is a final project for this course. There are no exams or quizzes.

Make-up Policy: *You must contact me if you are going to be late on any assignment to receive credit.*

****Assignment Policy:** All assignments have a due date. Please be sure to check the date and time it is due in each module.

****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.

** UF's honesty policy

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://regulations.ufl.edu/wp-content/uploads/2018/05/4.040.pdf> 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. Go to <https://sccr.dso.ufl.edu/policies/student-honor-code-student-conduct-code/> for the Handbook. Keep in mind you CANNOT reuse work you already submitted for another class. You can ONLY submit work once for credit otherwise you will receive a zero for your grade.

UF Policies:

University Policy on Accommodating Students with Disabilities: Students requesting accommodation for disabilities must first register with the Dean of Students Office (<http://www.dso.ufl.edu/drc/>). 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 Misconduct: Academic honesty and integrity are fundamental values of the University community. Students should be sure that they understand the UF Student Honor Code at <http://www.dso.ufl.edu/students.php>.

**Netiquette: Communication Courtesy: All members of the class are expected to follow rules of common courtesy in all email messages, threaded discussions and chats. [Describe what is expected and what will occur as a result of improper behavior]
<http://teach.ufl.edu/docs/NetiquetteGuideforOnlineCourses.pdf>

Getting Help:

For issues with technical difficulties for E-learning in Sakai, please contact the UF Help Desk at:

- 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.

Grading Policies:

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. A grading rubric for the final project is under the Files Tab on the course.

Assignment	Points or percentage
Grading Discussion Participation – 15 points each discussion	180 points
Homework Assignments – 15 points each assignment	180points
Introduction	15
Final Project - comprehensive and applied	100 points
Total Grade	475 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

Late Assignments and Discussion Posts

Assignments up to 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 up to 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.

Evaluation process:

Student Evaluations

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 <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 under GatorEvals, or via <https://ufl.bluera.com/ufl/>. Summaries of course evaluation results are available to students at <https://gatorevals.aa.ufl.edu/public-results/>.

Course Schedule by weekly assignments:

Week 1 **Introductory Assignment and discussion question one:** Read Chapter 1 (The Contemporary Fire and Emergency Services Organization) and answer, as comprehensively as possible, the following questions at the end of that chapter; #4 , #6 and #13. A typical response would be 2-3 pages.

Week 2 **Assignment one discussion two: Read Chapter 2 (Preparing for Success in Fire and Emergency Services Organizations).** Read the Case Study at the end of Chapter 2 and answer the following questions; #1, #2 and #4. Provide a minimum of a 2-page paper. Be AS SPECIFIC AS POSSIBLE.

Week 3 **Assignment three discussion question three: Read Chapter 3 (The Evolution of Management and Leadership).** That reading discussed "Important Management Concepts." Compare and contrast three of those concepts. A typical paper would be 2 pages for this assignment.

Week 4 **Assignment three continued**

Week 5 **Assignment four discussion four: Read Chapter 4 (The Management Functions).** Answer the following questions, as comprehensively as possible, at the end of chapter 4 in your text. #1, #3 and #6. A typical paper is 2-3 pages in length.

Week 6 **Assignment five discussion five: Read Chapter 5 (Management Versus Leadership).** Read the case study at the end of Chapter 5 and answer the following questions; #1, #2 and #5. Provide your findings in a 2-3 page paper.

Week 7 **Assignment six Discussion six: Read Chapter 6 (Communication).** Answer the following questions, as comprehensively as possible, at the end of chapter 6 in your text: #3, #12 and #20. A 2-3 page paper is expected.

Week 8 **Assignment seven discussion seven: Read Chapter 7 (Decision Making and Problem Solving)** and contrast the three conflict resolution techniques identified in your text. You may need to further research these techniques. Be specific and comprehensive in a 2-3 page paper.

Week 9 **Assignment eight discussion eight: Read Chapter 8 (Human Resource Management).** A number of motivational theories are discussed in Chapter 8. Which theories do you feel are best suited for Fire and Emergency Service Organizations and why? A 2-3 page paper is expected.

Week 10 **Assignment nine discussion nine: Read Chapter 9 (Managing Fire and Emergency Services Resources).** Read the Case Study at the end of Chapter 9 and answer the following questions: #1, #2 and #4. A 2-3 page submission is expected.

Week 11 **Assignment 10 discussion 10: Read Chapter 10 (The Venues of Fire and Emergency Services Administration).** Answer the following questions, as comprehensively as possible, at the end of chapter 10 in your text; #4 and #12. A 2-3 page paper is expected.

Week 12 **Assignment eleven: Read Chapter 11 (Contemporary Issues in Fire and Emergency Services Administration).** Discuss in a 2-3 page paper why Integrity is so important for a leader/manager to have and practice. Be sure to explain how integrity is obtained.

Week 13 **Assignment 12 discussion 11: Read Chapter 12 (The Future of Fire and Emergency Services Administration).** Discuss SWAT analysis and why it is so important to utilize. Be sure to cover all parts of this tool. A 2-3 page paper is expected.

Week 14 **Discussion 12**

Week 15 **Focus on final paper**

Week 16 **Final Paper:** Read chapter 1 in your text. Using the information you have learned this semester, write a minimum of a 15 page paper on your vision of how emergency services will look in the next 1, 5, 10, and 20 years. Provide at least 3 credible references. The paper must be APA format. Be sure to cover as much as possible of the different areas described in the text.