



Course Syllabus

HSA 4184 - 2674

Leadership & Management in Health & Human Services
Organizations Spring Term 2024-2025 (0645)

Instructor Contact Information



Jill Moore

Pronouns: She/Her/Hers

Email

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Phone: (727) 341-3722

Office and Online Chat Hours:

By appointment, please email.

Office Location:

Remote

Instructor Web Page:

<https://web.spcollege.edu/instructors/id/moore.jill>

Departmental Contact Information

Deanna Stentiford, Ed.S., RDH

Title: Dean, College of Health Sciences

Email: stentiford.deanna@spcollege.edu

Phone Number: 727-341-3771

Course Information

Prerequisite(s): Prerequisites: Admission to HSA-BAS or HUMSVC-BS or CARD-BS or Permission of the Program.

Credit Hours: 3

Modality: Online

Course Description: This course focuses on the theories, concepts and principles of leadership. Emphasis will be on the development of leadership skills related to personal and professional behavior, communication, organization and self-examination. This course explores opportunities to develop leadership roles appropriate to careers in the health & human services organizations.

Course Objectives

1. At the completion of this course the student will be able to discuss theoretical concepts of leadership in health and human services organizations by:
 - a. comparing and contrasting definitions of leadership and management
 - b. identifying theories of leadership as applied to organizations
 - c. comparing and contrasting various theories of leadership
 - d. explaining how theory can be applied for effective leadership and management

2. At the completion of this course the student will be able to describe situations and issues in health care and human service environments that challenge leaders by:
 - a. identifying key roles of leaders in various health and human service type organizations
 - b. identifying current challenges faced by health care and human services organizations
 - c. proposing solutions to current challenges to health care and human service organizations

3. At the completion of this course the student will be able to articulate key values critical to leadership effectiveness in health care and human services environments by:
 - a. describing the role that leaders play in the success of organizations
 - b. describing health care or human service visions and values that influence leaders in their respective fields
 - c. analyzing personal leadership traits based on values
 - d. analyzing leadership skills of contemporary leaders
 - e. explaining the relationship between personality type and leadership style
 - f. evaluating personal leadership skills
4. At the completion of this course the student will be able to utilize communication skills of effective leaders, managers and supervisors by:
 - a. identifying styles of communication
 - b. describing the relationship between communication styles and effective leadership
 - c. explaining the importance of strong oral and written communication skills in leadership positions
 - d. describing techniques to improve listening and communication skills
 - e. practicing communication skills in a variety of leadership scenarios
5. At the completion of this course the student will be able to apply teamwork skills required of leadership positions by:
 - a. explaining the importance of team/collaborative structures in healthcare and social services environments
 - b. identifying basic collaboration skills for effective leadership of teams
 - c. working collaboratively to resolve challenging issues in current healthcare or human services environments

Important Dates

Class Dates: 10-MAR-2025 to 09-MAY-2025

Drop Date: 14-MAR-2025

Withdrawal Date: Please reference the Academic Calendar below

<https://www.spcollege.edu/academic-calendar>

Required Textbook and Other Resources

Leadership in Healthcare: Essential Values and Skills

Required or Optional: Required

ISBN: Leadership in healthcare: Essential values and skills

Authors: Dye, C. F.

Publisher: Health Administration Press.

Publication Date: 2023

Edition: 4th

SPC Library Libguide for APA

Required or Optional: Required

Edition: 7th

Notes

- (<https://spcollege.libguides.com/hecapa>)
- Please note: Materials provided via MyCourses are copyrighted and for personal and educational use only during the course.

Grading Scale

General Policies Regarding Grading:

Points earned are meant to be a reflection of the relevance, quality and completeness of each student's work on assigned learning activities in the course.

- To ensure equity of grades awarded across all students, extra credit is generally not awarded.
- Students often inquire about the policy for “rounding up” points if a student is near the cutoff between one grade and another when final grades are calculated. This is at the instructor’s discretion. However, students should not expect grades to be “bumped up” when the point difference is more than one point, especially if there are patterns of low/poor performance, missing assignments or late work.

HSA Late Policy:

- Assignments (Modules 1-6) (i.e.: Papers, PowerPoints, Projects, Worksheets, etc.). Assignments submitted within 24 hours of due date - worth 50% of their graded value (grade achieved, minus 50%). No credit is given beyond 24 hours of due date.
- Quizzes: Quizzes may not be made up.
- Discussion Forums: Initial discussion postings made after the Thursday deadline will not receive full credit. Note that submitting all posts on one day or waiting until Sunday to start peer replies is not sufficient engagement in class discussions and will result in a loss of points.
- Because of the need to get grades posted, late course work from Module 7 and 8 is not accepted.

Grading Criteria:

All assignments are graded using a pre-defined rubric (provided in the Course Rubrics folder and/or linked in the assignment instructions). I make every effort to post grades within 72 hours after the assignment due date.

Points and Grade Assignment for Course

Course Grading Scale	
Letter Grade	Points Range

Course Grading Scale	
A	226-251
B	201-225
C	176
D	154-133
F	< 132

Performance Assessment and Grading

Always check the snapshot for specific due dates. Specific due dates/deadlines for individual assignments are posted in each course Snapshot as well as in the assignment instructions. Students will need to have access to appropriate technology to actively participate in course activities such as MS Office (Word, PowerPoint, Excel), YouTube, email, etc. Instructors may also utilize additional software applications such as Zoom, Teams, or other webinar tools.

Written Assignments/Activities:

A variety of assignments and activities are due each week as specified in the assignment/discussion forum instructions and on the course snapshot. Although most written assignments are due each week before 11:59 p.m. EST on Sunday, some assignments may be due earlier in the week. This highlights the importance of reviewing the course snapshot each week.

Discussion Postings:

The purpose of the discussion forums is to take the place of traditional lecture and discussion/engagement among students in the classroom. These discussions allow students the opportunity to practice and demonstrate professional communication skills necessary in the workplace. The ability to clearly articulate written thoughts and viewpoints with support from factual evidence is critical to effective communication in a professional environment. In the case of online courses, engagement is deemed to be represented by multiple posts among peers throughout the week.

- **Post First:** Most discussion forums are set to require students to post their thoughts/ideas first, before reading the thoughts/ideas of other students. This strategy is aimed at allowing for a wider range of discussion points and content, creating a richer discussion and promoting more in-depth critical thinking skills. Bypassing this feature by posting something irrelevant in order to gain access to peer posts and then editing the initial post, will result in no points being awarded for that post.
- **Due Dates:** All initial discussion postings are due before 11:59 p.m. EST Thursday. All peer replies are due before 11:59 p.m. EST Sunday (Exception: See course snapshot for Module 8 due dates).
 1. Note that submitting all posts on one day or waiting until Sunday to start peer replies is not sufficient engagement in class discussions and will result in a loss of points.

Late Work Policy

HSA Late Policy:

- **Assignments (Modules 1-6)** (i.e.: Papers, PowerPoints, Projects, Worksheets, etc.). Assignments submitted within 24 hours of due date - worth 50% of their graded value (grade achieved, minus 50%). No credit is given beyond 24 hours of due date.
- **Quizzes:** Quizzes may not be made up.
- **Discussion Forums:** Initial discussion postings made after the Thursday deadline will not receive full credit. Note that submitting all posts on one day or waiting until Sunday to start peer replies is not sufficient engagement in class discussions and will result in a loss of points.
- **Because of the need to get grades posted, late course work from Module 7 and 8 is not accepted.**
- **Resubmission of Work:** Previously submitted course work may not be resubmitted for another class (repeating a class or using it in another course-graded or not). This is called self-plagiarism. See the Academic Integrity Policies and Procedures-Resubmission: <http://www.spcollege.edu/academichonesty>

Technology Requirements & Policy

View the [MyCourses Minimum Technology Requirements](#)

View the [Canvas Minimum Technology Requirements](#)

If you need technical assistance, please [Contact the Technical Support Center](#).

Minimum Technical Skills: Students should know how to navigate the course and use the course tools (email, discussion, gradebook, etc.). Learning Management System (LMS) tutorials are available to students new to this LMS and are located at the beginning of the course. Most features in the LMS are accessible on mobile devices, although it is recommended that you use a computer for quizzes, tests, and essay assignments.

Students also MUST become proficient with [publisher or other 3rd party tools or platforms here] and the tools contained within the program to be successful in this course.

Accessibility of Technology

- [MyCourses \(Brightspace by Desire2Learn\) Accessibility](#)
- [Canvas Accessibility](#)
- [Microsoft Accessibility](#)
- [Google \(YouTube\) Accessibility](#)
- [Panopto Accessibility](#)
- [Copyleaks Accessibility](#)
- [Cengage Accessibility](#)
- [McGraw-Hill Accessibility](#)

- [Pearson Accessibility](#)

Privacy

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- [Canvas Privacy](#)
- [Microsoft Privacy](#)
- [YouTube Privacy](#)
- [Panopto Privacy](#)
- [Copyleaks Privacy](#)
- [Cengage Privacy](#)
- [McGraw-Hill Privacy](#)
- [Pearson Privacy](#)

SPC Policy: Academic Honesty

You are expected to be honest in all your academic work. By enrolling at the College, you agree to abide by all the standards of academic honesty and integrity and failing to observe the rules may result in academic and disciplinary action, up to and including expulsion from the College.

To better understand what academic integrity means and the potential consequences of violating it, please watch the following videos:

- [What is Academic Integrity?](#) (1:29)
 - [Transcript for "What is Academic Integrity?"](#)
- [What Happens When You Violate Academic Integrity?](#) (2:08)
 - [Transcript for "What Happens When You Violate Academic Integrity?"](#)

The academic honesty policy and procedures are available online:

- [Academic Honesty Policies, Honor Code](#)

- [Academic Integrity Policies and Procedures](#)

These documents include details on what is meant by:

- Cheating
- Bribery
- Misrepresentation
- Conspiracy
- Fabrication
- Collusion
- Duplicate submissions
- Academic misconduct
- Improper calculator, computer or online use

Some of your courses may include online material that is protected by copyright. This means that the work is available for you to use in your studies, but you can't copy and share the materials (copyright.gov). Please see [SPC's copyright information](#). It's your responsibility to be academically honest in all of your work.

Availability of Course Content

How and Where to Start This Course: Information changes over time and so at the beginning of each course, students need to read and are responsible for the most current information:

1. SPC Syllabus Addendum page ([How to Be a Successful Student](#)) containing important student success resources and links that may change over time such as the academic calendar;
2. This course syllabus orients students to specific tasks, expectations and definitive course due dates. Print and save this syllabus and all graded assignments for reference during the final Capstone Experience.

Course Navigation:

Important! When navigating through the course, it is important to begin by reviewing each module landing page through the Course Content Tab so as not to miss information not accessible through the Submission Review Tab. Relevant content as well as reading assignments and supplemental materials may appear on the landing page.

Participation and Attendance:

Active participation is essential for learning in online environments. It is determined by actively participating in graded discussion forums and completing course assignments each week. Simply logging in does not constitute attendance. View the college-wide attendance policy included in How to Be a Successful Student.

- As in the professional workplace, it is important to promptly notify instructors immediately when other events (i.e., illness) may interfere with normal class participation and submitting timely coursework.
- Exceptions may be made to deadlines for valid reasons. Note that I may need appropriate documentation that may be archived in the course to support any exception (i.e., hospital discharge paperwork with private information blacked out or a doctor's note with limitations and the date range for when the exception should apply). A key factor in this situation is timing of the notice to the instructor.
- Do not wait several days or weeks to notify me of your absence.
- Holidays occurring during the course do not impact due dates (See Course Snapshot); plan ahead.

Course Time Commitment:

This course is organized into 8 weekly Modules with the 8th week being shorter. Because of this, it is important to plan accordingly using the course snapshot. Expect to spend 8-12 hours or more of time per week for each course. This course is not self-paced, the course snapshot (last 2 pages of the syllabus) details important dates for each module/week. The Capstone course is the only exception to this timeframe, as it is scheduled in a 16-week, semester format.

Course Assignment Schedule

Weekly Required Course Assignments and Due Dates

HSA 4184 Leadership and Management in Health and Human Service Organizations		
Module Topic Open/Close Dates	Discussion Posting Forums (points)	Assignments (points)/Readings
<p>Module 1</p> <p>Personal Leadership</p> <p>August 12, 2024 – August 18, 2024</p>	<p>Introduction: Leadership Conference (5)</p> <p>Future Role in the Health Care and/or Human Service System (10)</p> <p>Are You Ready? Survey (5)</p>	<ol style="list-style-type: none"> 1. Review Syllabus, Snapshot and Course Materials 2. Complete Begin Here Quiz (10) 3. Use of Turn It In Quiz (1) 4. Library Orientation & Quiz (10) 5. See the Assignment page for Lesson, Readings, and/or Videos. 6. Announcement of Group Project due Module 6.

HSA 4184 Leadership and Management in Health and Human Service Organizations		
<p>Module 2</p> <p>Leadership Theory, Style and Management</p> <p>August 19, 2024 – August 25, 2024</p>	<p>Myers-Briggs Type Indicator (5)</p> <p>Answering the Difficult Questions (5)</p> <p>Group Discussion Forum</p>	<ol style="list-style-type: none"> 1. See the Assignment page for Lesson, Readings, and/or Videos. 2. Theories in Leadership Assignment (20)
<p>Module 3</p> <p>Ethics, Integrity and Morals</p> <p>August 26, 2024 – September 1, 2024</p>	<p>Ethics & Integrity (5)</p> <p>Group Discussion Forum</p>	<ol style="list-style-type: none"> 1. See the Assignment page for Lesson, Readings, and/or Videos. 2. Code of Ethics Assignment (20)
<p>Module 4</p> <p>Communication in Various Forms</p> <p>September 2, 2024 – September 8, 2024</p>	<p>Communicating (5)</p> <p>Group Discussion Forum</p>	<ol style="list-style-type: none"> 1. See the Assignment page for Lesson, Readings, and/or Videos. 2. Barriers to Communication Quiz (5) 3. Professional Resume Assignment (20)

HSA 4184 Leadership and Management in Health and Human Service Organizations		
Module 5 Challenges and Diversity September 9, 2024 – September 15, 2024	Running from Change (5) Diversity of our World (5) Group Discussion Forum	1. See the Assignment page for Lesson, Readings, and/or Videos. 2. Memo to Employees of an Organization about Change Assignment (20)
Module 6 Emotional Intelligence and Teamwork September 16, 2024 – September 22, 2024	Team Work (10) Group Discussion Forum	1. See the Assignment page for Lesson, Readings, and/or Videos. 2. Group Project DUE: Presentation of Leadership (30) 3. Peer Review Form (20)

HSA 4184 Leadership and Management in Health and Human Service Organizations		
<p>Module 7</p> <p>Servant Leadership</p> <p>September 23, 2024 – September 29, 2024</p> <p>*Check Week 8 Closing Dates – Week 8 is Short *</p>	<p>Day of Service (5)</p>	<ol style="list-style-type: none"> 1. See the Assignment page for Lesson, Readings, and/or Videos 2. Day of Service Assignment (20)
<p>Module 8</p> <p>Making a Change with Leadership</p> <p>September 30, 2024 – October 2, 2024</p> <p>*Short Week – Check Closing Dates*</p>	<p>Change of View (5)</p> <p>Different Path (5)</p>	<ol style="list-style-type: none"> 1. See the Assignment page for Lesson, Readings, and/or Videos. 2. Student Survey of Instruction (SSI)

HSA 4184 Leadership and Management in Health and Human Service Organizations		
Total Points 251	Discussion Forum 70	Assignments 100
		Group Project/Peer Review 50
		Quizzes 31

Copyleaks

The instructor of this course may require the use of Copyleaks as a tool to promote learning. The tool identifies similarities and potential issues in written work that merit review. Use of the service enables students and faculty to pinpoint areas that can be improved through enhanced paraphrasing, source integration, or proper citation. Submitted papers are analyzed for originality and remain confidential within the Copyleaks system for this purpose only. Students retain full copyright to their work. Review the [Copyleaks Usage Agreement](#) for full details. Students who do not wish to submit work through Copyleaks must notify their instructor via course email within the first seven days of the course. In lieu of using Copyleaks, faculty may require a student to submit copies of sources, preliminary drafts, a research journal, or an annotated bibliography.

View the [Accessing the Similarity Report](#) tutorial.

Communication Plan

Contacting the Instructor:

The best way to contact me is via course email. Include days/times you are available to talk. Meetings may also be scheduled through web conferencing (i.e., Zoom), via telephone. Expect a response in 24-48 hours. Note: I am not able to respond to non-SPC emails (i.e., accounts from Yahoo, Gmail, etc.) and they often go to SPAM.

Please be sure to include the Course Number and Section Number along with a brief indication of the subject of the email.

Note also that I may periodically post information/announcements in the Course News Section, or in the General Course Discussion Forum for the attention of the Entire Class.

Auditing a Class

Auditing a course allows a student to take a class without benefit of a grade or credit for the course. Students do not have to seek special permission to audit a course, but they do need to communicate to their instructor they are auditing. If an auditing student has something specific they are hoping to get from the course, they should discuss that with the faculty member during the first week of classes.

Once registered as an audit student, one may not change from credit to audit or from audit to credit after the drop/add period. However, under certain circumstances, a student may appeal to the appropriate Dean and request a change from audit to credit status after the registration period has expired, but have 60 days into the subsequent term to appeal the status change. The Dean will verify with the instructor that the student completed all of the requirements for credit in the course. The Dean's decision is the final decision.

Audit students are required to meet course prerequisites including appropriate scores on the St. Petersburg College Placement Test unless such requirements are waived by obtaining permission through the Dean.

Please note: Not all courses are eligible for auditing.

How to Be a Successful Student

Embarking on the journey of higher education can be transformative, and embracing the habits of successful students is a key component of that transformation.

Habits of Successful Students:

- Proactive and disciplined attendance: punctual attendance, active engagement in class activities.
- Actively seek to catch up on missed materials: acquire notes and assignments promptly.
- Engage in continuous study outside class: deepen understanding through self-study.
- Integrate feedback and seek extra credit opportunities.
- Remain fully involved in the educational process.

Mindset and Strategic Approach:

- Set realistic and specific learning goals for focus and direction.
- Recognize the value in each task to sustain effort.
- Maintain a positive attitude and break tasks into manageable parts.
- Regularly monitor progress and understanding.
- Embrace mistakes as learning opportunities for resilience and genuine interest in the subject.

Course Attendance

Participation and Attendance:

Active participation is essential for learning in online environments. It is determined by actively participating in graded discussion forums and completing course assignments each week. Simply logging in does not constitute attendance. View the college-wide attendance policy included in How to Be a Successful Student.

- As in the professional workplace, it is important to promptly notify instructors immediately when other events (i.e., illness) may interfere with normal class participation and submitting timely coursework.
- Exceptions may be made to deadlines for valid reasons. Note that I may need appropriate documentation that may be archived in the course to support any exception (i.e., hospital discharge paperwork with private information blacked out or a doctor's note with limitations and the date range for when the exception should apply). A key factor in this situation is timing of the notice to the instructor.
- Do not wait several days or weeks to notify me of your absence.
- Holidays occurring during the course do not impact due dates (See Course Snapshot); plan ahead.

SPC Policy: Attendance/Participation/Withdrawal

Withdrawing from a course with a "W" or "WF" may impact students' academic standing and financial aid eligibility including placing the student in early repayment. It is the student's responsibility to understand the consequences of withdrawing.

Attendance

College policy requires students to attend class prior to the published deadline to drop with a refund. The instructor is required to report non-attendance and the student will be dropped after the first week of classes.

If you don't attend during the first week of the term, you will be automatically dropped, and the class removed from your schedule. If you receive financial aid, your award amount may be adjusted if the drop changes your enrollment status (e.g. full-time to part-time).

It is the student's responsibility to know the attendance policy of the class in which they are enrolled.

- Depending on the modality of the course, attendance may be online, LIVE Online, blended, or on-campus.
- For LIVE Online classes, attendance will be taken online during the normal class meeting time/days.
- Students who are feeling ill for any reason should communicate in a timely manner with their instructor regarding attending online instead of on-campus, and/or the responsibility of excused absences. Students are also responsible to discuss completing any missed work with the instructor.

Participation

College policy require the instructor to report any student who is not actively participating at the 60% point of a class. The instructor will report the student by the end of the week immediately following the 60% point of the class and the student will be withdrawn from the course and assigned a “W” grade. It is the student’s responsibility to understand the instructor’s requirements for ‘active participation.

Student Withdrawals

You may drop a course through the [Drop with Refund](#) date listed on your Fee Schedule and be eligible for a refund, although withdrawing may affect your financial aid. If you withdraw prior to completing 60% of a class and receive any form of federal financial aid (grants or loans) you will be required to repay a portion. If you are thinking of withdrawing, please speak with your instructor, an [Academic Advisor](#) or a [financial aid counselor](#).

Withdraw requests submitted after the last date to withdraw with a “W” (see academic calendar) will result in a “WF”. Students and instructors will automatically receive an email notification through their SPC email address whenever a withdrawal occurs. Students should consult with an academic advisor or financial assistance counselor prior to withdrawing from a class.

Students who wish to withdraw completely from SPC are not able to totally withdraw from all classes through MySPC. A student must contact an Academic Advisor to totally withdraw.

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Generative AI Permitted Under Some Circumstances

The best-known example of Generative AI (Artificial Intelligence) is ChatGPT, a chatbot that allows you to type a question as if you were talking to a real person, and it quickly offers a seemingly meaningful, original answer. Tools like this are powerful and can be useful in many contexts, but you must be aware of their limitations, as they can produce inaccurate, fabricated, and even offensive content. In addition, the work produced is not technically your own. In order to avoid violating [SPC's academic integrity policy](#), students must be sure to follow the course's policies regarding the use of artificial intelligence in academic work. The AI policies for this class are outlined below.

You may only use Generative AI (Artificial Intelligence), including ChatGPT and similar AI tools, when assignment directions specifically state that it is allowed, and these tools must be used with caution. AI is not a replacement for your own thinking and research. AI-generated text or other content must be clearly marked and cited properly. In addition, you are responsible for confirming the veracity of any information or sources produced by artificial intelligence. If you have any questions about this, please reach out to me.

Generative AI Permitted Within Guidelines

The best-known example of Generative AI (Artificial Intelligence) is ChatGPT, a chatbot that allows you to type a question as if you were talking to a real person, and it quickly offers a seemingly meaningful, original answer. Tools like this are powerful and can be useful in many contexts, but you must be aware of their limitations, as they can produce inaccurate, fabricated, and even offensive content. In addition, the work produced is not technically your own. In order to avoid violating [SPC's academic integrity policy](#), students must be sure to follow the course's policies regarding the use of artificial intelligence in academic work. The AI policies for this class are outlined below.

You are welcome to use Generative AI (Artificial Intelligence), including ChatGPT and similar AI tools, in your work for this course. However, AI is not a replacement for your own thinking and research. AI-generated text or other content must be clearly marked and cited properly. In addition, you are responsible for confirming the veracity of any information or sources produced by artificial intelligence. If you have any questions about this, please reach out to me.

Generative AI Not Permitted

The best-known example of Generative AI (Artificial Intelligence) is ChatGPT, a chatbot that allows you to type a question as if you were talking to a real person, and it quickly offers a seemingly meaningful, original answer. Tools like this are powerful and can be useful in many contexts, but you must be aware of their limitations, as they can produce inaccurate, fabricated, and even offensive content. In addition, the work produced is not technically your own. In order to avoid violating [SPC's academic integrity policy](#), students must be sure to follow the course's policies regarding the use of artificial intelligence in academic work. The AI policies for this class are outlined below.

You are strictly prohibited from using use Generative AI (Artificial Intelligence), including ChatGPT and similar AI tools, in this course. The work produced by AI writing tools is not your own original work and is therefore unacceptable for the assignments in this course. If you cite AI-generated content, the work will be considered incomplete and receive a zero. If you do not cite, the work will be considered plagiarism and receive a zero. If you have any questions about this, please reach out to me.

Learner Support and Other Student Resources

Use the following links to view web sites on SPC's:

- [Free Tutoring](#)
- [Accessibility Services](#)
- [Academic Support](#)
- [On-Campus and Online Support](#)
- [Student Services](#)

Additional Resources:

- [Academic Calendar](#)
- [Learning Resources](#)
- [Career Services](#)
- [International Student Services](#)
- [Veterans Services](#)

Code of Conduct

Code of Conduct

The behavior of all students in class should reflect a professional, respectful, and compassionate environment. Inappropriate or inconsiderate behavior will result in consequences. Students must be thoughtful of their comments, actions, and decisions, considering how these impact classmates and instructors.

Online Student Participation and Conduct Guidelines

The practices of courtesy and respect that apply in the on-campus classroom also apply online. Any discriminatory, derogatory, or inappropriate comments are unacceptable and subject to the same disciplinary action applied in courses offered on campus.

Netiquette

Whether you are in an online class or a physical classroom, certain behaviors are expected when you communicate with your peers and your instructors. You need to contribute to a positive learning/teaching environment, respecting the rights of others and their opportunity to learn. No one has the right to interfere with the teaching/learning process. Below are the traits of a successful student. These guidelines pertain whether your course is online or in the classroom. When communicating, you should always:

- Treat everyone with respect in every communication
- Use your professor's proper title: Dr. or Prof., or if you are in doubt use Mr. or Ms.
- Use clear and concise language
- Remember that college level communication should use correct grammar, whether written or spoken. Avoid slang.
- Use correct spelling and avoid texting abbreviations
- Avoid using the caps lock feature as it can be interpreted as yelling online
- Be cautious when using humor or sarcasm as tone is sometimes lost in an email or discussion post and, even when spoken, your message might be misunderstood
- Be cautious with personal information (both yours and others')

When you send an email to your instructor, department chair, dean, or classmates, you should:

- Use a subject line that describes what you are writing about
- Avoid attachments unless you are sure your recipients can open them
- Be clear, concise, and courteous
- Sign your message with your name
- Use your SPC email account to ensure delivery. Sometime emails from non-SPC accounts are stopped by the spam filter and the recipient may not receive it.

When posting to a discussion board, you should:

- Write posts that are on-topic and within the scope of the course material
- Take your posts seriously; 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
- Read all messages in a thread before replying
- Avoid repeating someone else's post without adding something of your own to it
- Avoid short, generic replies such as, "I agree." You should include why you agree or add to the previous point
- Always be respectful of others' opinions, even when they differ from your own
- Express any differing opinions in a respectful, non-critical way
- Not make personal or insulting remarks
- Be open-minded

Recordings in the classroom

Students may record lecturers in class for personal use (such as studying or documenting complaints to the institution) without explicit permission. However, students may not record non-lecture portions of class (such as skills labs, student group work, individual student instruction, Q/A sessions, recording studio critiques, group/individual production and computer lab time, practicums/internships, or clinical/simulation rotations) or other students without explicit permission, and may not disrupt class in making such recordings (such as trying to use a device with a calculator or calculator app in a class that does not allow calculators, or blocking the view or aisles for others in the class). Having an approved ADA accommodation is considered explicit permission to record from the college.

Students making such recordings may not share recordings without explicit permission and are personally liable for unauthorized dissemination. If in doubt, please discuss with your professor before class.

The instructor has the authority to ask a disruptive student to leave a classroom or lab. The instructor may also delete posts or materials from an online or blended class and/or take disciplinary action if disruptive behavior continues. This ensures that all students in the class have an opportunity to learn.

For additional information, review the [SPC Expectations for Student Conduct](#), [Online Student Participation and Conduct Guidelines](#), and the [SPC Netiquette Policy](#). Please strive to uphold these standards to ensure a positive and productive learning environment.

Student Survey of Instruction

The Student Survey of Instruction is administered in courses each semester. It is designed to improve the quality of instruction at St. Petersburg College. All student responses are confidential and anonymous and will be used solely for the purpose of performance improvement.

Title IX

At St. Petersburg College, our faculty are dedicated to fostering a secure and open environment conducive to learning for all students. Title IX prohibits gender discrimination, including sexual harassment, domestic and dating violence, sexual assault, and stalking. If you, or someone you are aware of, has experienced sexual harassment or sexual violence, or any form of sexual misconduct, which includes incidents like sexual assault, relationship violence, or stalking, please know that there are avenues for help and support.

We strongly encourage every member of our college community to be proactive, seek assistance, and report occurrences of sexual misconduct to the Title IX Office. It's important to be aware that under Title IX regulations, faculty members are obligated to report such incidents to the Title IX Office. However, if you prefer to have a conversation

with someone who is not required to report, you can consult the [SPC's Counseling Services](#).

St. Petersburg College urges everyone in our community to step forward, seek support, and report any incidents of sexual harassment or gender-based discrimination to the St. Petersburg College Title IX Office. They can be reached via email at SPCTitleIX@spcollege.edu or by phone at 727-341-3261. Remember, these resources are here for your support and well-being.

Equal Access

St. Petersburg College affirms its equal opportunity policy in accordance with the provisions of the Florida Educational Equity Act and all other relevant state and federal laws, rules and regulations. The College will not discriminate on the basis of race, color, ethnicity, religion, sex, age, national origin, marital status, pregnancy, sexual orientation, gender identity, genetic information, or against any qualified individual with disabilities in its employment practices or in the admission and treatment of students. Recognizing that sexual harassment constitutes discrimination on the basis of sex and violates this Rule, the College will not tolerate such conduct. Should you experience such behavior, please contact the Equal Access/Equal Opportunity Office at 727-341-3261; by mail at P.O. Box 13489, St. Petersburg, FL 33733-3489; or by email at eaao_director@spcollege.edu.

Accessibility Statement

St. Petersburg College recognizes the importance of equal access for all students. Accessibility Services (AS) is the campus office that supports students with disabilities to approve and coordinate reasonable accommodations. Students who have, or think they may have, a disability (e.g., learning disability, ADD/ADHD, psychiatric, medical/orthopedic, vision, and/or hearing) are invited to contact their AS campus coordinator ([Accessibility Services Contacts](#)) for a confidential discussion. If an accommodation is deemed to potentially alter the nature of the course, it will require a decision by a committee. Therefore, ample time must be provided to evaluate and process such requests. Students who are currently registered with AS are encouraged to request accommodations early in the semester by logging into their AIMS account.

Additional information is available at the college-wide Accessibility Services website www.spcollege.edu/accessibility.

Safety and Security

We want to make sure that you are comfortable on campus and feel secure in your learning environment. The SPC campuses are very safe but you should be aware of your surroundings, just as you are anytime you are in a public space. In each classroom there is an Emergency Response Guide to help you during an emergency. It is also a good idea to be familiar with evacuation routes in buildings that you use frequently. **If you have an emergency, dial 911 immediately.** For information on campus safety and security policies, please call 727-791-2560. More information is also available on the [Campus Safety website](#).

The college website (spcollege.edu) is the best source of information in the event of an emergency. It's possible for something like a hurricane to disrupt classes on campus; if this happens there are plans on how to help you continue your education. You should be comfortable using the Learning Management System (LMS), as it will be key in communicating with faculty about course materials and assignments. Make sure you are familiar with sending and receiving emails, participating in discussion posts, navigating through course materials, and submitting assignments in the LMS. It is important to be able to use the LMS for learning activities if your campus is closed.

Federal and state law requires a person designated as a "sexual predator or offender" to register with the Florida Department of Law Enforcement (FDLE). The FDLE is then required to notify the college if the person attends, or is employed, by a college or university. You can find out more information by calling the FDLE hotline (1-888-FL-PREDATOR) or by visiting offender.fdle.state.fl.us/offender. A list of sexual offenders or predators registered for classes at SPC is also available.

Titans Care (Student Assistance Program)

As an SPC student it's vital that you know Titans Care. You can access resources through [SPC's Student Assistance Program \(SAP\)](#), a collaborative resource for students with mental health or general life issues. SAP provides help and education in suicide prevention, mental health, substance abuse awareness and more. It is SPC's belief that supporting mental wellness is everyone's charge and that one loss as a result of substance abuse, mental illness, or suicide is one too many. If you or a loved one are considering suicide, please call the National Suicide Prevention Lifeline at 1-800-273-8255.

Student Concerns

St. Petersburg College wants to make sure that you are able to receive prompt and fair resolutions to any concerns that you might have. If you feel that you have had a bad experience with a college employee, or you have a concern about college facilities, please bring it to our attention. Begin by speaking directly to the person responsible for the department; direct conflict resolution is an important skill to develop and usually brings about the best results. If you aren't satisfied with the outcome, or are not comfortable approaching the person directly, you may submit the information using an online form: web.spcollege.edu/survey/13002

If you're not able to submit the form online yourself, feel free to ask a college employee to submit the form on your behalf.

SPC Vaccination Policy

SPC is concerned about the health and well-being of all students. We encourage all students to remain current on vaccinations as suggested by appropriate health authorities. SPC does not require vaccinations for general admissions to our degree or certificate programs, with some exceptions for specific programs.

Instructional Continuity During Emergencies

The St. Petersburg College website at www.spcollege.edu is the official source of college information regarding the status of the institution. Other important information will be

communicated via SPC Alert, local media outlets, and the college toll-free phone number 866-822-3978. All decisions concerning the discontinuation of college functions, cancellation of classes, or cessation of operations rest with the President or his/her designee. The College realizes that it is possible for a significant natural disaster to compromise SPC campus facilities sufficiently to disrupt the delivery of classes on campus/campuses for an extended period and is planning ways our operations can continue following such an emergency.

So, if a hurricane or other natural disaster causes significant damage to St. Petersburg College facilities, please visit the college website for an announcement of the College's plan to resume operations.

Further, in the event of such a disaster, the Instructor will continue using the Learning Management System (LMS) for continuation of all required learning and instructional activities in this course, including the issuing of graded online assignments and expectation of student completion of those graded assignments.

Therefore, to keep up with all activities in this course during and after a natural disaster, please plan to continue this course by maintaining online access to the LMS (possibly through duration of the course's regularly scheduled end date). We will finish this course in the LMS, as directed by your Instructor online, and your Instructor will use all graded assignments to assess and issue your final letter grade for this course, as normally planned, despite occurrence of the natural disaster.

For all current updates on pandemic conditions or other events, please visit SPC Updates at <https://www.spcollege.edu/spc-updates>

Terms of Instruction

Please note this syllabus is an instructional guide and that the instructor/professor reserves the right to make any changes to it, as needed. This includes changes to the course schedule and assignments, etc., throughout the term. If changes occur, you will

be notified as soon as possible via email and/or an announcement in MyCourses. Changes may be necessary for various reasons, including instructor illness, students' progress, weather events, institutional needs, etc. Please approach any changes with flexibility and understanding.