Course Syllabus  
Spring 2016

Course Title: Health Services Administration Capstone
Course Prefix/Number: HSC 4910
Credit Hours: 4
Instructor: Wendy Shellhorn, PhD, MPH, MEd
Email: Shellhorn.Wendy@spcollege.edu
Phone: (727) 398-8455; email within MyCourses for appointment
Office/Virtual Hours: I schedule appointments at different times of the day and evening but my official hours are: Tuesday 7am-12:00 pm, and Wednesday and Thursday 7am-12:30 pm
Instructor Web Page: http://web.spcollege.edu/instructors/id/shellhorn.wendy

Program Administration
Dean, College of Health Sciences: Rebecca Ludwig, PhD
Administrative Services Specialist: Sandy Malkin
Administrative Services Specialist Phone: 727-341-3771
Office Location: HEC 179

Important Course Dates:
- Last date to drop with a full refund: January 15, 2016
- Last date to withdraw with a “W”: February 22, 2016

Course Time Commitment: This BASHSA online course requires your active participation. Expect to spend about 8-12 hours of time per week on this course.

Course Meeting Times: Please check the course snapshot for complete details on beginning and ending dates of modules/weeks. As such, all dates are posted in the course snapshot and are non-negotiable.

Required Textbooks:
1. No Required Textbooks

Required Materials (Required for all Students in This Course)
1. Health Services Administration Style Guide 2015 – 2016. Available in MyCourses. Enter your course then follow this path: Course Content > Resources > Course Resources > Style Guide. It is recommended that you download and save the Style Guide (Available as a PDF) for future reference.

Attendance: For this class, active participation/attendance is defined as logging into the course throughout the week, participating in online discussion forums and completing and submitting required assignments & posting forums by the posted due dates each week of the course. Thus, simply logging in does not constitute attendance. Please see the link to the college syllabus addendum below for additional details.

Holidays: Holidays that occur during this course are not considered days off. All due dates are posted in the course snapshot. Please plan ahead for all religious and personal holidays so that your work is not considered late.

Contacting the Instructor: The best way to contact me is via The Learning Management System email within this course. If The Learning Management System is unavailable please contact me using your @live.spcollege.edu at the address above. You may expect a response from me within 24-48 hours. Your
Live@edu student email is the college’s official way to communicate with the college outside of your The Learning Management System courses. It is important that you use your SPC student email account for any electronic correspondence with SPC, as your personal email may get sent to spam and/or be deleted. You will periodically be receiving important updates, notices, or official communication from SPC that will only be sent to your school account, thus be sure to regularly check your Live@edu email.

Course Description:
This course is designed to provide the student an opportunity to apply their knowledge of a chosen professional role through teaching, internship, observation or work experience. This course will use selected sites on and off campus to develop the expanding role of the student in the Health Services Administration field.

Major Learning Outcomes:
1. The student will demonstrate knowledge of a selected professional role in their specific discipline.
2. The student will demonstrate an understanding of leadership and management skills associated with new roles in their specific discipline.
3. The student will demonstrate readiness to enter the advanced Health Services Administration field.

Course Objectives Stated in Performance Terms:
1. The student will demonstrate knowledge of a selected professional role in Health Services Administration by:
   a. explaining the policies and procedures relative to the selected Health Services Administration setting.
   b. describing the Health Services Administration position desired and the required academic qualification and work experience.
   c. developing goals, objectives and outcomes to the capstone experience which are approved by Health Services Administration faculty and workforce coordinator.
2. The student will demonstrate an understanding of leadership and management skills associated with new roles in Health Services Administration by:
   a. selecting resources that will enhance and coordinate the practicum experience.
   b. analyzing the leadership and management skills of his/her mentor and how they relate to his/her personal managerial style.
3. The student will demonstrate readiness to enter the advanced Health Services Administration field by:
   a. implementing a working relationship within their specific Health Services Administration position in order to complete the self-directed learning contract.
   b. evaluating the impact of completing the St. Petersburg College Bachelor of Applied Science Program in Health Services Administration on current and future professional goals.
   c. investigating respective professional organizations with a mission to advance Health Services Administration.
   d. utilizing journal documentation to validate the assessment and completion of expected outcomes of this capstone experience.

Criteria Performance Standard:
Upon successful completion of this course the student will, with a minimum of 70% accuracy, demonstrate mastery of each of the above stated objectives through classroom measures developed by individual course instructors.

Academic Integrity: All academic work submitted to satisfy course requirements is expected to be the student’s OWN work. Cheating and plagiarism will not be tolerated. Please remember that plagiarism is not restricted to copying someone else’s work, but also includes paraphrasing another’s work without proper attribution. This includes “cutting and pasting” from Internet sources and the use of photos, figures, tables
or clip art that is not classified as free ware. Academic dishonesty also includes, but is not limited to, using unauthorized materials without permission to complete quizzes and exams, collaborating with another student during an exam, submitting assigned material that has been completed by someone other than the enrolled student, or resubmission of the student’s own work (self-plagiarism).

- The College of Health Sciences follows a progressive discipline procedure with regard to academic honesty violations. Sanctions may range from a point deduction on an assignment to expulsion from St. Petersburg College, and are determined based on the severity of the offense. All instances of plagiarism, whether suspected intentional or unintentional, will be forwarded to the Dean’s Office for the College of Health Sciences.
- Academic dishonesty and plagiarism are serious matters in academia. Please see SPC’s Academic Honesty page, to learn more about how to avoid them: http://www.spcollege.edu/academichonesty

Resubmission of Work: All work that is submitted for grading in an HSA course must be original to that course attempt. When a student attempts an HSA course for a second or third time no previously submitted assignments, discussion forums, or quizzes may be submitted for grading. If work is resubmitted in a subsequent attempt at a course, this is considered self-plagiarism and is as serious as other forms of plagiarism. Please make sure to carefully read the assignment or discussion forum directions, and complete a new original assignment. This includes references and citations; new source material must also be used. All forms of plagiarism will be reported to the Dean’s Office.
Health Services Administration Program/Course
Updated Policy Regarding Quoted Material

In this course and the HSA program we expect students to demonstrate the ability to integrate critical thought with a synthesis of the reading they do for assignments. This means that we want you to use your own words to communicate facts as well as your knowledge, thoughts, reactions, and reflections. We do NOT want students to simply cut and paste quoted material into their work, even with proper citation. Any text taken directly from another source is not considered the student’s work; it is a compilation of the words of others, and students will not receive a grade for the quoted material.

Students are expected to understand and demonstrate appropriate paraphrasing, citations and references.

*Quoted material should not be used.* Use of quoted material, or work that has not been properly paraphrased, cited or referenced will result in point loss.

Health Services Administration Capstone Grading Policy – Please Read Carefully!

The Health Services Administration Capstone Course has a different grading policy than other Health Services Administration courses you have previously taken. This course is designed as a bridge between your academic experience and the professional workforce. As such, expectations for the scholarliness and quality of your work are set very high. It is expected that you will meet all stated deadlines/due dates, just as would be expected in the professional arena. Careful planning and organization of your time and efforts will help you to be successful in this course.

Due to the professional nature of this course, *no late work will be accepted.* We want you to prepare your work in this course as you would for a professional job or career. Your work should be of exceptional quality and should be submitted in accordance with all deadlines in the course. There are no exceptions to this late policy. Please consult the course snapshot and/or the course organizer for specific assignment due dates.

Course Grading:

<table>
<thead>
<tr>
<th>Letter Grade</th>
<th>Points Range</th>
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<tbody>
<tr>
<td>A</td>
<td>242 – 270</td>
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<tr>
<td>B</td>
<td>215 – 241</td>
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<tr>
<td>C</td>
<td>188 – 214</td>
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<tr>
<td>D</td>
<td>161 – 187</td>
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<tr>
<td>F</td>
<td>&lt; 160</td>
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Important Information to Remember: Faculty and students are responsible for maintaining a positive learning environment. This is facilitated by respecting self and others. As a future health care professional, it is your responsibility to conduct yourself in a professional manner. Individuals that demonstrate professionalism are consistent in their values, attitudes, and behaviors.

Unprofessional behavior will not be tolerated in this or any HSA course. This includes but is not limited to:
- Using offensive or aggressive language
- Not maintaining confidentiality of all discussions regarding individuals, their families and workplace affiliates
- Breaching academic integrity (cheating, plagiarism, etc.)
• Not supporting statements with credible research sources that are referenced in standard APA 6th edition format.

**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.

**Internet Caution:** Students must understand that this course requires the use the Internet for some assignments and activities. Please note that other Internet users may be able to access students’ works whether the access is secured or unsecured. The College cannot protect against the type of materials on the Internet, piracy of students’ materials or assure the privacy of materials.

**Student Resources**

**Learning Resource Specialist:** A Learning Resource Specialist is available to any student who desires help and direction with writing skills. This includes students who live away from the St. Petersburg area. This service is provided at no cost and is administered through the New Initiative Program (NIP). Students can call the NIP Center for further information at 727-341-3724. When using the resource specialists’ services of Leo Johnson or Tiffany Schuyler, please provide the name of your instructor as well as the course you are taking. While these services are provided to you by the college, the responsibility to contact the learning resource specialist lies with the student. Have your assignment completed and ready for the learning resource specialist by **Thursday at 5PM** of the week in which the assignment is due. It is not the responsibility of the learning resource specialists to correct your work and return for your submission, but rather, to help you improve your writing skills and critical thinking abilities. The current learning resource specialists for the HSA program are:

- Leo Johnson: johnson.leo@spcollege.edu
- Suraj Wagh: Wagh.Suraj@spcollege.edu
- Tiffany Schuyler: tiffanschuyler@gmail.com
- Lindsay Curry: Curry.Lindsay@spcollege.edu
- Smarthinking: This service is available to all students through The Learning Management System homepage. Once you have signed into The Learning Management System homepage, please look in the box titled Institutional Resources. Here you will see a link for Smarthinking Student Tutoring. You may be asked to import an old account for Smarthinking, please click cancel and you will be directed to the homepage. Here you will use the drop down box for Submit Your Writing; Essay Center.

**Computer Assistance:** If you experience problems accessing the course online, accessing materials, posting assignments or any other hardware or software issues, please contact the “HELPDESK” at 727-341-4357 or email onlinehelp@spcollege.edu. The HELPDESK is staffed daily from 7:00 a.m. to midnight.

**Computer Issues:** Personal computer issues can happen from time to time. It is your responsibility to contact your instructor should a problem arise. Additionally, any computer issues will not extend the due date for assignments, discussions, or quizzes. All due dates are listed in the course snapshot. It is strongly recommended that you continually save your work and that you create a backup or additional files in an alternative location/device to avoid lost or damaged files. This is an important element in the professional work place.

**Online Library:** To logon to the Online Library through the SPC homepage, use your Student ID number and the last 4 numbers of your Social Security Number.

- For library help you may contact the Health Education Center library for assistance. The library staff can provide you with immediate assistance during the hours they are open.
  - Joshua Brown, brown.josh@spcollege.edu, (724) 341-3657
Accommodations: St. Petersburg College recognizes the importance of equal access for all students. Disability Resources (DR) is the campus office that works with students who have disabilities to provide and/or arrange reasonable accommodations. Instructors may not grant accommodations without proper documentation from the DR Office. Students registered with DR, who have a letter requesting accommodations, are encouraged to contact the instructor early in the semester. 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 DR for a confidential discussion at 727-341-3721 (V/TTY) or at silvers.stefanie@spcollege.edu. Additional information is available at the college-wide Disability Resource website: http://www.spcollege.edu/central/ossd/index.htm and/or HEC Disability website: http://www.spcollege.edu/HEC/ossd.htm. (Adapted from University of Minnesota).

Please note: All materials provided via The Learning Management System are copyrighted, unless explicitly indicated otherwise. As such, The Learning Management System materials are for personal, educational use only during the course of this semester and may not be reproduced or distributed.

Instructional Continuity Plan: In the event of a natural disaster that affects the function of the college, this online course will continue as normal.

Important Links

Syllabus Addendum: Please open and print the addendum http://www.spcollege.edu/webcentral/policies.htm

Online Student Conduct: Please visit https://www.spcollege.ed/ecampus/help/conduct.htm

Instructor and Student Expectations: Please visit http://www.spcollege.edu/ecampus/help/expectations.htm

Financial Aid Information: Please visit http://www.spcollege.edu/pages/dynamic.aspx?id=800

Computer Requirements: Please visit http://www.spcollege.edu/ecampus/help/technical/index.htm

Incomplete Grade Information: Please visit and scroll to the bottom of the page http://www.spcollege.edu/webcentral/catalog/current/grading.htm

Students are responsible for all information in the course syllabus. Please print this syllabus and have available for your ease of reference. The syllabus will be available during all modules and is referenced in the Syllabus Tab/Module on the course homepage.
<table>
<thead>
<tr>
<th>Week 1</th>
<th>January 11, 2016 – January 17, 2016</th>
<th>Due Thursday: Mentor Agreement/ Registration</th>
<th>Weekly Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<td>Due Sunday: Capstone Student Agreement, and FERPA Agreement</td>
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<tr>
<td>Week 2</td>
<td>January 18, 2016 – January 24, 2016</td>
<td>Learning Contract Draft Due</td>
<td>Weekly Summary</td>
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<tr>
<td>Week 3</td>
<td>January 25, 2016 – January 31, 2016</td>
<td>Learning Contract Final Due</td>
<td>Weekly Summary</td>
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<td>Week 4</td>
<td>February 1, 2016 – February 7, 2016</td>
<td>Weekly Summary</td>
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<td>Week 5</td>
<td>February 8, 2016 – February 14, 2016</td>
<td>Weekly Summary</td>
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<td>Week 6</td>
<td>February 15, 2016 – February 21, 2016</td>
<td>Critical Thinking Test</td>
<td>Weekly Summary</td>
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<tr>
<td>Week 7</td>
<td>February 22, 2016 – February 28, 2016</td>
<td>Annotated Bibliography (30 pts.)</td>
<td>Weekly Summary</td>
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<tr>
<td>Week 8</td>
<td>February 29, 2016 – March 6, 2016</td>
<td>First Journal and Midpoint Evaluation (10 pts.)</td>
<td>Weekly Summary</td>
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<tr>
<td>Week 9</td>
<td>March 7, 2016 – March 13, 2016</td>
<td>Mentor Interview (10 pts.)</td>
<td>Weekly Summary</td>
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<td>Week 10</td>
<td>March 14, 2016 – March 20, 2016</td>
<td>Weekly Summary</td>
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<tr>
<td>Week 11</td>
<td>March 21, 2016 – March 27, 2016</td>
<td>Weekly Summary</td>
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<td>Week 12</td>
<td>March 28, 2016 – April 3, 2016</td>
<td>Weekly Summary</td>
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<tr>
<td>Week 13</td>
<td>April 4, 2016 – April 10, 2016</td>
<td>Measures (80 pts.) and Final Journal (10 pts.)</td>
<td>Weekly Summary</td>
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<td><strong>No Further Capstone Hours Can be Logged</strong></td>
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<tr>
<td>Week 14</td>
<td>April 11, 2016 – April 17, 2016</td>
<td>Mentor Evaluation (25 pts.)</td>
<td>Weekly Summary</td>
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<tr>
<td>Week 15</td>
<td>April 18, 2016 – April 24, 2016</td>
<td>Summative Evaluation (50 pts.) and Instructor to Complete Instructor Evaluation (will be sent to you). End of Program Survey-Must Email Instructor (1pt.)</td>
<td>Final Capstone Reflection</td>
</tr>
</tbody>
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Important Course Dates:
- Last date to drop with a full refund: January 15, 2016
- Last date to withdraw with a “W”: February 22, 2016

Important Course Information:
- All module assignments are due by Sunday night at midnight EST or as stated in the course snapshot.
- All first original discussion postings are due by Thursday night at midnight EST. All discussion replies are due by Sunday at midnight EST.
# HSC 4910 Health Services Administration Capstone Mentor Timeline

<table>
<thead>
<tr>
<th>Due Date</th>
<th>Project Due Date</th>
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| **Week 1**  
January 11, 2016 – January 17, 2016 | Student Completes Mentor Agreement with Mentor. Student should collaborate with mentor on the learning contract during the draft development. |
| **Week 2**  
January 18, 2016 – January 24, 2016 | Learning contract process begins with first draft submitted to Instructor this week. Student and Instructor Work Collaboratively on Learning Contract Language. This may require multiple revisions to ensure that the contract is feasible, relevant, and academically sound. |
| **Week 3**  
January 25, 2016 – January 31, 2016 | On Sunday, Final Learning Contract is Due for Instructor Approval and Signature |
| **Week 4**  
February 1, 2016 – February 7, 2016 | Student is Available to Begin Documenting Their Capstone Experience (Students Cannot Log/Document Capstone Hours Prior to the Learning Contract Being Approved and signed by their instructor). |
| **Week 5**  
February 8, 2016 – February 14, 2016 | Student should consult mentor to determine a mutually agreeable schedule during which to complete their Capstone hours beginning Week 5 and ending Week 13 (Or, At 60 Hours, Whichever Comes First) |
| **Week 6**  
February 15, 2016 – February 21, 2016 | |
| **Week 7**  
February 22, 2016 – February 28, 2016 | Annotated Bibliography Submitted. Students Must Work on and Complete an Annotated Bibliography on a Topic Related to Their Capstone |
| **Week 8**  
February 29, 2016 – March 6, 2016 | |
| **Week 9**  
March 7, 2016 – March 13, 2016 | Student must submit completed Mentor Interview Assignment to their Course Instructor. |
| **Week 10**  
March 14, 2016 – March 20, 2016 | |
| **Week 11**  
March 21, 2016 – March 27, 2016 | |
| **Week 12**  
March 28, 2016 – April 3, 2016 | |
| **Week 13**  
April 4, 2016 – April 10, 2016 | All Student Work Must Be Completed. **No Further Capstone Hours Can be Logged** |
| **Week 14**  
April 11, 2016 – April 17, 2016 | Mentor Completes Evaluation of Student Performance. This Will be Emailed to You. |
| **Week 15**  
April 18, 2016 – April 24, 2016 | |