

## Sample Syllabi

### Center for Public Service Graduate Department of Public and Healthcare Administration Syllabus

#### Course Information

**Course Name and Number:** PSMA 7992 NC Service-Learning Practicum- Health Care **Semester/Year:** Spring 2002

PSMA 7992 NC Service-Learning Practicum- Health Care

**Dates/Hours:**

Wednesday 5:00-9:00

June 5 - July 31

**Location:** TBA

**# of Credits:** 3

#### Instructor Information

Anne M. Hewitt, Ph.D., CHES  
Asst. Professor, Asst. MHA Director

**Instructor's Office:** Room 564  
Kozlowski Hall

**Phone #:** 973-275-2070

**Email Address:** hewittan@shu.edu  
Summer Office Hours – June 5 – July 31  
(Other times always available by appointment.)

**Office Hours:** W: 3:00-5:00

**Instructor's Web Address:** <http://www.shu.edu>

#### Course Description

This course consists of a three credit service-learning project related to an area of healthcare administration or management. The practicum requires teams of students to complete a service-learning experience with a local community health agency or organization. The student and community partners will collaboratively determine the project and complete the necessary activities. Deliverables will include an executive summary, management report and oral presentation. All work is completed under faculty supervision.

*The "service-learning" component of this course is intended to permit you to transcend the typical practicum experience which often results in a one way learning experience. Instead, this opportunity will allow you to "share" and "receive" knowledge and expertise in a variety of ways with the community organization and your partners. You will be given an opportunity to practice "self-reflection" on the service-learning component of the course through a journal writing activity.*

#### Recommended Prerequisite Competencies

Students should have completed all MHA core courses and/or permission of the instructor.

#### Assignments

Community Project Report  
Community Project Presentation  
Community Project Executive Summary  
Self-Assessment Measures (Reflection Journal, Self Evaluation)  
Group Assessment Measures

### **Mission-Related Course Objectives**

After completing the course, students will be able to:

#### ***Leadership***

1. Acknowledge and respond to the special responsibilities of health care managers to fully integrate desirable leadership qualities and values into everyday life and professional practice.

#### ***Ethics***

2. Show by professional role-modeling and consistent personal behaviors a strong commitment to emphasizing the importance of making the ethical choice as a health care administrator and in partnerships with community organizations.

#### ***Cultural Diversity***

3. Appreciate and embrace the importance of diversity between individuals and among the multiple cultures represented in daily contacts with superiors, peers, clinical personnel, patients and with the community.

#### ***Quality of Life***

4. Seek opportunities to support and advocate for equality, accessibility and individual dignity through support for implementation of appropriate health care management policy, decisions and strategies within the community framework.

### **Student Outcome Objectives**

After completing the course, students will be able to:

1. Delineate the role and accompanying responsibilities of the successful consulting team in a service-learning situation.
2. Using relevant, contemporary and best practice management skills: (1) identify the problem, (2) research the problem (3) synthesize the information into an appropriate summary with recommendations (4) complete a professional presentation.
3. Complete a service-learning journal that traces the partnership and impact on the learning experience.
4. Demonstrate professional behavior through the team development process and all interactions with community partners.
5. Display cultural and ethical competencies appropriate for the various community initiatives and partnerships during the practicum service-learning experience.
6. Complete self-assessment and group assessment performance management measures.

### **Criteria for Assessment of Student Performance**

See attached Center for Public Service Grading Policy

### **Grading**

Group Assessment	20%
Self Assessment	10%
Community Project Presentation	15%
Community Project Executive Summary	10%
Community Project Report	45%
TOTAL	100%

## Teaching Techniques

Interactive class discussion, guest agency personnel, group work, presentations and computer assignments.

### ***Community Classroom Connection***

The service-learning project for this semester will be done in collaboration with Orange Model Cities 2010, a local, non-profit community organization. Orange Model City 2010 (OMC) is a volunteer, community based organization located in Orange, New Jersey and dedicated to enhancing the quality of life through strategic revitalization visioning. This primary community partner for the team based, SL experience is located geographically adjacent to the University.

### ***Technology Used to Enhance Teaching and Learning***

Students are required to use the internet to search for various Web-sites for appropriate content materials. In addition, all class members are encouraged to communicate with each other and the instructor via email. Various assignments will also require students to access the state's web-site and peruse specific databases.

Students should demonstrate familiarity with the following technological capabilities: word processing (Word), basic spreadsheet analysis (Excel), elementary knowledge of a database (Access) and the ability to create presentations using a graphics program (Powerpoint). In addition, it is assumed students are comfortable with using email, searching the WEB and utilizing library databases for information retrieval. Students should also be familiar with Blackboard – <http://www.myweb.shu>. **EXTENSIVE USE OF MYWEB will occur during this course. We will be communicating and sharing information via email, discussion board, and chat sessions.**

### **Recommended Publications and Websites:**

(See Handouts)

## MHA Program Policies

- ***Academic Integrity***

As stated the Academic Policies and Procedures Section of the Graduate Catalogue:

All University programs require high standards of academic integrity. All forms of dishonesty whether by act or omission, including, but not limited to, cheating, plagiarism and knowingly furnishing false information to the University are prohibited and may elicit University sanctions of suspension or expulsion.

**PSMA 7992NA – Service-Learning Practicum – Health Care**  
***Class Policy - Summer 2002***

**1. Class attendance, Preparation and Participation:**

Class attendance is required and missed classes will result in a lower grade. Late assignments will be reduced by one letter grade for each class day missed. All assigned readings and assignments for a session should be done prior to that session. Students are expected to participate in all class discussions. Although each class session will focus on the topic listed, relationships with previous and additional material may be discussed.

**2. Quiz, In-Class Activity and/or Weekly Assignment:**

Students should be prepared for unannounced short quizzes on the required readings. The class may be asked to participate in short group projects during the semester. Other activities may include completing self-assessment measures or presenting short critiques of relevant articles or cases. These learning activities will be used to clarify and apply basic class concepts.

**3. Community Project Presentation**

Each team will formally present their research and findings to the class and instructor. Agency representatives will be asked to attend. A Powerpoint presentation and accompanying handouts are required.

**4. Community Project Executive Summary**

A two page executive summary of the final project report will be required. The executive summary should be distributed to all class members.

**5. Community Project Report**

Each student will be assigned to a team. The teams will then coordinate with their service-learning community partners, their goal, objectives and action plans to produce a final document. In order to develop an action plan, each team will need to:

- a) identify scope of project (complete action plan)
- b) obtain necessary resources
- c) develop appropriate recommendations
- d) complete a comprehensive project report

**6. Group Assessment**

Each student will be asked to weekly rank the other team members on their cooperation and level of collaboration. This will help determine the final grade.

**7. Self Assessment (Reflection)**

Each student will be asked to record in a service-learning reflection log, their observations, emotions and learning experiences throughout the course. In particular, students should focus on their relationships and experiences in dealing with the community.

**PSMA 7992 NC - Tentative Course Schedule  
Summer 2002**

	<b>Date</b>	<b>Topic</b>
June	5	<b>Course Introduction</b>  <b>Team Project Selection</b>  <b>Action Plan Proposal</b> Myweb Technology Review
	12	Agency Meeting Action Plan Revision
	19	Group Work (Dr. Hewitt will be at AUPHA Conference)
	26	Class Verbal Report #1 Status Report Due
<b>July</b>	<b>3</b>	Group Work
	10	Class Verbal Report #2 Status Report Due
	17	Group Work
	24	Class Verbal Report #3 Status Report Due
	31	Final Presentation Due Final Report Due Final Executive Summary Due
<b>Aug</b>	<b>2</b>	Group Assessment Due Individual Assessment Due