

**University of North Texas**

RHAB 4100: Rehabilitation Service Delivery Systems

Spring 2014 Syllabus

**Instructor:** Dr. Brandi L. Darensbourg

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**Office Hours:** Tues 1pm - 3pm, Thurs 11am - 12pm; 2pm - 3pm or by appointment

**Course Time:** Thursday 12:30: -1:50 PM

**Course Location:** Sage 356

**About the Professor / Instructor**

Dr. Brandi Darensbourg is a Lecturer at the University of North Texas in the Department of Disability and Addictions Rehabilitation. She received her doctoral degree in Special Education, with a concentration in Rehabilitation Counseling, from the University of Texas at Austin and her master’s degree in Rehabilitation Counseling from Louisiana State University Health Sciences Center. She has worked as a Vocational Rehabilitation Counselor for the state of Texas. Her interests include: psychosocial aspects of disability, students with disabilities in postsecondary education, and employment of persons with disabilities, specifically people with blindness or visual-impairments.

**Required Text**

Denhardt, R. B., Denhardt, J. V., &Aristigueta, M. P. (2013).*Managing human behavior in public and nonprofit organizations*. (3rd ed.). Thousand Oaks, California: SAGE Publications.

Teaching philosophy

My overall goal is to better the lives of individuals with disabilities through the preparation of future rehabilitation professionals. I value equity, mutual respect, and experiential learning in an effort to motivate students to be an active participant in their community. Throughout my teaching, scholarship, and service I have used these values to guide me.

Using a variety of teaching modalities, including reading materials, personal experiences, and guest speakers, I engage my students in the process of learning about the impact of disability on an individual’s life. Through a relationship built on mutual respect, I empower my students to participate in experiential learning geared towards working with persons with disabilities. I use the knowledge gained through personal interaction with students and their evaluations to continually improve my teaching methods.

**Course Rationale**

This course is a review of service delivery systems currently in use in the rehabilitation field within their organizational contexts. The course examines service delivery models and dynamics, as well as their application through public and private resources. The course will review the interaction and overlap between service delivery systems, as well as examine current legislation and administrative policy governing rehabilitation agencies. Agency structures, populations served, and skills/qualifications/functions of agency personnel will be discussed. The roles of related community service agencies and service providers in relation to rehabilitation services will also be examined. The course also includes a review of program evaluation strategies, advanced communication skills practice, field visits, and a review of the practicum application process.

The Prerequisites for this course are RHAB 3000 and RHAB 3100.

This course is intended to be blended and will have two teaching modalities. The course will meet on campus and via Blackboard. Every Thursday, the class will meet in the classroom. Additionally, the class will be taught via blackboard, so you will not need to come to the classroom on any other days except for Thursday.

The course will involve a combination of lecture/discussion and experiential learning. There may be days reserved for Agency Visits and you will not attend class. The course will involve significant collaborative work; therefore, students will be expected to contribute equally to any group work assigned. Students are expected to have read any assigned materials prior to class and to come to class prepared to participate in discussions.

**Course Objectives:**

***Specific Learning Objectives:***

1. Identify various agencies and systems of service delivery for individuals with disabilities
2. Demonstrate a general knowledge of the legal basis and administrative regulation of service delivery systems in rehabilitation
3. Identify differences and similarities among service delivery systems and the populations they serve
4. Demonstrate a basic knowledge of program evaluation for rehabilitation service delivery systems
5. Demonstrate intermediate competency in listening skills required for entry-level helping professionals.
6. Demonstrate responding skills that effectively communicate understanding.
7. Demonstrate communication skills necessary to assist another individual in identifying, clarifying and understanding a personal problem situation.
8. Apply critical problem-solving skills to assist in the development of an action plan for a group activity.
9. Apply critical thinking and problem solving techniques as related to life challenges and achieving goals.
10. Understand and explain core ethical principles relevant to human services and other professional fields including cultural awareness.
11. Identify one’s personal strengths, limitations, needs, and values as a human service or other career professional.
12. Demonstrate the ability to plan, organize, prepare and present written and/or oral information.

**TECHNICAL REQUIREMENTS / ASSISTANCE**

The following information has been provided to assist you in preparation for the technological aspect of the course.

Hardware and software necessary to use Bb Learn: <http://www.unt.edu/helpdesk/bblearn/>
Browser requirements: [http://kb.blackboard.com/pages/viewpage.action?pageId=84639794](http://kb.blackboard.com/pages/viewpage.action?pageId=101285989)Computer and Internet Literacy: <http://clt.odu.edu/oso/index.php?src=pe_comp_lit>
Necessary plug-ins: <http://goo.gl/1lsVF>
Internet Access with [compatible web browser](http://kb.blackboard.com/pages/viewpage.action?pageId=101285989)

**Access and Log in Information**This course was developed and will be facilitated utilizing the University of North Texas’ Learning Management System, Blackboard Learn. To get started with the course, please go to: <https://learn.unt.edu>

You will need your EUID and password to log in to the course. If you do not know your EUID or have forgotten your password, please go to: <http://ams.unt.edu>.

**Student Resources**

As a student, you will have access to:

* Student Orientation via Blackboard Learn. It is recommended that you become familiar with the tools and tutorials within the Orientation to better equip you in navigating the course.
* Blackboard’s [On Demand Learning Center for Students](http://ondemand.blackboard.com/students.htm)  and [Blackboard Help for Students](http://help.blackboard.com/student/). It is recommended that you become familiar with the tools and tutorials to better equip you to navigate the course.

**Being a Successful Online Student**-[What Makes a Successful Online Student?](http://www.ion.uillinois.edu/resources/tutorials/pedagogy/StudentProfile.asp)
-[Self Evaluation for Potential Online Students](http://www.ion.uillinois.edu/resources/tutorials/pedagogy/selfEval.asp)

**How the Course is Organized**

The course is organized through the use of learning modules. Each module is labeled based on the weeks found in the course schedule. For example, Learning Module 1 is based on the materials and assignments for Week1 in the course.

Once logged into the course on blackboard, students should attempt to familiarize themselves with the course. Students are expected to read the course syllabus and schedule. Students should also read all the materials provided in Learning Module 1 during the first week of class.

**How Students Should Proceed Each Week for Class Activities**

Each week students are expected to log on to the blackboard course site and read the materials found in the week’s corresponding modules. Each learning module should contain an introduction to the topic, reading material, lecture notes, and assignment. Students are also required to complete any assignments found in the learning module and turn those in by the due date.

 **Student Support**The University of North Texas provides student technical support in the use of Blackboard and supported resources. The student help desk may be reached at:
Email: helpdesk@unt.edu
Phone: 940.565-2324
In Person: Sage Hall, Room 130

Regular hours are maintained to provide support to students. Please refer to the website (<http://www.unt.edu/helpdesk/hours.htm>) for updated hours.

**COMMUNICATIONS**

*Throughout this course, the instructor will use announcements and mail via blackboard to communicate with the students. The instructor will also communicate during class with the students, so it is important that students attend class and check on the blackboard site for any communication. Students should contact the instructor via blackboard, email, phone, or in class discussion. The instructor will make every effort to respond to emails within a 24 hour timeframe. However, during times of illness, travel, holidays, and weekends, the instructor may need more than 24 hours to respond. If this is the case, the instructor will try to inform the class prior to such events and make every effort to respond in a timely manner.*

**Submission of Assignments**

Each week assignments are due by Sunday at 11:59pm. For some assignments, such as quizzes, discussion boards, or web exercises, students should submit their responses in the text boxes provided via blackboard. For assignments, such as response papers, site visits, and resource guide materials, students should upload their documents via the assignment dropbox provided on blackboard. If uploading an assignment to the dropbox, it should be saved only as a word document, as no other formats will be accepted. Students experiencing technical difficulties during this process should contact the blackboard helpdesk for technical support and *document the remedy ticket number*before contacting the instructor. If no resolution is reached through the assistance of the helpdesk, only then, shall the student contact the instructor regarding the submission of work in the event of technical issues.It is up to the discretion of the instructor to accept work through an alternative submissions process, and as a result, some assignments may not be accepted by alternative means. **There will be no acceptance of late assignments, unless there is a remedy ticket number from the** blackboard helpdesk.

**Participation / Discussions**

Students are expected to contribute to the class by presenting their ideas, questions, etc in class and on the blackboard site. Students are expected to prepare for class by completing reading assignments as scheduled. Attendance will be taken each class time in order to further assess class participation and will be a part of the overall grade.

There will be two **discussion boards** related to participation in this course. To receive complete credit for the discussion boards each student is required to make *one original post* and two *substantial responses* to a classmate n***o less than 24 hours apart.***

Please remember that all posts should be in Person First language and should be respectful of those participating. The point is to engage in a meaningful discussion in the classroom and on blackboard about topics impacting the field of rehabilitation.

**Online Quizzes**

*Quizzes will only be given via the blackboard site for this class. Quizzes can be found under the learning module for the corresponding week. Each quiz is timed and can only be accessed once during the scheduled week. Please read the on-screen instructions carefully before you click “Begin Assessment.” Once you begin a quiz, you may not stop or ask to resubmit the quiz for any reasons, so be sure you have enough time and proper software needed to complete the quiz.*

*Accessing Grades*

*Assignments will be graded on a weekly basis and grades will be updated via the Blackboard Grade Center. Students are encouraged to check their grades on a weekly basis. If your grades have not been updated after one week from submission of an assignment, please contact the instructor. If the instructor is unable to grade assignments within the week timeframe, she will contact the students so they are made aware of the situation.*

**Format and Procedures:**

This course will meet each week on Thursdays in the classroom. Class time outside the classroom has also been allotted for assignments including agency visits and group work. Please see the course schedule for more information.

**Academic Integrity**

Each student in this course is expected to abide by the University Of North Texas Code Of Academic Integrity, which can be located online at:

<http://policy.unt.edu/sites/default/files/untpolicy/pdf/7-Student_Affairs-Academic_Integrity.pdf>

Any work submitted by a student in this course for academic credit will be the student's own work.

You are encouraged to study together and to discuss information and concepts covered in lecture and the sections with other students. You can give "consulting" help to or receive "consulting" help from such students. However, this permissible cooperation should never involve one student having possession of a copy of all or part of work done by someone else, in the form of an e mail, an e mail attachment file, a diskette, or a hard copy.

Should copying occur, both the student who copied work from another student and the student who gave material to be copied will both automatically receive a zero for the assignment. Penalty for violation of this Code can also be extended to include failure of the course and University disciplinary action.

**Accommodations for Students with Disabilities**

The Department of Disability and Addiction Rehabilitation is committed to full academic access for all qualified students, including those with disabilities. In keeping with this commitment and in order to facilitate equality of educational access, faculty members in the department will make reasonable accommodations for qualified students with a disability, such as appropriate adjustments to the classroom environment and the teaching, testing, or learning methodologies when doing so does not fundamentally alter the course. Grades assigned before an accommodation is provided will not be changed.

*The University of North Texas makes reasonable academic accommodation for students with disabilities. Students seeking accommodation must first register with the Office of Disability Accommodation (ODA) to verify their eligibility. If a disability is verified, the ODA will provide you with an accommodation letter to be delivered to faculty to begin a private discussion regarding your specific needs in a course. You may request accommodations at any time, however, ODA notices of accommodation should be provided as early as possible in the semester to avoid any delay in implementation. Note that students must obtain a new letter of accommodation for every semester and must meet with each faculty member prior to implementation in each class. Students are strongly encouraged to deliver letters of accommodation during faculty office hours or by appointment. Faculty members have the authority to ask students to discuss such letters during their designated office hours to protect the privacy of the student.  For additional information see the Office of Disability Accommodation website at* [*http://www.unt.edu/oda*](http://www.unt.edu/oda)*. You may also contact them by phone at 940.565.4323.*

**Student Behavior in the Classroom**

Student behavior that interferes with an instructor’s ability to conduct a class or other students' opportunity to learn is unacceptable and disruptive and will not be tolerated in any instructional forum at UNT. Students engaging in unacceptable behavior will be directed to leave the classroom and the instructor may refer the student to the Center for Student Rights and Responsibilities to consider whether the student's conduct violated the Code of Student Conduct. The university's expectations for student conduct apply to all instructional forums, including university and electronic classroom, labs, discussion groups, field trips, etc.  The Code of Student Conduct can be found at [www.unt.edu/csrr](http://www.unt.edu/csrr)

**Assignment Policy**

*Students can locate information about all assignments via blackboard.* Each week assignments are opened on Monday at 8am and due by Sunday at 11:59pm. *Information regarding the specifics of an assignment can be found on the Assignment Resources tab as well as on the corresponding learning module.*

Assignments will not be accepted late for this course, unless there is a remedy ticket number from the blackboard helpdesk. Otherwise, there will be no acceptance of late assignments, regardless of the situation . Students are encouraged to complete assignments in a timely manner to avoid being late and missing an assignment.

**Class Participation**

*Students are required to login regularly to the online class site. The instructor will use the tracking feature in Blackboard to monitor student activity. Students are also required to participate in all class activities such as discussion boardor conference sessions and group projects.*

**Virtual Classroom Citizenship***The same guidelines that apply to traditional classes should be observed in the virtual classroom environment. Please use proper netiquette when interacting with class members and the professor.*

**Incompletes**

*The instructor will defer to the university policy on Incomplete grades. If a student has a circumstance that fits within this policy, then an Incomplete Grade may be permitted. Otherwise, no incomplete grades will be given.*

**Copyright Notice**

Some or all of the materials on this course Web site may be protected by copyright. Federal copyright law prohibits the reproduction, distribution, public performance, or public display of copyrighted materials without the express and written permission of the copyright owner, unless fair use or another exemption under copyright law applies. *[Additional sample statements can be located at:* [*http://copyright.unt.edu/content/sample-copyright-notices*](http://copyright.unt.edu/content/sample-copyright-notices)*]* Additional copyright information may be located at: <http://copyright.unt.edu/content/unt-copyright-policies>.

**Policy on Server Unavailability or Other Technical Difficulties**

*The University is committed to providing a reliable online course system to all users. However, in the event of any unexpected server outage or any unusual technical difficulty which prevents students from completing a time sensitive assessment activity, the instructor will extend the time windows and provide an appropriate accommodation based on the situation. Students should immediately report any problems to the instructor and also contact the UNT Student Help Desk:*helpdesk@unt.edu*or 940.565.2324. The instructor and the UNT Student Help Desk will work with the student to resolve any issues at the earliest possible time. (Revise as needed)]*

**Evaluation**

The Student Evaluation of Teaching Effectiveness (SETE) is a requirement for all organized classes at UNT. This short survey will be made available to you at the end of the semester, providing you a chance to comment on how this class is taught.  I am very interested in the feedback I get from students, as I work to continually improve my teaching. The SETE is considered to be an important part of your participation in this class.

# . Important Notice for F-1 Students taking Distance Education Courses: Federal Regulation

To read detailed Immigration and Customs Enforcement regulations for F-1 students taking online courses, please go to the Electronic Code of Federal Regulations website at<http://www.oea.gov/index.php/links/electronic-code-of-federal-regulations>. The specific portion concerning distance education courses is located at "Title 8 CFR 214.2 Paragraph (f) (6) (i) (G)” and can be found buried within this document: <http://www.gpo.gov/fdsys/pkg/CFR-2012-title8-vol1/xml/CFR-2012-title8-vol1-sec214-2.xml>

The paragraph reads:

(G) For F–1 students enrolled in classes for credit or classroom hours, no more than the equivalent of one class or three credits per session, term, semester, trimester, or quarter may be counted toward the full course of study requirement if the class is taken on-line or through distance education and does not require the student's physical attendance for classes, examination or other purposes integral to completion of the class. An on-line or distance education course is a course that is offered principally through the use of television, audio, or computer transmission including open broadcast, closed circuit, cable, microwave, or satellite, audio conferencing, or computer conferencing. If the F–1 student's course of study is in a language study program, no on-line or distance education classes may be considered to count toward a student's full course of study requirement.

**University of North Texas Compliance**

To comply with immigration regulations, an F-1 visa holder within the United States may need to engage in an on-campus experiential component for this course. This component (which must be approved in advance by the instructor) can include activities such as taking an on-campus exam, participating in an on-campus lecture or lab activity, or other on-campus experience integral to the completion of this course.

If such an on-campus activity is required, it is the student’s responsibility to do the following:

(1) Submit a written request to the instructor for an on-campus experiential component within one week of the start of the course.

(2) Ensure that the activity on campus takes place and the instructor documents it in writing with a notice sent to the International Student and Scholar Services Office. ISSS has a form available that you may use for this purpose.

Because the decision may have serious immigration consequences, if an F-1 student is unsure about his or her need to participate in an on-campus experiential component for this course, s/he should contact the UNT International Student and Scholar Services Office (telephone 940-565-2195 or email internationaladvising@unt.edu) to get clarification before the one-week deadline.

**RESOURCES**

UNT Portal: <http://my.unt.edu>

UNT Blackboard Learn Student Resources: Technical Support: <http://www.unt.edu/helpdesk/>

UNT Library Information for Off-Campus Users:
<http://www.library.unt.edu/services/facilities-and-systems/campus-access>

UNT Computing and Information Technology Center:
<http://citc.unt.edu/services-solutions/students>

UNT Academic Resources for Students: <http://www.unt.edu/academics.htm>

Computer Labs:*[provide information if departmental labs are available for use to students*]. General access computer lab information (including locations and hours of operation) can be located at: <http://www.gacl.unt.edu/>

**Course Assignments/Grading Procedures:**

**1. Attendance, Participation and Professionalism – 30 points**

Students will be monitored for these three attributes. Attendance is critical as some of the classes will include meeting time for group projects. If your grade falls on a cusp (ex. 89) then these three attributes will be considered.

**2. Discussion Boards– 20 points**

There will be two **discussion boards** related to participation in this course. To receive complete credit for the discussion boards each student is required to make *one original post* and two *substantial responses* to a classmate n***o less than 24 hours apart.***

Please remember that all posts should be in Person First language and should be respectful of those participating. The point is to engage in a meaningful discussion in the classroom and on blackboard about topics impacting the field of rehabilitation.

**3. Quizzes - 100 points**

There will be four quizzes covering reading assignments, lectures, and class discussion will be given. Students are encouraged to prepare and take the quizzes early rather than risk potentialities like power failures and technical problems which may be encountered at the last minute. If you do encounter technical issues during a quiz, contact the student help desk for technical support and inform me of the situation as well.

**4. Web Exercise - 50 points**

There will be two web exercises to enhance learning. These exercises are related to reading materials and other resources. These assignments are designed to measure the student’s grasp of concepts rather than the retention of facts

**5. Response Papers– 50 points**

There are two response papers for this class with each addressing a different topic. Papers should be **2 pages** in length, double-spaced, typed with a 12-point font, with your name as the page heading, and a title (no title pages). These should be written in “APA” style meaning that the sentences and paragraphs should be well written and constructed (including appropriate transitions), the paper is well organized, coherent, and focused; spelling, punctuation, and grammar has been checked carefully before submittal.

**6. Agency Site Visit & Report – 50 points**

In order to become familiar with various agencies and service systems, students will visit a site based on a variety of rehabilitation service providers and complete evaluation/assessment forms. As this is a very full class, you may pair up for Agency visits so as not to overwhelm the agencies.

**7. Resource Guide– 50 points**

In an effort to develop a resource guide for rehabilitation services in the North Texas area, each student will research an agency that provides services to people with disabilities. Students will complete informational questionnaires and evaluation forms. This information will then be compiled into a resource guide and provided to each student at the end of the course.

**8. Group Project Presentation & Report – 150 points**

Students will complete an in-depth group project relating to rehabilitation service delivery. Specific instructions and guidelines for completing the assignment will be provided within the second week of the course. Students are expected to make significant contributions to assigned group work and to resolve group concerns in a professional manner. Reflected in your grade will be how your peers rate YOU during the group work.

**\*\*\*\*Please be advised that assignments will not be accepted late for this course, unless there is a remedy ticket number from the blackboard helpdesk. Otherwise, there will be no acceptance of late assignments, regardless of the situation.\*\*\***

**Grading**

**A** = 500-450

**B** = 449-400

**C** = 399-350

**D** = 349-300

**F**= 299-0