BSS 410: Administration of Human Services Agencies

Table of Contents

Course Welcome

Welcome to *Administration of Human Services Agencies*! This class is different from many of the classes you will have in the BSS degree. It is a class that combines human services skills and business skills. This class can be of benefit whether you use it to enhance your skills to become an administrator or whether you use it to better understand the process of administration and the reasons behind decisions administrators make as you work in the human services field.

Instructor Contact Information

Name

Phone

Email

Preferred contact method

Best time to contact / Office hours

Instructor Email Response Policy

Any course related email sent to the instructor will have a response either by email, phone, or through the LMS within 48 hours.

Course Description and Credit Hours

(3 credit hours) An overview of administration, management, and supervision of human services agencies. Laws, policies, legislation, and ethics affecting human services agencies and practitioners will also be emphasized. Advanced grant writing may also be included.

Course Objectives

At the conclusion of the course, students should be able to:

- Be knowledgeable regarding the elements involved in the administration, management, and supervision of human services agencies.
- Have examined and critiqued the application of administrative skills in the context of a human services agency.
- Have examined their own strengths and weaknesses related to the skills needed for the administration of human services agencies.
- Have obtained skills in grant/proposal writing

Program Core Competencies

At the completion of the program, the student should:

1. Know how to think critically and analytically within their discipline;
2. Be able to communicate concepts and ideas within their discipline effectively through both verbal and written communication skills;
3. Be able to use knowledge and skills in a variety of settings, especially in employment situations;
4. Understand how to apply a Christian worldview in a variety of settings, especially in employment situations.

Required Textbook / Materials

Title: Management of Human Service Programs 5th Edition
Author(s): J.A. Lewis, T.R. Packard & M.D. Lewis
Publisher: Brooks/Cole
Published ISBN: 084003427X

Textbooks and other required course materials can be purchased from the online campus bookstore.

Course Requirements

Any online course activities assigned to the course are performed within Canvas.

Additional web sites and related web-based activities, if assigned, will be accessed through the course or through web links provided for web sites located outside the course.

Final Grade Calculation

Grade Distribution

Assignment	Point Value
Weekly Quizzes (20 points each)	120
Weekly Assignments (10 points each week)	70
Online Discussion (5 points each week)	35
Initial Grant Proposal (10 points each section)	40

Final Grant Proposal	50
Grant Proposal Power Point	10
Weekly Check-In	6
Total	**331**

Grading Scale

Letter Grade	Percent
A	100% - 94%
A-	< 94% - 90%
B+	< 90% - 87%
B	< 87% - 84%
B-	< 84% - 80%
C+	< 80% - 77%
C	< 77% - 74%
C-	< 74% - 70%
D+	< 70% - 67%
D	< 67% - 64%
D-	< 64% - 60%
F	< 60% and below

Netiquette Policy

In an online course, almost all your interactions with other people will be through the internet. This netiquette policy applies to all your interactions with the instructor and your fellow students, and you are expected to follow the guidelines outlined below.

Respect other people and be willing to share your ideas and thoughts in a respectful way. Simply, respect others' views. You may disagree with someone, but do so graciously and constructively. Pause before writing emails or posts when you are angry, and reread what you wrote carefully before clicking 'send.' Treat others the way you wish to be treated—with respect.

Do not post or communicate offensive or hateful content. Bethel University does not permit discussions that are obscene, harassing, sexually explicit, or derogatory toward individuals or groups. These will be deleted, and repeat offenders may be barred from future participation.

Do not post or share personal information. Do not post or share information such as addresses, telephone numbers, etc., and do not post or share someone else's personal information.

Learning Activities and Tests

Course Participation

Class Participation

Each week a portion of the course will be devoted to a class discussion related to a particular concept or topic. It is expected that each student will participate in this discussion. In-class

discussions are designed to allow the class to engage in a healthy dialog on the lesson topic or question being presented

Online Participation

In the event of classroom meeting cancelation due to a campus scheduled holiday or severe weather, the scheduled class session will continue online. The following requirements are for online discussions:

The student will submit an initial discussion post per discussion topic. This initial discussion is a minimum of 250 words. This initial discussion post must include a level of detail, analysis and reflection related to the discussion topic. The student is expected to cite references to support their opinion. Any use of references must be properly cited using APA format.

Each student is required to reply to a minimum of two student initial posts. The reply post is a minimum of 100 to 150 words. This post must include a level of detail, analysis and reflection.

To receive the minimum points possible for a weekly discussion requires each student to post their initial discussion response on the regular night of the class session and two student reply posts by day four of the session – unless otherwise directed by the instructor. Access the discussions several times in the weekly sessions to remain current and active in the discussion.

Post / Response Guidelines

For the dialog to remain productive, in either an online or a classroom discussion, Bethel University requires each person to conduct themselves in a responsible manner by adhering to the following guidelines. These help to maintain a collaborative and congenial environment by reminding us all that whether we communicate online or in the classroom, we are engaging real people.

Be respectful of participants and their time by staying on-topic and not commandeering a discussion with vague or unrelated comments. Contribute productive information when participating in a discussion by stating a complete and logical idea or concept. The goal in the discussion is to delve into a topic and "learn," so when you share a comment, stay on topic and explain your point of view.

Do not post copyrighted material without the expressed, documented permission of the copyright holder or following proper source citation of the information, just as you would when writing an essay or term paper. Cite a source if you use it.

Contact your instructor if you have any questions.

Weekly Assignments

1. **Devotional** – A devotional will be posted for each weekly online session. This is meant to be a source of encouragement to students. Students are expected to read the devotional.

2. **Check-In** – Each week please check-in. Let me know what you are learning, what questions or concerns you have, and/or what I can do to help make the class more successful for you.

3. **Lesson –** Each weekly online class session will have assigned chapters/readings. There will be a posted power point covering the assigned chapters/readings for each week. Students are also expected to read the assigned chapters/readings. It is critical that you take the time to read the material and go through the power point as everything else in the course is built upon this portion of the course. Additional handouts, video clips and assignments will be provided throughout the course as part of each weekly session to further your learning on the week's material.

4. **Online Discussion –** There will be one online discussion each week for this course. Each online discussion occurs as part of the scheduled online weekly session. Participation is required for each discussion and a grade will be determined based on your level of interaction and depth of thought during the weekly discussions. Discussions will contain a topic question(s) that the student will need to respond to and interact with others in the online part of the class discussion.

   a. The following requirements for online discussions are:.

   b. The student will submit an initial discussion post per discussion topic by Wednesday of the assigned week. This initial discussion is a minimum of 250 words. This initial discussion post must include a level of detail, analysis and reflection related to the discussion topic. When appropriate to the topic, the student is expected to cite references to support their opinion. Any use of references must be properly cited using APA format.

   c. Each student is required to reply to a minimum of two student initial posts. The reply post is a minimum of 100 to 150 words. This post must include a level of detail, analysis and reflection.

   d. To receive the minimum points possible for a weekly discussion requires each student to post their initial discussion response on Wednesday of the weekly session and additional student reply posts from Wednesday to Saturday of the weekly session.

   e. **Posting / Response Guidelines for an Online Discussion**

   f. In an online classroom the majority of discussions among class members will take place in the discussion forum. Email is not used for classroom discussions. Online discussion forums are designed to allow the class to engage in a healthy dialog on the lesson topic or question being presented. However for the dialog to remain productive Bethel College requires each person to conduct themselves in a responsible manner by following the simple guidelines below. These help to maintain a collaborative and congenial environment by reminding us all that, when we communicate online, we are still engaging real people.

   g. Respect other people and be willing to share your ideas and thoughts in a respectful way. Simply respect others' views. You may disagree with someone, but do so graciously and constructively. Pause before writing a response when you are angry, and reread your post carefully before clicking send. Treat others the way you wish to be treated-respectfully

   h. Stay on the discussion topic. Be respectful of participants and their time by staying on-topic and not commandeering a discussion with vague or unrelated comments. Contribute productive information when participating in a discussion by stating a complete and logical idea or concept. The goal in the discussion is to

delve into a topic and "learn" so when you post a comment stay on topic and explain your point of view.

    i. Do not post personal information. Do not post information such as addresses, telephone numbers, etc., and do not post someone else's personal information.

    j. Do not post offensive or hateful content. We do not permit posts that are obscene, harassing, sexually explicit or derogatory toward individuals or groups. These will be deleted, and repeat offenders may be barred from future participation.

    k. Do not post copyrighted material without the express, documented permission of the copyright holder or following proper source citation of the information just as you would when writing an essay or term paper. Cite a source if you use it.

    l. Access the discussions several times in the weekly sessions to remain current and active in the discussion.

    m. Any questions contact your instructor.

5. **Weekly Assignments** – Weekly assignments will consist of online assignments scheduled each week of the course. Assignments may include reflective writings, exercises from the textbook, watching and responding to video clips, etc. Additional information on each assignment is provided in this syllabus and within the online course itself. All assignments should be completed in Microsoft Office (Word, Excel, etc.) format. All assignments are due within the week they are assigned. Late assignments will only be eligible for 50% credit.

6. **Quizzes** – There will be six quizzes for this course, starting the second week. The quizzes will cover the material assigned the previous week. Quiz questions will be based on assigned readings, power point, and weekly discussions and assignments. Quiz questions will be a combination of multiple choice and short essay. Quizzes will be completed through Bethel College's learning management system: My Courses within my.bethecollege.edu and will have a time limit for completion. **It is expected that students use no notes, textbooks or aids of any kind when taking the quizzes.**

7. **Grant Proposal -** Students will be writing a grant proposal requesting funding for a program of their own creation. Students will turn in portions of their proposal four separate weeks. Each portion will be worth 10 points. The final version of the entire grant proposal will be due the final week of class and will be worth 50 points. An additional handout with more details regarding the proposal will be provided to students.

8. **Grant Proposal Power Point-** Students will create a power point presentation that could be used to present their grant proposal to funders. Students should cover the 6 components of their paper in their power point presentation. The power point will be worth 10 points. Students will be graded on the content of their power point presentation, the correctness of their work (grammar, spelling, etc.) and the visual appeal of the power point.

Course Schedule

Week #	Required Reading	Assignment / Activity
1	Chapter 1	Check-in, Discussion, Weekly Assignments Grant proposal

2	Chapters 2-3	Check-in, Discussion, Weekly Assignments Quiz Proposal - Organization
3	Chapters 5-6	Check-in, Discussion, Weekly Assignments Quiz Program Description
4	Chapters 7-8	Check-in, Discussion, Weekly Assignments Quiz Budget, Conclusion, Executive Summary
5	Chapters 10-11	Check-in, Discussion, Weekly Assignments Quiz
6	Chapters 12	Check-in, Discussion, Weekly Assignments Quiz
7		Check-in, Discussion, Weekly Assignments Quiz Grant Proposal Grant Presentation

Bethel University Policies and Resources

To view all Bethel University policies and information, please review the Student Handbook.

Attendance

Classroom Attendance

Classes are accelerated, and there are no "free" or "automatic" absences. Student success in the course work and in personal and small group relationships requires regular class attendance. A student may be considered absent if he/she attends only a part of the class. Please see the Student Handbook for the Attendance Policy.

Online Attendance

The academic week is seven days for an online session, which begins Sunday morning and ends Saturday night. When an on-ground course moves to an online week, due to a holiday, the week is based on the night the class normally meets (i.e. if the class meets on Monday night then the online session will be from Monday night through Sunday night of the following week). To receive full credit for online attendance, you must login AND complete one of the following items as directed by the instructor:

- Submit an academic assignment.
- Submit a quiz or exam.
- Participate in a posted online academic discussion.

Note that the following actions will not count as attendance:

- Logging into class without active participation does not constitute online attendance.
- Work done in a lab or other outside environment will not count toward online attendance.
- Assignments completed the week after the online assignment is due will not count toward online attendance for the previous week.

It is best-practice for students to access the online course a minimum of three days during each week to understand the subject fully and to be successful in class.

Late or Make Up Work

It is important for students to submit work on time as scheduled in the class. This allows the instructor time to grade the material and provide feedback if necessary. Circumstances may interfere with the ability to submit an assignment on time. However, as a student you agree to take the class and therefore agree to submit work on time.

Students are encouraged to work ahead to avoid late assignments. Please communicate with your instructor promptly if you have extenuating circumstances that may contribute to a late assignment.

Assignments (excluding discussion questions) will be accepted late, subject to a 10% deduction off the earned grade per day late (24-hour period), for up to 3 days. No assignments will be

accepted after 3 days. Discussion posts and responses that are not posted by the due date will receive 0 points and are not accepted past the due date.

All work must be completed and submitted by the end of Week 7 of the course. No work will be accepted after the last day of the course.

Class Cancelation / Weather Policy for Online Courses

In the advent of a classroom meeting cancelation due to a campus scheduled holiday or severe weather, the online course schedule will be maintained. Campus closures do not affect the online course schedule.

Plagiarism

Any act of deceit, falsehood or stealing by unethically copying or using someone else's work in an academic situation is prohibited. A student found guilty of plagiarism will receive an "F" for that paper, assignment or exam. The instructor will have an interview with the student and submit a written report to the Program Coordinator for the area in which the student is enrolled. If a second offense should occur, the student will be required to appear before the instructor, the coordinator and the dean of the academic program. At this point the student's continuation in the course and academic career are in jeopardy. Students are encouraged to refer to the Bethel Library's online help for proper citation.

Disability Services

The Americans with Disabilities Act (ADA) is a law that provides civil rights protection for people with disabilities. Bethel University is compliant with equal access laws and requests students with disabilities The Center for Academic Success (CAS) is located in the lower level of the Miller/Moore Academic Center.

If you have a disability, or think you have a disability, please make an appointment by calling Disability Services at the Center for Academic Success at (574) 807-7460 or (574) 807-7462 or email academicsucccess@betheluniversity.edu.

Bethel's website offers more detailed information under CAS. Please check out the Student Guide for Disability Services.

Information Technology Help Desk

The Help Desk is open Monday-Thursday from 7:30 a.m. - 6 p.m. and Friday, 7:30 a.m. - 5 p.m., during the fall and spring semesters, and 8 a.m. - 5 p.m. during the summer (starting May 1). Hours may vary on holidays and breaks.

Contact the Help Desk at helpdesk@betheluniversity.edu or by calling (574) 807-7777.

Library

Bethel's Bowen Library offers a range of resources and services, both online and physical, to all students enrolled at Bethel University. All online resources are available at the library website.

Almost all periodicals and journals are available online, and there is a wide selection of e-books available as well. Off-campus access to these resources requires an active Bethel login account. For assistance in locating information, librarians are available to answer questions via email (Ask a Librarian), phone, or in person during regular business hours. For physical resources, students are able to use the library catalog to locate books and resources that are held either by Bethel or any other library. Students may use the catalog to request books from another library and have them delivered to the Bowen Library.

Students may also go to any PALNI library or to Notre Dame or Holy Cross and check material out in person with a valid student ID. PALNI is a consortium of several academic libraries in Indiana of which Bethel is a member; some nearby member libraries include Saint Mary's, Associated Mennonite Biblical Seminary, Goshen, and Grace. In addition, physical books and journals, the Bowen Library provides study spaces, computers, and printers (included a web print station) to all students.

Syllabus Acknowledgment

Enrollment in this course is considered an acknowledgment that the student will review and follow the course syllabus and additional college policies as stated within the student handbook, college catalog and student information provided by the college through the campus website.

This syllabus is not a legal contract, but serves as a general outline for the semester. The instructor reserves the right to make adjustments to the course as the need arises.