\*\*Disclaimer\*\* This syllabus is to be used as a guideline only. The information provided is a summary of topics to be covered in the class. Information contained in this document such as assignments, grading scales, due dates, office hours, required books and materials may be from a previous semester and are subject to change. Please refer to your instructor for the most recent version of the syllabus.

# **Course Syllabus**

# **Faculty Information**

Name: Phone: Email address: Office Location: Office Hours: Aaron Cromar (602) 496-2294 <u>acromar@asu.edu</u> Health South Building (HLTH S) Room # 279 By appointment via email with Course Instructor

# **Course Information**

## **Course Number**

HCR 210

## **Course Title**

Ethics for the Health Care Professional

## **Credit Hours**

3 Credit Hours

## **Course Modality**

Face-to-Face Course with ASU Sync

### **Course Meeting Information**

Monday; 4:50 - 7:35 PM (Arizona Local Time) Downtown Phoenix – Dtphx UCENT #282

## **Prerequisites**

• ENG 101, ENG 102.

## Corequisites

• None

## **Catalog Description**

This course serves as an introduction to health care ethics with an emphasis on analysis and ethical decision-making at both the clinical and health policy levels for health care professionals. The theoretical foundation of bioethics will receive a review within historical and contemporary contexts. This course focuses on the inquiry into the personal, organizational, and social values present in ethical dilemmas. Students will develop skills in ethical communication and decision-making, as well as recognize how to act for the common good as leaders who can acknowledge and consider multiple ethical perspectives.

## **Course Overview**

This course introduces the complexity of ethical issues and challenges, which face health care professionals in contemporary clinical practice and healthcare organizations. An overview of

different philosophical positions, which serve as a theoretical foundation for an analysis of ethical conflicts presented throughout this course. Students will explore how personal, professional, and societal values affected their approach to health care service delivery and clinical practice as well as reflected in professional codes of ethics. Models of ethical decisionmaking are presentations focusing on a set of means of critical analysis and resolution of ethical conflicts in health care or clinical practice. These models also help students examine how ethics intersects leadership and health care service delivery from both personal and organizational perspectives.

The first part of the course examines ethical development and decision-making, focusing on the individual character of the health care professionals and their ability to make decisions and take actions that are consistent as correct and just. The second part of the course centers on a variety of moral dilemmas that exist in healthcare organizations and societies. Students gain a deep understanding of the complexity of such moral dilemmas and how they might engage them through critical analysis and application of ethical principles. Students will challenge themselves in applying the ethical decision-making tools and principles to health care service delivery and leadership issues throughout the course. This course meets requirements as a lower division humanities course.

# **Student Learning Outcomes**

At the completion of this course, students will be able to:

- 1. Describe the nature of contemporary ethical issues in health care.
- 2. Examine one's values as they relate to bioethical/health care issues.
- 3. The relationship between personal, professional, and societal values as they pertain to one's professional role and ethical conflicts.
- 4. Compare major tenets of selected theoretical ethical perspectives.
- 5. Identify the significance of fundamental ethical principles within the therapeutic relationship.
- 6. Describe the purpose of the Codes of Professional Ethics.
- 7. Explore the meaning a Code of Professional Ethics has for one's professional role and practice.
- 8. Examine selected ethical issues in health care, demonstrating the use of critical thinking skills.
- 9. Demonstrate the use of a process of clinical ethical decision-making.
- 10. Articulate the importance of interdisciplinary collaboration in ethical decision-making.

# **Course Materials**

## **Required Textbooks/Materials**

Morrison, E. & Furlong, B. (2019). *Health Care Ethics: Critical Issues for the 21<sup>st</sup> Century*. 4<sup>th</sup> edition. Burlington, MA: Jones & Bartlett Learning.

American Psychological Association. (2019). *Publication manual of the American Psychological Association*. 7<sup>th</sup> edition. Washington, D.C.: American Psychological Association.

## **Recommended Textbooks/Materials**

- Hammaker, D. K. & Knadig, T. M. (2017). *Health care ethics and the law*. Pap/Psc edition. Burlington, MA: Jones & Bartlett Learning.
- American Psychological Association. (2019). *Concise guide to APA style*. 7<sup>th</sup> edition. Washington, D.C.: American Psychological Association.

### Suggested Textbooks/Materials for Nursing & Health Science Majors

- American Medical Association. (2012). *Code of medical ethics of the American Medical Association 2012-2013: Council on ethical and judicial affairs, current opinions with annotations*. 1<sup>st</sup> edition. Chicago, IL: American Medical Association Press.
- American Medical Association. (2007). *AMA manual of style: A guide for authors and editors*. 10<sup>th</sup> edition. Thousand Oaks, CA: SAGE Publications.
- American Nurses Association. (2015). *Code of ethics for nurses with interpretive statements*. Washington, D.C.: American Nurses Publishing.
- Goodin, R. E., & Pettit, P. (Eds.). (2019). *Contemporary political philosophy: an anthology*. 3<sup>rd</sup> edition. Hoboken, NJ: John Wiley & Sons/Blackwell Publishing Ltd.
- Kuhse, H., Schüklenk, U., & Singer, P. (Eds.). (2015). *Bioethics: an anthology*. 3<sup>rd</sup> edition. Malden, MA: John Wiley & Sons/Blackwell Publishing Ltd.
- Matson, W. (2000). *A new history of philosophy. From Thales to Ockham*. 2<sup>nd</sup> edition, Vol. 1). Orlando, FL: Harcourt College Publishers.
- Matson, W. (2000). *A new history of philosophy. From Descartes to Searle*. 2<sup>nd</sup> edition, Vol. 2). Orlando, FL: Harcourt College Publishers.
- Steinbock, B. (Ed.). (2007). *The Oxford handbook of bioethics*. New York: Oxford University Press, Inc.

# Any further required or recommended readings for this course will be available in the course modules on the ASU Canvas website (course shell).

| Week                    | Topics/Lessons  | Activities  | Assignments   |
|-------------------------|---|---|---|
| Date                    | Modules   | Activities  | Assignments/Evaluation  |
| Week 1                  | Introduction to the<br>Course                                 | Introductions   | APA formatting quiz   |
|                         |   | Overview of Course and<br>Expectations  | (Retake until 100% is achieved<br>Check Canvas for specific due<br>date |
|                         | What is Ethics  | Chapter 1: Theory of<br>Healthcare Ethics   |   |
|                         | APA format review   | Other assigned readings<br>and/or videos (Check<br>Weekly Assignment<br>Module in Canvas) |   |
|                         |   | Active Learning Activity —<br>Practice #1 (not graded)                                    |   |
|                         |   | Queen v. Dudley-<br>Stephens Case   |   |
| Week 2                  | Module 1: Ethics of<br>Health Care                            | Chapter 2: Principles of<br>Healthcare Ethics   | QUIZ #1 - Closes by 11:59 P<br>(Arizona Local Time)                     |
|                         | Ethical Principles,<br>Decision-making in<br>Health Care, and | Assigned readings and<br>videos (Check Weekly<br>Module in Canvas)                        | Check Canvas for specific du<br>date                                    |
|                         | Issues of Culture   | Active Learning Activity —<br>Practice #2 (not graded)                                    |   |
|                         |   | South Bay Pentecostal<br>Church v. Newsom Case  |   |
| Week 3                  |   |   |   |
| Labor<br>Day<br>Holiday | (None)  | (Classes excused /<br>University closed)  | LABOR DAY HOLIDAY   |
| Week 4                  | Module 1  | Chapter 10: Spirituality  | Values/Implicit Bias Exercise   |
|                         | Values/Moral<br>Development, Issues of                        | and Healthcare<br>Organizations   | Check Canvas for specific du<br>date                                    |
|                         | Culture, Spirituality in<br>Healthcare                        | Assigned readings and<br>videos (Check Weekly<br>Module in Canvas)                        |   |

| Week    | Topics/Lessons  | Activities   | Assignments  |
|---------|---|--|--|
| Week 5  | Module 1: Application<br>of Theory and<br>Principles of Ethics  | Active Learning Activity #1  | Specifics of Active Learning<br>Activity #1 will be available in<br>the Weekly Module section of<br>Canvas |
| Week 6  | Module 2: Ethics of<br>Access to Healthcare<br>Ethics in Health Care<br>Economics, Access to<br>Affordable Care, and<br>International model of<br>Healthcare Delivery | Chapters 7 & 11: Ethics in<br>the Management of Health<br>Information Systems, A<br>New Era of Healthcare<br>Assigned readings and<br>videos (Check Weekly<br>Module in Canvas | QUIZ #2 - Closes by 11:59 PM<br>(Arizona Local Time)<br>Check Canvas for specific due<br>date              |
| Week 7  | Module 2: Healthcare<br>Inequalities and<br>Inequities  | Chapter 12: Heath<br>Inequalities and Health<br>Inequities<br>Assigned reading and<br>Videos (Check Weekly<br>Module in Canvas)  | QUIZ #3 - Closes by 11:59 PM<br>(Arizona Local Time)<br>Check Canvas for specific due<br>date              |
| Week 8  | Module 2: Application<br>of Ethics of Access to<br>Healthcare<br>Module 3: Ethical Legal<br>Issues, Professional<br>Relationship, and the<br>Code of Ethics           | Active Learning Activity #2<br>Burkhardt Chapter 8 & 9<br>Assigned Readings and<br>Videos (Check Weekly<br>Module in Canvas)   | Specifics of Active Learning<br>Activity #2 will be available in<br>the Weekly Module section of<br>Canvas |
| Week 9  | Module 4: Ethical<br>Responses to<br>Vulnerable Members of<br>Society<br>Mental Health and<br>Pediatric/Adolescent<br>Issues  | Assigned Reading and<br>Video (Check Weekly<br>Module in Canvas)   | Quiz #4 - Closes by 11:59 PM<br>(Arizona Local Time)<br>Check Canvas for specific due<br>date              |
| Week 10 | Module 4: Application<br>of Ethical Responses to<br>Vulnerable Members of<br>Society  | Active Learning Activity #3<br>Assigned Readings and<br>Videos (Check Weekly<br>Module in Canvas)  | Specifics of Active Learning<br>Activity #3 will be available in<br>the Weekly Module section of<br>Canvas |

| Week    | Topics/Lessons   | Activities   | Assignments  |
|---------|--|--|--|
| Week 11 | Module 5: Ethical<br>Issues of Reproductive<br>and Sexual Health<br>Module 6: Ethical<br>Issues of Aging and<br>End of Life                              | Chapters 3 & 4: The Moral<br>Status of Gametes &<br>Embryos, and The Ethical<br>Challenges of the New<br>Reproductive<br>Technologies<br>Chapter 5: The Ethical<br>Challenges of Aging and<br>End-of-Life Care in<br>America<br>Assigned Readings and<br>Videos (Check Weekly<br>Module in Canvas) | Introduction to the Ethical<br>Decision-Making in the<br>Assigned Case Studies<br>Group Discussion Elements<br>Final Case Study Activity<br>(Group Discussion Element &<br>Individual Paper Component)<br>Specifics of Final Case Study<br>Activity will be available in the<br>Weekly Module section of<br>Canvas |
| Week 12 | Module 5 & 6 (cont.)<br>Application of Ethical<br>Issues of Reproductive<br>Health<br>Application of Ethical<br>Issues of Aging and<br>End-of-Life Care  | Assigned Readings and<br>Videos (Check Weekly<br>Module in Canvas)   | Group Discussion Element of<br>Assigned Case Studies (Part I)<br>Specifics of Final Case Study<br>Activity will be available in the<br>Weekly Module section of<br>Canvas  |
| Week 13 | Module 5 & 6 (cont.):<br>Application of Ethical<br>Issues of Reproductive<br>Health<br>Application of Ethical<br>Issues of Aging and<br>End-of-Life Care | Assigned Readings and<br>Videos (Check Module in<br>Canvas)  | Group Discussion Element of<br>Assigned Case Studies (Part II)<br>Specifics of Final Case Study<br>Activity will be available in the<br>Weekly Module section of<br>Canvas   |
| Week 14 | Module 5 & 6 (cont.):<br>Application of Ethical<br>Issues of Reproductive<br>Health<br>Application of Ethical<br>Issues of Aging and<br>End-of-Life Care | Active Learning Activity #4  | Specifics of Final Case Study<br>Activity will be available in the<br>Weekly Module section of<br>Canvas<br>==================<br>Individual Ethical Decision-<br>Making Paper Component from<br>Week 11   |

| Week    | Topics/Lessons                            | Activities       | Assignments  |
|---------|---|------------------|--|
| Week 15 | Module 7: Future<br>Health Care           | Review for Final | Personal Reflection Paper<br>Check Canvas for specific due<br>date |
| Week 16 | Final Exam Week<br>12/7/2020 - 12/12/2020 |                  | FINAL EXAM   |

# **Course Grading**

## **Methods of Instruction**

This course uses Canvas for the facilitation of communications between faculty and students, submission of assignments, and posting of grades. The course site can be accessed at <u>http://my.asu.edu</u> or <u>http://canvas.asu.edu</u>

Activities in this course include in class activities/presentations; textbook and supplemental readings; individual and group activities; and case scenarios.

# Methods of Evaluation

| Assessment Type           | Number in Course | Total Course Value |
|---------------------------|------------------|--------------------|
| In Class Activities       | 3                | 30                 |
| Final Case Study          | 1                | 15                 |
| Values/Bias Paper         | 1                | 5                  |
| Quizzes                   | 4                | 20                 |
| Final Exam                | 1                | 25                 |
| Personal Reflection Paper | 1                | 2.5                |
| APA format Quiz           | 1                | 2.5                |

# **Description of Assessments**

**In Class Activity Participation:** These activities will serve several purposes for us to use in this class

- Provides an avenue to share ideas and on-going development relative to the course concepts
- Provides a selective interactive forum to exchange and dialogue about ideas shared within class and within the specific assignments
- Provides an accountability mechanism in which ideas are supported with evidence as part of the critical discourse

## Values/Bias and Reflection Paper:

• This activity will allow you to review, reflect, and evaluate module materials

## **Quizzes and Final exam:**

• The quizzes and exam will assist in the evaluation of your knowledge and comprehension of the course materials

## **APA Format Quiz:**

o This quiz will allow you to review APA format and assess your knowledge

## **Final Case Study**

• This activity will allow the opportunity to synthesize all the concepts of the course and apply to a case study

# **Grading Procedure**

Grades reflect your performance on assignments and adherence to deadlines. Graded assignments will be available within 1 week (or sooner) of the due date via the My Grades tab in Canvas.

# Grading

| Grade | Percentage   | Points Range |
|-------|--------------|--------------|
| Α     | 90.0 - 100%  | 90.0 - 100   |
| В     | 80.0 - 89.0% | 80.0 - 89.9  |
| С     | 70.0 - 79.0% | 70.00 - 79.9 |
| D     | 60.0 - 69.0% | 60.0 - 69.9  |
| Ε     | Below 60%    | Below 60.0   |

# **Course Policies & Procedures** Technology Enhanced Course

This is a face-to-face course that requires attendance in face-to-face meetings and utilization of online resources.

# Communicating with the Instructor

This course uses a Canvas discussion board called "Hallway Conversations" for general questions about the course. Prior to posting a question, please check the syllabus, announcements, and existing posts. If you do not find an answer, post your question. You are encouraged to respond to the questions of your classmates.

Email questions of a personal nature to your instructor or assigned TA. You can expect a response within 48 hours.

## **Email and Internet**

ASU email is an official means of communication among students, faculty, and staff (<u>http://www.asu.edu/aad/manuals/ssm/ssm107-03.html</u>). Instructor correspondence will be sent to *your ASU email account or through the Canvas Conversations Inbox tool*. Please ensure that your Canvas notification preferences are current at the beginning of each semester (for more information see <u>https://community.canvaslms.com/docs/DOC-10624-4212710344</u>)

# All instructor correspondence will be sent to the student's ASU email account.

Students are expected to read and act upon email in a timely fashion. Students bear the responsibility of missed messages and should check their ASU-assigned email and Canvas Inbox regularly.

# **Campus Network or Canvas Outage or Technical Issues**

When access to Canvas is not available for an extended period of time (greater than one entire evening) you can reasonably expect that the due date for assignments will be changed to the next day (assignment still due by 11:59 PM – Arizona Local Time).

If an outage occurs, it is expected that you will confirm that the outage is with the University and not your local internet service provider. To monitor the status of campus networks and services, please visit the System Health Portal (<u>https://uto.asu.edu/system-health</u>). If a system-wide ASU outage is NOT listed, you are responsible for contacting the ASU Help Desk to report and troubleshoot the issue. By contacting the help desk, a request case number will be created for you, which serves as an important documentation of your attempt to resolve any technical problems in a timely fashion. You may be required to forward this documentation to your instructor.

## **Course Time Commitment [Face-to-face course]**

This three-credit course requires approximately 135 hours of work. Please expect to spend 3 hours each week in class and approximately 6 hours each week completing homework and preparing for the class time.

## Absences and Late or Missed Assignments

Students are expected to attend every class and remain in class for the duration of the session. Failure to attend class or arrive late may impact your ability to achieve course objectives which could affect your course grade. An absence, excused or unexcused, does not relieve a student of any course requirement. Regular class attendance and adherence to assignment/test due dates are the student's responsibility. Please follow the appropriate University policies to request an accommodation for religious practices (<u>http://www.asu.edu/aad/manuals/acd/acd304-04.html)or</u> to accommodate a missed assignment due to University-sanctioned activities(http://www.asu.edu/aad/manuals/acd/acd304-02.html)

## Late or Missed Assignments

Notify the instructor **BEFORE** an assignment is due if an urgent situation arises and the assignment will not be submitted on time. Published assignment due dates (Arizona Mountain Standard time) are firm. Late assignments will not be accepted unless arrangements are made with the instructor prior to the due date.

## **Submitting Assignments**

All assignments, unless otherwise announced, MUST be submitted to the designated area of Canvas. Do not submit an assignment via other methods unless specifically directed.

## Use of Electronic and Smart Devices During Exams

All electronic and/or smart devices (examples include, but are not limited to cell/mobile/smart phones, tablets, watches, smart glasses, etc.) are prohibited during the exam and must be placed with belongings in the area designated by faculty for the duration of the exam. Unless otherwise specified by faculty, handheld calculators are also prohibited.

To minimize distractions during the exam, please ensure that phones and other digital devices are silenced or turned off during the exam (not placed on vibrate).

Prohibited aids are any devices or materials that may be helpful in taking the exam. Using, accessing, or attempting to access any prohibited aids is a violation of academic integrity.

# **Drop and Add Dates/Withdrawals**

This course adheres to a set schedule and may be part of a sequenced program, therefore, there is a limited timeline to drop or add the course (<u>https://students.asu.edu/academic-calendar</u>). Consult with your advisor and notify your instructor to add or drop this course. If you are considering a withdrawal, review the following ASU policies:

- Withdrawal from Classes (<u>http://www.asu.edu/aad/manuals/ssm/ssm201-08.html</u>)
- Medical/Compassionate Withdrawal (<u>http://www.asu.edu/aad/manuals/ssm/ssm201-09.html</u>)
- Grade of Incomplete (<u>http://www.asu.edu/aad/manuals/ssm/ssm203-09.html</u>)

# **Grade Appeals**

Grade disputes must first be addressed by discussing the situation with the instructor. If the dispute is not resolved with the instructor, the student may appeal to the department chair per the University Policy for Student Appeal Procedures on Grades (<u>https://catalog.asu.edu/appeal</u>).

# **Student Conduct and Academic Integrity**

ASU expects and requires its students to act with honesty, integrity, and respect. Required behavior standards are listed in the Student Code of Conduct and Student Disciplinary Procedures(http://www.asu.edu/aad/manuals/ssm/ssm104-01.html),Computer, Internet, and Electronic Communications policy (http://www.asu.edu/aad/manuals/acd/acd125.html), ASU Student Academic Integrity Policy (http://provost.asu.edu/academicintegrity and https://provost.asu.edu/node/20), and outlined by the Office of Student Rights & Responsibilities (https://eoss.asu.edu/dos/srr). Anyone in violation of these policies is subject to sanctions.

Students must refrain from uploading to any course shell, discussion board, or website used by the course instructor or other course forum, material that is not the student's original work, unless the students first comply with all applicable copyright laws; faculty members reserve the right to delete materials on the grounds of suspected copyright infringement

Students are entitled to receive instruction free from interference by other members of the class (<u>http://www.asu.edu/aad/manuals/ssm/ssm104-02.html</u>). An instructor may withdraw a student from the course when the student's behavior disrupts the educational process per Instructor Withdrawal of a Student for Disruptive Classroom Behavior (<u>http://www.asu.edu/aad/manuals/usi/usi201-10.html</u>).

Appropriate online behavior (also known as *netiquette*) is defined by the instructor and includes keeping course discussion posts focused on the assigned topics. Students must maintain a cordial atmosphere and use tact in expressing differences of opinion. Inappropriate discussion board posts may be deleted by the instructor.

If a student should deem any part of the course content offensive, this should be brought to the attention of the instructor, or alternatively, to the unit chair or director via email. Communication should include reference to the course information and specific offensive content.

The Office of Student Rights and Responsibilities accepts incident reports (<u>https://eoss.asu.edu/dos/srr/filingreport</u>) from students, faculty, staff, or other persons who believe that a student or a student organization may have violated the Student Code of Conduct.

## **Title IX Statement**

Title IX is a federal law that provides that no person be excluded on the basis of sex from participation in, be denied benefits of, or be subjected to discrimination under any education program or activity. Both Title IX and university policy make clear that sexual violence and harassment based on sex is prohibited. An individual who believes they have been subjected to sexual violence or harassed on the basis of sex can seek support, including counseling and

academic support, from the university. If you or someone you know has been harassed on the basis of sex or sexually assaulted, you can find information and resources at <a href="http://sexualviolenceprevention.asu.edu/faqs/">http://sexualviolenceprevention.asu.edu/faqs/</a>

As a mandated reporter, I am obligated to report any information I become aware of regarding alleged acts of sexual discrimination, including sexual violence and dating violence. ASU Counseling Services, https://eoss.asu.edu/counseling, is available if you wish discuss any concerns confidentially and privately.

## Edson College of Nursing and Health Innovation Student Handbook

Students are expected to adhere to the policies and guidelines in the current edition of the College of Nursing and Health Innovation Baccalaureate Program Handbook for Clinical Nursing Students (<u>https://nursingandhealth.asu.edu/student-life/current-students</u>).

## **Prohibition of Commercial Note Taking Services**

In accordance with ACD 304-06 Commercial Note Taking Services (<u>http://www.asu.edu/aad/manuals/acd/acd304-06.html</u>), written permission must be secured from the official instructor of the class in order to sell the instructor's oral communication in the form of notes. Notes must have the note taker's name as well as the instructor's name, the course number, and the date.

## **Course Evaluation**

Students are expected to complete the course evaluation. The feedback provides valuable information to the instructor and the college and is used to improve student learning. Students are notified when the online evaluation form is available.

## **Syllabus Disclaimer**

**Information in the syllabus, other than grade and absence policies, is subject to change with reasonable advance notice.** The syllabus is a statement of intent, and the instructor views the course syllabus as an educational contract between the instructor and students. Every effort will be made to avoid changing the course schedule, but the possibility exists that unforeseen events will make syllabus changes necessary. The instructor reserves the right to make changes to the syllabus as considered necessary. Please remember to check your ASU email and the course site (Canvas by Instructure<sup>TM</sup> Learning Management System) often. Students will be notified of any syllabus changes in person, by email or on the course website promptly. Some course content may be considered offensive or sensitive—please bring this to the attention of the instructor or the unit chair or director.

The use of this syllabus is a guideline only. The information supplied is a summary of topics to be covered in the class. Information contained in this document, such as assignments, grading scales, due dates, office hours, required books and materials may be from a previous semester and are subject to change. Please refer to your instructor for the most recent version of the syllabus. <u>Please remember to check your ASU email and the course Canvas</u> website announcements daily.

# Copyright

Course content, including lectures and written materials distributed to the class, are under copyright protection. Course content, including lectures, are copyrighted material, and students may not sell notes taken during the conduct of the course. See <a href="http://www.asu.edu/aad/manuals/acd/acd304-06.html">http://www.asu.edu/aad/manuals/acd/acd304-06.html</a> "Commercial Note Taking Services" for more information.

Syllabus Template Version 3.2

## **Accessibility Statement**

**Disability Accommodations**: Qualified students with disabilities who will require disability accommodations in this class are encouraged to make their requests to me at the beginning of the semester either during office hours or by appointment. Note: Prior to receiving disability accommodations, verification of eligibility from the Disability Resource Center (DRC) is required. Disability information is confidential.

**Establishing Eligibility for Disability Accommodations**: Students who feel they will need disability accommodations in this class but have not registered with the Disability Resource Center (DRC) should contact DRC immediately. Students should contact the Disability Resource Center, campus-specific location and contact information (<u>https://eoss.asu.edu/drc/contactus</u>) can be found on the DRC website. DRC offices are open 8 a.m. to 5 p.m. Monday – Friday. Check the DRC website (<u>http://eoss.asu.edu/drc</u>) for eligibility and documentation policies.

Email: DRC@asu.edu DRC Phone: (480) 965-1234 DRC FAX: (480) 965-0441

## **Technical Requirements & Support**

## **Computer Requirements**

This course requires Internet access and the following:

- A web browser. Please use only Google Chrome (<u>https://www.google.com/chrome</u>) or Mozilla Firefox (<u>http://www.mozilla.org/en-US/firefox/new/</u>)
- Adobe Acrobat Reader (<u>http://get.adobe.com/reader/</u>)
- Adobe Flash Player (<u>http://get.adobe.com/flashplayer/</u>)
- Microphone (optional) and speaker

## **Computer Skills Requirements**

It is expected that you will be able to do at least the following tasks on a computer:

- Accessing and using instructional/communication tools in the Canvas Learning Management System (see https://community.canvaslms.com/docs/DOC-10701formore information)
- Using ASU email (see http://links.asu.edu/emailguidefor more information)
- Creating and submitting files in commonly used word processing program formats (specifically Microsoft Word)
- Copying and pasting text
- Downloading and installing software
- Using spreadsheet programs (specifically Microsoft Excel)
- Using presentation and graphic programs

# **Technical Support**

This course uses Canvas to deliver course content. It can be accessed through MyASU at <u>http://my.asu.edu</u> or the Canvas home page at <u>https://canvas.asu.edu</u>.

To monitor the status of campus networks and services, visit the System Status Portal at <u>https://systemstatus.asu.edu</u> or via Twitter by following @asuoutages.

To contact the help desk you have two options:

- Website: assessed through the MyASU Service Center at <u>http://my.asu.edu/service</u>
- Chat: assessed through the MyASU Service Center at <u>http://my.asu.edu/service</u>
- Call toll-free at 1-855-278-5080