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Nicole Wertheim College of Nursing & Health Sciences
FLORIDA INTERNATIONAL UNIVERSITY

**Bachelor of Health Services Administration
Integrative Course
Spring 2019**

COURSE NUMBER HSA 4150

COURSE TITLE Global Healthcare Systems and Policy

SECTION RVC

COURSE CREDITS 3 Credits

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Office Location:
Office Hours:

COURSE DESCRIPTION:

This course will examine Global healthcare systems and policies (e.g., including healthcare disparities, cultural competencies, evidence-based practices, finance, technology, and communication systems). Focus on Global healthcare outcomes (health promotion, public health, disease prevention, acute care, rehabilitative care) and recognition of social, economic and political determinants as well as evidence-based practices, policies, and technology to address special populations (e.g., minority populations, chronically ill, elderly, children, mentally ill). The roles of various healthcare providers in the divergent healthcare systems will be analyzed.

COURSE OBJECTIVES:

Upon completion of this course, the student is expected to:

1. Examine national and Global healthcare systems and policies including factors influencing care, policy decisions, health disparities, evidence-based practice, cultural competencies, technology, and communication systems. Global Perspective

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2. Analyze the impact of cultural, societal, legal, economical, and political factors and ethical considerations influencing healthcare policies, service delivery, and healthcare outcomes, including health disparities, on divergent populations (e.g., indigenous populations, majority population, chronically ill, elderly, children, mentally ill).
3. Determine the use of cultural competence in the Global healthcare systems
4. Compare Global healthcare systems and policies associated with mission, vision, philosophy and values, organizational structure, service delivery, financing, and standards on health outcomes for various populations
5. Explore Global healthcare systems' organizations and service delivery and processes; develop healthcare policies from grassroots efforts to legislation and healthcare advocacy for diverse populations
6. Examine Global healthcare systems' and policies' use of technology and information management and evidence-based practices developed and used
7. Evaluate societal and healthcare trends influencing Global healthcare systems and policies: Global Awareness
8. Use a framework to understand the Global process for making policy (formulation, implementation, and modification of health policy)
9. Describe the impact of politics (i.e., lobbyists, special interests groups, consumers), economic, legal and ethical issues on the development and passage of healthcare policies and on the healthcare outcomes of populations;

TOPICAL OUTLINE:

- Introduction to Global healthcare systems and policies (e.g., ethical considerations of drug patents and human subjects research)
- Global healthcare systems: vital statistics (morbidity and mortality); costs (GDP and per capita expenditures), governmental, public and private sector factors; administration and personnel; and access and disparities issues
- Global healthcare policies: identification and discussion of factors influencing policy and the varied stakeholders (e.g., government, doctors/healthcare professionals, lobbyists, drug companies, organizations and agencies)
- Technology and Information Management use in Global healthcare systems and policies
- Evaluation and assessment of Global healthcare systems and policies (e.g., evidence based practices, cultural competency, and system leadership)

This is a Discipline-specific Global Learning course that counts toward your graduation requirement.

Global Learning Outcomes:

Global Awareness: Students will be able to demonstrate knowledge of the interrelatedness of local, global, international, and intercultural issues, trends, and systems.

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Global Perspective: Students will be able to conduct a multi-perspective analysis of local, global, international, and intercultural problems.

Global Engagement: Students will be able to demonstrate willingness to engage in local, global, international, and intercultural problem solving.

TEACHING STRATEGIES:

This course will be participative, interactive for motivated students to demonstrate knowledge gained through readings, to prepare them for placement in the healthcare workforce. Contact will be maintained through the use of email, assignment submission in Canvas, group conference calls, phone, and in person appointments. The faculty is responsible for creating a learning environment and the student is responsible for completion of reading assignments. Through the faculty of challenges with concepts, the text, and overall learning environment—this is a collaborative environment with shared responsibility.

Course Prerequisites:

HSA 3412C, HSA 4431, HSA 4421 and HSA 4700

Textbook



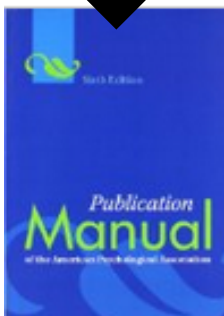
REQUIRED:

Comparative Health Systems

Johnson, James. A; Stoskopf, Carleen; Shi, Leiyu
Jones & Bartlett Learning, 2nd Edition, 2018
ISBN-13: 978-1284111736

You may purchase your textbook online at the [FIU Bookstore](#).

No additional materials required.



RECOMMENDED:

Publication Manual of the American Psychological Association
American Psychological Association, 6th edition, 2013
ISBN-13: 978-1433805615

[Book info](#). You may purchase your textbook online at the [FIU Bookstore](#)

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Grading

Assignments	Number of Assignments	Point Value for Each	Total Percentage
Individual: Authoritative Sources & Links Assignments (SUBMISSION TO FIU WRITING CENTER REQUIRED for the first of these assignments)	2	5	10%
Individual Research Questions Assignment (SUBMISSION TO FIU WRITING CENTER REQUIRED for the first of these assignments)	3	4	12%
Midterm Group Letter of Support or Opposition to a Proposed Law (Letter) Project	1	15	15%
Term Project: Group Case Study Analysis & Report (Case Study)	1	24	24%
Individual Glossary Quizzes	3	3	9%
Individual Exams	3	10	30%
Total	25	N/A	100%

CNHS Grading Scale

Letter	Range (%)	Letter	Range (%)	Letter	Range (%)
A	93 - 100	B	84 - 86	C	70 - 75 (Passing)
A-	90 - 92	B-	80 - 83	D	60 - 69
B+	87 - 89	C+	76 - 79	F	0 - 59

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IMPORTANT INFORMATION:

Important Dates

University Drop Dates for Spring 2019:

Sunday, January 6, 2019	Last day to register without incurring a \$100 Late Registration Fee
Monday, January 14, 2019	Last day to add/drop courses or withdraw from the University without incurring a financial penalty.
Friday, February 1, 2019	Last day to withdraw from the University with a 25% refund of tuition.
Monday, March 18, 2019	Last day to drop a course with a CR grade. Last day to withdraw from the University with a W grade.

Course Policies

Feedback: Grades

Grades will be posted on Canvas (within two weeks after the examination). It is the responsibility of the students to obtain from the faculty his/her assignments, quizzes, tests and exams will not be reviewed in class due to time constraints. Students are encouraged to conduct self-review after each exam since most of the rationale to the answers will be available right after the examination period is ended via Canvas. Students may request an individual appointment with the faculty during office hours if they want to go over their test or exam EXCEPT for the final exam. Only the final course grade will be rounded up or down. The final course grade will not be posted in the grade book. Students should be able to calculate their grades based on the grading components stipulated in the course syllabus. All grades will be posted as scheduled by the University.

Feedback: Course Communication

Communication in this course will take place via Canvas Inbox. Inbox is a private and secure text-based communication system, which occur within a course among its Course members. Users must log on to Canvas to send, receive, or read messages. The Inbox tool is located on the Course Menu, on the left side of the course webpage. It is recommended that students check the Inbox routinely to ensure up-to-date communication.

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Visit our [Writing Resources](#) webpage for more information on professional writing and technical communication skills.

Policy on Make-Up Assignments and Exams

Quizzes and Exams taken online will be open for a ONE WEEK (7 calendar day) period (hereinafter referred to as “the time period”). Students are required to take online quizzes and exams from a laptop or desktop computer, which they have tested for signal strength by completing the practice quiz. Any student choosing to use a wireless or cellular device not completing the practice quiz or not quitting the exam as soon as a problem is encountered will NOT be permitted to “make up” a quiz or exam. Excuses such as loss of signal or failure of the device, even if the time for the quiz or exam has not closed are not acceptable. Only Canvas system outages and problems experienced by students in attempting to take a quiz or exam and which is properly documented by the student, and in compliance with the requirements above will allow a student to take a “make up” quiz or exam. Any student who helps another student obtain answers to the exams or quiz is as guilty of cheating as the student he/she assists. Faculty reserves the right to take the exam/quiz of any offender and give that person a 0 (zero) for the exam. If such behavior is observed, the student or students responsible will be reported for Academic Misconduct.

Policy on Late Submission of Assignments & Questions on Scores

Due dates are established for assignments to equitably grade. **No late submission of assignments will be accepted. If a student “saves” rather than submits and assignment online a score of zero will result as the faculty is unable to view and grade “saved” assignments. It is not fair to peers who complete assignments on time if other classmates have extra time to work on their assignments.** It is also not fair to the faculty who must grade assignments in a timely fashion. Once grades are posted for an assignment students are expected to Canvas email the faculty with any issues regarding the assignment or score earned within 7 days.

Policy on Extra Credit Opportunities

There will be No Extra Credit Available in this Course

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Policy on Attendance and Participation:

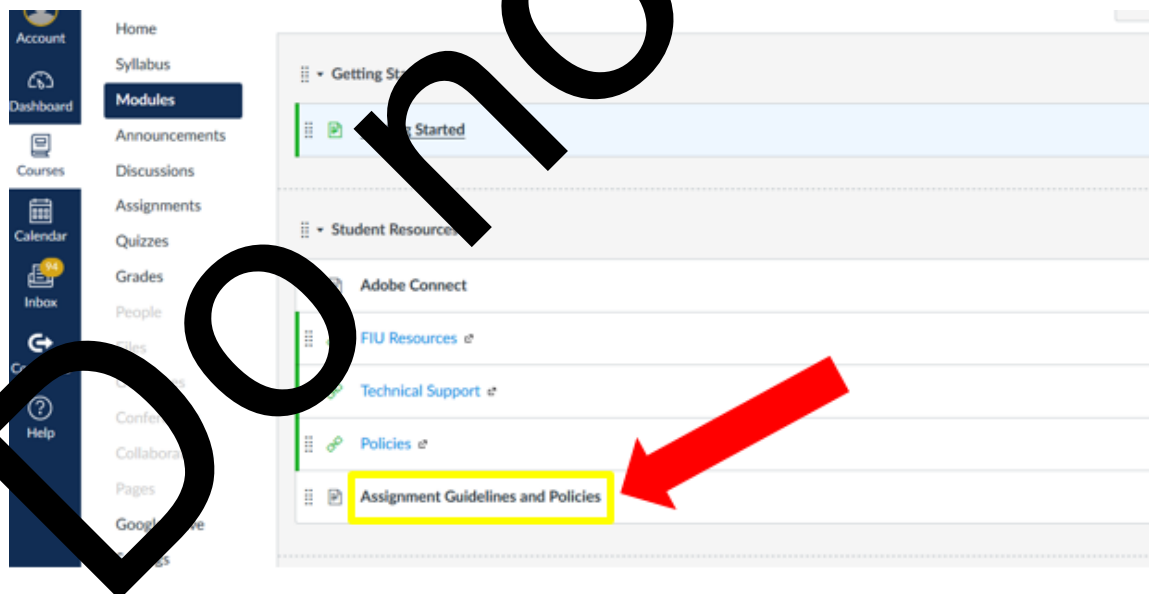
This is an online course, which means most (if not all) of the course work will be conducted online. Expectations for performance in an online course are the same for a traditional course. In fact, online courses require a degree of self-motivation, self-discipline, and technology skills which can make these courses more demanding for some students.

Students are expected to:

- **Review the how to get started information** located in the course content
- **Introduce yourself to the class** during the first week by posting a self-introduction in the appropriate discussion forum
- **Take the practice quiz** to ensure that your computer is compatible with Canvas
- **Interact** online with instructor/s and peers (discussions)
- **Review** and follow the course calendar and Course Announcements

Keep in mind that your discussion forum postings will likely be seen by other members of the course. Care should be taken when determining what to post.

Note: For participation, quizzes and assignment guidelines, grading, and minimum requirements, please review the “Assignment Guidelines and Policies” link (located under Student Resources, on the Modules page in Canvas).



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Guidelines for Assignments

Group and Group Spokesperson Duties on All Group Assignments:

Students will be assigned into groups at the beginning of the term. This will be your group for the duration of the course on all group coursework. Work and participation in your group is mandatory and constitutes a majority of the overall grade for coursework. For minimum requirements, guidelines, policies and grading rubric (if applicable) make sure to review “Group and Group Spokesperson Duties for all Group Assignments” located in the “Assignment Guidelines and Policies” link within the modules page of Canvas.

Individual: Authoritative Sources & Links Assignments:

1. Each student shall find and post in the designated Assignment Folder at least 2 workable links and corresponding proper APA style references per assignment to “authoritative external sources” (as defined in this course) on the issues described in the course schedule and the Assignment Guidelines. For minimum requirements, guidelines, policies and grading rubric make sure to review “Individual Authoritative Sources & Links Assignments” located in the “Assignment Guidelines and Policies” link within the modules page of Canvas.
2. **Submission/Proof of Submission to FIU Writing Center Required for the first Assignment & Recommended for the rest of these assignments. Each student shall submit their assignment, either in person or fully online, to FIU Writing Center for their input. Failure to do so will result in a loss of 10% of the score for the assignment. Proof of submission must accompany the assignment submission.**

Individual Research Questions Assignments:

1. Each student will be assigned two questions per assignment as noted in the course schedule. A narrative response to the assigned questions in each assignment is required using proper English and complete/proper APA Style for citations and references. For minimum requirements, guidelines, policies and grading rubric make sure to review “**Individual: Chapter Discussion Question Assignments**” located in the “Assignment Guidelines and Policies” link within the modules page of Canvas
2. **Submission/Proof of Submission to FIU Writing Center Required for the first Assignment & Recommended for the rest of these assignments. Each student shall submit their assignment, either in person or fully online, to FIU Writing Center for their input. Failure to do so will result in a loss of 10% of the score for the assignment. Proof of submission must accompany the assignment submission.**

WARNING: Responding to a different question will result in zero points.

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Midterm Group Project: Letter of Support or Opposition to Proposed Law

Near the middle of the term as noted on Canvas and in the Course Schedule each Group Spokesperson shall post for the group a 1-2 page letter of support or opposition to a “proposed” (currently pending) health related law (i.e, Global preferred but Federal, State or Local will be accepted) approved by the professor via Appropriate Assignment Folder/Drop Box.

Term Group Project: Case Study Analysis Report

Near the end of the term as noted on Canvas and in the Course Schedule each Group Spokesperson shall submit on behalf of its group members a final project paper consisting of an analysis/report on the assigned case study. For minimum requirements, guidelines, policies and grading rubric make sure to review Term Group Project: Case Study Analysis Report located in the “Assignment Guidelines and Policies” link within the modules page of Canvas.

WARNING: Responding to a different question will result in zero points.

Exam/Quiz Policy:

1. In order to mitigate any issues with your computer and online assessments, it is very important that you take the "Practice Quiz" from each computer you will be using to take your graded quizzes and exams. It is your responsibility to make sure your computer meets the minimum [hardware requirements](#).
2. Assessments in this course are not compatible with mobile devices and should not be taken through a mobile phone or a tablet. If you need further assistance please contact [FIU Online Support Services](#).
3. There will be three (3) Glossary Quizzes and three (3) exams. Any quiz or exam missed because of legitimate absence (i.e., illness, family emergency, military obligation, court-imposed restriction or Act of God) have to be made up within one week of the scheduled due date as noted under Policy on Examinations. For minimum requirements, guidelines, policies and grading rubric (if applicable) make sure to review “Quizzes and Exams” located in the “Assignment Guidelines and Policies” link within the modules page of Canvas.

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COURSE CALENDAR

Weeks and Dates	Chapter Readings	Assignments and Due Dates
Module I: Global Health & Health Systems		
Week 1: 1/07 - 1/13	WELCOME DISCUSSION OF SYLLABUS & Chapter 1: Introduction to Health Systems	<p>Student Assignments:</p> <ol style="list-style-type: none"> 1. Read Chapter 1, along with additional materials in the module, and power point presentation 2. Review Module 1 Glossary Terms <p>Faculty:</p> <ol style="list-style-type: none"> 1. Assign group 2. Assign Case Study for Team Project
Week 2: 1/14 – 1/20	Chapter 2: Global Health & Disease	<ol style="list-style-type: none"> 1. Read Chapter 2, along with additional materials in the module, and power point presentation <p>2. DUE DATE: 1/20/19 – GROUP SPOKE PERSON APPOINTMENT Students shall get with their group members and appoint a spokesperson. Each spokesperson shall post via the appropriate blackboard assignment folder: (1) identify themselves as spokesperson (2) group number (3) members name and (4) member ID#s</p> <p>4. DUE DATE: 1/20/19 Top 3 list for Letter of Support or Opposition Project</p>
Week 3: 1/21 – 1/27 1/21- MLK Holiday (University Closed)	Chapter 3: Global Health Systems Politics, Economics and Policy	<ol style="list-style-type: none"> 1. Read Chapter 3, along with additional materials in the module, and PowerPoint presentation
Week 4: 1/28 – 2/03	Chapter 4: Role of International Organizations in Health Systems	<ol style="list-style-type: none"> 1. Read Chapter 4, along with additional materials in the module, and PowerPoint presentation <p>2. DUE DATE: 2/03/19 Individual Authoritative Sources & Links Assignment # 1 of 2. FIU WRITING CENTER REVIEW REQUIRED. Each student shall submit in the appropriate assignment folder 2 complete APA Style references for “authoritative external sources” (as</p>

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		defined in the guidelines). The sources are required to discuss any of the material covered in Chapter 4. Each reference shall have a link to the full article.
Week 5: 2/04 – 2/10		<ol style="list-style-type: none"> DUE DATE: 2/10/19 Module 1 Glossary Quiz DUE DATE: 2/10/19 Module 1 Quiz DUE DATE: 2/10/19 for the 1st Individual Research Questions Assignment. PAPER WRITING CENTER REVIEW REQUIRED. Each student needs to review and make sure to comply with the requirements set forth in the syllabus, guidelines and grading rubric.
Module II: Health Systems By Country		
Week 6: 2/11 – 2/17	The Americas Region Chapter 6: Canada Chapter 7: Brazil	<ol style="list-style-type: none"> Read Chapters 6 & 7, along with additional materials in the module, and PowerPoint presentations. DUE DATE: 2/17/19 Individual Authoritative Sources & Links Assignment # 2 of 2. Each student shall submit in the appropriate assignment folder 2 complete APA Style references for “authoritative external sources” (as defined in the guidelines). The sources are required to discuss any of the material covered in Chapters 6 or 7. Each reference shall have a link to the full article. Review Module 2 Glossary Terms
Week 7: 2/18 – 2/24	The European Region Chapter 10: United Kingdom & Chapter 14: Russia	<ol style="list-style-type: none"> Read Chapters 10 & 14, along with additional materials in the module, and power point presentations.

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<p>Week 8: 2/25 – 3/03</p>	<p>The Middle East & Africa Chapter 17: Israel & Chapter 20: Botswana</p>	<p>1. Read Chapters 17 & 20, along with additional materials in the module, and PowerPoint presentations.</p> <p>2. DUE DATE: 3/03/19 for the 2nd Individual Research Questions Assignment. Each student needs to review and make sure to comply with the requirements set forth in the syllabus, guidelines and grading rubric.</p>
<p>Week 9: 3/04 – 3/10</p>	<p>The Asia & Pacific Region Chapter 22: India & Chapter 23: China</p>	<p>1. Read Chapters 22 & 23, along with additional materials in the module, and PowerPoint presentations.</p> <p>2. DUE DATE: 3/10/18 for the Midterm Group Letter Project submission</p> <p>3. DUE DATE: 3/10/19 Module 2 Glossary Quiz</p> <p>4. DUE DATE: 3/10/19 Module 2 Quiz</p> <p>5. Review Module 3 Glossary Terms</p>
<p>Week 10: 3/11 – 3/17 3/11-3/16 – Spring Break (No Classes)</p>	<p>No assigned readings</p>	<p>No assignments due</p>
<p>Module II: Challenges, Innovations & Opportunities</p>		
<p>Week 11: 3/18 – 3/24</p>	<p>Chapter 27: Small Country Innovations</p>	<p>1. Read Chapter 27 along with additional materials in the module, and PowerPoint presentation.</p> <p>3. DUE DATE: 3/24/19 Group spokesperson to submit draft outline of the term Case Study Project. VOLUNTARY NOT REQUIRED</p>
<p>Week 12: 3/25 – 3/31</p>	<p>Chapter 28: Health Systems in Crisis & Disaster</p>	<p>1. Read Chapter 28 along with additional materials in the module, and PowerPoint presentation.</p> <p>2. DUE DATE: 3/31/19 for the 3rd Individual Research Questions Assignment. Each student needs to review and make sure to comply with</p>

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		the requirements set forth in the syllabus, guidelines and grading rubric.
Week 13: 4/01 – 4/07	Chapter 29: Comparative Global Challenges & Opportunities	1. Read Chapter 29 along with additional materials in the module, and PowerPoint presentation.
Week 14: 4/08 – 4/14	Wrap up	2. DUE DATE: 4/14/19 Term Project: Case Study Analysis/Report
Week 15: 4/15 – 4/21	Wrap up	1. DUE DATE: 4/21/19 Module 3 Glossary Quiz 2. DUE DATE: 4/21/19 Module 3 Quiz
Week 16: 4/22 – 4/27	Finals Week	Instructor finalizing grades

University, College, and Department Policies

Policy on Changes to Course Syllabus

The course syllabus is a mutual agreement between the instructor and the student. In most cases, the instructor will propose changes to be approved by a majority vote. However, the instructor retains the right to make changes to the syllabus and to notify students without holding a voting session.

Sexual Harassment

For information on sexual harassment, please visit: <http://regulations.fiu.edu/regulation>

Religious Holy Days

The University's policy on religious holy days as stated in the University Catalog and Student Handbook will be followed in this class.

Each student shall, upon notifying his/her faculty member (via Canvas Inbox) at the beginning of the semester about observant a religious holy day of his/her faith.

- The student will be held responsible for the material covered in his/her absence.
- No major test, major class event or major University activities are scheduled on a major religious holy day.

Netiquette

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All class communications and interactions with other students and the course instructor should follow common social standards for respect and courtesy. Learn about FIU's Policies (<http://online.fiu.edu/html/blackboardlearn/policies/>) on Netiquette Guidelines for Online Students so that you can get the most out of your class.

Academic Integrity

To view our Code of Academic Integrity, please visit: http://academic.fiu.edu/AcademicBudget/misconductweb/Code_of_Academic_Integrity.html

Academic Misconduct

Florida International University is a community dedicated to generating and imparting knowledge through excellent teaching and research, the rigorous and respectful exchange of ideas, and community service. All students should respect the right of others to have an equitable opportunity to learn and honestly to demonstrate the quality of their learning. Therefore, all students are expected to adhere to a standard of academic conduct, which demonstrates respect for themselves, their fellow students, and the educational mission of Florida International University. All students are deemed by the University to understand that if they are found responsible for academic misconduct, they will be subject to the Academic Misconduct procedures and sanctions, as outlined in the Student Handbook. Students who plagiarize or cheat can be charged with academic misconduct. Penalties for academic misconduct can include up to dismissal from the University.

Misconduct includes:

Cheating: The unauthorized use of books, notes, aids, electronic sources; or assistance from another person with respect to examinations, course assignments, field service reports, class recitations; or the unauthorized possession of examination papers or course materials, whether originally authorized or not.

Plagiarism: The unauthorized appropriation of another's work without any indication of the source and the representation of such work as the student's own. Any student, who fails to give credit for ideas, expressions or materials taken from another source, including internet sources, is guilty of plagiarism.

As a student taking this class:

- I will not represent someone else's work as my own.
- I will not cheat, nor will I aid in another's cheating.
- I will be honest in my academic endeavors.
- I understand that if I am found responsible for academic misconduct, I will be subject to the academic misconduct procedures and sanctions as outlined in the Student Handbook.
- I promise to adhere to FIU's Student Code of Academic Integrity.

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Failure to adhere to the guidelines stated above may result in one of the following:

- **Expulsion:** Permanent separation of the student from the University, preventing readmission to the institution. This sanction shall be recorded on the student's transcript.
- **Suspension:** Temporary separation of the student from the University for a specific period of time.

CNHS Policy on Academic Misconduct

Students at the Nicole Wertheim College of Nursing & Health Sciences are expected to adhere to the highest standards of integrity in every aspect of their lives. Honesty in academic matters is part of this obligation.

Academic integrity is the adherence to those special values regarding life and work in an academic community. Any act or omission by a student which violates this concept of academic integrity shall be defined as academic misconduct and shall be subject to the procedures and penalties set forth herein.

For additional information on the NWCNHS Policy on Academic Misconduct, please [click here](#).

Academic Self-Plagiarism Policy

As stated in the American Psychological Association's Publication Manual, Sixth Edition, : "Whereas plagiarism refers to the practice of claiming credit for the words, ideas, and concepts of others, self-plagiarism refers to the practice of presenting one's own previously published work as though it were new. ... " The core of the new document must constitute an original contribution to knowledge, and only the amount of previously published material necessary to understand that contribution should be included, primarily in the discussion of theory and methodology (p. 16)."

Self-plagiarism is not permitted in the Health Services Administration Department. Any charge of self-plagiarism can result in the same penalties as academic misconduct. Examples of self-plagiarism include, but are not limited to:

- Using work from previously taken or completed classes.
- Using work from a class the student failed and is retaking.

If you are charged with self-plagiarism, communicate with the professor before attempting to use any content from previous assignments and determine the originality report requirements stated in the syllabus.

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Posting and sharing completed work on third party websites

As a student at Florida International University Health Services Administration (HSA) program, you work hard to accomplish your educational goal/degree. Therefore, it is critical that you protect the integrity of your work. The HSA department strongly discourages the posting and sharing of your work including but not limited to, assignments, discussions, papers, quizzes and test answers. This includes indirectly sharing your work by posting it to a third party website, learning platform database such as Course Hero, StudyMode, or any other external database outside of the Canvas course. If you share your original work to any of the third party sites it is an automatic disqualification from any publication opportunities to medical or educational journals. The HSA department prohibits use of material from any of the foregoing sites in student submissions. Turnitin will identify such use as plagiarism and will result in a zero grade.

In addition, unless explicitly stated otherwise, all course materials are the property of FIU, faculty and their respective copyright holders. The sharing or redistribution of any course materials to third parties is strictly prohibited.

The above actions violate Florida International University's Academic Integrity, the Student Conduct policies and the Nicole Wertheim College of Nursing and Health Sciences policies of Academic Misconduct. Students who are found in violation of these policies will be dismissed from the degree program and or University.

F zero Grade

Beginning Fall, 2004, the Faculty Senate approved the addition of a course grade of F0 (Fzero). An F0 will be given to students who do not earn a failing grade based on course standards and who fail to complete at least 60% of the course requirements or fail to attend at least 60% of class sessions. An F0 equals zero grade points per credit hour and is a permanent grade.

Incomplete Grade

An incomplete grade is a temporary symbol given at the discretion of the instructor for work not completed because of serious interruption not caused by the student's own negligence.

To be considered for an incomplete grade in this course students must have completed 75% of the course work and they must be passing the course with a "C" or better.

If you are granted an incomplete grade, work must be made up as quickly as possible, but no later than two semesters as it automatically defaults to an "F" grade in the course. See the FIU Undergraduate Catalog for additional policies/procedures related to an incomplete grade. **An Incomplete approved by the faculty member must include a contract developed and signed by both faculty member and student.**

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It is the student's responsibility to ensure that the faculty member has received the missing materials in a timely fashion according to the signed contract for a grade change to be implemented.

Accessibility and Accommodation

Students with Disabilities

If you have a disability and need assistance, please contact the [Disability Resource Center](#) (University Park: GC190; 305-348-3532) (North Campus: WUC111; 305-919-5345). Upon contact, the Disability Resource Center will review your request and contact your professors or other personnel to make arrangements for appropriate modifications and/or assistance.

Please visit our [ADA Compliance](#) webpage for information about accessibility involving the tools used in this course.

Please visit [Canvas's Commitment Accessibility](#) webpage for more information.

For additional assistance please contact FIU's [Disability Resource Center](#).

Student Resources

FIU Library Support

The FIU library provides a number of services to distance learning students. For example:

- Students can request detailed instructions on how to access library resources.
- One-on-One assistance from the Distance Learning Librarian

Don't struggle through your library search alone! Help is available. For further information, call 305-348-2415. Alternatively, you can contact Sarah Hammill, Distance Learning Librarian, via email at sahammill@fiu.edu or call 305-919-5604. You can visit the FIU Library at: <http://library.fiu.edu>

RefWorks

Florida International University has partnered with RefWorks, a reference management system, to assist students with avoiding plagiarism. RefWorks allows students to upload content for assignments, find sources through the FIU Libraries integration, and seamlessly generate citations and references for those sources in various writing styles, such as APA, MLA, Chicago, etc. This service is available to all FIU students and is free of charge. To create an account with RefWorks, [click here](#). Tutorials and additional information on using RefWorks can be found by [clicking here](#).