



TAB CJCB 304 Critical Incident Management Course Syllabus Spring 2020

Instructor: Jason E. Jenkins, MS

Virtual Office Hours: Email as needed

Preferred Email Address: jason.jenkins@tamuc.edu

Preferred Form of Communication: Email

Communication Response Time: Typically within a few hours

COURSE INFORMATION

Materials – Textbooks, Readings, Supplementary Readings

Required Reading

**A textbook is not assigned for this class. All reading assignments are provided with links to internet sources and/or document files.*

Other Readings

Other materials/readings may be added throughout the semester depending on the progression of the course.

Course Description/Explanation

Welcome to **CJCB 304- Critical Incident Management**. This course has been designed to strengthen your skills involving managing critical incidents for public safety professionals. This class will provide you an opportunity to review some high-profile critical incidents as well as assess your own strengths and identify areas for improvement when handling critical incidents. This class only provides a cursory look at managing critical incidents and in no way represents the manner in which all critical incidents should be managed. Students are encouraged to follow all policies and procedures within their department.

Module 1 discusses the definition of a critical incident, discusses the differences between incidents and events, provides common terminology utilized in critical incidents, and highlights examples of critical incidents.

Module 2 looks at critical incident case studies and provides an opportunity to learn from others.

Module 3 provides information that might be helpful for police leaders who are or could be charged with leading a critical incident, discusses the three phases of managing critical incidents, discusses the 5 C's of Critical Incidents, outlines the priority of life for critical incidents, and provides information about the Rescue Task Force model.

Module 4 discusses the role and importance of conducting critical incident debriefs. It also covers the reasons why it is important to debrief critical incidents, differentiates between an Incident debrief and a Critical Incident Stress Debriefing, provides the elements of a debrief and allows the student an opportunity to review a critical incident and create a debrief of the incident.

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Course Objectives

This course will build mastery toward each of these competencies:

1. Communication
2. Critical Thinking/ Decision Making
3. Leadership

Student Learning Outcomes

1. Understand the Different kinds of critical incidents.
2. Critically evaluate critical incidents.
3. Analyze critical incidents from a leadership perspective.
4. Lead a critical incident debrief.

COURSE REQUIREMENTS

Minimal Technical Skills Needed

Students will need a reliable computer and internet access for this course. Specific capabilities of the computer are discussed later in the syllabus. Students are required to demonstrate proficiency in myLeo navigation in order to participate in this course. Fluency in programs like Microsoft Word, PowerPoint and Excel may further contribute to student success in this course.

Instructional Methods

This course is 100% online. As such, communication and assignment submission is all done electronically. Power points, resources, assignments and tests are all located within the online course.

Should you have trouble finding anything, please e-mail the instructor to point you in the right direction. While not all discussions and assignments are required, students are encouraged to participate in all activities. Should you find yourself struggling with assignments in the course,

please watch videos and complete all reading before e-mailing the instructor to ask for further assistance in comprehending certain subject matter.

It is unacceptable to not participate in assignments/discussions etc. and then claim the material was too difficult to comprehend. Your participation will directly affect your success in the course. The more hours you spend in the course utilizing provided resources, the more likely you are to succeed in the course.

Student Responsibilities or Tips for Success in the Course

Students are encouraged to log-in to the course every 24 hours. While not required, students are encouraged to complete an entire competency every week. This means by week 4 of the 7-week semester, they have attempted to test out of all 4 competencies. This allows the student sufficient time to re-do any failed competency quizzes and work on the course assignments.

Students are encouraged to e-mail the instructor as they encounter concepts that after reading and utilizing course resources (supplemental documents, etc.), they still do not understand.

Students are encouraged to engage other classmates in discussions or thoughts that pertain to course material. Regular participation and engagement ensures the best chance at successful completion of the course.

Assessments

Pretest

The Pretest for this course assesses your knowledge of critical incidents. The Pretest also assesses your knowledge and understanding of the learning objectives of this course.

******The pretest is required for the course, but the grade does not count towards your final grade.**

Quizzes

You need to complete a quiz in each module. It is a great opportunity to review what you learned in each module. Although each quiz is required, the grades will not be calculated towards the final grade.

Posttest

The Posttest is an assessment of your knowledge of the material required for the modules. A score of 80% or higher is required on the Posttest to demonstrate competency. If you score less than 80% on any module you will have an opportunity to review the material and re-take the module quiz. You will have up to two attempts at passing each competency. If you have not passed the module in two attempts, you will receive a letter grade of an F. In order to demonstrate competency, a score of 80% or higher is required.

Assignments

Assignment 1

Read one of the critical incident case studies supplied in Module 2. Provide a brief overview of the incident and then highlight the response from public safety. Make sure you answer the following questions. What are some things the responding agencies did that were good? What are some things the responding agencies could have done differently? How was the public safety response of this incident received by the public? How will you utilize this information to assist you in handling critical incidents? Assignment 2 should be a minimum of 2 pages in length. A score of 80% or higher is required.

90 points	80 points	70 points	60 points	0 points
Assignment is <u>well developed</u> and addresses all aspects. Meets page length requirements	Assignment is <u>adequate</u> and briefly addresses relevant aspects.	Assignment <u>does not address</u> all aspects.	Assignment is late.	Assignment is not done.
10 points	10 points	10 points	5 points	0 points
Provides accurate citations where applicable.	Provides accurate citations where applicable.	Provides accurate citations where applicable.	Only provides some citations where applicable.	Does not provide citations where required.

Assignment 2

Think about a critical incident that you have been involved in (or have knowledge of) and create a short debrief of the incident. Make sure that you answer the questions found in the Module 4 PowerPoint.

Video yourself (filling the role of Incident Commander) conducting the debrief of the incident and upload it here. The video should be 3 -5 minutes in length. A score of 80% or higher is required.

GRADING

Assignments for this course will be scored using a points system. Below is an explanation of how each assignment type will be scored.

Assignment Type	Point Value
Assignment 1	100
Assignment 2	100
Posttest	100
Total points	300

Final Grade Calculation

The final grade will be assigned by taking the average of the two assignments and the posttest.

Final grades in this course will be based on the following scale:

A = 90%-100%

B = 80%-89%

F = 70%-79% or Below

A score of 80 percent or higher on both Assignments and the Posttest is required to demonstrate competency.

If the seven-week term ends and you do not complete all competencies, you will receive a grade of "F" and be required to complete the remaining competencies in the next term.

Grades will be available in the gradebook so that students can track their progress in the course weekly.

TECHNOLOGY REQUIREMENTS

All course sections offered by Texas A&M University-Commerce have a corresponding course shell in the myLeo Online Learning Management System (LMS). Below are technical requirements

LMS Requirements:

<https://community.brightspace.com/s/article/Brightspace-Platform-Requirements>

LMS Browser Support:

https://documentation.brightspace.com/EN/brightspace/requirements/all/browser_support.htm

YouSeeU Virtual Classroom Requirements:

<https://support.youseeu.com/hc/en-us/articles/115007031107-Basic-System-Requirements>

ACCESS AND NAVIGATION

You will need your campus-wide ID (CWID) and password to log into the course. If you do not know your CWID or have forgotten your password, contact the Center for IT Excellence (CITE) at 903.468.6000 or helpdesk@tamuc.edu.

Note: Personal computer and internet connection problems do not excuse the requirement to complete all course work in a timely and satisfactory manner. Each student needs to have a backup method to deal with these inevitable problems. These methods might include the availability of a backup PC at home or work, the temporary use of a computer at a friend's home, the local library, office service companies, etc.

Access and Log in Information

This course will be facilitated using D2L, the Learning Management System used by Texas A&M University-Commerce. To get started with the course, go to:

<http://www.tamuc.edu/myleo.aspx>

You will need your CWID and password to log in to the course. If you do not know your CWID or have forgotten your password, contact Technology Services at 903.468.6000 or

helpdesk@tamuc.edu.

Course Navigation

This course like the others in the program is divided up into weekly units. Each unit will have an Overview, Outcomes, Activities/Assignments and Resources. The Activities/Assignments will provide you with a list of everything you need to do to be successful in the course.

You should begin by reading the course syllabus, paying particular attention to the assignments and course calendar, and then complete the Start Here unit.

COMMUNICATION AND SUPPORT

Interaction with Instructor Statement

My primary form of communication with the class will be through Email and Announcements. Any changes to the syllabus or other important information critical to the class will be disseminated to students in this way via your official University Email address available to me through MyLeo and in Announcements. It will be your responsibility to check your University Email and Announcements regularly.

Students who Email me expect a reply within 24 hours M-F. Students who Email me during holidays or over the weekend should expect a reply by the end of the next regularly scheduled business day.

Policy for Reporting Problems with eCollege

Students, who encounter eCollege-based problems with submitting assignments/exams, etc., are required to do one of the following:

- Call 1-866-656-5511 or 720-931-3847 (direct)
- Online Chat by clicking on the "Tech Support" tab within your eCollege course.
- Email helpdesk@online.tamuc.org

Hours: The eCollege helpdesk is open 24/7

myLeo Support

Your myLeo email address is required to send and receive all student correspondence. Please email helpdesk@tamuc.edu or call us at 903-468-6000 with any questions about setting up your myLeo email account. You may also access information at <https://leo.tamuc.edu>.

Internet Access

An Internet connection is necessary to participate in discussions and assignments, access readings, transfer course work, and receive feedback from your professor. View the requirements as outlined in Technology Requirements above for more information.

Learner Support

Go to the following link [One Stop Shop](#)- created to serve you by attempting to provide as many resources as possible in one location.

Go to the following link [Academic Success Center](#)- focused on providing academic resources to help you achieve academic success.

COURSE AND UNIVERSITY PROCEDURES/POLICIES

Course Specific Procedures

Academic Honesty

Students who violate University rules on scholastic dishonesty are subject to disciplinary penalties, including (but not limited to) receiving a failing grade on the assignment, the possibility of failure in the course and dismissal from the University. Since dishonesty harms the individual, all students, and the integrity of the University, policies on scholastic dishonesty will be strictly enforced. In **ALL** instances, incidents of academic dishonesty will be reported to the Department Head. Please be aware that academic dishonesty includes (but is not limited to) cheating, plagiarism, and collusion.

Cheating is defined as:

- Copying another's test or assignment
- Communication with another during an exam or assignment (i.e. written, oral or otherwise)
- Giving or seeking aid from another when not permitted by the instructor
- Possessing or using unauthorized materials during the test
- Buying, using, stealing, transporting, or soliciting a test, draft of a test, or answer key

Plagiarism is defined as:

- Using someone else's work in your assignment without appropriate acknowledgement
- Making slight variations in the language and then failing to give credit to the source

Collusion is defined as:

- Collaborating with another, without authorization, when preparing an assignment

If you have any questions regarding academic dishonesty, ask. Otherwise, I will assume that you have full knowledge of the academic dishonesty policy and agree to the conditions as set forth in this syllabus.

Students should also reference the following link [Criminal Justice web site](#) for more information.

Attendance Policy

While this is an online course, students are expected to ‘attend class’ and actively participate. Student participation/activity will be monitored by the professor. Students should plan to dedicate approximately 5 to 10 hours/week of time to this course, of which approximately 1 hour/week should be spent in the discussion board (reading posts and comments and conversing with others).

APA Citation Format Policy

It is very important that you learn how to cite properly. In some ways, citations are more important than the actual text of your paper/assignment. Therefore, you should take this task seriously and devote some time to understanding how to cite properly. If you take the time to understand this process up front, it will save you a significant amount of time in the long run (not to mention significant deductions in points).

In the social and behavioral sciences (including Criminal Justice), we use APA (American Psychological Association) format. As a rule of thumb, one cites whenever they are paraphrasing other people’s words or when they quote other’s words directly. You may learn to cite from a variety of different sources including the APA Tutorial and the sources listed below and in the CJ 500 Orientation Course.

www.apastyle.org

<http://owl.english.purdue.edu/owl/resource/560/02/>

www.library.cornell.edu/resrch/citmanage/apa

It is the student’s responsibility to understand how to cite properly. If you have questions, feel free to ask.

Drop Course Policy

Students should take responsibility for dropping themselves from the course according to University policy should this become necessary.

University Specific Procedures

ADA Statement - Students with Disabilities

The Americans with Disabilities Act (ADA) is a federal anti-discrimination statute that provides comprehensive civil rights protection for persons with disabilities. Among other things, this legislation requires that all students with disabilities be guaranteed a learning environment that provides for reasonable accommodation of their disabilities. If you have a disability requiring an accommodation, please contact:

Office of Student Disability Resources and Services

Texas A&M University-Commerce

Gea Library- Room 162

Phone (903) 886-5150 or (903) 886-5835

Fax (903) 468-8148

Email: studentdisabilityservices@tamuc.edu

Website: Office of Student Disability Resources and Services

<http://www.tamuc.edu/campusLife/campusServices/studentDisabilityResourcesAndServices/>

Nondiscrimination Notice

Texas A&M University-Commerce will comply in the classroom, and in online courses, with all federal and state laws prohibiting discrimination and related retaliation on the basis of race, color, religion, sex, national origin, disability, age, genetic information or veteran status. Further, an environment free from discrimination on the basis of sexual orientation, gender identity, or gender expression will be maintained.

Student Conduct

All students enrolled at the University shall follow the tenets of common decency and acceptable behavior conducive to a positive learning environment. (See *Code of Student Conduct from Student Guide Handbook*). Students should also consult the Rules of Netiquette for more information regarding how to interact with students in an online forum:

<http://www.albion.com/netiquette/corerules.html>

COURSE OUTLINE / CALENDAR

Every Module is open from the start date. This means you can start and finish the course at your own pace and as quickly as you would like!

Every effort will be made to adhere to the course schedule as noted below. However, unforeseen circumstances may require changes to the schedule. In that case, changes will be announced via University Email and in Announcements. The professor reserves the right to change the schedule if necessary and depending on the progress of the class.

Module 1: Critical Incidents Defined

	Introduction Pretest PowerPoint Presentation MODULE 1: Quiz
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Module 2: Critical Incident Case Studies

	PowerPoint Presentation MODULE 2: Discussion
	Complete Assignment #1

Module 3: Leading Police Organizations During Critical Incidents

	PowerPoint Presentation MODULE 3: Quiz
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Module 4: Critical Incident Debriefs

	Reading for Module 4 PowerPoint Presentations MODULE 4: Quiz
	Complete Assignment #2
	Posttest All assignments must be completed by Wednesday of Week 7

