## **HCR 598: Health Policy Academy Course Syllabus**

## **Faculty Information**

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Office hours: Arranged via email

## **Course Information**

**Course Number** 

**HCR598** 

**Course Title** 

Health Policy Academy

**Credit Hours** 

3

**Course Modality** 

*i*Course

## **Prerequisites**

None

## **Corequisites**

None

# **Course Description**

The Health Policy Academy (HPA) is designed to help students decode and demystify the world of health policy. Students in HPA, regardless of past experience or training, will have the opportunity to learn the ins and outs of the health policy sphere. Knowing how policies are constructed, what values underlie them, and how they succeed or fail makes everyone more effective at work or in their civic role. Throughout all HPA courses, we link theory and concepts to real-world policy issues and current events. It is our intent that this course will equip students with tangible, practical skills to use in their own work as policy advocates.

# **General Course Overview/Objectives**

1. This course will provide basic skills necessary for policy advocacy.

- 2. Students will learn a framework for understanding the social, political, and economic dimensions of health policy.
- 3. Students will gain an understanding of the basics of policy-making and advocating.
- 4. Students will conceptualize innovative strategies for changing policy by drafting their own bill language and doing research on their issue of choice.

#### Module 1

- 1. What is the government's role in health policy changes?
- 2. How does a bill become law?
- 3. Looking back at the Medicaid Expansion documents, do you believe the expansion of Medicaid was the right move for Arizona?
- 4. Did then Gov. Brewer have the support from her caucus? Why or why not?

### Module 2

- 1. How do I find my elected officials and how do I contact them?
- 2. How were stakeholders involved in the case study for the dental hygienist bill from 2018?
- 3. Were the testimonies in committees powerful enough to sway votes and were they effective enough to impact the floor votes?
- 4. Looking at the health topics you are most interested in, what are some of the political considerations surrounding this policy area? For example, where can the opposition come? Who is it impacting the most?

## Module 3

- 1. Some of your work as a health policy advocate will include working with professional organizations, in order to garner their support and endorsement of your initiative. How will you engage with these associations?
- 2. What is different about working with an association versus lobbying a legislator?
- 3. What do you believe will be the most difficult and challenging parts of the advocacy process?
- 4. What thoughts do you have for overcoming those obstacles?

### Module 4

- 1. What will be your best way of communicating with legislators?
- 2. Who are your resources and how can you maximize them?
- 3. What is the governor's process when a bill makes it on to his desk?
- 4. Are there different ways of changing policy without legislation?
- 5. Can the process be used for both good and bad?
- 6. How can you make a difference on policy if you are not there?

#### Module 5

- 1. What are the differences between legislation that a legislator wants versus public health interests and what is best for the community and how can we ensure that it is not going to create more harm than good?
- 2. What is the landscape of politics after legislation has been voted out and signed and what repercussions or positive effects can it have?
- 3. What can be done to create change without legislation?
- 4. Is all messaging the same or does it need to be customized?

#### Module 6

- 1. How is implementation of policy done?
- 2. What happens after a bill becomes law and how do the agencies respond?
- 3. How do agencies adjust to the new laws and standards set by the legislature?
- 4. Can changes be made when agencies find it difficult to adjust?
- 5. Who do the agencies work under and how are they affected by politics?

#### Module 7

- 1. What is the most important part of Arizona functioning as a state?
- 2. What is the budget process?
- 3. What are examples of appropriation related bills vs regular policy bills?
- 4. Who controls the budget and who is involved?
- 5. Who can request budget asks and how are they included?

Each week you will be assigned two legislative case studies, articles and videos to complete the assignments. Please keep in mind that you will need to watch all videos provided to ensure you do not miss anything and can answer the questions on the self check and quiz for the week. It will be time consuming however you will learn what you need to know to be effective.

#### **Course Materials**

## **Required Materials**

 All readings are included as a PDF and link, videos of floor sessions are provided and will be available on the youtube link. Bill debates and hearings can range from 2-4hours of time please watch all of the video so you do not miss important information. No textbook is required.

# **General Topic Schedule**

	Topics	Lessons	Activities	Assignments
Week 1	1. Identify the		Read articles and	Self Check on case
	historical and current role of		watch the two case study videos to	studies
	government, as		complete the self	Journal Entry
	it relates to	Health Policy	check and quiz in	
	health policy.			

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	2. Learn the steps	What is Health	order to move on to	Self Check on case
	of the	Policy	the next module.	studies
	legislative	Health Policy	Complete the non-	
	process.	Content	graded journal entry	Quiz 1
		Legislative Case	graded Journal end y	
	and outs on	Study	Quiz will be based	
	how a bill	<ul> <li>Watch bill</li> </ul>	on video and	
	becomes law.	hearings, COW	readings	
	4. Describe the	debate, third	reaurigs	
	various	reads and read		
	avenues in	and understand		
	which you can	the legislation		
	advance health	une registation		
	policy with	Read two Health		
	legislation.	policy articles		
	5. Learn about	poncy articles		
	the most	- I asial-ti		
		• Legislative		
	important	Action in		
	policy issues	Detail		
	and how they			
	have shaped	<ul> <li>Understanding</li> </ul>		
	health care	Arizona		
	policy in	Districts		
	Arizona.			
	6. Learn	Legislative Case		
	legislative	Study		
	terminology	Watch bill		
	most	hearings, COW		
	commonly	debate, third		
	used.	reads and read		
		and understand		
		the legislation		
Week 2	Module 2	Legislative Case	Read articles and	Self Check on case
		Study- Watch bill	watch the two case	studies
	1. Analyze how the	hearings, COW	study videos to	
	political proces	debate, third reads	complete the self	Journal Entry
	influences	and read and	check and quiz in	
	health, health	understand the	order to move on to	Self Check on case
	care delivery,		the next module.	studies
	and health care	legislation Madianid	uie next module.	
	financing	• Medicald	Complete the non-	Quiz 2
	2. Describe the	Expansion Bill	graded journal entry	-
	political proces	Read articles on	Staded Journal Chilly	
	related to maki	ng   medicaid		

	health policy decisions  3. Identify key "think tank" organizations, and their corresponding political perspective, related to health policy  4. Research on how to find your elected officials  5. Identify key players that will help move your ideas forward by building coalitions	expansion and how it happened in Arizona  • Creating Public Value  Health Politics and Policy: navigating the ins and outs of working with stakeholders and elected officials  Legislative Case Study- Watch bill hearings, COW debate, third reads and read and understand the legislation	Quiz will be based on video and readings  Construct a political strategy for advancing a health policy idea using the forms provided	Submit political strategy document
Week 3	<ol> <li>Research and organize a variety of data sets to promote health policy and to refute opposition or support</li> <li>Build a strategy plan to organize grassroots advocates</li> <li>Develop communication plans for elected officials, staff and agencies</li> <li>Identify key media outlets for strategic messaging for your issue</li> </ol>	Legislative Case Study- Watch bill hearings, COW debate, third reads and read and understand the legislation  • Get to know your Elected Representativ es • Elected Representativ e-Content  • Legislatures Across the US  • How policies are similar in different states  Legislative Case Study	Read articles and watch the two case study videos to complete the self check and quiz in order to move on to the next module.  Complete the nongraded journal entry  Quiz will be based on video and readings  Create a comprehensive advocacy plan, utilizing the public policy blueprint document	Midterm Exam  Self Check on case studies  Journal Entry  Self Check on case studies  Quiz 3  Submit Advocacy plan

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					Watch bill hearings,		
					COW debate,		
					third reads		
					and read and		
					understand		
				1	the legislation		
				Legis	lative Case		
				Study	/		
				•	Watch bill		
				1	hearings,		
					COW debate,		
					third reads		
					and read and		
					understand		
-	Week 4	1	A nalv what		the legislation	Read articles and	Self Check on case
	week 4	1.	Apply what you have learned in	Study	lative Case	watch the two case	studies
			the previous		Watch bill	study videos to	studies
			modules to your		hearings,	complete the self	Journal Entry
			advocacy skills	1	COW debate,	check and quiz in	
		2.	•		third reads	order to move on to	Self Check on case
			happens after a		and read and	the next module.	studies
			bill has made it	1	understand		
			out of both	1	the legislation	Complete the non-	Quiz 4
			chambers			graded journal entry	
		3.	Learn the		artisan	Quiz will be based	Submit the Policy
			Governor's role in		olitics and	on video and	Blueprint
			legislating and his	W	hat happens	reading	Z i v p i i i i
			powers	ne	ext		
		4.	Learn to use RTS			Draft a Policy	
			(request to speak)	Over	view:	Blueprint and	
		5	system Learn the rules	Effec		Strategy using the	
		<i>J</i> .	and procedures of	Advo		blueprint document	
			the house		J		
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				1	reate your		
				O	wn blueprint		
				Legis	lative Case		
				Study			
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		<ul> <li>Watch bill         hearings,         COW debate,         third reads         and read and         understand         the legislation         Read and review         legislative rules         handbook pdf     </li> <li>How rules         can be used to</li> </ul>
		advance legislation
Week 5	1. Individual rights versus public health interests 2. 2. Health Policy Analysis - Landscape of politics after legislation habeen voted or and signed 3. Options on what can be done to create change without legislation 4. Identifying the perfect message for your issue	Legislation  Difference between community priorities and caucus priorities  Media and  Legislation on video and reading  Create your own policy messaging and brief document  Submit the policy messaging and brief document

					Watah bill		
				•	Watch bill		
					hearings,		
					COW debate, third reads		
					and read and		
					and read and understand		
<b>XX</b> 7. <b>3</b>	I- (	1	Imagelous - :: 4 - 4*	T '	the legislation	Dood out of J	Calf Chasters
Weel	K O	1.	Implementatio	_	islative Case	Read articles and	Self Check on case
		2	n of policy	Stuc	•	watch the two case	studies
		2.	What happens	•	Watch bill	study videos to	1.5
			after a bill		hearings,	complete the self	Journal Entry
		~	becomes law		COW debate,	check and quiz in	Self Check on case
		3.	Identify how		third reads	order to move on to	studies
			agencies		and read and	the next module.	Studies
			adjust to the		understand	Complete the non-	Quiz 6
			new laws that		the legislation	graded journal entry	
			and standards			graded Journal Chilly	
			set by the		rview: Putting	Quiz will be based	Submit non-
			legislature		ory into	on video and	legislative change
		4.	Can changes	Prac	etice	reading	document
			be made when				
			agencies find		<ul><li>Read</li></ul>	Create a plan on an	
			it difficult to	'	articles on	issue that you think	
			adjust			could be changed	
		5.	Who do the		Arizona	without legislation	
			agencies work		agencies	after reading how	
			under and how		such as	that has happened	
			are they		Health and		
			affected by		Human		
			politics		Services or		
					Department		
					of .		
					economic		
					security		
					and how		
					they		
					operate		
					under the		
					legislature		
				· '	• Understand		
					how		
					legislation		
					can have an		
					impact on		
					the state		
					and how		
					services are		

		provided or cut due to legislative changes  • Explore issues that have been addressed and fixed by not using legislation  Legislative Case Study  • Watch bill hearings, COW debate, third reads and read and understand the legislation		
Week 7	<ul> <li>6. Understanding the most important part of Arizona functioning as a state: <i>Budget</i></li> <li>7. Understanding the process for how the budget is done</li> <li>8. Examples of appropriation related bills</li> <li>9. Who controls the budget</li> <li>10. Who can request budget asks</li> <li>11. Official legislative wrap up</li> </ul>	Legislative Case Study  Watch bill hearings, COW debate, third reads and read and understand the legislation  Budget break down  Watch JLBC videos on budget conversatio ns Read the process of appropriati	Read articles and watch the two case study videos to complete the self check and quiz in order to move on to the next module.  Complete the nongraded journal entry  Quiz will be based on video and reading  Create a list of budget asks you would make with a brief description on each one that you would request as a legislator (this can include both agency and personal wants)	Final Exam  Self Check on case studies  Journal Entry  Self Check on case studies  Quiz 7  Submit budget request form

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	budget	
	requests	
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	and	
	learning	
	about the	
	impacts it	
	has on the	
	state	
	<ul> <li>Review</li> </ul>	
	Fiscal	
	appropriati	
	on reports	
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	Understanding	
	why funds are so	
	important when	
	working on	
	legislation that will	
	impact the state.	
	Harry dages o	
	How does a	
	session wrap up	
	and what happens	
	in the interim:	
	watch video	
	breaking the	
	process from	
	elected officials	
	Lagislativa Casa	
	Legislative Case	
	Study	
	• Watch bill	
	hearings,	
	COW debate,	
	third reads	
	and read and	
	understand	
	the legislation	

## **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 <a href="https://my.asu.edu">https://my.asu.edu</a> or <a href="https://canvas.asu.edu">https://canvas.asu.edu</a>.

Please note you will be submitting several non-graded documents that will not impact your grade but will help you better understand the process and will help you learn and put to practice what you are learning in each module. The only graded assignments are listed below:

#### **Methods of Evaluation**

<b>Assessment Type</b>	<b>Number in Course</b>	<b>Total Course Value</b>
Quizzes	7	14%
Weekly Assignments	7	14%
Self Check	14	14%
Midterm	1	28%
Final Exam	1	30%

## **Course Grading Scale**

Graded activities in this course include reading assignments, quizzes, individual activities, and exams.

**Midterm exam:** Will be composed of 15 multiple choice questions.

**Final Exam:** Will be composed of 35 multiple choice questions 5 questions from each module.

## **Course Grading Procedure**

Grades reflect your performance on assignments and adherence to deadlines.

**Course Grading Scale** 

Grade	GPA	Percentage	Points Range
A	4.0	90 – 100%	90– 100

В	3.0	80 – 89%	80 – 89
С	2.0 The course must be repeated	70 – 79%	70 – 79
D	1.0 The course must be repeated	60 – 69%	60 – 69
E	0.0 The course must be repeated	59% and below	59 and below

#### Course Policies & Procedures

## **Online Course**

This is a course that requires active participation in the online components of the course. Please note that there are no face-to-face components and the course will be conducted using online technologies.

## **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 two business days.

#### **Email and Canvas Inbox**

ASU email is an official means of communication among students, faculty, and staff (<a href="http://www.asu.edu/aad/manuals/ssm/ssm107-03.html">http://www.asu.edu/aad/manuals/ssm/ssm107-03.html</a>). 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 <a href="https://community.canvaslms.com/docs/DOC-10624-4212710344">https://community.canvaslms.com/docs/DOC-10624-4212710344</a>).

Students are expected to read and act upon messages 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**

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).

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 (<a href="https://uto.asu.edu/system-health">https://uto.asu.edu/system-health</a>). 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 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**

This three-credit course requires approximately 135 hours of work. Please expect to spend around 18-20 hours each week preparing for and actively participating in this course.

## **Absences and Late or Missed Assignments**

Students are expected to actively participate in all learning activities and assessments within the timeframe specified in the course schedule. Failure to participate or submit assigned work may impact your ability to achieve course objectives which could affect your course grade. An absence or lack of participation, excused or unexcused, does not relieve a student of any course requirement. Regular engagement in learning activities and adherence to assignment/test due dates are the student's responsibility. Please follow the appropriate University policies to request accommodation for religious practices (<a href="http://www.asu.edu/aad/manuals/acd/acd304-04.html">http://www.asu.edu/aad/manuals/acd/acd304-04.html</a>) or to accommodate a missed assignment due to University-sanctioned activities (<a href="http://www.asu.edu/aad/manuals/acd/acd304-02.html">http://www.asu.edu/aad/manuals/acd/acd304-02.html</a>).

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.

#### **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.

### **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 (<a href="https://students.asu.edu/academic-calendar">https://students.asu.edu/academic-calendar</a>). 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 (<a href="http://www.asu.edu/aad/manuals/ssm/ssm201-08.html">http://www.asu.edu/aad/manuals/ssm/ssm201-08.html</a>)
- Medical/Compassionate Withdrawal (<a href="http://www.asu.edu/aad/manuals/ssm/ssm201-09.html">http://www.asu.edu/aad/manuals/ssm/ssm201-09.html</a>)
- Grade of Incomplete (http://www.asu.edu/aad/manuals/ssm/ssm203-09.html)

#### **Grade of Incomplete**

Students must request a grade of Incomplete at least two weeks prior to the last day of the semester. DNP students are required to have successfully completed 80% of their coursework (with a B or better) prior to requesting a grade of incomplete. A grade of "I" can only be given when a student, who is doing otherwise acceptable work, is unable to complete a course because of illness or other conditions beyond the student's control however it is entirely up to the instructor to approve the Incomplete. The student and instructor must complete a Request for Grade of Incomplete form.

The exact timeframe for completion is negotiated between student and faculty however; students who receive a grade of "I" in any course must complete course requirements within one calendar year of the scheduled course and may NOT have longer than one calendar year. If a regular grade is not assigned within the calendar year, the "I" becomes a permanent part of the transcript. To repeat the course for credit students must re-register and pay the required fees. The grade for the repeated course will appear on the transcript but will not replace the permanent "I." Please see your program's student handbook for the procedure to request an Incomplete.

## **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 (https://catalog.asu.edu/appeal).

## **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 (<a href="http://www.asu.edu/aad/manuals/ssm/ssm104-01.html">http://www.asu.edu/aad/manuals/ssm/ssm104-01.html</a>), Computer, Internet, and Electronic Communications policy (<a href="http://www.asu.edu/aad/manuals/acd/acd125.html">http://www.asu.edu/aad/manuals/acd/acd125.html</a>), ASU Student Academic Integrity Policy (<a href="http://provost.asu.edu/academicintegrity">http://provost.asu.edu/node/20</a>), and outlined by the Office of Student Rights & Responsibilities (<a href="https://eoss.asu.edu/dos/srr">https://eoss.asu.edu/dos/srr</a>). 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 (<a href="http://www.asu.edu/aad/manuals/ssm/ssm104-02.html">http://www.asu.edu/aad/manuals/ssm/ssm104-02.html</a>). 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 (<a href="http://www.asu.edu/aad/manuals/ssm/ssm201-10.html">http://www.asu.edu/aad/manuals/ssm/ssm201-10.html</a>).

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 (<a href="https://eoss.asu.edu/dos/srr/filingreport">https://eoss.asu.edu/dos/srr/filingreport</a>) 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="https://sexualviolenceprevention.asu.edu/faqs">https://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, <a href="https://eoss.asu.edu/counseling">https://eoss.asu.edu/counseling</a> is available if you wish to discuss any concerns confidentially and privately. ASU online students may access 360 Life Services, <a href="https://goto.asuonline.asu.edu/success/online-resources.html">https://goto.asuonline.asu.edu/success/online-resources.html</a>.

## **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 Edson College of Nursing and Health Innovation for your program (https://nursingandhealth.asu.edu/student-life/current-students).

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

In accordance with ACD 304-06 Commercial Note Taking Services (<a href="http://www.asu.edu/aad/manuals/acd/acd304-06.html">http://www.asu.edu/aad/manuals/acd/acd304-06.html</a>), 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**

The syllabus is a statement of intent and serves as an implicit agreement between the instructor and the student. Every effort will be made to avoid changing the course schedule but the possibility exists that unforeseen events will make syllabus changes necessary. Please remember to check your ASU email and the Canvas course site often.

Syllabus Template Version 3.3

## **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 ASU Student Accessibility and Inclusive Learning Services (SAILS) 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 Student Accessibility and Inclusive Learning Services (SAILS) should contact SAILS immediately. Campus locations and contact information are available on the SAILS website (<a href="https://eoss.asu.edu/drc">https://eoss.asu.edu/drc</a>). Check the SAILS website (<a href="https://eoss.asu.edu/drc">https://eoss.asu.edu/drc</a>) for eligibility and documentation policies.

Email: DRC@asu.edu

SAILS Phone: (480) 965-1234 SAILS 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 (<a href="https://www.google.com/chrome">https://www.google.com/chrome</a>) or Mozilla Firefox (<a href="http://www.mozilla.org/en-US/firefox/new/">https://www.mozilla.org/en-US/firefox/new/</a>)
- Adobe Acrobat Reader (http://get.adobe.com/reader/)
- Adobe Flash Player (http://get.adobe.com/flashplayer/)
- 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 <a href="https://community.canvaslms.com/docs/DOC-10701">https://community.canvaslms.com/docs/DOC-10701</a> for
- more information)
- Using ASU email (see http://links.asu.edu/emailguide for 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 http://my.asu.edu or the Canvas home page at https://canvas.asu.edu.

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

To contact the help desk you have two options:

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