



**The University of Texas at El Paso School of Nursing  
Nursing Leadership & Management  
NURS-4502-CRN 36141  
Summer 2021**

**COURSE DESCRIPTION/COURSE OVERVIEW:** This course focuses on the knowledge and skills needed to be a nursing leader who can function as a contributing member of the interprofessional team. The development of transformational leadership skills and management techniques needed to coordinate the provision of safe, quality patient-centered care are highlighted. Emphasis is placed on professional behaviors, communication that supports information exchange, collaboration and conflict mediation, ethical comportment and the establishment and provision of evidence-based practice. (Application experience required).

**COURSE RATIONALE:** This course focuses on the professional nurse's role as coordinator of care in a complex health care environment.

**COURSE PRE-REQUISITES:** Department approval.

**CREDIT ALLOCATION:** 3-0-2

**FACULTY INFORMATION**

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**Office Hours :** Virtual---915-613-7710  
- email, call or text

**REQUIRED TEXTBOOKS:**

American Psychological Association. (2019). Publication manual of the American Psychological

Association. (7<sup>th</sup> edition). Washington, D.C.: American Psychological Association

Sigma International: Frontline Leader Certificate Program. SKU: FLCP01

**COURSE OBJECTIVES:**

1. Relate organizational structure and governance system and its potential impact on the role of the nurse and provision of health care in a work unit. (*Macrosystems—Microsystems*)
2. Assess selected leadership styles and theories and their effect on the management of employees.
3. Integrate principles of group process, teamwork, organizational communication, and conflict management when interacting with members of the healthcare team.
4. Characterize leadership skills and empowerment strategies when interacting with members of the



healthcare team.

5. Analyze the nurse's role in ensuring the provision of safe patient care that meets institutional and professional standards. *(RCA-FMEA)*
6. Produce evidence-based staff development using adult learning theory and instructional strategies evaluating outcomes at the conclusion of the program.
7. Demonstrate professional behaviors that exemplify accountability, integrity, and responsibility in the nursing role. *(RCA-FMEA)*
8. Construct activities related to the development, implementation, and evaluation of quality improvement plans to improve health care services.

## **PRACTICE EXPERIENCE OBJECTIVES:**

Use the nursing process as a framework for providing nursing care

- 1A-Perform a RCA (Root Cause Analysis) and a FMEA (Failure Mode Effects Analysis) within an organization.
- 1B-Contribute to the development of an intervention plan based on data collected.
- 1C-Select cultural and age-appropriate interventions for the target group or population.
- 1D-Illustrate nursing care that is safe and based on the established intervention plan.
- 1E-Demonstrate clinical judgment when creating a plan of care for a group or population and participating in the evaluation of "expected outcomes".

Utilize continuity of health care strategies within the health care team and across various settings

- 2A-Participate as a member of the health care team.
- 2B-Communicate patient-related information to the designated members of the health care team.
- 2C-Plan and provide health-related education as a member of the health care team.
- 2D-Include information technology to document patient population information and communicate with members of the health care team.

Use scientific principles and evidence-based practice as a foundation for nursing practice

- 3A-Integrate knowledge of pathophysiology, pharmacology, and nutrition into patient care.
- 3B-Assess best practice resources used as a basis for nursing care and clinical decision making.
- 3C-Use scientific evidence as a basis for nursing practice.

Develop high-quality nursing care strategies in an environment that is safe for the patient, self, and others

- 4A-Incorporate actions that promote safe practice and a safe environment for patients, self, and others.
- 4B-Intervene for the patient when nursing care issues arise.
- 4C-Prioritize patient care concerns related to the quality of care.
- 4D-Develop a quality improvement activity that address patient care concerns.
- 4E-Use organizational and priority setting skills in the provision of patient care.

Provide nursing in a professional, ethical, and legal manner

- 5A-Provide nursing in accordance with established standards of practice and institutional policies and procedures.
- 5B-Use the ANA code of ethics as a framework for ethical practice.
- 5C-Provide nursing in accordance with the Nurse Practice Act and other regulatory guidelines.
- 5D-Demonstrate professional accountability and responsibility when communicating with patients and in the delivery of patient care.
- 5E-Participate in solving work and operational failures and inefficiencies that impact patient care.



Use communication that promotes an effective exchange of information, shared decision-making, and achievement of optimal patient outcomes.

6A-Use verbal and nonverbal communication that promotes caring, therapeutic relationships with patients.

6B-Predict barriers to effective communication and make appropriate changes in communication.

6C-Create a policy communication tool regarding procedures and resources available for the identified population for other members of the health care team.

6D-Communicate effectively with the health care team and report issues that indicate conflict is impacting patient care.

## **PROGRAM LEARNING OUTCOMES, AACN, DECS, UTEP EDGE:**

**UTEP SON PLOs (Level 3 Program Outcomes) & QSEN Competencies \*:** Patient-Centered Care\*, Teamwork & Collaboration\*, Evidence Based Practice\*, Quality Improvement\*, Safety\*, Informatics\*, Professionalism, Leadership, Communication, Systems-Based Practice, Health Promotion & Education

**BSN Essentials (AACN):** Essential I, II, III, IV, V, VI, VII, VIII, IX

**Differentiated Essential Competencies (DECs) for Baccalaureate Degree (BSN) \*version year 2010**

Member of the Profession A, B, C, D

Provider of Patient-Centered Care A, B, C, D, E, F, G, H

Patient Safety Advocate, A, B, C, D, E, F

Member of the Health Care Team A, B, C, D, E, F, G

**UTEP EDGE Experiences:** Learning Communities, Community Engagement, Creative Activities, Student Leadership

**UTEP EDGE Advantages:** Leadership, Problem-Solving, Communication, Entrepreneurship, Social Responsibility, Confidence, Global Awareness, Teamwork, Critical Thinking

**TEACHING METHODOLOGIES:** Textbook, Articles/News Items, Video, Blackboard LMS, Discussion Board, Quizzes, Reflection Journals, My Learning

## **GRADING POLICY AND STRUCTURE**

### Time Stamps LMS

- Attendance, participation, and all LMS (Blackboard LMS) postings are counted in Mountain Time (MST). The time stamps in the computer represent MST, regardless of your actual time zone.

### Discussion Boards

- Discussion Boards will be open from Monday thru Saturday of the scheduled week. Original posts are due by **Wednesday at 11:59pm MST** of the scheduled week. Peer responses are due by **Saturday at 11:59pm MST** of the scheduled week. The student is required to be a participant in the discussion board and be visible (via original posts and/or classmate replies) a minimum of 3 days a week.



## Assignments

- Assignments are due by **11:59pm (MST)** on the **due date calendar/course schedule**. Assignments (not including DB forums or Quizzes) will be accepted after the due date for up to 3 days (72 hours); however, there will be a **deduction of 10% from the total assignment points per 24 hours past the due date**. Late points start immediately following the due date/time. This is done in fairness to those students who turn in their assignments on time. After 3 days post the due date (72 hours)—no assignments will be accepted. The only exception is with extenuating circumstances or events that have been discussed with the instructor PRIOR to the deadline.

## Quizzes

- Quizzes will be available for a specific timeframe (as indicated on the class calendar). There will be **2 attempts** for each quiz. The highest grade will be documented in the grade book. Late quizzes will not be accepted. Once all quizzes are completed, feedback on the questions will be released. Please note—in order to ensure the integrity of the quizzes, there will not be any “question specific” feedback given. The feedback will be given as an overall discussion. If you would like specific feedback based on your quiz responses, please contact the course faculty for an appointment to review your quiz.

In the case of emergencies when you are prevented from logging on, please contact the Course Faculty as soon as possible by phone and/or email. If you know you will be out of town or otherwise prevented from submitting assignments on the due date, make every effort to turn them in early. Anytime you feel that you are falling behind in the course, it is best to contact the Course Faculty immediately to discuss your situation. In regards to dropping the course with a “W”, it is the **student’s responsibility** to make arrangements with the UTEP Registrar and drop by the “withdrawal date” located on UTEP Registrar website.

### 3. Achieve a minimum of 75 for the overall Course Grade

In order to pass the course, the student MUST:

1. **Pass the Didactic Assignments with a minimum of 33.75 points (75%)**
2. **Pass the Practice Experience Assignments with a minimum of 41.25 points (75%)**
3. **Reflect a minimum of 7.0 mentor meeting hours.**

Practice Experience performance is evaluated on a **Pass/Fail basis\*\***

- Pass** = 1) Demonstrating competency in **every** area of practice experience performance evaluation tool **AND**  
2) Successful completion of all required practice experience assignments.

- Fail** = 1) Non-achievement of competency expectations in any one or more areas of practice



- experience performance evaluation tool **OR**  
2) Any serious infraction involving professionalism.

#### 4. Achieve a minimum of 75 for the overall Course Grade

\*\*\*\*\*If **ANY** of the above criteria are not met, the student will not pass the course.

\*\*\*\*\* There is no rounding of grades and fractional points will be dropped. Extra credit is not permitted.

##### Didactic Assignments (45%)

- |  |                       |
|--|-----------------------|
| ➤ Self-Introduction Video Discussion Board | Complete/Not Complete |
| ➤ Reflection Self-Critique Benchmark       | Complete/Not Complete |
| ➤ Discussion Boards x3                     | 15%                   |
| ➤ Sigma Modules/Questions x 4              | 20%                   |
| ➤ CV                                       | 3 %                   |
| ➤ ST/LT Goals                              | 2 %                   |
| ➤ Sigma Certificate                        | 5%                    |
| ➤ My Learning Reflection (N4502)           | Complete/Not Complete |

##### Practice Experience Assignments (55%)

- |  |                        |
|--|------------------------|
| ➤ Leadership Portfolio Components (48%)      |                        |
| ○ Project Plan Document                      | 5%                     |
| ○ Interview #1 (Hospital Administration)     | 5%                     |
| ○ Reflective Journal #1                      | 10%                    |
| ○ Interview #2 (Quality Improvement)         | 5%                     |
| ○ RCA Flowchart/SWOT Analysis/FMEA Analysis  | 5%                     |
| ○ QI Project Protocol/Policy                 | 3%                     |
| ○ QI PowerPoint                              | 10%                    |
| ○ Project Synopsis                           | 2 %                    |
| ○ Reflection Journal #2                      | 10%                    |
| ➤ Leadership Mentorship Evaluations          |                        |
| ○ Participant evaluations of QI Presentation | Complete/ Not Complete |
| ○ Mentor Meeting Log                         | Complete/Not Complete  |
| ○ Student evaluation of mentor               | Complete/Not Complete  |
| ○ Student evaluation of facility             | Complete/Not Complete  |
| ○ Mentor Evaluation of Student               | Complete/Not Complete  |



## GRADING SCALE:

### Grading scale:

90 - 100	= A
80 - 89	= B
75 - 79	= C
60 - 74	= D
< 60	= F

**Appendix A: Calendar of Assignment Due Dates/Times**

**Appendix B: Topical Outline of Class Modules/Assignments**

### What should you expect from me as the Lead Faculty?

- I will provide you clear instructions on class expectations
- I will check my **Blackboard course email** at least once a day and will get back to you within 24 hours.
- I will provide graded feedback on your performance within 7 days of the due date.
- I will keep you informed about your graded progress in the class at all times and will make time to discuss your needs.
- I will leave myself open to suggestions about improvement of the class and class related activities.
- I will do all I can to ensure your learning and success in this class.
- The course calendar is a living document and may be adjusted due to events occurring during the class timeframe. If any changes in the course are to be implemented, I will ensure that the class is notified via announcements in a timely manner.

### What Faculty expect of their Students:

- At the beginning of each course, students should review the syllabus, calendar, and other items located in the “start here” folder. Students will be expected to complete a “survey” that acknowledges their understanding of the course expectations.
- RN-BSN courses are over a 7-week period and consist of different credit levels (3 credits, 4 credits, 5 credits). For academic success, we recommend that students plan to study a minimum of 6 hours per credit hour each week of the course (including lectures, readings, research, and assignments).
- Online courses are designed to ensure that students have access to all the information needed to complete their course work. If you have a question, before contacting the faculty, please take a few moments and try three different places; including the “Ask a Question” discussion board, to find the answer to your question within the course. Then, if you still have a question about the course, please post it to the “Ask a Question” Discussion board. Please indicate in the subject line what topic your question relates to. Then, other students who may have a similar question will be able to find it.
- All written assignments are to be written in **APA 7th edition style**. Refer to the APA manual and/or Purdue OWL website for guidance. To get started, go to: <http://owl.english.purdue.edu/owl/resource/560/01/>. Posts made to the discussion board should contain citations from the course content or your research, within the body of the



discussion post (unless clearly stated otherwise). Include a reference list, if the reference is not a part of the course.

- All students are to review the rules of netiquette and follow in their interaction with fellow students and faculty.

## **COURSE POLICIES:**

### **Academic Regulations:**

- Review in UT El Paso Undergraduate Student Catalog and the **School of Nursing Student Handbook** the following policies: *Religious Observance, Ethical and Responsible Use of Social Media, Policy on Academic Integrity, Progression Policy, and Effective Nursing Practice Policy, Statement on Disability.*

### **Attendance:**

- Students are expected to log-in and check the course (at minimum) **every other day** to keep up. You will have assignments due every week. Email messages are sent to your **UTEP email address**, so you will want to check your UTEP email everyday as well.

### **Blackboard:**

- Students are required to subscribe to and access the course Blackboard site. Blackboard is the main source of communication between faculty and students. Students are encouraged to access this site daily. Course syllabus, calendar, topical outline of scheduled lectures, and assigned readings are posted on this site. Grades will be made available ONLY through this site. **Email messages will be sent through the Blackboard course site—link labeled “Course Messages”. Please check this email (at minimum) every other day for any communication.**

### **Communication:**

- Communication is the responsibility of both students and faculty. The faculty will keep students informed of progress in theory. Students with questions or concerns should:  
*-First go to the appropriate faculty member.*  
*-If not resolved, then follow the appropriate chain of command in the sequence as identified below:*  
*Course faculty*  
*Director of RN-BSN Undergraduate Education*  
*Assistant Dean for Undergraduate Education*  
*School of Nursing Dean*

### **Grievances:**

- Challenges to grades may be pursued only on the basis of malice, bias, arbitrary or capricious grade determination or impermissible discrimination. In no event shall a challenge be pursued only on the basis of the standards employed in setting grades, so long as those standards are employed impartially. Grievances **MUST** be in **WRITING** and filed through the course faculty member, the Director of RN-BSN Undergraduate Program, the SON Assistant Dean for Undergraduate Education and the Dean of the SON. If the student is not satisfied with the outcome after using the chain of command, the



student may consult with and/or file a challenge with the Chairperson of the University Student Welfare and Grievance Committee.

### **Policy on Scholastic Dishonesty:**

- Students are expected to be above reproach in all scholastic activities. Students who engage in scholastic dishonesty are subject to disciplinary penalties, including the possibility of failure in the course and dismissal from the School of Nursing and/or university. Scholastic dishonesty includes but is not limited to reproducing test or quiz materials from memory, copy/paste or Xerox, cheating, plagiarism, collusion, the submission for credit or any work or materials that are attributable in whole or in part to another person, taking an examination for another person, and any act designed to give unfair advantage to a student or the attempt to commit such acts. Regents' Rules and Regulations, Part One, Chapter VI, Section 3, Subsection 3.2, Subdivision 3.22.
- Since scholastic dishonesty harms the individual, all students, and the integrity of the School of Nursing and the university, policies on scholastic dishonesty will be strictly enforced. See detailed procedure in the Handbook of Operating Procedures (HOP) available in the Office of the Dean of Students.
- Use a consistent citation method for your written work. The APA Style of citation is preferred for your final paper (see Guidelines on citing according to the APA citation style on Blackboard).

### **Policy relating to Disability / Pregnancy/ CASS:**

- **Disability:** In Section 504 of the Vocational Rehabilitation Act of 1973 and the Americans with Disabilities Act (ADA) of 1990, if a student needs an accommodation then the Office of Disabled Student Services located at UTEP need to be contacted. If you have a condition, which may affect your ability to perform successfully in this course, you are encouraged to discuss this in confidence with the instructor and/or the director of the Disabled Student Services. Written guidelines r/t accommodations from CASS must be submitted to the course manager PRIOR to the start of the course. If you have a disability and need classroom accommodations, please contact CASS at 747-5148, or by email to [cass@utep.edu](mailto:cass@utep.edu), or visit their office located in UTEP Union East, Room 106. For additional information, please visit the CASS website at [www.sa.utep.edu/cass](http://www.sa.utep.edu/cass). *CASS' Staff are the only individuals who can validate and if need be, authorize accommodations for students with disabilities.*
- **Pregnancy:** It is the responsibility of the student to inform the instructor of pregnancy limitations. Written guidelines r/t accommodations from The Center for Accommodations and Support Services (CASS) must be submitted to the course manager PRIOR to the start of the course.

### **Professional Behavior:**

- Students are expected to behave professionally *at all times* with faculty, peers, preceptors, and clients **and** in any setting in which the student is a representative of UTEP. Bullying, verbal abuse, insubordination, or personal attacks will not be tolerated in any form. Any behavior deemed inappropriate by faculty and/or preceptors will result in faculty conference(s), and completion of a Student Opting for Success (SOS) plan that addresses





the student's areas of needed improvement. Possible activities available to assist the student in attaining the SOS objectives include stress and/or anger management counseling sessions. Inappropriate behaviors may result in an administrative withdrawal from the course and/or dismissal from the program.

**Retention: Students Opting for Success (SOS):**

- When a student is not progressing in the course as expected, or is not successful on an examination, they will be required to meet with the instructor to discuss strategies for success as outline on the SOS form. The SOS plan will identify recommendations for improving the student's success potential and will specify time lines for completion of these recommendations. The SOS form (with all recommendations completed and all signatures in place) must be submitted to the course manager by due date. *Students who are not successful in the course should be aware that non-compliance with SOS recommendations jeopardizes eligibility for the opportunity to repeat the course in the subsequent semester.* See respective Blackboard home page for SOS form.

**DIDACTIC POLICIES**

- Examination and Quiz policies
- Statement on preparation of formal assignments
- Other Course specific policies



## **PRACTICE EXPERIENCE POLICIES**

*Develop a Management Proposal to Address a Quality Care Issue/Gap in Care.*

- The student will identify a quality care problem/issue/gap in care that exists on the identified unit by completing a mock Root Cause Analysis (RCA)/Failure Mode Effects Analysis (FMEA). The student will create a quality initiative/performance improvement proposal to address the identified issue.
- The student will choose a quality issue/performance improvement connected to patient safety and include the National Data Nursing Quality Indicators (NDNQI).
- The student will integrate and demonstrate leadership and management qualities by thoroughly considering the identified concern, accurately identifying the problem, investigating the topic through an on-site collaborative interview data collection, and interprofessional communication.
- In developing the proposal, the student will apply the functions of a nurse manager, including organizing, planning, directing, and budgeting.
- The overall project will consist of the student considering the identified issue and proposing a solution from the perspective of how it impacts the organization and the mission of the identified facility.
- Items in the proposal include: the steps of proposal creation; how said proposal affects staffing, scheduling, staff development, and staff satisfaction; costs involved to implement the proposal; and how quality outcomes will be affected, measured, and evaluated.
- The student will coordinate and communicate with the unit director/administrator. The final proposal will be presented to administration and/or unit staff.

*Evidence Based Protocol*

- Each student will develop one policy/protocols in the Nursing Leadership and Management Course.
- The policy/protocol will be a tool used for the implementation of the Quality Initiative/Performance Improvement in regards to the identified quality care problem/issue/gap in care that exists on the unit. This protocol will be developed for the Nursing Care Facility in which the teaching will be conducted.
- Throughout this process, the student will be using communication, leadership, and critical thinking skills.

## **ONLINE POLICIES**

### **Being Successful in an Online Class**



Online learning is not a spectator sport. It is everyone's responsibility to participate as fully as they can, so everyone can get the most from the experience. Here are some simple rules to follow to ensure your participation and engagement in the learning process:

- **Ask questions:** If you don't know the answer, someone else will. The discussion board is the area for asking questions related to content OR any problems (related to the class) you are having. Make sure that you have clearly indicated the subject of your message.
- **Reach out to others:** Offer a fact, article, link, or other item that can help others learn something you can share.
- **Be appropriate:** The online classroom is not the place for insulting or insensitive comments, attacks, or venting. Inappropriate behavior can be subject to disciplinary action, as well.
- **Be diplomatic:** When sending messages on emotionally charged topics, I recommend that you write the message and then walk away for at least an hour before re-reading the message and then sending it. Re-reading emotionally charged messages ensures that they are constructive instead of destructive. Think of the person at the other end.
- **Stay focused:** Stay on topic to increase the efficiency of your learning.

### **Effective Electronic Communication Guidelines**

Keep your messages concise and clearly written. Most ideas can be stated in a couple of paragraphs, although sometimes a longer message may be needed to develop your thoughts adequately. Keep in mind that people are more apt to read and digest shorter messages than long ones.

1. Be respectful of other's ideas, opinions, and beliefs. It's fine to disagree with someone, but please respect his or her right to think differently.
2. Avoid posting simple two or three-word statements such as "I agree" or "Good point". If you think someone has made an especially strong point and you want to say so, and then explain why by adding a few sentences describing your response or adding to the original point.
3. A message that demonstrates substance contributes to the understanding and application of ideas by doing one or more of the following:
  - a. **Reflection about meaning:** Describe thoughtfully what something means or new insights it provides, or raise a question as a seed for clarification or further discussion.
  - b. **Analysis:** Discusses relevant themes, concepts, main ideas, components, or relationships among ideas. Or, identifies hidden assumptions or fallacies in reasoning.
  - c. **Elaboration:** Builds on ideas of others or ideas found in the readings by adding details, examples, a different viewpoint, or other relevant information.
  - d. **Application:** Provides examples of how principles or concepts can be applied to actual classroom situations, or discuss the implications of theory for practice.
  - e. **Synthesis:** Integrate multiple views to provide a summary, a new perspective, or a creative refashioning of ideas.
  - f. **Evaluation:** Assesses the accuracy, reasonableness, or quality of ideas.



## Netiquette

- At this point in the course, it is also important to share a word of caution, so we can become wiser about interpersonal distance learning communications. As you may know, when communicating electronically, many of the feelings or impressions that are transmitted via body language in face-to-face communications are lost. Consequently, interpreting emotions and innuendoes is far more difficult. Only what is written, or drawn, carries the message. Often excitement can easily be misinterpreted as anger or an insult. It is important that everyone keep this in mind when communicating electronically. Words in print may appear harmless; however, they can emotionally injure the person reading them. More information can be found at <http://www.albion.com/netiquette>.

## Social Media:

- Student enrolled in the UTEP SoN must practice and behave in a manner that protects clients by exercising reasonable judgment when using social media technologies whether in their personal life or in their professional life. Inappropriate use of Electronic/Social Media can lead to disciplinary action including but not limited to formal reprimand, suspension or dismissal from the program which is contingent upon the nature of the infraction. Student enrolled in the UTEP SoN can also be held personally liable. Such violations may result in civil and criminal penalties including fines or possible jail time in accordance with state and federal laws.  
<http://admin.utep.edu/Portals/1805/PDF/UTEP%20Social%20Media%20Standards.pdf>

## Computer Requirements

Use the browser checker to ensure you have all of the necessary plugins installed on your computer that you will need in order to access all the content in this course. This browser checker will test browser compatibility, cookies, JavaScript, pop-up and other Java features.

### Browser Performance Hints

- Clear browser cache
- Allow pop-ups
- Make sure your Java is up-to-date
- Follow the steps at [Blackboard Learn browser checker](#)

## Software Requirements

When creating documents, slide presentations, spreadsheets, etc., you must use Microsoft Office or a compatible program (see [10 Free MS Word Alternatives](#)). If you are using Windows Vista or Office 2007, you may have compatibility problems and others in the course may not be able to view your work. Go to the UTEP-IT website's "[Patches & Updates](#)" area to download a "compatibility toolkit" (it is listed under the "Patches and Updates" column). Also check your course syllabus for specific software instructions from your instructor.

### Recommended software

[Adobe Acrobat](#)

[Adobe Flash Player](#)



[Java](#)  
[QuickTime](#)  
[Windows Media Player](#)  
[Supported Browsers](#)

### **Learning Resources:**

UTEP provides a variety of student services and support. Familiarize yourself with the bookmarks on the right-hand side of the Blackboard student portal (visible before entering into a course) as well as the resources below.

- [UTEP Library](#) - access to a wide range of resources including online, full-text access to thousands of journals and eBooks plus reference service and librarian assistance for enrolled students.
- [RefWorks](#) - bibliographic citation tool; check out the RefWorks [tutorial](#) and [Fact Sheet and Quick-Start Guide](#)
- [University Writing Center \(UWC\)](#) - submit papers here for assistance with writing style and formatting, ask a tutor for help and explore other writing resources available here
- [Math Tutoring Center \(MaRCS\)](#) - ask a tutor for help and explore other math resources available here
- [History Tutoring Center \(HTC\)](#) - submit papers here for assistance with writing history papers, ask a tutor for help and explore other history resources available here
- [Elluminate](#) - online virtual classroom/conference room with multiple features including audio, video, instant messaging, interactive whiteboard, application sharing, file transfer, and session recording/playback with synchronized audio/chat/notes.

Recommended Hardware for Zoom -

- Headphones
  - preferred rather than external speakers to avoid audio feedback being picked up by the mic
- Microphone
  - a webcam microphone will work, but often a separate mic positioned closer to the mouth picks up less background noise
- Webcam
  - for transmitting live video of the session participant(s)
- Video camera
  - for transmitting live video of a procedure or demonstration
- [Safe Assign](#) - online submission of paper compares your work to published papers and checks for plagiarism
- [Netiquette](#) - "Netiquette" stands for "Internet Etiquette", and refers to the set of practices developed over the years to make the Internet experience pleasant for everyone. Please review some of the **Netiquette** rules and take the Netiquette Quiz (Non-Graded) to see how your personal knowledge of Netiquette is.

### **UTEP Virtual Private Network:**

UTEP's electronic resources (i.e. Library resources) are available to registered students when working from outside the campus network. In order to access these resources, you will need to set up a Virtual Private Network (VPN) that basically recognizes you are a UTEP student and can



look for journals and use subscriptions UTEP/You have paid for. Setting up a VPN is simple, click on the following link to see a visual tutorial: [UTEP VPN](#).

### **Other BB Learn Student Resources**

#### **Technical Assistance**

This online class is hosted by UT El Paso. If you have computer, Blackboard problems, or any other kind of technical questions, please contact the UTEP Help Desk via email at [helpdesk@utep.edu](mailto:helpdesk@utep.edu) or by phone at (915) 747-5257. The HELP desk hours are: Mon-Fri 7:00am - 8:00pm (Mountain Time), Sat 9:00am - 1:00pm (Mountain Time), Sun CLOSED.

#### **Copyright Notice**

Copyright law protects many of the materials that are posted within this course. These materials are only for the use of students enrolled in this course and only for the purpose of this course. They may not be further retained or disseminated.

#### **COVID-19 PRECAUTIONS**

**The School of Nursing is following CDC guidelines for vaccinated groups.**