

The U.S. Health Care System – Spring 2025
HMG 6320.501 – Dr. DeVontae Warren, Ed.D., MHA

Dates: Wednesday, January 22, 2025 – Wednesday, May 7, 2025

Time: Wednesdays, 7:00pm – 9:45pm

Classroom: JSOM 12.214

Instructor Contact Information:

Dr. DeVontae Warren, Ed.D., MHA

Office location: *I do not have an office at UTD*, but am available before and after class for individual student meetings. Please text or email to schedule.

Email: devontae.warren@utdallas.edu

Phone: Mobile: 214-505-3866

Course Pre-requisites, Co-requisites, and/or Other Restrictions

There are no course pre-requisites. However, students registering for this course should anticipate that the course is designed for students pursuing a masters-level Health Care Management degree. As such, all students taking this course should expect that they will be held accountable for extensive reading before and after class, while also possessing proficiency in group collaboration and presentation skills. Students pursuing other business-related degrees are welcome to enroll in the course, as the diversity of class membership adds greatly to the shared learning during the course. This course requires students to do extensive preparation reading and writing before class, enhancing the discussion portions of the weekly class experience. All students are expected to acknowledge that their final course grade is influenced by the expectation of mastering the subject materials as if they were pursuing a career in the U.S. health care system.

Course Description:

The course introduces students to the historical development, structure, operation, and current and future directions of the major components of the American health care delivery system. It reviews the historical evolution of the health care system's features and examines the ways in which health care services are organized and delivered, the influences that affect health care public policy decisions, factors that determine priorities for the allocation of health care resources, and the relationship of health care costs to measurable benefits. This course will also discuss the impact of AI in healthcare. The course enables students to assess the role of organized efforts to influence health policy formulation, and the contributions of medical technology, research findings, and societal values on our evolving health care delivery system.

UTD University Mission/ Student Learning Objectives/Outcomes

The University of Texas at Dallas provides the State of Texas and the nation with excellent, innovative education and research. The University is committed to graduating well-rounded citizens whose education has prepared them for rewarding lives and productive careers in a constantly changing world; to continually improving educational and research programs in the arts and sciences, engineering, and management; and to assisting the commercialization of intellectual capital generated by students, staff, and faculty.

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MS in Healthcare Leadership and Management: Domain & Competency Mapping

Please click here for the full competency Crosswalk:

<https://d.docs.live.net/95f1c4291fe64eac/Business%20Opportunities/Delivering%20healthcare%20in%20America/CAHME/1%20Page%20CAHME%20MISSION%20PLO%20LINK.pptx>

HMGT 6320 -THE AMERICAN HEALTHCARE SYSTEM								
Program Goals	PSLO	CSLO	Domain	Domain Name	Competency	Measure	How to Measure	Higher Level Learning
Have a broad understanding of healthcare organization and delivery in the US (PSLO1)	Assess the role of organized effort to influence health policy formulation, and the contributions of technology, research and societal values on our evolving health care delivery system	Students will be able to evaluate how healthcare is organized and delivered in the U.S.	4	Knowledge of the Healthcare Environment	Healthcare and medical terminology Managed care models	Understand healthcare medical terminology in order to build understanding and trust in a clinical setting	Briefing Paper/Group Presentation and Group Led Discussions	Yes
Can analyze how laws, regulations, and policies control healthcare delivery (PSLO 2)	Describe how laws, regulations and policies control healthcare delivery and assess the relationship between cost, access, and quality in	Describe the types and interrelationships of health care facilities, services, and personnel	4 & 5	Knowledge of the Healthcare Environment(4); Business Knowledge and Skills (5)	Define roles and responsibilities (5); Healthcare and medical terminology (4)	Understand healthcare medical terminology in order to build understanding and trust in a clinical setting	Briefing Paper &Group Presentation and Group Discussions	Yes
Can analyze how laws, regulations, and policies control healthcare delivery (PSLO 2)	Describe how laws, regulations and policies control healthcare delivery and assess the relationship between cost, access, and quality in healthcare	Understand the influences of public sector health policy making and implementation processes as well as financial considerations	4	Knowledge of the Healthcare Environment	Healthcare and medical terminology	Understand healthcare medical terminology in order to build understanding and trust in a clinical setting	Briefing Paper &Group Presentation and Group Discussions	Yes
Have a broad understanding of healthcare organization and delivery in the US (PSLO 1)	Are prepared to be skilled decision-makers through comprehensive analysis of internal and external factors in healthcare environments	Identify and describe the quality control activities of the current health care system and relate service provider behaviors to legal, ethical, and financial considerations.	4, 1, 2, 5	Communication & Rel. Mgmt (1); Leadership (2); Knowledge of the Healthcare Environment(4); Business Knowledge and Skills (5)	Build coll. Relationships (1); Data analysis (1); Ethical decision-making (2); Healthcare and medical terminology; Roles and responsibilities (5)	Understand healthcare medical terminology in order to build understanding and trust in a clinical setting	Briefing Paper &Group Presentation and Group Discussions	Yes

Master of Science Degree - Healthcare Leadership and Management

HMGT 6320.501 – Educational Domain & Competency Mapping:

Domain 1: Communication & Relationship Management

- Competency-Supportive: Present Data Analysis Results to Decision Makers.
- Competency-Supportive: Build trusting, collaborative relationships with staff, peers, other disciplines, physicians, etc.

Domain 2: Leadership

- Competency-Supportive: Foster an environment of mutual trust and ethical decision-making.

Domain 4: Knowledge of the U.S. Healthcare Environment

- Competency-Supportive: Understanding and use of Healthcare and Healthcare Business Terminology.
- Competency-Supportive: Understanding of Managed care models, structures, and environment (e.g., group, staff, IPA, PPO).
- Competency-Supportive: Evaluate emerging technologies.

Domain 5: Business Knowledge and Skills

- Competency-Supportive: Define healthcare roles, responsibilities, and job descriptions.

HMGT 6320.501 - Student Learning Outcomes:

Upon completion of the course students will be able to:

- Describe the origin and history of the US health care system.
- Describe the private, governmental, professional and economic contributions to the development and operation of the health care system.
- Describe the types and interrelationships of health care facilities, services, and personnel.

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- Understand the influences of public sector health policy making and implementation processes.
- Understand the major ethical, economic, professional and legal issues confronting providers, insurers, public policymakers and consumers.
- Describe special problems of high-risk populations and health system responses.
- Describe the quality control activities of the current health care system and relate service provider behaviors to legal, ethical, and financial considerations.
- Understand the healthcare reforms currently being implemented and planned for the near future.
- To develop awareness of the complexity and interconnectedness of the multiple components of the health care system and their impact on providers
- To learn, understand and analyze the latest trends and changes in American healthcare
- To identify the value and benefits of teamwork and group work-product development
- To learn and have fun while learning that limitations are self-imposed.

HMG 6320.502 - Course Modality and Expectations:

Course Platform	This course will be delivered in class
Expectations	Students will be expected to attend class, prepare with assigned readings and actively participate in class discussions. Attendance will be taken.

COVID-19 Guidelines and Resources

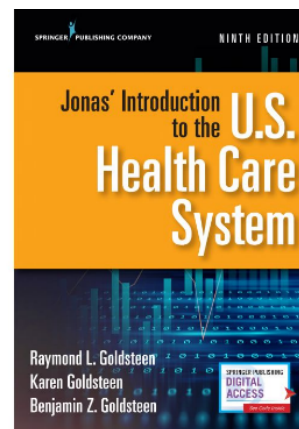
The information contained in the following link lists the University’s COVID-19 resources for students and instructors of record. Please see <http://go.utdallas.edu/syllabus-policies>.

HMG 6320.501 - Required Textbook:

JONAS’ INTRODUCTION TO THE U.S. HEALTH CARE SYSTEM

9th Edition

Authors - Raymond L. Goldsteen and Karen Goldsteen
 Springer Publishing Company
 ISBN: 978-0-8261-7402-4
 eBook ISBN: 978-0-8261-7404-8



Selected Journal Articles and / or videos will be posted on e-learning and you will be required to study and view these before class.

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Course schedule and readings:

Week 1	Jan 22	Introduction to Course – Syllabus Overview Article Discussion: What is Health?	Discussion Pre Test Open January 21 at 9:00am – January 24 at 11:59pm
2	Jan 29	Text: Introduction to the Health Care System Components of the Health Care System Article Discussion: Is Health Care a Right?	*Chapter 1 Quiz
3	Feb 5	Text: Settings for Health Care Delivery Video & Discussion: “The Waiting Room” https://www.youtube.com/watch?v=mzlin6OV0LU Article Discussion: The Hot Spotters	*Chapter 2 Quiz
4	Feb 12	Text: The People Who Provide Care Article Discussion (2): Backbone of our Health System is Breaking The Home Care Workforce Has Not Kept Pace with Growth in Home and Community-Based Services	*Chapter 3 Quiz Case Study 1: Group 1 Presentations
5	Feb 19	Text: Medicine, Devices, and Technology Article Discussion: Cybersecurity in Health Care: A Narrative Review	*Chapter 4 Quiz Case Study 1: Group 2 Presentations
6	Feb 26	Text: Government & the Health Care System Article Discussion: Major Trends in the US Health Economy Since 1950	*Chapter 5 Quiz Case Study 1: Group 3 Presentations Case Study 2 Selections Due by 11:59pm
7	Mar 5	Text: Financing the Health Care System Article Discussion: The Cost Conundrum	*Chapter 6 Quiz
8	Mar 12	Text: Health Care System Performance Article Discussion (2): Mirror, Mirror 2021: Reflecting Poorly The Triple Aim: Care, Health, and Cost	*Chapter 7 Quiz
9	Mar 19	NO CLASS – SPRING BREAK Article: The Real Leadership Lessons of Steve Jobs	
10	Mar 26	Text: Debates Surrounding Health Care System Change Article Discussion: What to Know About Medicare Spending and Financing https://www.kff.org/medicare/issue-brief/what-to-know-about-medicare-spending-and-financing/#	*Chapter 8 Quiz Case Study 2: Group 1 Presentations

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11	Apr 2	<p style="text-align: center;">Text: History of Change From 1900-2010 Incremental Reform</p> <p style="text-align: center;">Video & Discussion – “Being Mortal”</p> <p style="text-align: center;">https://www.youtube.com/watch?v=IQhI3Jb7vMg</p>	<p style="text-align: center;">*Chapter 9 Quiz Case Study 2: Group 2 Presentations Case Study 3 Selections Due by 11:59pm</p>
12	Apr 9	<p style="text-align: center;">Text: History of Change from 1900-2010 Comprehensive Reform</p> <p style="text-align: center;">Article: <i>Salve Lucrum</i>: The Existential Threat of Greed in US Healthcare</p>	<p style="text-align: center;">* Chapter 10 Quiz Case Study 2: Group 3 Presentations</p>
13	Apr 16	<p style="text-align: center;">Text: The Affordable Care Act:</p> <p style="text-align: center;">Article: Value Based Payment as a Tool to Address Excess US Health Spending</p>	<p style="text-align: center;">* Chapter 11 Quiz</p>
14	Apr 23	<p style="text-align: center;">Text: Trends in the U.S. Health Care System:</p> <p style="text-align: center;">Article Discussion: Evaluating Value-Based Care</p>	<p style="text-align: center;">Case Study 3: Group 1 Presentations</p>
15	Apr 30	<p style="text-align: center;">Emerging Trends in Health Equity</p> <p style="text-align: center;">Podcast Discussion: Health & Justice for All Podcast – Health Care Role in Health Equity</p> <p style="text-align: center;">https://www.youtube.com/watch?v=gUyiyMeAEyA</p>	<p style="text-align: center;">Case Study 3: Group 2 Presentations</p>
16	May 7	<p style="text-align: center;">Final Case Studies</p>	<p style="text-align: center;">Case Study 3: Group 3 Presentations</p>
Final	May 14	<p style="text-align: center;">NO CLASS</p>	<p style="text-align: center;">Final: Post Test Open May 12 at 9:00am – May 16 at 11:59pm</p>

Anticipated Additional Articles (access on your own):

- The Quality Chasm - 2001
- The Heroism of Incremental Care – Gawande
- Inside the Worst-Hit County in the Worst-Hit State in the Worst-Hit Country – Gawande
- Costa Ricans Live Longer Than We do. What’s The Secret? – Gawande
- Crossing the Quality Chasm – Institute of Medicine
- Uncertainty and the Welfare Economics of Medical Care – 1963
- Losing Contact – Covid19, Telemedicine, and the Patient-Provider Relationship – Sept 22
- Overkill – Gawande
- National Health Expenditures – 2022-2031- Keehan
- The Moral Crisis of America’s Doctors – NY Times 2023
- 10 Abnormal Practices We Have Normalized in US Healthcare
- Facing Financial Ruin as Costs Soar for Health Care – New York Times 2023
- The Essential Skills of Being Human – Brooks – New York Times 2023
- Systemic and Structural Racism: Definitions, Examples, Health Damages, and Approaches to Dismantling – Braveman, et al – Health Affairs 2022

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Videos / Podcast for Class provided with links in eLearning:

1. The Waiting Room
2. Being Mortal
3. Health Equity & Justice For All - podcast

Grading Criteria	Percentage for Final Grade	Notes
Phase I: Case Study Presentation	20%	75% - Professor and Team Peer Grade 25% - Class Grade
Phase II: Case Study Presentation	20%	75% - Professor and Team Peer Grade 25% - Class Grade
Phase III: Final Case Study	30%	75% - Professor and Team Peer Grade 25% - Class Grade
Weekly Reading Comprehension Quizzes	15%	Covers weekly Textbook Reading – In-class first 15 min. (Open Notes/Text)
Attendance & Participation	10%	95 points to start-reduce by 2 points every unexcused absence (UTD policy)
Post – Test	5%	Covers summary of learning objectives – Out of Class (Open Notes/Text)
Total	text-align: center;">100%	

Grading scale:

- A = 90 - 100%
- B = 80 - 89%
- C = 70 - 79%
- D = 60 - 69%
- F = below 60%

Comet Creed

This creed was voted on by the UT Dallas student body in 2014. It is a standard that Comets choose to live by and encourage others to do the same:

“As a Comet, I pledge honesty, integrity, and service in all that I do.”

Course & Instructor Policies:

General Information:

Throughout the course, I will share with you published articles, experts’ opinions, communication, the latest disseminated innovations and changes related to our healthcare system. You are required to study these handouts and be prepared to discuss. Quizzes will cover these handouts as well as the reading text and lectures.

Administrative Issues:

- Our class is scheduled as a 2.5 hour session weekly. Should there be a need to

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leave the class during the lecture, students must egress the classroom without disturbing other students. Arriving late is disruptive to class activities and may affect your attendance and participation grade. If you have a legitimate reason for being late or an excused absence, please inform Dr. Warren ahead of time.

- Course handouts and copies of lecture slides (when used) will be posted on eLearning after the class session. Students are required to check the Course's eLearning site on a regular basis.
- If you must miss class for some reason, then it is your responsibility to obtain class notes from another student.

Case Presentations:

- There are 3 Case Presentations during the semester.
- **Case Study Presentations will be scheduled during the regular scheduled class times and dates indicated on the syllabus. If you fail to participate in preparing and/or delivery of the Case Study Presentation with your assigned Team, without prior permission, then a grade of zero will automatically be assigned.**
- Teams will be assigned for Case Presentations and will remain the same throughout the semester for all 3 Case Presentations.
- Topics will be provided for Case Presentations and will be assigned on a first request basis.
- Case Presentations account for the majority of your grade.

Quizzes:

- Offered weekly from 7:00 pm to 7:15 pm via eLearning as announced in Course Syllabus (see syllabus for dates). If you can't be present for the first 15 minutes of class, you must discuss with the Instructor at the beginning of the semester, as there are no make-up Quizzes.
- **Open book/open notes with specified time limit (15 minutes), unless otherwise stated (No sharing answers with classmates) – Approximately 5-10 Multiple Choice and T/F Questions.**
- Focus on the Textbook Assignments each week (see Syllabus).
- Each Chapter Reading and Weekly Lecture will add to the body of knowledge so students will be expected to understand the concepts from previous lectures.
- Total 11 quizzes – lowest quiz score will be dropped

Make-Up Quizzes:

In-class work cannot be made up. Pop quizzes may be made up when the absence is due to a university recognized reason and must be rescheduled with Ms. Bryan within 2 days from when quiz was taken by the class.

UTD email:

All university and course communication is conducted via the student's UTD email account. It is the student's responsibility to check UTD email and respond accordingly. Please do not use Coursebook for communication with Ms. Bryan as it will not be checked regularly.

Late Work:

Late work will receive a substantially lower grade. Assignments turned in one week after the due date will not be accepted. The final project is due no later than the day/time of the final exam.

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Extra Credit:

There will be no extra credit as a policy. Extra credit may be provided, in exceptional cases, as determined by the Instructor.

Classroom Citizenship and Class Attendance:

- Remember that attendance, class participation, and classroom citizenship constitute 10% of your course grade. Class participation means arriving on time, contributing to discussions, active listening, and peer review. Bring your textbooks, notebook paper, and a pen to each class session. **Laptops and tablets will not be allowed for notetaking in class.** *If you are unable to attend class, you are responsible for obtaining the lecture notes from another class member. Lecture notes are not posted on eLearning.
- Quizzes will take place at the beginning of class and will automatically close at 7:15pm on each class day. No extra time will be allowed for those who come in late.
- **Attendance will be taken during each class session.** It is your responsibility to sign the sign-in sheet. If you miss more than two classes, you will forfeit 10% toward your final grade. Missing three classes or more will have an adverse effect on your final grade and will be handled individually.

Classroom Conduct and Technology Policy: Prior to class, you are free to use your phone and other devices outside of the classroom. **Upon entering the classroom, I expect them to be put away.** Chat with your classmates about the course, university activities, work, family, or life in general!! Your peers are part of the university experience. When class begins, I expect students to be attentive. **Phones must be silenced when class begins. I do not want to see them or hear them (absolutely no texting).**

Additionally, reading newspapers, magazines, or studying for another class will not be tolerated. During discussions, I expect students to be respectful of the views of others. No name-calling, swearing, or racist/sexist/homophobic statements. Common courtesy is appreciated. Violation of this policy will affect your grade.

No phones, laptops, iPads, or ear devices in class. Bring paper and pen/pencil.

Please, no eating or sleeping in class. This is graduate school and you are expected to be attentive and alert during class. You may bring in drinks, but you must clean up / discard any drink receptacles before leaving the classroom.

Scholastic Dishonesty: Any student who commits an act of scholastic dishonesty is subject to discipline. Scholastic dishonesty includes but is not limited to cheating, plagiarism, collusion, submitting for credit any work or materials that are attributable in whole or in part to another person, taking an examination for another person, or any act designed to give unfair advantage to a student or the attempt to commit such acts. Plagiarism, especially from the web, from portions of papers from other classes (yes, it is possible to plagiarize yourself...), and from any other source, is unacceptable and will be dealt with under the university's policy on plagiarism (see below for details). This course will use turnitin.com, which searches the web for possible plagiarism and is over 90% effective.

I am pleased that you have elected to enroll in my JSOM HMG 6320 Introduction to the U.S. Health Care System. I trust your learning experience will lead you to a deeper and more comprehensive understanding of the American

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*Health Care System and prepare you for both a career in the health care industry,
as well as to help you become a more educated consumer of the health care system
in our country.*

Dr. DeVontae Warren, Ed.D., MHA
Devontae.warren@utdallas.edu
214-505-3866

*The descriptions and timelines contained in this syllabus are subject to change at the discretion of
the Professor.*

UT Dallas Syllabus Policies and Procedures

The information contained in the following link constitutes the University's policies and procedures segment of the course syllabus. Please go to <http://go.utdallas.edu/syllabus-policies> for these policies.

Sharing Confidential Information: Students considering sharing personal information in email, in person, or within assignments or exams should be aware that faculty members and teaching associates/assistants and graduate/research assistants are required by UT Dallas policy to report information about sexual misconduct to the UT Dallas Title IX Coordinator. Per university policy, Sexual Misconduct Policy - [UTDBP3102](#), faculty have been informed that they must identify the student to the UT Dallas Title IX Coordinator. Students who wish to have confidential discussions of incidents related to sexual harassment or sexual misconduct should contact the Student Counseling Center (972-883-2575 or the 24/7 Crisis Hotline at 972-UTD-TALK or 972-883-8255), the, a health care provider in the Student Health Center (972-883-2747), a clergyperson (or other legally recognized religious advisor) of their choice, or an off-campus resource (e.g., rape crisis center, doctor, psychologist). Students who are sexually assaulted, harassed, or are victims of sexual misconduct, domestic violence, or stalking, are encouraged to directly report these incidents to the UT Dallas Police Department at 972-883-2222 or to the Title IX Coordinator at 972-883-5202. Additional information and resources may be found at <https://www.utdallas.edu/institutional-initiatives/title-ix/resources/>.

Technical Support: If you experience any issues with your UT Dallas account, contact the UT Dallas Office of Information Technology Help Desk via e-mail at assist@utdallas.edu or via telephone at 972-883-2911.

UT Dallas provides eLearning technical support 24 hours a day, 7 days a week. The services include a toll-free telephone number for immediate assistance (1-866-588-3192), email request service at elearning@utdallas.edu, and an online chat service. Please use this link to access the UTD eLearning Helpdesk: <https://ets.utdallas.edu/elearning/helpdesk>.

Field Trip Policies, Off-Campus Instruction and Course Activities: Off-campus, out-of-state, foreign instruction/travel, and course-related field trip activities are subject to state law and university policies and procedures regarding travel and risk-related activities.

Detailed information regarding this policy, in accordance to *Texas Education Code*, Section 51.950, can be accessed through the UT Dallas Policy Navigator, <https://policy.utdallas.edu/utdbp3023>, and at <https://www.utdallas.edu/ehs/rm/insurance/travel-related-risk/>. Additional information is available from the office of the school dean.

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Student Conduct and Discipline: The University of Texas System ([Regents' Rule 50101](#)) and UT Dallas have rules and regulations for the orderly and efficient conduct of their business. It is the responsibility of each student and each student organization to be knowledgeable about the rules and regulations which govern student conduct and activities. General information on student conduct and discipline is contained in the Student Complaints Resources in the online UT Dallas Undergraduate Catalog, <https://catalog.utdallas.edu/now/undergraduate/resources/student-complaints> and the Graduate Catalog, <https://catalog.utdallas.edu/now/graduate/resources/student-complaints>.

UT Dallas administers student discipline within the procedures of recognized and established due process. Procedures are defined and described in the Student Code of Conduct, UTDSP5003 (<https://policy.utdallas.edu/utdsp5003>). Copies of these rules and regulations are available to students in the Office of Community Standards and Conduct, where staff members are available to assist students in interpreting the rules and regulations (SSB 4.400, 972-883-6391) and online at <https://www.utdallas.edu/conduct/>.

A student at the University neither loses their rights nor escapes the responsibilities of citizenship. He or she is expected to obey federal, state, and local laws as well as the Regents' Rules, university regulations, and administrative rules. Students are subject to discipline for violating its standards of conduct whether such conduct takes place on or off campus, or whether civil or criminal penalties are also imposed for such conduct.

Social Media Use

The Student Code of Conduct includes behaviors conducted via any digital platform. Students may not use any digital platform to seek or provide unauthorized assistance for any assignment done for academic credit. Students may not use any digital platform to impersonate or represent any person other than themselves. Please consult with your instructor regarding authorized assistance.

Academic Integrity

The faculty expects from its students a high-level of responsibility and academic honesty. Because the value of an academic degree depends upon the absolute integrity of the work done by the student for that degree, it is imperative that a student demonstrates a high standard of individual honor in his or her scholastic work. See <https://www.utdallas.edu/conduct/integrity/>.

Academic Dishonesty: Academic dishonesty can occur in relation to any type of work submitted for academic credit or as a requirement for a class. It can include individual work or a group project. Academic dishonesty includes plagiarism, cheating, fabrication, and collaboration/collusion. In order to avoid academic dishonesty, it is important for students to fully understand the expectations of their professors. This is best accomplished through asking clarifying questions if an individual does not completely understand the requirements of an assignment.

Additional information related to academic dishonesty and tips on how to avoid dishonesty may be found here: <https://www.utdallas.edu/conduct/dishonesty/>.

Copyright Notice

It is the policy of UT Dallas to adhere to the requirements of the United States Copyright Law of 1976, as amended, (*Title 17, United States Code*), including ensuring that the restrictions that apply to the reproduction of software are adhered to and that the bounds of copying permissible under the fair use doctrine are not exceeded. Copying, displaying, reproducing, or distributing copyrighted

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material may infringe upon the copyright owner's rights. Unauthorized distribution of copyrighted material, including unauthorized peer-to-peer file sharing, may subject students to appropriate disciplinary action as well as civil and criminal penalties. Usage of such material is only appropriate when that usage constitutes "fair use" under the Copyright Act. For more information about the fair use exemption, see <https://guides.lib.utexas.edu/fairuse/home>. As a UT Dallas student, you are required to follow UT Dallas' copyright policy (UTDPP1043 at <https://policy.utdallas.edu/utdpp1043>) and the UT System's policy, UTS107 at <https://www.utsystem.edu/board-of-regents/policy-library/policies/uts107-use-copyrighted-materials>.

Email Use

UT Dallas recognizes the value and efficiency of communication between faculty/staff and students through electronic mail. At the same time, email raises some issues concerning security and the identity of each individual in an email exchange. All official student email correspondence will be sent only to a student's UT Dallas email address and UT Dallas will only consider email requests originating from an official UT Dallas student email account. This allows the University to maintain a high degree of confidence in the identity of each individual corresponding via email and the security of the transmitted information. UT Dallas furnishes each student with a free email account that is to be used in all communication with university personnel. The Office of Information Technology provides a method for students to have their UT Dallas mail forwarded to other email accounts. To activate a student UT Dallas computer account and forward email to another account, go to <https://www.utdallas.edu/oit/netid/self-service>.

Withdrawal from Class

The administration at UT Dallas has established deadlines for withdrawal from any course. These dates and times are published in the Comet Calendar (<http://www.utdallas.edu/calendar>) and in the Academic Calendar (<http://www.utdallas.edu/academiccalendar>). It is the student's responsibility to handle withdrawal requirements from any class. In other words, a professor or another instructor cannot drop or withdraw any student unless there is an administrative drop such as the following:

- Not meeting the prerequisites for a specific course
- Not satisfying the academic probationary requirements, resulting in suspension
- An Office of Community Standards and Conduct request
- Not making appropriate tuition and fee payments
- Enrollment is in violation of academic policy
- Not admitted for the term in which they registered

It is the student's responsibility to complete and submit the appropriate forms to the Registrar's Office and ensure that he or she will not receive a final grade of "F" in a course if he or she chooses not to attend the class after being enrolled.

Student Grievance Procedures

Procedures for student grievances are found in university policy UTDSP5005 (<https://policy.utdallas.edu/utdsp5005>). In attempting to resolve any student grievance regarding disputes over grades, application of degree plan, graduation/degree program requirements, and thesis/and dissertation committee, adviser actions and/or decisions, evaluations, and/or other fulfillments of academic responsibility, it is the obligation of the student first to make a serious

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effort to resolve the matter with the instructor, supervisor, administrator, or committee with whom the grievance originated.

Incomplete Grade Policy

As per university policy, incomplete grades may be given at the discretion of the instructor of record for a course, when a student has completed at least 70% of the required course material but cannot complete all requirements by the end of the semester. An incomplete course grade (grade of 'I') must be completed within the time period specified by the instructor, not to exceed eight (8) weeks from the first day of the subsequent long semester. Upon completion of the required work, the grade of 'I' may be converted into a letter grade (A through F). If the grade of Incomplete is not removed by the end of the specified period, it will automatically be changed to a grade of F. The incomplete grade policy is included in the online UT Dallas Undergraduate Catalog, <https://catalog.utdallas.edu/now/undergraduate/policies/academic#incomplete-grades> and the Graduate Catalog, <https://catalog.utdallas.edu/now/graduate/policies/grades#grade-of-i-incomplete>.

Accommodations for Students with Disabilities

It is the policy and practice of UT Dallas to make reasonable accommodations for students with properly documented disabilities. If you are a student with a disability and believe you will need academic accommodations for this class, you are encouraged to register with the Office of Student AccessAbility (OSA). Some aspects of the course, the assignments, the in-class activities, and the way the course is typically taught may be accommodated to facilitate your participation and progress. OSA will assist you in determining academic accommodations that are appropriate for your situation. Any information you provide is private and confidential and will be treated as such. To avoid any delay, please contact OSA as soon as possible. Please note that accommodations are not retroactive and disability accommodations cannot be provided until an OSA Letter of Accommodation has been given to the instructor. Students who have questions about receiving accommodations, or those who have, or think they may have, a disability (mobility, sensory, health, psychological, learning, etc.) are invited to contact OSA for a confidential discussion. OSA is located in the Student Services Building, AD 2.224 They can be reached by phone at 972-883-2098, or by email at studentaccess@utdallas.edu.

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Religious Holy Days

UT Dallas will excuse a student from class or other required activities, including examinations and travel time for the observance of a religious holy day for a religion whose places of worship are exempt from property tax under Section 11.20, of the *Texas Tax Code*.

Students are encouraged to notify the instructor or activity sponsor as soon as possible regarding the absence, preferably in advance of the assignment.

Excused students will be allowed to take missed exams or complete assignments within a reasonable time after the absence: a period equal to the length of the absence, up to a maximum of one week. A student who notifies the instructor and completes any missed exam or assignment may not be penalized for the absence. A student who fails to complete the exam or assignment within the prescribed period may receive a failing grade for that exam or assignment.

If a student or an instructor disagrees about the nature of the absence [i.e., for the purpose of observing a religious holy day] or if there is similar disagreement about whether the student has been given a reasonable time to complete any missed assignments or examinations, either the student or the instructor may request a ruling from the President of UT Dallas or from the President's designee. The chief executive officer or designee must take into account the legislative intent of *Texas Education Code* 51.911(b), and the student and instructor will abide by the decision of the chief executive officer or designee.

This information is also included in the online UT Dallas Undergraduate Catalog, <https://catalog.utdallas.edu/now/undergraduate/policies/religious-holy-days>, and the Graduate Catalog, <https://catalog.utdallas.edu/now/graduate/policies/religious-holy-days>.

Making a False Alarm or Report Involving a Public or Private Institution of a Higher Education

Making a false threat at any Texas higher education institution is considered a **State Jail Felony**, not a Class A misdemeanor, according to a law passed by the Texas Legislature.

This legislation was enacted in response to several threats in past years at several universities across the U.S. that disrupted classes and prompted evacuation of campus property, even though the reports turned out to be a hoax.

This law relates to the offense of making or causing a false alarm or report involving a public or private institution of higher education. A person commits an offense under Section 42.06, *Texas Penal Code*, if he or she knowingly initiates, communicates or circulates a report of a present, past, or future bombing, fire, offense, or other emergency that he or she knows is false or baseless and that would ordinarily:

1. Cause action by an official or volunteer agency organized to deal with emergencies;
2. Place a person in fear of imminent serious bodily injury; or
3. Prevent or interrupt the occupation of a building, room, place of assembly, place to which the public has access, or aircraft, automobile, or other mode of conveyance.

An individual adjudged guilty of a state jail felony shall be punished by confinement in a state jail for any term of not more than two years or less than 180 days and, in addition to confinement, may be punished by a fine not to exceed \$10,000.

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UT Dallas students should be aware that the State of Texas takes these threats seriously, and the legal consequences, which are severe, go beyond anything that the University's disciplinary committee can address.

This information is also included in the online UT Dallas Undergraduate Catalog, <https://catalog.utdallas.edu/now/undergraduate/policies/false-alarms> and in the Graduate Catalog, <https://catalog.utdallas.edu/now/graduate/policies/false-alarms>.

Interactive Campus Map – Locate Severe Weather Shelters, Elevators, and Bathrooms

The interactive campus map (<http://www.utdallas.edu/maps/>) allows users to search for severe weather shelter areas in each building. On the map, click on a building and select "Storm Shelters" from the "Find" drop-down menu. Remember, a severe weather shelter area is usually any interior room without windows, such as a restroom, hallway, conference room, or office. Try to find shelter on the lowest floor of the building and stay away from large auditoriums or gyms. Users can also use the same map to locate elevators and bathrooms.

Resources to Help You Succeed

All Students

The [Comet Cupboard](#) is a UT Dallas food pantry initiative dedicated to helping students in need. The Comet Cupboard is located in MC 1.604, on the first floor of the McDermott Library, and can be contacted by calling 972-883-2709.

[Comet Cents](#) provides financial literacy to students with the peer-to-peer model. This money management center provides one-on-one appointments and workshops throughout the semester. Comet Cents works to help students improve their financial situation with topics such budgeting, credit card debit, investing and other personal finance areas.

[Intercultural Programs](#) provides a host of transition programs for international students and intercultural competency trainings for all students. They are located in SSB 3.6, on the third floor of the Student Services Building. Their phone number is 972-883-7430.

The [Student Counseling Center](#) offers confidential services to students either for individual appointments or as part of groups. Initial appointments must be made in person in the Student Counseling Center, which is located in SSB 4.600, on the fourth floor of the Student Services Building. Their main number is 972-883-2575 and the 24/7 Crisis Hotline is 972-883-8255 (972-UTD-TALK).

The [Testing Center](#), run by the Education Technology Services, offers a 300-seat computer lab, providing UT Dallas students access to a comfortable and secure test environment for online/paper exams, quizzes, instructional testing, and assessments. The Testing Center is located in Room 11.175, the first floor of the Synergy Park North 2 (SP2) building and can be contacted by calling 972-883-5497 or 972-883-6735. See <https://ets.utdallas.edu/testing-center>.

If you experience issues taking an exam in eLearning, please contact the UTD eLearning Helpdesk: <https://ets.utdallas.edu/elearning/helpdesk>.

UTD Student Success Center

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The [Student Success Center \(SSC\)](#) offers assistance to students in the areas of writing, mathematics, communication, multiple science fields, study skills, and other academic disciplines. These services are available through individual appointments, small group appointments, drop-in labs, workshops, and weekly reviews. All undergraduate students enrolled at UT Dallas are eligible to participate in these services. Not all courses will be supported by all services. Please check the website at the beginning of each semester to find out which courses are supported by which services.

The SSC is divided into six units and undergraduate students are able to use as fits their course needs each semester. All services are free of charge.

In **Academic Success Coaching (ASC)**, students can receive help with time management, goal setting, test preparation, and various other study techniques and strategies. Student coaches offer one-on-one appointments and workshops throughout the semester.

The **Communication Lab (CommLab)** offers one-on-one and group appointments where students can gain practical feedback for improving oral and group presentations.

The **Peer-Led Team Learning (PLTL)** program provides an active, engaged learning experience for students enrolled in potentially difficult gateway courses. Students who register with PLTL will meet in small groups once a week and are expected to attend every session. Students who regularly attend sessions typically earn a half to a whole letter grade higher than students who do not participate in the PLTL program.

Peer Tutoring (PT) offers math and science tutoring assistance for many of the historically challenging undergraduate courses at UT Dallas. The sessions are designed to address students' individual questions and needs; however, the tutors do not provide answers for homework, quizzes, or exams. Peer Tutoring services include drop-in tutoring for most 1000 and 2000 level courses, one-on-one appointments for a limited number of 3000 and 4000 level courses, and weekly reviews the timings of which vary by semester.

Supplemental Instruction (SI) provides peer-facilitated weekly study sessions for students taking historically difficult courses. SI sessions encourage active, collaborative learning based on critical thinking and transferable study skills. SI Leaders attend lectures and take notes, just like the enrolled students. Students should check the SSC website for supported subjects and session times.

The **Writing Center (WC)** is a collaborative learning environment for students interested in developing stronger writing skills. One-on-one appointments are offered, as are weekly workshops. Scheduling an appointment is strongly recommended, but drop-in hours are also available.

The Student Success Center's main office is located in the McDermott Library Building on the first floor, MC 1.302, and can be contacted by calling 972-883-6707 or by sending an email to ssc@utdallas.edu.

University Resources

Additional university resources, "Resources for Study and Campus Life" are listed in the online Undergraduate Catalog, <https://catalog.utdallas.edu/now/undergraduate/resources/index> and the Graduate Catalog, <https://catalog.utdallas.edu/now/graduate/resources/index>.

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