

Eastern Oregon University
College of Business
Course Syllabus

Number of Course: FSA 345

Name of Course: Multiculturalism in Emergency Services

Fall Term 2022

CRN: 38052

Course Description:

This course examines how multiculturalism affects every aspect of our society and its impact on the emergency services workforce (police, fire and rescue service, emergency medical service, emergency management, 911, military, and civil emergency services). This course provides an extensive familiarization with communication styles, customs, language and behavioral patterns of various cultures, ethnic groups and other dimensions of diversity. The course addresses cultural competence relevant to emergency services operations and administration. Students taking this class will analyze effective workforce multicultural and diversity strategies in decision making and daily activities as it relates to groups employed by and encountered by emergency services professions.

Credit Hours: 4

Prerequisites: Standing as a sophomore.

Course Attributes: Eastern Oregon University Institutional Graduation Requirement - (DPD) Difference, Power & Discrimination and (UWR) University Writing Requirement

Instructor:

The course instructor is Aaron T. Olson, M.Ed. His EOU email is aolson@eou.edu and his cell phone is 971-409-8135. Website: <https://atolson.com/>

Time and place of the course: Online

Required Text or Suggested Materials:

The course textbook is Multicultural Law Enforcement: Strategies for Peacekeeping in a Diverse Society, 7th Edition (Copyright 2019), by Robert M. Shusta, Deena R. Levine, and Aaron T. Olson; Copyright by Pearson Education, Inc, ISBN 13: 978-0-13-484918-8. The textbook provides useful information to all emergency services personnel, regardless if the student is employed and/or seeking a career in the criminal justice system or with other emergency service or non-emergency service employers. The textbook may be ordered through the EOU Bookstore link at <http://www.eou.edu/bookstore/> or through Pearson at [Multicultural Law Enforcement: Strategies for Peacekeeping in a Diverse Society](#)

Additional course materials in the form of relevant articles from current trade journals or other sources may be provided by the instructor and posted to the EOU Canvas system.

Learning Outcomes: Upon the successful completion of this course, the student will be able to:

1. Describe the dimensions of diversity and workforce issues in emergency services professions.
2. Identify recruitment, retention, and promotion practices in emergency services professions.
3. Use cross-cultural communication for emergency services professionals.
4. Explain the similarities and differences of the following groups: European Americans, Asian Americans, African Americans, Latino/Hispanic Americans, Middle Eastern Americans, and Native Americans.
5. Analyze response strategies for crimes motivated by hate/bias and racial profiling.
6. Appraise response strategies for gangs, victims of human trafficking, the homeless, and the mentally ill.
7. Examine leadership and professionalism for emergency services professionals.
8. Assess social problems and their dynamics within a multicultural context toward emergency services professions and use critical thinking skills for seeking solutions.

Students will demonstrate that these objectives have been mastered through the use of weekly discussions, which includes viewing and commenting on Seeking Excellence in Employee Relations: Parts 1, 2 and 3; weekly tests; and a term paper interview and research project.

Instructional Approach:

This course is arranged chronologically and employs a modular design. Each week, students should complete all assignments listed in that week's lesson module. These modules will appear directly on the homepage during the week they are due and also available by clicking "Modules" on the Course Menu. In addition to the marked "Modules 1a through 10" there are the Term Paper Assignment Template and Term Paper Examples With Permission From Former Students modules.

Due dates for each week's assignments will be listed within the Course Calendar and Course Home Page. Assignments within the modules may direct students to use many of the tools contained in Canvas, including Discussions, Tests/Quizzes, and submission of the Term Paper Assignment.

Activities, Assignments and Assessments:

Course work will include: completing all tasks in each module; reading the assigned textbook chapters; identifying the chapter learning objectives for each module; completing a test after each module (combination multiple choice and true/false test); participating in graded weekly discussions; and completing a term paper interview and research project. More information on the tests; weekly discussions; and the term paper interview and research project will be examined in their individual sections of this syllabus.

As a courtesy, your instructor has inserted the chapter PowerPoints to make the learning process more visually friendly and stimulating for students in each module. The power points don't cover all the details and information that the textbook provides. You will still need to read the weekly chapters. When it comes to test time, you will be able to locate the content in the textbook and

not in the power points.

Participation Expectations:

Students in this course are encouraged to enter the course at least five times a week to work on the modules, check email, and participate in discussions. Prompt participation in discussions is especially important when other students are expected to reply to other students' postings. Each time you log into the course check for any new announcements, email messages and discussion postings.

Means of Assessment, Grading and Feedback

The course grade will be determined by ten class discussions (25 percent of grade), nine tests (40 percent of grade), and one term paper research project (35 percent of grade). Tests will be graded immediately after submission. The discussions and the term paper assignment will generally be graded seven days after the due date.

You can access your scores on tests, discussions, and the term paper writing assignment from Canvas for the course. Students desiring feedback on a test, weekly discussion, or the term paper writing assignment should email their request to the instructor within seven days of the posted grade date of the specific assignment. The instructor will provide feedback if asked by the student in two business days.

Weekly Discussions Are 25% Of Course Grade:

There are 10 Weekly Discussions and each learning module has its own topic of discussion with instructions and details for the criteria. Discussions are important for promoting and fostering student critical thinking. Each discussion will be graded for content. Discussions which are fully answered with substance will receive the maximum value of points (Possible of 100 Points).

All Discussions have two parts; part one consists of responding to a question and then part two consists of commenting on another student's original post. Each part is worth 50 points and incomplete and undeveloped responses will lose points. Each sentence in part two is worth 10 points, so you will need five complete sentences to earn 50 points. Part one is due no later than 11:59 PM, on Thursday evenings. Part two is due no later than 11:59 PM, on Sunday evenings.

It is recommended that students write their individual posts in a word document or another word processing program. Check for spelling, grammar, punctuation and sentence flow. Save the file to your computer before posting both parts in Canvas. After posting, you can view your posting in Canvas and make changes if needed. It is the student's individual responsibility to make sure their discussions are posted and to archive their own copy.

As your instructor, I will provide information in your Weekly Discussions, which will help you in this course, but will also assist you in your interested field of emergency services or current employment (police, fire and rescue service, emergency medical service, emergency

management, 911, military, and civil emergency services). Ultimately, the Weekly Discussions are an opportunity for all of us to talk, comment, ask questions, and provide opinions.

The Weekly Discussions Topics are:

1. Introduce Yourself
2. Multicultural Respect and Courtesy
3. YouTube or Online Search of Recruitment for your profession
4. Cross-Cultural Communication
5. European Americans and Asian/Pacific Americans
6. African Americans and Latino/Hispanic Americans
7. Arab/Middle Eastern Americans and Native Americans
8. Gangs, Victims of Human Trafficking, the Homeless, and the Mentally Ill
9. Hate/Bias Crimes
10. What Actions Will You Take?

Weekly Tests Are 40% Of Course Grade:

There are nine tests and they all have scheduled times and dates reflected in Canvas. The tests are generated from the learning objectives and all content from each chapter reading assignment. A test will be offered at the end of each learning module and will consist of a combination of multiple choice and true/false questions. Tests will vary in number: between 20 to 25 questions and each test has a maximum value of points (Possible of 100 Points).

Students are allowed one hour to complete the tests and the use of their textbook will be permitted. Students must complete the individual tests by themselves and are not allowed to receive assistance from another person. Further, saving or making a copy of any portion of the tests is strictly prohibited. Unless indicated otherwise, tests will be available from Mondays through Sundays in Canvas.

Chapter Reading Assignments by Modules:

- 1 Chapter 1 Multicultural Communities: Challenges for Law Enforcement and Chapter 2 The Changing Law Enforcement Agency: A Microcosm of Society
- 2 Chapter 3 Multicultural Representation in Law Enforcement: Recruitment, Retention, and Promotion
- 3 Chapter 4 Cross-Cultural Communication for Law Enforcement
- 4 Chapter 5 Law Enforcement Contact with Asian/Pacific Americans and Section of Europeans in Chapter 1
- 5 Chapter 6 Law Enforcement Contact with African Americans and Chapter 7 Law Enforcement Contact with Latino/Hispanic Americans
- 6 Chapter 8 Law Enforcement Contact with Arab Americans and Other Middle Eastern Groups and Chapter 9 Law Enforcement Contact with Native Americans

- 7 Chapter 10 Law Enforcement Contact with Gangs, Victims of Human Trafficking, the Homeless, and the Mentally Ill
- 8 Chapter 11 Hate/Bias Crimes
- 9 Chapter 12 Racial Profiling

Term Paper Interview and Research Writing Assignment Is 35% Of Course Grade:

You will be expected to notify your instructor in the “Term Paper Comments” of the Orientation Module before the end of the second week of the term and select an appropriate multicultural and emergency services problem/challenge that you will conduct research on for your term paper project. Emergency services include police, fire and rescue service, emergency medical service, emergency management, 911, military, and civil emergency services. If possible, identify at least one agency that you will use as a resource for your interviews and research. You can use more than one agency if you choose. Your instructor will respond to your post and ask follow-up questions as needed, to facilitate your success on this project. It is important you communicate with your instructor in this process.

The term paper topic must relate to one multicultural problem or challenge from any of the dimensions of diversity (primary or secondary) in the United States that involves one or more of the multiple professions in the emergency services. The dimensions of diversity are found in our textbook, pages 29 through 31. The multicultural problem or challenge can involve either employee workforce matters or specific community issues, the emergency services serves. Students are expected to identify an existing problem/challenge facing an emergency services agency and describe who, what, when, where, how, and why details. Students are encouraged to explore the emergency services agency of their choosing at the city, county, state or federal level to complete this term paper assignment (Possible of 100 points).

Term Paper Interview and Research Paper Requirements = Possible of 100 points:

Your interview and research paper has six major areas. The requirements and point value for each area is listed in the table below underneath each caption.

<p>Introduction of Multicultural Problem/Challenge: Students are expected to identify an existing problem/challenge from any of the dimensions of diversity (primary or secondary) facing an emergency services agency. Be specific in listing the dimension or dimensions of diversity, and describe the who, what, when, where, how, and why details. There is a one paragraph minimum. = 10 points.</p>
<p>Personal Interviews: To acquire perspective, students are required to conduct two personal interviews from only an employee in the emergency services about the multicultural problem or challenge topic. Students need to list each person’s name, title, organization and the date of the interview in their paper and cite the person in the Reference page too. The method of interview may be face-to-face, by telephone or video call (i.e., FaceTime, Skype, Facebook Messenger, WhatsApp, Google Duo, Viber, IMO, etc.). Students have full discretion in their choice of</p>

questions for obtaining the information they need for their two interviews. Students will not receive credit for interviewing themselves or a non-employee not employed in the emergency services. Each personal interview should be at least two paragraphs and is worth 10 points, $2 \times 10 = 20$ points.

Research Sources:

Students are required to use at least three research sources. The sources can include, but not limited to books, magazines, newspapers, journals, manuals, electronic sources, internet, U.S. Census Bureau or other government websites, etc. Wikipedia alone is not an acceptable academic source. If the multicultural problem or challenge deals with a recent incident involving a court decision, court settlement or has received significant media attention; students must still meet the three research sources criteria; and not rely only on one source. All research sources must be cited within each paragraph and also on the Reference page. Failure to cite sources in paragraphs will subject the paper to points deducted and plagiarism scrutiny. Each research source should be at least one paragraph and worth 10 points, $3 \times 10 = 30$ points.

Recommendations:

Along with describing the problem, it is essential that students use their own critical thinking skills for recommending solutions to the problem or challenge that are ethical, legal, and practical. Three recommendations are expected; each recommendation should be numbered; one paragraph minimum for each recommendation; and each recommendation is worth 10 points, $3 \times 10 = 30$ points.

Conclusion:

Should be a minimum of one paragraph. = 10 points.

References:

A reference page is required which should include your two personal interviews and all your research sources.

Typing Your Term Paper Writing Assignment:

Your term paper writing assignment should be double spaced on a word document or PDF. The typeface should be Times New Roman, 12pt, one-inch margins and each page should be numbered. Include your name, the assignment, course and term on the front page. Captions are expected to be used throughout your paper. Captions are headings that break up the sections of your paper. Underneath the captions are your paragraphs of that topic. To see the use of captions, refer to our textbook and each chapter, which uses captions for the content and paragraphs listed underneath each caption. Regarding paragraphs, each paragraph should consist of a minimum of five sentences. Also, as you probably noticed, captions are used throughout this syllabus.

Students are required to follow the Interview and Research Paper Format Template which is located in the Term Paper Assignment Template Module. As a courtesy, there are examples of completed term papers from former students in the Term Paper Examples With Permission From Former Students Module. Both modules are in Canvas.

Cite All Sources in Your Term Paper:

To avoid plagiarism, it is essential that all sources in your paper have in-text citations in your sentences and paragraphs for all quotations and even when you paraphrase the source. The rule is if you obtained your information from a source, you must cite them in your sentences and paragraphs. All term papers are subject to quality control checks for plagiarism, authorship and source authenticity. Students are expected to use the APA format for in-text citations throughout their paper and have a Reference page. Due to the short length of this term paper, an Abstract page is not required.

The length of the paper should be between 10 to 12 pages; not to exceed 12 pages. The title page and reference page are included in the page count. One point will be deducted for each page that is over the maximum length.

Due Date of Term Paper:

The term paper assignment is due by Tuesday of week ten, no later than 11:59 PM. Five bonus points will be added to early papers that are submitted on or before Tuesday of week nine.

Submitting Your Term Paper Writing Assignment:

To submit your term paper, click on "Term Paper." Upload your paper as an attachment or file (word document or PDF) and send.

Writing Resources:

Students should review the following links for assistance in their writing assignments.

The APA resource link is

https://owl.purdue.edu/owl/research_and_citation/apa_style/apa_formatting_and_style_guide/general_format.html

The student writing assistance link is <http://www.eou.edu/writing-center/>

The EOU library link is <http://library.eou.edu/>

Rubric for Term Paper Writing Assignment Composition:

The term paper writing assignment will be graded to the university's writing standards for composition and content.

- There will be .25 points subtracted for individual misspelled words and composition errors (e.g. grammar and punctuation). The same amount of points will be deducted for the omission of formatting requirements (e.g. double spacing, page numbers, name, captions, one-inch margins, proper source information on the reference page).
- One paragraph consists of a minimum of five sentences. Each sentence has a value of two points.
- Failure to cite sources in paragraphs and/or in the Reference Page will subject the paper to points deducted and plagiarism scrutiny.

Checklist for Assignments:

The purpose of this checklist is to assist students in their learning experience so they may be able to maximize the amount of points for all three assignments in this course. The assignments are the weekly discussions, weekly quizzes/tests, and the term paper interview and research project. It is recommended that students read the syllabus for this course and then go through each section on this checklist and check off the steps and questions that are applicable to the assignments for each week. The value of this checklist is the benefit it serves to all students before and after they submit their assignments for evaluation and assessment. The Checklist for Assignments is contained in Canvas for this course.

Communication Guidelines:

All EOU faculty and students are expected to use EOU email for official communications. I will be checking email daily on weekdays. Email sent on weekdays will be answered within 24 hours. Email sent over the weekend will be answered the following Monday, unless it is a school holiday. As part of the communication process, students are expected to check their emails and respond to the instructor's inquiries also.

If your question or comment would be of interest to other students, please post it in the "Public Discussions" area of the Discussion Board. This way other participants can help answer questions, and all participants will benefit from the answers. Refer to the information on "netiquette" in the introductory module for guidelines governing the content of written communications. The "Public Discussions" area of the Discussion Board is optional and for the benefit of all students who want to have a general discussion on any current event or other topic related to this class. The "Public Discussions" is not a forum for bashing any cultural group or emergency services profession or using any offensive/hate speech. Postings in this area do not excuse students from the Weekly Discussion assignments. Again, individual inquiries to the instructor should be handled by email.

The "Term Paper Comments" section of the Discussion Board is for the benefit of all students. Students should take advantage of this section as often as needed.

Grading Policies:

Overall grades will be determined as follows:

A = 92-100, A- = 90-91, B + = 88-89, B = 82-87, B- = 80-81, C+ = 78-79,
C = 72-77, C- = 70-71. D+ = 68-69, D = 62-67, D- = 60-61, F = 59 and below.

The course grade will be determined by nine tests (40 percent of grade), one term paper interview and research project (35 percent of grade), and ten weekly discussions (25 percent of grade). Students who complete the course evaluation near the end of the term will earn extra credit to benefit their overall course grade.

Late Work, Make-up Policy and Extra Credit:

The following course policy applies to late work, makeup work and extra credit.

- 1 All assignments must be completed on time in order to earn full credit.
- 2 There are no provisions to make-up more than one missed Weekly Discussion due to it involving student interaction and feedback. Late part one postings after Thursday are subject to having five points deducted each day they are late. All late part one and part two postings after Sunday will not be accepted.
- 3 Make-up quizzes/tests are allowed for legitimate reasons that prevent a student from taking the online test for the period of time the quiz/test was offered. Students need to notify the instructor within 48 hours if they missed the test.
- 4 Late term paper writing assignments are subject to having five points deducted for each day they are past the deadline; and must be received as an email attachment to the instructor, no later than 11:59 PM, Monday on week 12 of the term. Papers will not be accepted after this deadline unless arrangements are made between the instructor and student for an "Incomplete."
- 5 Please advise the instructor as soon as possible of extraordinary circumstances preventing a timely submission of all coursework.
- 6 There will be one opportunity to earn extra credit before the term is finished. Students who complete the EOU Course Evaluation near the end of the term will earn extra credit to benefit their course grade.

Incompletes:

Students must make the request to their instructor by email, and the instructor will award a grade of "Incomplete" when students are unable to complete the term paper assignment. If the student then completes the work in the required time frame, the instructor will be responsible for contacting EOU with the new grade information.

NOTE: Students who fail to successfully complete the required coursework within the timeframe allowed, will automatically have the "Incomplete" changed to a final grade of "F."

General Education Category and Outcomes: None

University Writing Requirement Outcomes: To successfully complete the term paper writing assignment.

Academic Honesty Code [Policy 2.10.10] Extract

[as published and available on September 20, 2018, www.eou.edu/policy]

C. Definitions

Violations of the Academic Honesty Code include but are not limited to the following acts (Oregon State, n.d.):

1. Cheating: Dishonest use or attempted dishonest and/or unauthorized use of materials or information.
2. Unauthorized Collaboration: Representing independent work that was produced with the help of classmates or others, in instances where the assignment was explicitly to be completed individually.
3. Fabrication: Falsification or invention of information.

4. Facilitation: Helping another person or persons engage in academic dishonesty.
5. Plagiarism: Representing the ideas, words, or work of another as one's own.
6. Tampering: Altering or interfering with evaluation processes, or destruction of the intellectual property of another member of the university community.

D. Procedures

1. Reporting: The faculty member is required to file a Report of Suspected Academic Dishonesty (following

form instructions) to the Student Conduct Program Administrator about any student who allegedly violates the

Academic Honesty Code. Prior to taking any actions or sanctions allowed under the provisions of the Academic Honesty Code, the faculty member must discuss the suspected code violation with the student. The instructor may elect to permit the student to resubmit the assignment, give a grade of zero for the assignment and/or request a student hearing. The instructor may also assign a grade of "F" for the course after discussion with the respective College Dean or his/her designee.

2. Conduct Hearings and possible Sanctions: Conduct hearings related to Academic Dishonesty must include at least 1 teaching faculty member from the Academic Standards Committee when heard by a hearings officer and, at minimum, two (2) teaching faculty if heard by the Student Hearings Committee. Hearing proceedings utilized through the Student Conduct Program shall be adhered to.

a. Students may appeal the course grade by following the University Grievance Procedures found in the online student handbook at <http://www.eou.edu/student-affairs/student-handbook/>. An appeal related to academic dishonesty must be reviewed/heard by both the respective College Dean and the Vice President for Student Affairs and follow the appeal procedures identified in the Student Code of Conduct.

b. More than one violation of the Academic Honesty Code, reported in regard to one student, may result in both academic and behavioral penalties including possible suspension or expulsion from the University.

Hearing procedures may be implemented upon the first report of suspected academic dishonesty.

3. Reports of Suspected Academic Dishonesty shall remain on record by the Student Conduct Program Administrator.

Statement on Student Rights and Responsibilities: I respect your opinion and I expect you to respect the diverse opinions of your fellow students and myself. It is important that we have a student-centered and hostile-free learning environment in this online classroom to foster academic development. Our behavior in this online course has equal importance in the workforce and to our communities. We should always strive to be considerate and courteous in our emails, discussions, and verbal and nonverbal communication.

You should be knowledgeable of the Eastern Oregon University Student Handbook. Violations of the Student Code of Conduct [Policy 2.10.05, as published and available on September 20, 2018,

www.eou.edu/policy] will not be tolerated in this online course and are subject to school sanctions. Documentation and record of the behavior will be noted, and corrective action will be taken.

Accommodations/Students with Disabilities Policy: Any student who feels he or she may need an accommodation for any type of disability, please contact the Disability Services Office in Loso Hall 234; Telephone: 541-962-3081 or by Email: disabsvc@eou.edu

Week	Readings	Assignments and Exams	Due Dates
Week 1 Mon thru Sun	Chapter 1	Complete Modules 1a and 1b. Post Discussion 1: Introduce Yourself. Course Intro Quiz covers Module 1a and 1b.	Part 1 of Discussion 1 is due by Thursday; Course Intro Quiz and Part 2 of Discussion 1 are due by Sunday.
Week 2 Mon thru Sun	Chapter 2	Test 1 Online covers Chapters 1 and 2. Begin Module 2 after completing the test. Post both parts of Discussion 2: Respect and Courtesy.	Part 1 of Discussion 2 is due by Thursday; Test 1 and Part 2 of Discussion 2 are due by Sunday. Post the multicultural topic of your interview and research paper by Sunday.
Week 3 Mon thru Sun	Chapter 3	Test 2 Online covers Chapter 3. Begin Module 3 after completing the test. Post both parts of Discussion 3: YouTube or Online Search of Recruitment for your profession	Part 1 of Discussion 3 is due by Thursday; Test 2 and Part 2 of Discussion 3 are due by Sunday.
Week 4 Mon thru Sun	Chapter 4	Test 3 covers Chapter 4. Begin Module 4 after completing the test. Post both parts of Discussion 4: Cross-Cultural Communication.	Part 1 of Discussion 4 is due by Thursday; Test 3 and Part 2 of Discussion 4 are due by Sunday.
Week 5 Mon thru Sun	Chapters 5 and sections of Chapter 1	Test 4 Online covers Chapter 5. Begin Module 5 after completing the test. Post both parts of Discussion 5: European Americans and Asian/Pacific Americans.	Part 1 of Discussion 5 is due by Thursday; Test 4 and Part 2 of Discussion 5 are due by Sunday.
Week 6 Mon thru Sun	Chapters 6 and 7	Test 5 Online covers Chapters 6 and 7. Begin Module 6 after completing the test. Post both parts of Discussion 6: African Americans and Latino/Hispanic Americans.	Part 1 of Discussion 6 is due by Thursday; Test 5 and Part 2 of Discussion 6 are due by

			Sunday.
Week 7 Mon thru Sun	Chapters 8 and 9	Test 6 Online covers Chapter 8 and 9. Begin Module 7 after completing the test. Post both parts of Discussion 7: Arab/Middle Eastern Americans and Native Americans.	Part 1 of Discussion 7 is due by Thursday; Test 6 and Part 2 of Discussion 7 are due by Sunday.
Week 8 Mon thru Sun	Chapter 10	Test 7 Online covers Chapter 10. Begin Module 8 after completing the test. Post both parts of Discussion 8: Gangs, Victims of Human Trafficking, the Homeless, and the Mentally Ill.	Part 1 of Discussion 8 is due by Thursday; Test 7 and Part 2 of Discussion 8 are due by Sunday.
Week 9 Mon thru Sun	Chapter 11	Test 8 Online covers Chapter 11. Begin Module 9 after completing the test. Post both parts of Discussion 9: Hate/Bias Crimes.	Part 1 of Discussion 9 is due by Thursday; Test 8 and Part 2 of Discussion 9 are due by Sunday.
Week 10 Mon thru Sun	Chapter 12	Term paper is due by Tuesday. Test 9 Online covers Chapter 12. Post both parts of Discussion 10: What Actions Will You Take? Course Evaluation is available for extra credit.	Term paper is due by Tuesday, 11-29-2022. Part 1 of Discussion 10 is due by Thursday; Test 9 and Part 2 of Discussion 10 are due by Sunday.
Week 11 & 12	None	None	All late coursework is due by Monday, 12-5-2022.

Syllabus Prepared By: Aaron T. Olson, M.Ed., Fire Service Administration Department

Date: Updated on August 21, 2022

Course Outline: Multiculturalism in Emergency Services