



University of North Texas
 College of Health and Public Service
 Department of Rehabilitation Health Services
 RHAB 4100: Rehabilitation Service Delivery Systems
 Online, Asynchronous

RHAB 4100: Rehabilitation Service Delivery Systems

Welcome to RHAB 4100 for the Fall 2026 semester! I look forward to working with all of you this semester as we learn about human development and disability. Should you have any questions along the way, please do not hesitate to contact me.

About the Professor:

Kaiqi Zhou (Kai-Chee Jow), Ph.D., CRC, received his Ph.D. in Rehabilitation Counselor Education from the University of Wisconsin-Madison and M.A. in Rehabilitation Counseling from George Washington University. He has experience as both a mental health counselor and vocational rehabilitation counselor in various clinical settings, working with individuals with neurodevelopmental disabilities and severe mental illnesses. His research interests centered around adaptation (psychosocial adaptation and workplace adjustment), autism, and the use of technology to support workplace participation and occupational health among individuals with disabilities.

Instructor Contact:

Kaiqi Zhou, Ph.D., CRC
 Office Location: Chilton 218P
 Office hours: Tuesdays 12 pm to 2 pm or by appointment
 Email: Kaiqi.Zhou@unt.edu

Course Description:

This course reviews rehabilitation services within their organizational contexts. This course will examine service delivery models and dynamics, as well as their application through public and private resources. Includes review of program evaluation strategies, field visits, and review of the practicum application process.

Course Structure:

This course meets asynchronously for 16 weeks during the Fall semester.

Pre-requisites:

There are no prerequisites for this course.

Course Objectives:

Objective:	Met via:
1. Evaluate various agencies and systems of service delivery for individuals with disabilities.	Discussions, Case Studies, Agency Site Visit, lectures
2. Analyze and discuss the legal basis and administrative regulation of service delivery systems in rehabilitation.	Discussions, lectures, quizzes

3. Compare and contrast delivery systems and the populations they serve.	Discussions, lectures, quizzes
4. Apply methods of program evaluation for rehabilitation service delivery systems.	Discussions, case studies, exercises
5. Analyze a personal problem situation to identify and implement appropriate interventions for people with disabilities.	Case studies, Agency Site Visit
6. Explain core ethical principles relevant to human services and other professional fields including cultural awareness.	Discussions, exercises, case studies, quizzes, lectures
7. Identify one's personal strengths, limitations, needs, and values as a human service or other career professional.	Discussions, exercises

Required Materials:

Woodside, M., and McClam, T. (2019). *An Introduction to Human Services*. (9th ed.). Stamford, Connecticut: Cengage Learning.

Additional assigned readings, such as PDFs, will be posted on Canvas as indicated by the course schedule.

Class Materials for Online Learning:

This course includes online learning components and may require access to some of the following tools. To fully participate in this class, students will need internet access to reference content on the Canvas course page. Students will also need access to a camera, microphone, and other necessary software to participate in the synchronous meetings. Information on how to be successful in an online learning environment can be found at <https://online.unt.edu/learn>. For technical support, please contact the UNT helpdesk at helpdesk@unt.edu.

Technical Skill Requirements:

- Using the learning management system (Canvas)
- Using email with attachments
- Creating and submitting files in commonly used word processing program formats
- Copying and pasting
- Downloading and installing software
- Using spreadsheet programs

General Course Policies

Learning Environment Netiquette:

Students are expected to engage in reasonable and substantial preparation for their coursework, to follow course and class guidelines as outlined in syllabi and as enunciated by their instructor, and to complete all academic exercises with integrity. The following are the course policies that should be followed during all discussions, activities, presentations, and testing:

- Be considerate about what you say to or about others in any electronic format. Remember we are communicating to real people in an online format
- Be considerate of different opinions. The exchange of different thoughts, ideas, and opinions is an important part of learning
- Insults, name-calling, or any hostile communication will not be permitted in online platforms
- When responding to messages or posts made by others, address the ideas, not the person.
- Be careful when using sarcasm and humor. Without social cues, a comment may be misinterpreted easily by others
- Using all caps is generally seen as SHOUTING and is often offensive to the reader. Use all capital letters sparingly, such as to highlight an important word or point.

Well-Being Statement:

Students often experience stressors that can impact both their academic experience and personal well-being. We recognize that students are more than just someone in a class. Students are encouraged to learn about and utilize UNT's mental health services and/or other resources as needed. Resources can be found on [UNT's student counseling services website](#).

Communication:

Communication is the key to success in this course! Please email any class-related questions to the instructor as soon as possible. It is helpful to include "RHAB 4100" in the title of your email directly to Kaiqi.Zhou@unt.edu. It is students' responsibility to communicate concerns or questions promptly (i.e., before deadlines have passed, or before class is missed).

As an instructor, I will work to maintain strong communication with you by:

- Posting announcements to Canvas when relevant (e.g., a change to our syllabus has occurred, I am running behind on grading, etc.).
- Returning email responses within 1-2 business days. I try to not answer emails over the weekend or late in the evening.
- Offering space to meet in person or 1:1.

Examination Policy:

All examinations and assignments are open-book and should be completed individually unless otherwise noted in the assignment instructions. Please refer to the policy on 'server unavailability or other technical difficulties' if technical issues are experienced while attempting to complete an online examination or upload an online assignment.

Copyright Notice:

Some or all the materials on this course Web site may be protected by copyright. Federal copyright law prohibits the reproduction, distribution, public performance, or public display of copyrighted materials without the express and written permission of the copyright owner, unless fair use or another exemption under copyright law applies. Additional copyright information may be located at:

<http://copyright.unt.edu/content/unt-copyright-policies>.

Academic Integrity Standards and Consequences:

This course and University promote the integrity of learning and embrace the core values of trust and honesty. A link to the full policy can be found [here](#).

Turnitin Notice and Artificial Intelligence (AI):

Writing assignments in this course will automatically be reviewed by Turnitin via Canvas. Turnitin generates a report on the originality of your writing by comparing it with a database of periodicals, books, online content, students' papers, and other published work. This report can help you discern when you are using sources fairly, citing properly, and paraphrasing effectively – skills essential to academic work. Turnitin will also check for the use of Artificial Intelligence (AI). To best support your learning, you should complete all graded assignments in this course yourself, without the use of generative AI. Please refrain from using AI tools to generate any content for an assignment unless explicitly specified by assignment instructions.

Syllabus Change Policy:

The course syllabus is a general plan for the course; deviations announced to the class by the instructor may be necessary. The instructor has the right to adjust the syllabus and course schedule at any time during the semester.

Student Conduct and Discipline

The primary concern of the University of North Texas is the student. The university attempts to provide for all students a campus environment that is conducive to academic endeavor and social and individual growth. To that end, rules, regulations and guidelines governing student behavior and the student's relationship with the university have been formulated into a student code of conduct and discipline. Enrollment at the University of North Texas is considered implicit acceptance of these and other policies applicable to students, all of which are educational in nature and designed to help students understand expectations and accept responsibility for their own actions. Link to full policy:

<https://policy.unt.edu/policy/07-012>

Academic Integrity

Policies regarding student conduct and academic honesty posted by the University Center for Student Rights and Responsibilities in the Student Handbook apply to this class. See the full policy here:

<https://policy.unt.edu/policy/06-003>

ADA Accommodations and Accessibility:

The University of North Texas makes reasonable academic accommodations for students with disabilities. Students seeking reasonable accommodation must first register with the Office of Disability Accommodation (ODA) to verify their eligibility. If a disability is verified, the ODA will provide you with a reasonable accommodation letter to be delivered to the faculty to begin a private discussion regarding

your specific needs in a course. You may request reasonable accommodations at any time, however, ODA notices of reasonable accommodation should be provided as early as possible in the semester to avoid any delay in implementation. Note that students must obtain a new letter of reasonable accommodation for every semester and must meet with each faculty member prior to implementation in each class. Students are strongly encouraged to deliver letters of reasonable accommodation during faculty office hours or by appointment. Faculty members have the authority to ask students to discuss such letters during their designated office hours to protect the privacy of the student. For additional information see the Office of Disability Accommodation website at <http://disability.unt.edu/>. You may also contact them by phone at [940.565.4323](tel:940.565.4323).

F1 Visa Students Taking Distance Education Courses:

Federal Regulation: To read detailed Immigration and Customs Enforcement regulations for F-1 students taking online courses, please go to the Electronic Code of Federal Regulations website at <https://www.ice.gov/sevis/schools/reg#f6iv>. The specific portion concerning distance education courses is located at Title 8 CFR 214.2 Paragraph (f)(6)(i)(G).

The paragraph reads: for F-1 students enrolled in classes for credit or classroom hours, no more than the equivalent of one class or three credits per session, term, semester, trimester, or quarter may be counted toward the full course of study requirement if the class is taken on-line or through distance education and does not require the student's physical attendance for classes, examination or other purposes integral to completion of the class. An on-line or distance education course is a course that is offered principally through the use of television, audio, or computer transmission including open broadcast, closed circuit, cable, microwave, or satellite, audio conferencing, or computer conferencing. If the F-1 student's course of study is in a language study program, no online or distance education classes may be considered to count toward a student's full course of study requirement.

University of North Texas Compliance: To comply with immigration regulations, an F-1 visa holder within the United States may need to engage in an on-campus experiential component for this course. This component (which must be approved in advance by the instructor) can include activities such as taking an on-campus exam, participating in an on-campus lecture or lab activity, or other on-campus experiences integral to the completion of this course.

If such an on-campus activity is required, it is the student's responsibility to do the following:

1. Submit a written request to the instructor for an on-campus experiential component within one week of the start of the course.
2. Ensure that the activity on campus takes place and the instructor documents it in writing with a notice sent to the International Student and Scholar Services Office. ISSS has a form available that you may use for this purpose.

Because the decision may have serious immigration consequences, if an F-1 student is unsure about his or her need to participate in an on-campus experiential component for this course, s/he should contact the UNT International Student and Scholar Services Office (telephone 940-565-2195 or email internationaladvising@unt.edu) to get clarification before the one-week deadline.

Course Requirements

Assignments:

Below is a list of all required assignments and graded activities for the course.

Assignments	Possible Points
Discussion Posts (4)	15 points each = 60 points
Exercises (4)	20 points each = 80 points
Case Studies (2)	20 points each = 40 points
Agency Site Visit Assignment	100 points
Informational Interview Paper	100 points
Quizzes (3)	20 points each = 60 points
TOTAL	440 points

Grading Scale:

You are responsible for your grade. Canvas will be updated as soon as possible, but it is recommended that you keep a running total of the points you have earned throughout the semester. This will tell you where you stand at any given time.

Letter Grade	Percentage
A	90-100%
B	80-89%
C	70-79%
D	60-69%
F	Less than 59%

Late Work Policy:

All assignments must be completed and turned in by the listed deadline (refer to our schedule and Canvas course for details on due dates; most of the assignments are due Sunday nights by 11:59PM). Late assignments will receive an automatic 10% grade deduction for each day the assignment is late. Exceptions due to illness or other extenuating circumstances will be made on an individual basis and will require you to notify the instructor before the assignment deadline.

Description of Assignments

Assignment-specific rubrics can be found on Canvas.

Discussions (60 total points):

Students will complete three discussion assignments. These discussions incorporate assigned reading and lecture material and encourage students to reflect thoughtfully on the material. Specific questions for each discussion will be listed in the assignment details.

Exercises (80 total points):

Students will engage in 4 exercises throughout the semester to engage in learning. These exercises will be related to reading material and other resources and are meant to measure the student's grasp of concepts rather than the retention of facts. Each exercise will have specific instructions that can be found in the Canvas assignment details.

Case Studies (40 total points):

Students will complete 2 case studies throughout the semester. Each case study will include a case vignette and corresponding questions. Case study papers should be two pages in length, double-spaced.

Quizzes (60 total points):

Students will complete 3 quizzes throughout the semester, each of which will cover material from assigned readings, lectures, and class discussions. Students are encouraged to prepare and take them early in case of technical problems.

Agency Site Visit Assignment (100 points):

To become familiar with various agencies and service systems, students will visit a site that engages in rehabilitation services or other helping professional services. Students will complete the evaluation and assessment form found in the assignment details on Canvas. As this is a full class, students may pair up for agency visits to not overwhelm the agencies.

Informational Interview Paper (100 points):

Students will select one professional in the field to engage in an informational interview with. A list of potential agencies will be available to you. You will identify professionals practicing in your area of interest and will:

- Meet with the professional at their place of practice to learn more about their work.
- Develop at least (3) substantive questions to be asked to the professional that are directly related to the type of work they perform and have the professional respond to additional questions.
- Following the meeting, students will write a 4-page double-spaced paper that details the information gathered and then critiques it (compare and contrast) based on the information they learned in class and their general understanding of that professional position. Additional reflection questions will be provided in the assignment details on Canvas.

Course Schedule, Fall 2026

Subject to change with notice

Week	Topic(s)	Assigned Reading	Assignments
Week 1 8/17/26 - 8/23/26	Welcome and Introductions!	Course syllabus Canvas page	Discussion 1 (due 8/23 by 11:59PM)
Week 2 8/24/26 - 8/30/26	Introduction to Human Services & Brief History	Textbook Chapter 1	Exercise 1: Career Preferences (due 8/30 by 11:59PM)
Week 3 8/31/26 - 9/6/26	Therapeutic Professionals and Related Careers in Service Delivery	Textbook Chapter 2	Quiz 1 (due 9/6 by 11:59PM)
Week 4 9/7/26 - 9/13/26	Models of Human Service Delivery	Textbook Chapter 6	Discussion 2 (due 9/13 by 11:59PM)
Week 5 9/14/26 - 9/20/26	Models of Human Service Delivery (cont.)	McDougall et al. (2010) The ICF model of functioning and disability (PDF)	Exercise 2: Rehabilitation Competencies and History (due 9/20 by 11:59PM)
Week 6 9/21/26 - 9/27/26	The Helping Process: What, How, & Why	Textbook Chapter 7	Case Study 1 (due 9/27 by 11:59PM)
Week 7 9/28/26 - 10/4/26	The Helping Process: Who (The Clients)	Textbook Chapter 8	Quiz 2 (due 10/4 by 11:59PM)
Week 8 10/5/26 - 10/11/26	Advocacy and Professionalism in Service Delivery	Textbook Chapter 3	Exercise 3: Advocacy (due 10/11 by 11:59PM)
Week 9 10/12/26 - 10/18/26	Multicultural Considerations for Helping Professionals	Textbook Chapter 5	Agency Site Visit Assignment (due 10/18 by 11:59PM)
Week 10 10/19/26 - 10/25/26	Self-Awareness and Personal Development	<i>None</i>	Discussion 3 (due 10/25 by 11:59PM)
Week 11 10/26/26 - 11/1/26	Ethics and Cultural Competence	Textbook Chapter 4	Case Study 2 (due 11/1 by 11:59PM)
Week 12 11/2/26 - 11/8/26	Crisis Management	Myer et al. (2013) Crisis Intervention with Families (PDF)	Quiz 3 (due 11/8 by 11:59PM)
Week 13 11/9/26 - 11/15/26	Self-Care for Helping Professionals	<i>None</i>	Exercise 4: Career Exploration (due 11/15 by 11:59PM)
Week 14 11/16/26 - 11/22/26	Human Services Emerging Topics: Technology and Virtual Care	Textbook Chapter 10	Discussion 4 (due 11/22 by 11:59PM)
Thanksgiving Break (11/23/26 – 11/29/26)			
Week 15 11/30/26 - 12/6/26	Course Wrap Up	<i>None</i>	Informational Interview Paper (due 12/6 by 11:59PM)
Finals Week (12/7/26 – 12/11/26)			