Course Syllabus Spring 2019
EADP 3055 EOC Design and Operations

Instructor: Dr. Ron Timmons   **Day:** Wednesdays
Office: CH 122B   **Time:** 6:00PM - 8:50PM
Phone: 940-565-2213   **Location:** East Classroom Bldg. ECB: 120
Email: Ronald.Timmons@unt.edu
Office Hours: 2:30AM-4:30PM Wednesdays CH122B

Course Description
Emphasizes the principles of the design and operation of Emergency Operations Centers (EOCs). In addition to standard EOC functions established in the scholarly literature, course material covers the selection and arrangement of suitable space and equipment, the acquisition and deployment of appropriate communications and information-management technology, crisis decision-making, and the integration of multiple organizations into an emergency management system.

Course Objectives
- To gain a comprehensive understanding of incident management systems and EOC design and operations in order to be successful in the field of emergency management
- Incorporate theories and concepts into real world applications associated with disaster management
- Familiarize with crisis information management technologies
- Enhance understanding of the challenges and opportunities that disaster management presents to emergency management professionals

Course Evaluation
The Student Perceptions of Teaching (SPOT) survey will be conducted later in the semester. You are encouraged to answer the survey. You are also welcome to submit any course enhancement suggestions to the instructor anytime.

Course Text and Reference Materials
Required readings will be available on the course Canvas site, selected from various professional journals and government publications. Students should be prepared to discuss the materials during class.

A portion of class will be dedicated to the discussion of current events related to the field of emergency management. Students should monitor the media and come prepared to discuss relevant events.

Lectures: Lectures will cover a variety of material including the assigned readings. If you miss a class you are responsible for obtaining missed notes from your classmates.

GENERAL COURSE POLICIES
Syllabus Changes: This syllabus may be modified as needed to enhance the learning process. Students will be given advanced notice of the changes.

Course Structure, Requirements, and Grading Criteria: A combination of lecture, discussion, and classroom activities will be utilized for the class sessions. The course will be as realistic-oriented as possible and thus will rely on student involvement. Pertinent subject matter will be introduced and tied with the various readings on a topic, but you will be expected to actively participate in discussion. You are expected to complete all required reading assignments prior to attending class.

Reading Assignments: Reading assignments should be completed in advance and class members should be prepared to participate in class discussions. Material from reading assignments will be incorporated into exams even if the material is not directly covered during a lecture.

Assignments: Assignments submitted after the due date will be subject to grade penalty. Individual exceptions to this policy may be considered, but only if an exception is requested in advance, is legitimate, and is well documented.

Email Communications: Use the instructor's UNT email address (**Ronald.Timmons@unt.edu**) from your UNT email account, only. Information regarding grades may only be sent via a UNT email address. Canvas messaging will be used to disseminate information but not for routine or time sensitive email communication.

Canvas: Contains the syllabus, course materials, readings, and changes in class schedule. Students are encouraged to check the Canvas website on a regular basis.

Respect for fellow students, and the learning process: Mutual respect for everyone in the classroom and a collegial learning environment is expected from everyone. In fairness to all, private conversations and distracting phone and computer use cannot be tolerated.

Food and beverages: Please do not bring food into the computer lab classroom. Drinks are allowed but must be in closed containers. If you spill something please clean it up immediately.

East Classroom Building Policy: The building is often unoccupied and may be locked and alarmed. The instructor will make efforts to arrive and unlock the building and/or room approximately thirty minutes prior to start of class.
- **Severe Weather Procedure**: It is unsafe to remain in a lightweight structures, such as the ECB, during severe weather. If a tornado warning is issued, student will immediately evacuate the building. The class will proceed to the Speech and Hearing building, north of the ECB, for shelter.

> **Note:** Class meetings will be suspended if a severe **Thunderstorm WARNING** or **Tornado WARNING** is issued before class begins that includes city of Denton and covers any time period in which this class is scheduled to meet. Seek shelter in a substantial building and monitor UNT email to determine if class is to later resume.

GRADING STRUCTURE

- Class Attendance and Participation   10 pts
- FEMA Independent Study and Briefing   10 pts
- Quiz(zes)   10 pts
- Mid-Term Exam   20 pts
- Final Exam   20 pts
- EOC Design Project Paper   20 pts
- EOC Design Presentation   <u>10 pts</u>
                              Total   100 pts

A point scale will be used for grading (i.e. 90-100 = A; 80- 89 = B; 70- 79 = C; 60- 69 = D; 59 and below = F). The right to alter this grading scheme is reserved; any alterations will be posted on Canvas.

<u>Specific Course Requirements</u>

Attendance and Participation: Attendance is mandatory for the full time period and will be recorded. Students are to advise the instructor by UNT email during the first three weeks of the semester regarded anticipated, unavoidable, planned absences for the whole semester. Unexcused absences will result in the reduction of points for attendance. Students missing five or more class sessions are at risk of a failing grade.

I. **Exams:** A mid-term exam and a final exam will be administered during the course. The time of the final exam is listed on the schedule. The questions will be based upon material and information introduced during lectures, readings, and assigned reference materials. The exams may include true/false, multiple choices, short answer, and essay questions. Make-up examinations may be approved under rare, extenuating circumstances. If you must miss an exam, the instructor must be notified by UNT email or office phone message prior to the exam. Make-up exams may be composed of questions different from the regular exam.

II. **FEMA Independent Study Certification and Presentation**
You will be required to complete a FEMA online independent study course during this semester. The certificate of completion must be submitted by the date indicated. The student will deliver a seven minute oral briefing to the class; presentations lasting less than seven minutes (videos and questions not permitted) will be subject to penalty. The selection of the online class will be at the discretion of the student, following areas of personal interest, applicable to the course scope. Students will be expected to explain how the course selected ties into the principles of this EOC class. Access the FEMA course list and be ready to sign-up for your specific course selection:
https://training.fema.gov/is/crslist.aspx?all=true

III. **EOC Site Visit:**
An effort must be made to visit the EOC site locations unless otherwise excused by the instructor.

IV. EOC Project:

Each student will design an EOC layout and deliver an eight minute class presentation. The presentation is to be supported with Microsoft PowerPoint (or similar); keep slides simple, with large font and few words.

Due at the February 27 class: a one page project paper outline and proposed bibliography.
Due at the April 17 class: the full, completed project paper. Late submission will be penalized.

Prepare a written proposal and presentation justifying why the community you have selected needs a functional EOC. The main section must be six to seven pages, double spaced, including the area's risks, needs justification, and design recommendations. The overall packet must be at least ten pages, including the cover page and bibliography. The written proposal is to be submitted via email and also delivered in hard copy, stapled, with no hard outer cover.

Written proposal – For the written proposal, you are to assume that the community selected has no adequate EOC. The written proposal should contain three elements:

1. Justification – Why should they have a functional EOC? Address the risks, issues and problems facing the community and how the EOC would benefit them. Include appropriate benchmarking with other similar communities. This portion of the report should convince decision-makers of the need for a functioning EOC. This portion of the report must be at least six pages of text; any pictures or diagrams must be included in an appendix, not imbedded within the text. Cite at least five external sources for the concepts, facts and/or figures used in the justification. Professional journals and books must be the source of at least three of the required five references.

2. Design – Include a drawing as an appendix to the justification report. You may use the dimensions of the East Classroom Building for your design, or propose another alternative. You are to design how you would configure the building to function as an EOC, including technology and functional areas. This appendix should only be one or two pages providing a visual representation of the one or two designs you would suggest. This portion does not count toward the six page minimum justification section.

3. Preliminary Line-item Equipment Budget – included as an appendix to the justification report. Assume that the capital budget for construction/remodeling of the facility, IT networks and back-up power will be handled by others. Prepare a preliminary budget to equip your EOC. Assume you have no furnishings or interior equipment; the budget should only consist of furnishings and equipment, not structure and utilities. Show the costs of desks, chairs, computers, visual displays, radios, and other operational features, with <u>one line per category, displaying quantity, item price, and subtotals</u>. A one to two page table or spreadsheet will suffice. This portion does not count toward the six page minimum justification section.

Presentation – Assume you are giving a presentation on your proposal to the administrative authority with power to approve or decline your proposal (prepare and act in the manner you would if you were a professional giving this presentation). You will have eight minutes to make your "sales pitch." You are limited to eight PowerPoint slides. Include your budget figures and diagram in the presentation.

Focus your presentation on the justification, but then be prepared to provide answers to the following three questions. 1 – Why does the jurisdiction need an adequate EOC? 2-What would this potential EOC

look like from a layout perspective? 3 – What would be a rough estimate of the monetary needs to equip this space? Remember that this might be but one of numerous pitches being made for time, space and money for proposed needs by various departments within the jurisdiction.

Grading will be based on the completeness and quality of your written justification and oral presentation.

Writing Requirements
1) Use Standard English; write succinctly and professionally. 12 point Times New Roman font, double spaced, using one inch margins is required. Check a guide such as: https://owl.english.purdue.edu/owl

2) Avoid long passages of quotations from other sources. No more than 20 percent of the content is to be verbatim from other sources. Cite external information properly to avoid plagiarism.

3) Proofread your paper. Words that otherwise exist in spellcheck, but do not belong in the context of a passage, are common errors. Also, ask someone else to proofread your paper before you hand it in.

4) Acronyms– spell out the first time used followed by the acronym in parenthesis. You can then use the acronym in the remainder of the paper.

5) Too much capitalization is a common issue. Emergency management should not be capitalized. Titles are not capitalized unless used before a name. Less is more, in this regard. Check online references if in doubt.

6) Single digit numbers 1-9 must be spelled-out when used within text. Spell-out percent, instead of using the "%" symbol. Do not use "etc." in college papers. Learn to use a strong, active voice.

7) Refereed journals provide the best reference sources– that means it is from a scholarly journal that is peer-reviewed before articles are published. Periodicals such as news magazines, newspapers, and blogs are not refereed journals.

8) Official government websites can provide information, but there are many websites with no quality control mechanisms in place for material on the site. Be wary of using private, special-interest sites and limit them in your bibliography. You must provide the specific web address for the material you are using as a reference. Learn and follow proper citation format.

9) You must cite references within the text, using the (author, date) style of referencing. Page numbers are not necessary for a reference in the text unless it is a quote. At a minimum, be consistent in the referencing style you use. If you need examples of citation styles, use an emergency management journal to provide illustrations.

10) Alphabetize the bibliography as a separate page(s) at the end of your paper. Annotated bibliographies are not necessary. Every entry in the bibliography needs to correspond to at least one in-text, author-date citation.

11) Include a title page with your name on it. Do not use headers or footers in the paper other than for page numbers. Do not number the title page; the first page of text begins with "1."

Class Schedule and Lectures (May be adjusted as needed)

January 16	**Welcome & Introductions**
	Class requirements and expectations
January 23 **Week #2**	**Reading Assignment:** 1) Chapter 10: EOC Management and Operations. Principles of Emergency Management and Emergency Operations Centers by Michael J Fagel
	Overview of EOC purpose and Operational Framework
January 30 **Week #3** (Meet at Willis 136)	**Reading Assignments:** 1) Chapter 5: The Emergency Operations Center. Disaster Operations and Decision Making, including Appendix to Ch. 5 FEMA EOC Checklist 2) EOC Design Considerations (Holdeman, Eric)
	EOC Physical Features and Design Requirements College Research Overview
February 6 **Week #4**	**Reading Assignment:** 1) Design Components of a Modern Emergency Operations Center for the City of Clearwater, Florida (Welker, Terry) 2) Equipping and Arranging an Emergency Operations Center (EOC) for Miami township (Jirka, Glenn)
	EOC Physical Features and Technologies (Continued)

February 13 **Week #5**	**Reading Assignment:** 1) Information Flow During Crisis Management: Challenges to Coordination in the Emergency Operations Center (Militello, Laura) 2) Ten Criteria for Evaluating the Management of Community Disasters (Quarantelli, E. L.)	
	EOC Staffing, Roles, and Responsibilities	
February 20 **Week #6**	**EOC Activation Simulation** **Reading Assignment:** Shouldis, William. "The Emergency Operations Center: A Vital Preparedness Tool." Fire Engineering 163, no. 5 (2010).	

February 27 Week #7 (Meet at Plano EOC at 6:30 PM)	EOC Site Visit – City of Plano EOC – 4125 W. Parker Road, Plano 75093	
	Project paper outline and bibliography draft due	
March 6 Week #8 Spring Break March 13	**Mid Term Exam**	
March 20 Week #9	**FEMA Independent Study Presentations**	
	Certificate of completion due, seven minute oral briefing to the class	
March 27 Week #10	**Reading Assignment:** Chapter 11: ICS/EOC Interface. Principles of Emergency Management and Emergency Operations Center (Fagel, Michael) Coordinating multi-organisational responses to disaster: Lessons from the March 28, 2000, Fort Worth tornado, McEntire, David A	
	EOC – ICS Interface, ESF Considerations	
April 3 Week #11	Interpersonal Dynamics, Media Relations, Social Media	

April 10 Week #12 (Meet at FEMA)	**Field Trip, FEMA Region VI (Pending Confirmation, check Canvas)**	
	800 North Loop 288, Denton, TX 76201 Arrive early for vehicle and personal screening	
April 17 Week #13	**EOC Project Assignment Due**	
	Presentations	
April 24 Week #14	EOC Assignment Presentations, continued EOC – ICS Interface, ESF Considerations	
May 1 Week #15 (Meet at Coliseum)	Campus Safety and Emergency Coordination UNT EOC at the Coliseum, North Ramp Entrance	
May 8 Week #16	**Final Exam, ECB-120** **Regular Time**	

UNIVERSITY AND DEPARTMENT POLICIES

Disability Accommodation

The Emergency Administration and Planning Program, in cooperation with the Office of Disability Accommodations (ODA), complies with the *Americans with Disabilities Act* in making reasonable accommodations for qualified students with disabilities. **Please present your written accommodation request to the instructor within the first two weeks of the semester.** Students registered with the ODA may present the Special Accommodation Request from that office in lieu of a written statement.

Cheating and Plagiarism

Definitions
The UNT Code of Student Conduct and Discipline defines cheating and plagiarism "as the use of unauthorized books, notes, or otherwise securing help in a test; copying others' tests, assignments, reports, or term papers; representing the work of another as one's own; collaborating without authority with another student during an examination or in preparing academic work; or otherwise practicing scholastic dishonesty."

Penalties
Normally, the minimum penalty for cheating or plagiarism is a grade of "F" in the course. In the case of graduate department exams, the minimum penalty shall be failure of all fields of the exam. Determination of cheating or plagiarism shall be made by the instructor in the course, or by the department faculty in the case of departmental exams.

Cases of cheating or plagiarism on graduate departmental exams, problem papers, theses, or dissertations shall automatically be referred to the departmental Curriculum and Degree Program[s] Committee. Cases of cheating of plagiarism in ordinary course work may, at the discretion of the instructor, be referred to the Curriculum and Degree Program[s] Committee in the case of either graduate or undergraduate students. This committee, acting as an agent of the Department, shall impose further penalties, or recommend further penalties to the Dean of Students, if they determine that the case warrants it. In all cases, the Dean of Students shall be informed in writing of the case.

Appeals
Students may appeal any decision under this policy by following the procedures laid down in the UNT Code of Student Conduct and Discipline.

POLICY ON STUDENT BEHAVIOR IN THE CLASSROOM

Student behavior that interferes with an instructor's ability to conduct a class or other students' opportunity to learn is unacceptable and disruptive and will not be tolerated in any instructional forum at UNT. Students engaging in unacceptable behavior will be directed to leave the classroom and the instructor may refer the student to the Center for Student Rights and Responsibilities to consider whether the student's conduct violated the Code of Student Conduct. The university's expectations for student conduct apply to all instructional forums, including university and electronic classroom, labs, discussion groups, field trips, etc. The Code of Student Conduct can be found at www.unt.edu/csrr.

EADP POLICIES

PLAGIARISM:

Professors in the EADP Program will not tolerate any form of academic dishonesty among students in the major. According to the 2005-06 UNT Undergraduate Catalogue (p. 107):
"The term 'plagiarism' includes, but is not limited to:

   a. the knowing or negligent use by paraphrase or direct quotation of the published or unpublished work of another person without full and clear acknowledgement; and
   b. the knowing or negligent unacknowledged use of material prepared by another person or agency engaged in the selling of term papers or other academic materials."

Examples of plagiarism include:

- purchasing term papers from Internet sources and turning them in to meet assignment requirements
- **downloading or copying material from the Internet and presenting it as your own work**
- using sentences, quotes, statistics or other information from books or journals without citing the source(s) in papers
- incorporating novel ideas, concepts or phrases into papers without giving credit to the original author
- having someone else write a paper for you

Failure to comply with this policy on plagiarism may result in a failing grade on the assignment or paper, a failing grade in the class, dismissal from the program, and expulsion from the university.

When in doubt about what constitutes plagiarism, contact your professor or provide citations!

LAPTOPS AND CELL PHONES IN THE CLASSROOM:

The classroom setting at an institution of higher learning is intended to serve as a venue that permits the transfer of knowledge and facilitates the sharing of ideas. As such, it is imperative that any distractions from these stated objectives be avoided and kept to a minimum. Potential disruptions include modern electronic devices such as laptop computers and cell phones.

Students are allowed to take notes on personal laptop computers to enhance the learning process, but they should not activate their internet browsers during class or use computers for non-academic purposes (as this diverts attention from the lecture/discussion for both the student using it and others nearby). Students should also avoid using cell phones to search the Internet or text while class is in session. All devices must be kept in the silent or vibrate mode to avoid classroom disruption.

Exceptions to this policy will be at the discretion of the faculty only and may occur if searching the Internet is necessary to find additional information or facts related to the subject being covered on that particular day.