WILMINGTON UNIVERSITY
COLLEGE OF SOCIAL & BEHAVIORAL SCIENCES
BASIC COURSE INFORMATION

COURSE TITLE: Technology and Information Management In Human Services

COURSE NUMBER: AHS 7620

BLACKBOARD TECHNOLOGY WILL BE UTILIZED FOR THIS COURSE

I. RATIONALE:

The ability to manage resources for organization administration and service development/delivery is facilitated by technology. Contemporary technology skills are job requisites and expectations to ensure effective and efficient operations.

II. INSTRUCTIONAL GOALS:

GOAL A:
Explore methods of integrating Microsoft Office and other organization software applications for administering and delivering human services.

   Learning Outcomes: The student will:

   A-1 Develop ACCESS databases & EXCEL spreadsheets for maintaining organization service and/or administrative functions (i.e. fundraising, client records)
   A-2 Produce organization documents by integrating/manipulating data from several Microsoft Office applications (e.g. Develop an annual report using data from EXCEL spreadsheets, WORD documents and ACCESS databases.
   A-3 Demonstrate ability to produce documents by importing and exporting information from varied data sources (i.e. Internet, other organization software and Microsoft Office applications).

GOAL B:
Identify and explore Internet resources which provide practical tools for the administration and delivery of human services.

   Learning Outcomes: The student will:

   B-1 Identify Internet websites that provide “tools” and resources relevant to administration and service delivery in student’s organization.
   B-2 Identify assessment criteria and apply criteria for determining the quality, validity, and reliability of resource information on published websites / Internet sites.
   B-3 Use relevant Internet resources to obtain information for planning
organization administration and service implementation (e.g. Internet-based survey methods).

**GOAL C:**
Identify and explore effective, technology-based communication methods.

**Learning Outcomes:** The student will:

C-1 Discuss, analyze, and articulate methods and features of effective website construction and publication.
C-2 Identify and discuss effective email protocols and etiquette and assess personal practices.
C-3 Identify features of, develop and demonstrate an effective Power Point presentation.
C-4 Develop communication / service documents (i.e. newsletters, evites, surveys) using Microsoft Office applications and online resources.

**GOAL D:**
Identify and demonstrate knowledge of planning for technology in respective organizations.

**Learning Outcomes:** The student will:

D-1 Discuss, analyze, and articulate a planning framework to address the technology needs of diverse human service organizations.
D-2 Assess and develop a written plan to implement new or enhanced technology at student’s organization worksite.

**GOAL E:**
Review other technology “tools” and applications adaptable and relevant to human services.

**Learning Outcomes:** The student will:

E-1 Identify and review other hardware, communication, learning, administration, and service delivery technologies appropriate for student’s organization (e.g. scanning & archival technologies, cell phone applications, video conferencing, distance learning).
E-2 Identify journals and organizations providing research on technology trends and issues relevant to human services organization.

**GOAL F:**
Use appropriate written and oral communication skills

**Learning Outcomes:** The student will:
F-1 Communicate information orally in a logical and grammatical manner.
F-2 Present written information using standard APA style.