



California State University, Sacramento

Department of Communication Sciences and Disorders

GRADUATE SYLLABUS & COURSE OUTLINE

Semester/Year: Summer 2024	Course: CSAD503: Audiology Doctoral Project III	Section: 01
Meeting Days: Tuesday, Thursday	Meeting Times: 12:00-12:50pm	Location: Folsom 2604 or Faculty office or Zoom
Instructor: Jithin Balan, Ph.D., ABAC Laura Gaeta, Ph.D. Hamid Motallebzadeh, Ph.D. Soumya Venkitakrishnan, Au.D., Ph.D. Elaine Xu, Ph.D.	Email: jithin.balan@csus.edu lgaeta@csus.edu h.motallebzadeh@csus.edu s.venkitakrishnan@csus.edu c.xu@csus.edu	Phone: 916-278-5378 (Balan) 916-278-4701 (Gaeta) 916-278-3589 (Motallebzadeh) 916-278-4899 (Venkitakrishnan) 916-278-4898 (Xu)
Office Location: Folsom 2306B (Balan) Folsom 2207A (Gaeta) Folsom 2404E (Motallebzadeh) Folsom 2404G (Venkitakrishnan) Folsom 2306A (Xu)	Office Hours/Appointments: Balan: Monday, Wednesday, Friday 9:30-10:30 AM Gaeta: Monday 12:00-1:00 PM, Tuesday 3:30-4:30 PM, Thursday 10:00-11:00 AM Motallebzadeh: Monday, Wednesday and Friday 12:30-1:30 PM, 2:00-3:00 PM (by appointment only) Venkitakrishnan: Mondays: 5 – 6.30 PM, Tuesdays: 2.30 -4:00 PM (by appointment only) Xu: Tuesdays & Thursdays 10:30 AM -12:00 PM (by appointment only)	

Catalog Course Description:

CSAD 503 Audiology Doctoral Project III

1 Unit

Prerequisite(s): CSAD 510, CSAD 501, CSAD 502

Term Typically Offered: Summer only

Independent research conducted under the supervision of audiology faculty members. Must include research question, literature review, hypotheses, data collection, and analysis. Students are responsible for identifying and recruiting participants, collecting data, and developing a plan for analysis. Case studies and systematic reviews should follow program guidelines.

Place of Course in Program

This course is taken by Doctor of Audiology students who have: 1) passed the progress examination at the end of the first year of the program, 2) completed IRB training, and 3) received approval from their committee and advisor for the introduction and methodology. Students will learn how to plan, perform, and disseminate research in audiology. Students must be enrolled in five consecutive semesters of Audiology Doctoral Project (CSAD 501, 502, 503, 504, 505) after passing the first-year comprehensive examination and meeting advisory and proposal requirements for the doctoral project.

Sacramento State Graduate Learning Goals (GLG)	Addressed by this course (Y/N)
Disciplinary knowledge: <i>Master, integrate, and apply disciplinary knowledge and skills to current, practical, and important contexts and situations.</i>	Y
Communication: <i>Communicate key knowledge with clarity and purpose both within the discipline and in broader contexts.</i>	Y
Critical thinking / analysis: <i>Demonstrate the ability to be creative, analytical, and critical thinkers.</i>	Y
Information literacy: <i>Demonstrate the ability to obtain, assess, and analyze information from a myriad of sources.</i>	Y
Professionalism: <i>Demonstrate an understanding of professional integrity.</i>	Y
Intercultural / Global Perspectives: <i>Demonstrate relevant knowledge and application of intercultural and / or global perspectives.</i>	Y
Research: <i>Conduct independent research resulting in an original contribution to knowledge in the focused areas of their graduate program</i>	Y

Course Learning Outcomes:

GRADUATE

Mastery of each student-learning outcome listed below is indicated by a grade of B or better on each component of the corresponding measures listed in the table. Students are required to track their progress towards meeting each learning outcome and must make an appointment with the instructor for any grade equal to or less than a B. The instructor will suggest strategies to help you establish competence and knowledge in these areas. See the program's Academic Performance Improvement Plan (APIP) policy at <https://www.csus.edu/college/health-human-services/communication-sciences-disorders/internal/documents/audiology/csad-apip-policy-spring-2020.pdf>

Students should track their progress towards meeting each learning outcome by listing their grades on the table below over the course of the semester.

GRADUATE EXPECTED LEARNER OUTCOMES (ELO)

Upon completion of this course, students will be able to:

1. Collect data for their research project under the guidance of department faculty
2. Communicate with advising faculty in a timely manner
3. Be responsible for professionalism and ethical treatment of human subjects and health information

ELO	Component Indicating Competency	Grade(s) Received
1-3	Doctoral project	

Textbooks and Materials:

American Psychological Association. (2020). *Publication manual of the American Psychological Association* (7th ed.). <https://doi.org/10.1037/0000165-000>

Online Resources:

This course utilizes Canvas. All course materials will be available on Canvas.

IRB Cayuse

Course Requirements / Components:

Course Format

Research

Class Preparation:

Students will be completing an independent research project through this CSAD 501-505 series. Benchmarks made are for students to set in conjunction with the doctoral project committee chair.

Class Participation:

Students are expected to complete all tasks for their projects, including responding to feedback, data collection, analysis, writing, IRB modifications (if applicable), preparation of materials and methods, participant recruitment and communication, etc.

Committee Assignments

Students	Committee Chair	Committee Members
Elimar Alvarado Martinez	Dr. Balan	Dr. Motallebzadeh Dr. Xu
Noemi Celio	Dr. Gaeta	Dr. Motallebzadeh Dr. Xu
Riley Kinder	Dr. Venkitakrishnan	Dr. Gaeta Dr. Balan
Kevin Liu	Dr. Gaeta	Dr. Motallebzadeh Dr. Xu
Monique Merrill	Dr. Xu	Dr. Gaeta Dr. Venkitakrishnan
Mallory Sellens	Dr. Motallebzadeh	Dr. Venkitakrishnan Dr. Balan
Elizabeth Wyllie	Dr. Motallebzadeh	Dr. Venkitakrishnan Dr. Balan

Class Attendance:

Attendance is necessary for this course. Students are expected to arrive on time in-person on the scheduled presentation days. Weekly report meetings with the project supervisor can be via zoom. Students must email the instructor if they are not able to attend the class and are responsible to learn the material that was covered during their absence. Students who do not attend in the classroom will receive a grade of 0 for that day’s assignment and may have to complete the work in a different modality for feedback (not grading) from the committee chair. A student with a medical excuse and documentation approved by the committee chair may be given an opportunity to complete the meeting or assignment in a different modality. Greater than two absences or lateness will cause the initiation of an academic performance improvement plan (APIP).

Student travel policy: <https://www.csus.edu/college/health-human-services/communication-sciences-disorders/internal/documents/policy/csad-student-travel-policy.pdf>

If you are sick, stay home and do not attend class. Notify your instructor. Please self-diagnose if you are experiencing any COVID- like symptoms (fever, cough, sore throat, muscle aches, loss of smell or taste, nausea, diarrhea, or headache) or have had exposure to someone who has tested positive for COVID contact Student Health & Counseling Services (SHCS) at 916-278-6461 to receive guidance and/or medical care. The CDC provides a good source of information regarding COVID-19 and a way to self-check symptoms: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

Students must adhere to COVID-19 policies regarding mask wearing and vaccinations as described on the CSUS website. Please see <https://www.csus.edu/compliance/risk-management/coronavirus.html> and <https://www.csus.edu/return-to-campus/return-to-campus-faq.html> for more information and updates.

Grading Policy:

Points	%	Grade
83-100	83-100%	Complete
82.99	82.99% or below	Incomplete

If you are sick, stay home and do not attend class. Notify your instructor. Please self-diagnose if you are experiencing any COVID- like symptoms (fever, cough, sore throat, muscle aches, loss of smell or taste, nausea, diarrhea, or headache) or have had exposure to someone who has tested positive for COVID contact Student Health & Counseling Services (SHCS) at 916-278-6461 to receive guidance and/or medical care. You are asked to report any possible COVID related illnesses/exposures to SHCS via this link COVID-19 Illness/Exposure Report Form: <https://sacstateshcs.wufoo.com/forms/covid19-illnessexposure-report/> Expect a call from SHCS within 24 hours. The CDC provides a good source of information regarding COVID-19 and a way to self-check symptoms: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

Class Assignments:

Committee and goals form	5 points
Attendance Meeting with committee chair during class time (on Zoom, in classroom or faculty office)	9 attendance - 2 points each = 18 points
Activity reports Goals for the week – 1 point Plans for the next week – 1 point Report on the progress and issues for data collection and analysis – 3 points Must be submitted on time with all questions answered	7 activity reports – 3 points each = 21 points
Presentations Class presentation Presentation file uploaded to Canvas by the deadline	2 presentations – 13 points each = 26 points

<p>(- 10% per day points if uploaded late)</p> <p>Time (5:00-6:00; -1/2 of total points for too long/short presentation time)</p> <p>Slides needed (research question; data collection and analysis slides; plans for the next presentation; issues encountered)</p>	
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An APIP will be initiated for any issues (e.g., academic, professional, etc.) that arise through this research project.

Au.D. Program Policies

Academic conduct

Students enrolled in the Au.D. program must adhere to the Department and University policies on academic misconduct. Please see the department’s policy on academic misconduct (“Policy on Student Academic and Clinical Conduct”). The following are expectations for professional behavior in the classroom:

- Ethics: Students must uphold the ethical standards set forth by professional bodies in the field (see Appendices C and D).
- Respect: Students should demonstrate respect to their peers, instructors, and staff.
- Feedback: Students are expected to self-reflect and modify their work in response to feedback, while displaying non-defensive behavior to suggestions.
- Health: Students should maintain their personal wellness and health, attending to any needs in a timely fashion in order to support their academic and professional growth.
- Attire: Students should dress appropriately for class. Classes may be held in clinic space, so students are expected to observe the clinic dress code.
- Accountability: Students are expected to be accountable, honest, and professional for their activities and communications. The general principles of ethical behavior should be applied to their coursework, evaluations, and examinations.
- Language: Students should demonstrate professional oral and written communication, including emails. Discretion and professional language should be used in all modalities, emphasizing constructive rather than reactive use.
- Scholarship: Students should take an active role in their learning, recognizing their deficiencies and seeking to correct them, as part of their commitment to lifelong learning
- Effort: Students should collaborate and work to complete tasks and assignments on time or by the set deadline. Students are expected to follow through on all activities while maintaining professionalism and intellectual curiosity.

Attendance

Students are expected to arrive in class on time, prepared to participate and engage in classroom activities for both in-person and synchronous/virtual interactions. Students must be aware of changes in the class schedule. Students are advised that instructional faculty may include an attendance policy in courses, which may require attendance as part of the student’s course grade. These policies will be set in the syllabus.

Given the full-time, intensive nature this doctoral program, it is important that students contact instructors if they are absent or are anticipating absence, especially over an extended period of time. In the case of the latter, the Au.D. Program Director must also be notified. Attendance for clinical practica is outlined in the clinic handbook.

Email

Students in the Au.D. program are required to maintain an active CSUS email address, which is linked to the student ID number. Official emails will be sent through CSUS email. Students are expected to regularly check their CSUS emails.

TENTATIVE Course Schedule / Outline:

Date	Topic (<u>individual goals will be set between student and committee chairs</u>)	Due Date	Class location
6/4	Syllabus review and course schedule Set goals for 503 with committee chair	Attendance	Faculty office or Zoom
6/6	Meeting with committee chair	Goals and Committee Form Attendance	Faculty office or Zoom
6/11	Meeting with committee chair	Attendance and activity report	Faculty office or Zoom
6/13	Meeting with committee chair	Introduction and literature review outline due to chair Attendance	Faculty office or Zoom
6/18	Meeting with committee chair	Attendance and activity report	Faculty office or Zoom
6/20	Meeting with committee chair to rehearse presentation	Attendance	Faculty office or Zoom
6/25	Presentation – data collection update	Presentation Chair to return feedback to student	Classroom
6/27	Meeting with committee chair	Attendance	Faculty office or Zoom
7/2	Meeting with committee chair	Introduction and literature review outline due to committee Attendance and activity report	Faculty office or Zoom
7/4	Meeting with committee chair	Attendance	Faculty office or Zoom
7/9	Meeting with committee chair	Attendance and activity report	Faculty office or Zoom
7/11	Meeting with committee chair	Committee to return feedback to student Attendance	Faculty office or Zoom
7/16	Meeting with committee chair	Attendance and activity report	Faculty office or Zoom
7/18	Meeting with committee chair	Introduction, literature review, and methods outline due to chair Attendance	Faculty office or Zoom
7/23	Meeting with committee chair	Attendance and activity report	Faculty office or Zoom
7/25	Meeting with committee chair	Chair to return feedback to student Attendance	Faculty office or Zoom
7/30	Meeting with committee chair to rehearse presentation	Attendance and activity report	Faculty office or Zoom

8/1	Presentation – data collection and analysis	Presentation Introduction, literature review, and methods outline due to committee (received in 504) Committee to return feedback to student by August 20	Classroom
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Please note that dates, class format/location, topics, and assignments are subject to change. In the event of a change, you will be given ample notice.

Online Learning

For additional information, please review the [CSAD Handbooks](#) website

<https://www.csus.edu/college/health-human-services/communication-sciences-disorders/student-resources.html>

Zoom/ Online Instruction privacy and relevant rights and responsibilities:

Any time that a class session is recorded during the COVID-19-related Remote Instruction Period, students will be notified. If students do not want their likeness during class participation included in the recorded class session, they may elect to not participate via video recordings. Recordings will be available for viewing during the Remote Instruction Period subject to the following:

Only students enrolled in the subject class during the Remote Instruction Period may view the recording.

- Students may not post or use the recordings in any other setting (e.g., social media) for any purpose. Students who violate this will be subject to student discipline, up to and including expulsion.
- Federal and California law as well as University policies protecting intellectual property rights and use of instructional materials (including any recordings of class sessions) remain in effect during the Remote Instruction Period.
- If faculty have any plan to use the recording for a different class in the future, the faculty member will need written FERPA consent from those students in the current class who are identifiable in any of the recordings. A FERPA consent form signed by all students in the course will also be needed if the recordings are made available to others beyond the classroom on a nonsecure digital platform.

Important Tips for Success as an Online Learner

There are some basic technical skills and requirements that you will need to have to be successful in this online course. If you have difficulties using Canvas, please go through the [Canvas Student Tour](#).

- **Begin planning now for private, uninterrupted time in your schedule** to complete the assignments – preferably in at least one-hour blocks and at least three times a week. It can be easy to fall behind!
- *Check your email account regularly* for updated information. We will be using your Saclink email account for communication. Use Saclink e-mail for private messages to the instructor and other students.
- Read directions carefully.
- For online communication, conventions of on-line etiquette ("netiquette"), which include a courtesy to all users, will be observed. Please see [Guidelines for Online Discussions](#).

Attitudes & Technical Skills Required

You will find that the following attitude will significantly contribute to your success in this online class:

- A positive attitude towards technology
- An open mind towards online education
- Willingness to share your experiences with others
- Strong analytical and critical thinking skills for when you "get stuck"
- Resourcefulness - don't be afraid to click on links and explore and ask questions
- Time management

Online learning requires only basic technical skills:

- Be competent with file management (for example, creating a folder on your desktop, moving files from one location to another, finding a saved file)
- Possess internet navigation skills
- Update your Internet browser
- Send and receive email
- Create and save documents (Word, PowerPoint, Excel or HTML)
- Toggle between two open software applications on your computer
- Copy text from a word processing program and paste them into another program

Technical Assistance

Seek help when you can't access Canvas or class materials.

- For technical assistance, contact the IRT Help Desk. Visit AIRC 2005 during [open hours](#) to speak with the IRT Service Desk Team, or call (916)278-7337. [IRT website.](#)
- For assistance with course materials, contact your instructor

Spam and Phishing Scams

- Learn how to stay safe and protect yourself from hackers who may try to access your personal information: [Don't Fall for a Phishing Scam](#)
- Use anti-virus, anti-spyware, and anti-malware software. [Sac State's Software and Tools](#) available for download.
- Use pins and passwords to secure your computer and devices- don't share your password with anyone. Use strong passwords that include a combination of letters and numbers that no one can guess.

Canvas Student App

Canvas is fully functional on many types of smartphones and tablets. Compatible devices include platforms such as iPhone/iPad/iPod Touch, and Android. However, it is recommended that you do not solely rely on one of these devices to complete your online course work. Access to a computer is still needed for many online activities.

Visit the [Mobile section](#) of the [Canvas Guides](#) website for more information.

Additional Information

Commitment to Integrity:

As a student in this course (and at this university) you are expected to maintain high degrees of professionalism, commitment to active learning and participation in this class and also integrity in your behavior in and out of the classroom.

Sac State's Academic Honesty Policy & Procedures:

“The principles of truth and honesty are recognized as fundamental to a community of scholars and teachers. California State University, Sacramento expects that both faculty and students will honor these principles, and in so doing, will protect the integrity of academic work and student grades.” Read more about Sac State's Academic Honesty Policy & Procedures at the following website: <https://www.csus.edu/umannual/student/stu-100.htm>

Definitions: At Sac State, “cheating is the act of obtaining or attempting to obtain credit for academic work through the use of any dishonest, deceptive, or fraudulent means.” **Plagiarism** is a form of cheating. At Sac State, “plagiarism is the use of distinctive ideas or works belonging to another person without providing adequate acknowledgement of that person's contribution.” Source: Sacramento State University Library Note: Any form of academic dishonesty, including cheating and plagiarism, shall be reported to the [Office of Student Conduct](#).

Department Policy on Use of APA format

The Department of Communication Sciences and Disorders requires the use of the APA format and style. All students are required to reference the APA manual. All assignments are to be composed using APA format and style unless otherwise noted.

Understand When You May Drop This Course:

It is the student's responsibility to understand when he/she need to consider disenrolling from a course. Refer to the Sac State Course Schedule for dates and deadlines for registration. After this period, a serious and compelling reason is required to drop from the course. Serious and compelling reasons include: (a) documented and significant change in work hours, leaving student unable to attend class, or (b) documented and severe physical/mental illness/injury to the student or student's family. Under emergency/special circumstances, students may petition for an incomplete grade. An incomplete will only be assigned if there is a compelling extenuating circumstance. All incomplete course assignments must be completed by the department's policy.

Inclusivity:

Students in this class are encouraged to be active participants in all aspects of the course, including but not limited to lectures, synchronous and asynchronous activities, discussion posts, etc. Each of us must show respect for each other, as our class represents a diversity of beliefs, backgrounds, and experiences. This enriches all of our learning experiences together. Our individual differences deepen our understanding of one another and the world around us, rather than divide us. In this class, people of all ethnicities, genders and gender identities, religions, ages, sexual orientations, disabilities, socioeconomic backgrounds, regions, and nationalities are strongly encouraged to share their rich array of perspectives and experiences. If you feel your differences may in some way isolate you from our classroom community, or if you have a specific need, please contact the instructor early in the semester. Your instructor will work with you to ensure that you become an active and engaged member of our class and community.

Equal Access:

California State University-Sacramento, Department of Communication Sciences and Disorders, seeks to provide equal access to its programs, services, and activities for people with disabilities. If you have a documented disability and verification from the Disability Access Center (DAC), and wish to discuss academic accommodations, please contact your instructor as soon as possible. It is the student's responsibility to provide documentation of disability to DAC and meet with a DAC counselor to request special accommodation before classes start. **Sacramento State Disability Access Center (DAC)** offers a wide range of support services and accommodations for students in order to ensure students with disabilities have equal access and opportunity to pursue their educational goals. Working collaboratively with students, faculty, staff and administrators, DAC provides consultation and serves as the information resource on disability related issues to the campus community. DAC is located in Lassen Hall 1008 and can be contacted by phone at (916) 278-6955 (Voice) or (916) 278-7239 (TDD only) or via email at sswd@csus.edu.

Sacramento State is committed to ensuring an accessible learning environment where course or instructional content are usable by all students and faculty. If you believe that you require disability-related academic adjustments for this class (including pregnancy-related disabilities), please immediately contact Services for Students with Disabilities (SSWD) to discuss eligibility. A

current accommodation letter from SSWD is required before any modifications, above and beyond what is otherwise available for all other students in this class will be provided. Please be advised that disability-related academic adjustments are not retroactive. SSWD is located on the first floor of Lassen Hall 1008. Phone is 916-278-6955 and e-mail is sswd@csus.edu. For a complete listing of services and current business hours visit <https://www.csus.edu/student-affairs/centers-programs/services-students-disabilities/>

Basic Needs Support

If you are experiencing challenges with food, housing, financial or other unique circumstances that are impacting your education, help is just a phone call or email away! The CARES office provides case management support for any enrolled student. Email the CARES office at cares@csus.edu to speak with a case manager about the resources available to you. Check out the [CARES website](#).

Title IX

The University requires faculty and staff to report any personal disclosures of sexual misconduct including rape, dating/domestic violence and stalking to the Title IX Coordinator. Students who do not wish to report their experience to me or the Title IX Coordinator may speak to someone confidentially by contacting Student Health and Counseling Services.

Sac State is committed to supporting students and fostering a campus environment free of sexual misconduct and gender-based discrimination. If a student chooses to disclose to a faculty or staff member an experience related to sexual misconduct which includes rape, relationship violence, or stalking, all faculty and staff are obligated to report this disclosure to the university's Title IX Coordinator. Sac State's Title IX Coordinator is Mary Lee Vance. Please email equalopportunity@csus.edu or (916) 278-5770. Upon receipt of the report, the Title IX Coordinator will contact you to inform you of your rights and options as a survivor and connect you with support resources, including resolution options for holding accountable the person who harmed you. Students who elect not to discuss their experience with the Title IX Coordinator can speak confidentially to the following confidential resources:

Student Health & Counseling Services at The WELL On Campus

Phone Number: 916-278-6461

Website: www.csus.edu/shcs

Campus Confidential Advocate – Laura Swartzen Email:

weave@csus.edu

On Campus Phone Number: 916-278-5850 (during business hours)

WEAVE 24/7 Hotline: 916-920-2952

CSUS Grading Policy

Information for students regarding grading is provided here:

<https://www.csus.edu/manual/acad/umg05150.htm>

Other Resources

- The Office of Student Affairs maintains a list of campus resources/centers: <https://www.csus.edu/center/>
- Testing Center: <https://www.csus.edu/student-affairs/centers-programs/testing-center/>
- Library: <https://library.csus.edu/> for consultation : Rachel Stark, MS, AHIP, stark@csus.edu
- Services to Students with Disabilities: <https://www.csus.edu/student-affairs/centers-programs/services-students-disabilities/>
- Student Health and Counseling Services: Your physical and mental health are important to your success as a college student. Student Health and Counseling Services (SHCS) in The WELL offers medical, counseling, and wellness services to help you get and stay healthy during your time at Sac State. SHCS offers: Primary Care medical services, including sexual and reproductive healthcare, transgender care, and immunizations; urgent care for acute illness, injuries, and urgent counseling needs; pharmacy for prescriptions and over-the-counter products; mental health counseling, including individual sessions, group counseling, support groups, mindfulness training, and peer counseling; athletic training for sports injury rehabilitation; wellness services, including nutrition counseling, peer led health education and wellness workshops, and free safer sex supplies; violence and sexual assault support services. Most services are covered by the Health Services fee and available at no additional cost.
- Student Health and Counseling Services at The WELL: <https://www.csus.edu/student-life/health-counseling/>
- Student Academic Success and Education Equity Programs: <https://www.csus.edu/student-affairs/retention-academic-success/>
- Crisis Assistance and Resource Education Support (CARES): If you are experiencing challenges with food, housing, financial or other unique circumstances that are impacting your education, help is just a phone call or email away. The CARES office provides case management support for any enrolled student. <https://www.csus.edu/student-affairs/crisis-assistance-resource-education-support/>
- CHHS Student Success Center: <https://www.csus.edu/college/health-human-services/student-success/>
- Reading & Writing Center: <https://www.csus.edu/undergraduate-studies/writing-program/reading-writing-center.html>
- Peer & Academic Resource Center: <https://www.csus.edu/student-affairs/centers-programs/peer-academic-resource/>
- SMART Thinking (tutoring resource): <https://www.csus.edu/student-affairs/centers-programs/degrees-project/internal/documents/smarthinking.pdf>

Knowledge And Skills Acquisition (KASA) For Certification in Audiology

Scientific and Research Foundations

- Basic science skills (e.g., scientific methods, critical thinking)

Standard II-A: Foundations of Practice

- A13. Principles of research and the application of evidence-based practice (i.e., scientific evidence, clinical expertise, and client/patient perspectives) for accurate and effective clinical decision making
- A22. Legal and ethical practices, including standards for professional conduct, patient rights, confidentiality, credentialing, and legislative and regulatory mandates