Keyano COLLEGE

Course Outline

Social Work

Fall 2020

SOWK 110A – Introduction to Human Services and Basic Counselling

3 credits, 3 hours

This course will introduce the student to the broad range of opportunities available in the Human Services field. Additionally, the course will introduce the student to basic professional counselling skills, preparing them to enter into a professional helping role.

Instructor

Instructor Name: Alexis Laird

Office location: CC205K

alexis.laird@keyano.ca

Office Hours

TBD

Hours of Instruction

Tuesday 9:00 AM - 11:50 AM
Blended Delivery (online/in-class)

Required Resources

Corey, M. & Corey, G. (2016). *Becoming a helper (8th* Ed). Pacific Grove, CA: Brooks/Cole.

Course Outcomes

This course will introduce students to basic counseling skills and the role of the helping profession in the context of social work practice.

Upon successful completion of this course, the student shall be able to:

- Understand how their values and beliefs impact their practice
- Describe characteristics of effective helpers
- Identify fundamental techniques used in the helping interview
- Identify and understand commonly used mainstream counselling theories
- Identify traditional and contemporary ways of helping and healing
- Demonstrate awareness and understanding of acculturation differences
- Identify differences in communication style
- Demonstrate basic counselling skills and interviewing skills: appropriate use of open and closed questions, paraphrasing, reframing, reflection, summarizing, clarification, confrontation, use of empathy and immediacy.
- Describe the elements of a holistic helping orientation.

This course will touch on topics that may be of a sensitive nature to some participants and may trigger some traumatic memories. Time has been set aside at the end of each day for students to debrief as a class. Debriefing will take the form of discussing the topics objectively and non-judgmentally, in an environment of learning and change. However, it is recommended that a student who continues to experience discomfort in the course, discuss his/her feelings with the instructor to address any residual issues which may otherwise impact his/her ability to complete his/her course or program.

Evaluation

Written Assignment: Who am I as a Helper due September 29th	20%
Midterm Exam October 13th	25%
Interview assignment due November 24th	30%
Final Exam TBA (during Exam Period December 7th - 18th)	25%
TOTAL	**100%**

1. **Written Assignments: Who Am I as a Helper?**

    Reflective writing assignments are an opportunity for students to access, analyze, and review his/her learning and personal growth as he/she enters the field of Human Services. The text has questions for that purpose at the end of each chapter. The questions grow out of the major points developed in the chapter. Once you have read the chapter, commit yourself to completing the required questions. Use "I" statements to express your thoughts, feelings, and what knowledge you have gained through your life and within the course. Your writing should be free-flowing: write whatever comes to mind rather than censoring your thoughts and the flow of your writing.

    Student will receive written instructions in class. Due September 29th 20%

2. **Midterm Exam**

    This midterm will cover Chapters 1-5 plus any additional material covered in class. The exam may consist of multiple choice, short answers, long answers and true or false questions. A brief review will be completed in class.

    Due October 13th 25%

3. **Interview Assignment**

    Students will work in dyads or triads to complete a series of live, video recorded interview sessions.

    Student will receive written instructions in class. Due November 24th 30%

4. **Final Exam**

    This exam will cover Chapters 6-10 and Chapters 12 and 13, plus any additional material covered in class. The exam may consist of multiple choice, short answers, long answers or true or false questions

    During Final Exam Period December 7th - 18th 25%

A grade of C- is required for progression.

The minimum standard for passing this course is a grade of D (50%).

Students must achieve an average of 50% on the midterm and the final exam in order to pass the course and an overall average in the course of 50% (D).

Grading System

Descriptor	Alpha Grade	4.0 Scale	Percent
	A+	4.0	> 93.9
Excellent	A	4.0	87 – 93.9
	A-	3.7	80 – 86.9
	B+	3.3	77 – 79.9
Good	B	3.0	74 – 76.9
	B-	2.7	70 – 73.9
	C+	2.3	67 – 69.9
Satisfactory	C	2.0	64 – 66.9
Progression	C-	1.7	60 – 63.9
Poor	D+	1.3	57 – 59.9
Min Pass	D	1.0	50 – 56.9
Failure	F	0.0	< 50

Proposed Schedule

Week	Activity
Sept 1	Review of course outline and introduction to the course and textbook. Chapter 1
Sept 8	Chapter 2
Sept 15	Chapter 3 and **Library Tour**
Sept 22	Chapter 4
Sept 29	NOTE: IN CLASS **Written assignment due in class 20%**
Oct 6	Chapter 5
Oct 13	**Midterm exam 25% covers Chapter 1-5**
Oct 20	Chapter 6 and 7
Oct 27	NOTE: IN CLASS
Nov 3	Interview Assignment
Nov 10	Chapter 8 and 9
Nov 17	Chapter 10 and 12
Nov 24	NOTE: IN CLASS **Interview Assignment Due today in class 30%**
Dec 1	Chapter 13
December 7 - 18 (Final Exam Period)	**Final Exam 25% Covering Chapters 6-10 and Chapters 12 and 13**

Please Note:

Date and time allotted to each topic is subject to change.
Further instructions regarding online learning and in class dates will be provided by the instructor.

In Class Participation and Group Work

Adult learners are self-directed. However, there are certain mandatory expectations of you as a student in this course and this includes attendance in all classes. Participation will optimize your learning experience. Your presence serves as an additional resource in the classroom, which lends itself to greater experiential learning for everyone. As well, consistent attendance and participation increases individual growth, group dynamics, develops professionalism and good personal work ethic. However, if you are unable to attend due to illness, it is the expectation that you will telephone or email at the earliest possible time to advise your instructor. You are also expected to keep current with the course material and get copies of any missed assignments or lectures. Individual participation includes:

- Participation and contributions to in-class group work
- Engaging positively in class discussions
- Participation in all class activities individually, in pairs, or in groups
- Demonstrating active listening skills
- Demonstrating respect for others by listening and accepting each person's contribution to class discussion in a positive and supportive manner
- Attending class prepared to participate in discussions of the assigned readings

Performance Requirements

Student Responsibilities
It is your responsibility as a student to contact the Office of the Registrar to complete the forms for Withdrawal or Change of Registration, and any other forms. Please refer to the list of important dates as noted in the Academic Schedule in the Keyano College credit calendar. The Keyano College credit calendar also has information about Student Rights and Code of Conduct. It is the responsibility of each student to be aware of the guidelines outlined in the Student Rights and Code of Conduct Policies.

Student Attendance
Class attendance is useful for two reasons. First, class attendance maximizes a student's learning experience. Second, attending class is a good way to keep informed of matters relating to the administration of the course (e.g., the timing of assignments and exams). Ultimately, you are responsible for your own learning and performance in this course.

It is the responsibility of each student to be prepared for all classes. Students who miss classes are responsible for the material covered in those classes and for ensuring that they are prepared for the next class, including the completion of any assignments and notes that may be due.

Academic Misconduct
Students are considered to be responsible adults and should adhere to principles of intellectual integrity. Intellectual dishonesty may take many forms, such as:

- Plagiarism or the submission of another person's work as one's own;
- The use of unauthorized aids in assignments or examinations (cheating);
- Collusion or the unauthorized collaboration with others in preparing work;
- The deliberate misrepresentation of qualifications;
- The willful distortion of results or data;
- Substitution in an examination by another person;
- Handing in the same unchanged work as submitted for another assignment; and
- Breach of confidentiality.

The consequences for academic misconduct range from a verbal reprimand to expulsion from the College. More specific descriptions and details are found in the Student Rights and Code of Conduct section of the Keyano College credit calendar. It is the responsibility of each student to be aware of the guidelines outlined in the Student Rights and Code of Conduct Policies.

In order to ensure your understanding of the concept of plagiarism, you must successfully complete the online tutorial found on ilearn.keyano.ca. Then print the certificate, sign it, and show it to each of your instructors. Your course work may not be graded until you show this signed certificate.

Specialized Supports
The Student Services department is committed to Keyano students and their academic success. There are a variety of student supports available at Keyano College. Due to the continuing situation with the Covid-19 pandemic, the offered support services will be implemented differently this semester by being provided mostly virtually. In-person service can be requested as needed. All Alberta Health Services guidelines will be followed for in-person appointments—wear a mask, maintain two meters of physical distance, use hand sanitizer, and stay home if you are unwell.

All student services are available during Keyano business hours: Monday to Friday, 8h30-16h30. The Library has evening and weekend hours. Please check keyano.ca/library for current hours.

Accessibility Services: provides accommodations for students with disabilities. Students with documented disabilities, or who suspect a disability, can meet with a Learning Strategist to discuss

their current learning barriers and possible accommodations. Students who have accessed accommodations in the past are encouraged to contact us to request them for the semester. Please note that requesting accommodations is a process and requires time to arrange. Contact us as soon as you know you may require accommodations. For accessibility services supports and to book a virtual appointment, please contact accessibility.services@keyano.ca.

Accessibility Services also provides individual and group learning strategy instruction for all students, as well as technology training and supports to enhance learning. Meet with a Learning Strategist to learn studying and test-taking strategies for online classes. Schedule an appointment with the Assistive Technology Specialist to explore technology tools for learning. Book an appointment today by emailing accessibility.services@keyano.ca

Academic Success Coaching: offers you support and access to resources for your academic success to help you to find the Keys to your Success. The Academic Success Coach will work with you to develop an academic success plan, develop your study and time management skills, and connect you with the right resources here at Keyano. Academic.success@keyano.ca is the best way to access resources during virtual service delivery.

Wellness Services: offers a caring, inclusive, and respectful environment where students can access free group and individual support to meet academic and life challenges. Mental Health Coordinators offer a safe and confidential environment to seek help with personal concerns. All individual appointments will continue virtually.

Wellness Services welcomes students to participate in any of the virtual group sessions offered throughout the academic year addressing topics including mindfulness and test anxiety.

Individual virtual appointments can be made by emailing wellness.services@keyano.ca.

Library Services: provides students with research and information supports as they engage in their studies. Library staff are available to support you both virtually and in person during the fall semester. For library service supports and inquiries, please email askthelibrary@keyano.ca.

Individual support with the Information Librarian will be provided virtually. Appointments can be requested by email or by placing a Book a Librarian request using the online form found here.

Research and Subject Guides are helpful resources when conducting research or addressing your information needs. To view a subject or course specific guide, use the following Subject Guides link

To access additional research resources, including Citation Guides (APA, MLA, Chicago, or IEEE), go to the Research Help Library page.

Skill Centre: provides academic support services to students registered in credit programs at Keyano College in the form of tutoring, writing support groups, facilitated study groups, workshops and study space. Tutoring services are **free** to Keyano students. Tutoring is available for Math, Writing, English, and Science subject areas.

While most courses are being offered online, the Skill Center will be offering mostly virtual tutoring services and in-person sessions as requested. Please email Skill.centre@keyano.ca to get in contact with our tutoring staff.

For the most up to date information on how to book a tutoring session, please view the Keyano Skill Centre homepage.

E-Learning

Technology and internet will impact your online learning experience. It's important that you are able to watch an online video and other course materials, take online quizzes, and participant in a live class with your instructor and other students.

Keyano College operates in a Windows based environment and having the correct tools for online learning is important. Here's a list of recommended system requirements for Fall 2020.

Internet Speed

Minimum Internet speeds of 5 Mbps.
Recommended Internet speeds of 25 Mbps (especially if you are sharing your internet at home).
Check your internet speed with Fast.com.

System requirements:

Microsoft Windows	Apple
Minimum Requirements: A Windows 10 **computer/laptop** · Minimum 4GB of RAM. · 10GB+ available hard drive storage. · Enough available hard drive space to install the Microsoft Office suite (approximately 3GB). <u>Microsoft Office</u> software is free to all Keyano students and employees. · Microphone, webcam and speakers. A headset with a microphone is recommended. · System updates must be regularly installed. · Anti-Virus / Anti-Malware software	**Minimum Requirements:** A Macintosh (V10.14 and above) **computer/laptop** · Minimum 4GB of RAM. · 10GB+ available hard drive storage. · Enough available hard drive space to install the Microsoft Office suite (approximately 3GB). <u>Microsoft Office</u> software is free to all Keyano students and employees. · Microphone, webcam and speakers. A headset with a microphone is recommended. · System updates must be regularly installed. · Anti-Virus / Anti-Malware software.
Recommended Requirements · 8GB of RAM · A method of backing up/synchronizing to local or cloud-based storage such as OneDrive is highly recommended. This is included if you complete the setup of KeyanoMail and download MS Office using your Keyano email for free.	**Recommended Requirements** · 8GB of RAM · A method of backing up/synchronizing to local or cloud-based storage such as OneDrive is highly recommended. This is included if you complete the setup of KeyanoMail and download MS Office using your Keyano email for free.

Chromebooks are **not** recommended as they are not compatible with testing lockdown browsers.

A Microsoft Surface or iPad or iPad Pro may be possible alternatives in some program areas.

Specific department requirements:
Business and OA programs require Windows 10.
Other programs may utilize Windows based tools as well.

Computer Software
Students will be able to get access to Microsoft Office 365 for Free using Keyano Credentials by clicking here.

Recording of lectures and Intellectual Property
Students may only record a lecture if explicit permission is provided by the instructor or by Accessibility Services. Even if students have permission to record a lecture or lecture materials, students may not publish any of the lectures or lecture materials, this includes any recordings, slides, instructor notes, etc. on any platform. Thus no student is allowed to publish or sell instructor notes without formal written permission. It is important to recognize that the Canadian Copyright Act contains provisions for intellectual property.

ITS Helpdesk
If you are having issues with your student account, you can contact the ITS Helpdesk by emailing its.helpdesk@keyano.ca or calling 780-791-4965.

Authorization

This course outline has been reviewed and approved by the Program Chair.

Alexis Laird

Alexis Laird, Program Coordinator – Social Work

DocuSigned by:

Priscilla Lothian-Hendrix

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Priscilla Lothian-Hendrix, Chair

2/2/2021

Date Authorized

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E Ahlquist

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Eli Ahlquist, Dean

2/2/2021

Date Authorized

Signed copies to be delivered to:
Instructor
Registrar's Office