This is the preliminary syllabus as of January 3, 2014. The instructor reserves the right to make corrections.
Human Services Course Syllabus

FYC 3115 (0819) Spring 2014

Course Information

Prerequisites
Junior or Senior Standing and PSY 2012 or SYG 2000

Course Description
“An in-depth look at human services that assist children and families with a focus on income support, child protection, adoption and family support programs offered through human services agencies.” The course emphasizes the development of professional helping skills “for working directly with children and families. The course also takes a look at issues of human services in the areas of mental health, crisis intervention, disabilities, and aging.

Course Purpose
This course provides students with an understanding of what the profession of human services is, and an opportunity to consider human services as a career.

Course Goals
To help prepare students to be effective human services professionals by providing:

- Information that will increase students’ knowledge about human service organizations and programs directed at children and families;
- Skill-building opportunities that improve students’ professional helping skills;
- Examples of professional roles, opportunities, and responsibilities to help students consider their own options for a career in human services.

Spring 2014

Instructor Information
Suzanna Smith, Ph.D., MSW
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Human Development & Family Relations
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Instructor Office Hours
Monday 2 p.m. - 5 p.m.; and by appointment

Undergraduate TA Information
Jon Anderson
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Lauren Dawe
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Course Objectives
By the end of this course, students will be able to:

1. Define human services and explain the varied reasons people may need human services.
2. Identify, explain and apply the human services perspective to examples of human problems.
3. Build, expand, and demonstrate essential professional helping skills (through in-class practice and a service learning experience).
4. Develop their understanding of cultural diversity and improve cultural competency skills.
5. Develop an understanding of the major human services strategies for meeting the needs of: the poor; abused and neglected children; the mentally ill; the elderly; and survivors of intimate violence. For these social issues, analyze obstacles that may stand in the way of effective services to meet needs.
6. Identify major selected policies shaping the delivery of human services and the basic structure of policy making in Florida.
7. Recognize that the field of human services includes a range of career opportunities; describe various educational paths for entering the field of human services; and reflect on their own human services interests and direction and resources available for their job search.
8. Reflect on the motivations, skills, challenges, and rewards of being a human services professional and what this means to you personally.
9. Identify the major historical influences on the field of human services.

Course Communication
If you need to reach the instructor, do so after class or during office hours (Mondays 2-5 or by appointment); or email sdsmith@ufl.edu. Please only use the ufl.edu address; do not email the e-Learning site or your email will not be answered. Although I do my best to reply within 24 hours, given the volume of email, an email message may be accidentally overlooked. Please feel free to try again! Also, it is your responsibility to check your .ufl email every day for notices about class. I frequently use the course list serve to send out important messages. The course assistants are also available to answer questions, so please feel free to contact them at their email addresses or in class.

Getting Help with your Academic Work
Note that the instructor is available during regularly scheduled office hours to assist students with this class. If you cannot meet during office hours, please set up an appointment for another time. It is important to get help as problems occur. Do not wait until the end of the semester because then we may not be able to resolve issues that occurred earlier in the semester.

Required Course Materials
The following book is required reading for this course, and is available at the University Bookstore and other outlets. All students are expected to purchase this text and to bring it to class when requested.

Other readings are listed on the course schedule and will be available through Sakai (e-learning), the Internet, or the library course reserves. It is important to treat these readings as you would a textbook—required reading that is necessary for understanding the material and performing well on tests.

Other course materials include videos and viewing guides, in-class worksheets, newspaper articles, group discussion guides, speaker presentations and listening guides, quizzes, instructions for assignments. Other materials may be added.

**Requirements**

Grades are based on the following. Students must successfully complete all requirements to pass this course:

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exams (2 @ 100 points)</td>
<td>200</td>
</tr>
<tr>
<td>Quizzes</td>
<td>150</td>
</tr>
<tr>
<td>Service Learning Paper and Report</td>
<td>100</td>
</tr>
<tr>
<td>Attendance &amp; Participation</td>
<td>50</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>500</strong></td>
</tr>
</tbody>
</table>

**Exams:** 2 exams @ 100 points = 200 points (See course calendar for target dates)

There will be two in-class exams. Students will have the entire class period for the test, which includes multiple choice, definitions, true/false, short answer, and essays. Students are expected to be on time for exams and ready to begin. (This requirement meets all the course objectives.) See policy on make up exams under Course Policies below.

**Note there is not a final. Your final project asks you to apply all major course concepts and therefore serves as a final.**

Exams will not be returned to students, but you are encouraged and welcome to review them in the graduate TA’s office during office hours up to 2 weeks after your grade is posted. When reviewing their exam, students may not have a cell phone on, take photos, or make notes about their exam.

**Quizzes:** 13@10 points, and 1 at 20 points=150 points

There will be a quiz every week (except Spring break and the final week of the semester) that assesses student comprehension of key concepts in the readings and course material for that week. The day of
the quiz will vary, so come prepared every day. Each weekly quiz will be 5 questions worth a total of 10 points. There will also be a quiz on the syllabus on January 15th that will be worth 20 points.

**Service Learning Experience and Report**: 100 points with final project due April 23. This assignment (a) helps you gain direct experience working with people, thereby building your professional skills (meets Objectives 1-6); and (b) enables you to apply course material in the “real world.” (all Objectives). This experience is extremely valuable when applying for employment or graduate or professional school (objectives 7, 8). There are three parts to this assignment: (1) 20 hours of experience over the course of the semester in a pre-approved (by set date) community-based agency or organization and a final evaluation by your supervisor, (2) a final paper, and (3) participation in TWO in-class group discussions and reports about your experiences. You must be present for these two classes to get credit for (3). Detailed instructions will be handed out in class.

Agencies must be approved by Dr. Smith before you begin. The final day to turn in your service learning paperwork is February 7. Points will be deducted DAILY for late paperwork. Please be sure to communicate with the instructor if you are having difficulties locating an experience, well before February 7.

**Attendance and Participation**: 50 points

Attendance is required and will be taken periodically. To be counted as present and receive full credit you must be on time and in class for the entire period.

In-class exercises and activities will be counted toward the participation grade. In-class work is designed to reinforce concepts, help you apply concepts, and get you thinking about your role as a professional. Typically in-class assignments count about 10 points and involve a written worksheet or viewing guide.

Students are also expected to be active, not passive participants in their own learning in class. This means you need to take part in class discussions, interact in positive ways in small groups, answer when called upon, and ask questions of speakers. **Class participation can raise borderline grades.**

**Grading Scale**

<table>
<thead>
<tr>
<th>Percentage or points earned in class</th>
<th>93%-100%</th>
<th>90%-92%</th>
<th>87%-89%</th>
<th>83%-86%</th>
<th>80%-82%</th>
<th>77%-79%</th>
<th>73%-76%</th>
<th>70%-72%</th>
<th>67%-69%</th>
<th>63%-66%</th>
<th>60%-62%</th>
<th>Below 60%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Letter Grade equivalent</td>
<td>A</td>
<td>A-</td>
<td>B+</td>
<td>B</td>
<td>B-</td>
<td>C+</td>
<td>C</td>
<td>C-</td>
<td>D+</td>
<td>D</td>
<td>D-</td>
<td>E</td>
</tr>
</tbody>
</table>

4
The key question I will ask when determining assignment grades is, “Did this student demonstrate clear understanding of the concepts and facts, and ability to apply knowledge and skills.” When determining your final grade I will also ask, “Did this student consistently attend class and contribute in positive, productive ways to the classroom environment and other students’ learning?”

**Course Policies**

**First Classes Attendance Policy**
The official UF Policy is as follows: *Students who do not attend at least one of the first two class meetings of a course or laboratory in which they are registered, and who have not contacted the department to indicate their intent, can be dropped from the course. Students must not assume that they will be dropped if they fail to attend the first few days of class. The department will notify students dropped from courses or laboratories by posting a notice in the department office. Students can request reinstatement on a space-available basis if documented evidence is presented.* This is a high demand course and seats are limited; you must secure your seat by attending one of the first two days of class.

**Policy on Make-up Exams**
Makeup exams are given at the discretion of the instructor; you will only be allowed to make up a course exam if you have a valid excuse, as per UF policy and determined by the course instructor. It is essential that you provide written, verifiable proof of your need to miss the exam. Make up exams and exam extensions requested for medical or other reasons must be negotiated at the time of illness or circumstances and prior to the test date, not afterward. Be sure you make arrangements with the instructor well before the test is to begin. Email or call the instructor no later than 8 a.m. the morning of the examination to explain why you are going to miss the exam. **You will be expected to take the exam as soon as you return to school;** this may be before the next time the class meets, but you must take the exam immediately upon your return; you are responsible for arranging a make-up exam with a graduate TA and/or instructor. **You are allowed to make up exams ONLY as a result of an incapacitating illness (i.e., you are not physically able to come in to class for the exam or perform work) or other unanticipated circumstances warranting a written excuse (e.g., death in the family), consistent with UF policy. Written and verifiable documentation is required.** Examinations missed for any other reason will receive a grade of ZERO.

**Excused Absences Policy**
You may request excused absences that meet University policies published in the Undergraduate Catalog and by providing written, professional documentation before your absence or immediately upon return to class. Requests for excused absences will not be accepted after 4 weekdays after the absence.
Medical/dental appointments or family vacations are not excused absences. Students who leave early or miss class for doctor’s appointments, family vacations, or other reasons will not earn attendance points and may not make up a missed exam.

It is your responsibility to get notes from classmates and make up missed work, as agreed upon in advance with the instructor. Get to know someone you can call for notes, should you need to miss class. Students who do not make up missed work within the week that they return will lose this opportunity. Please work with the graduate TA to get your work turned in.

Acceptable reasons for excused absences include:
1. sick days (documented by a medical practitioner);
2. death of an immediate family member (funeral program or other acceptable documentation);
3. conferences or authorized UF travel;
4. 12 day rule (athletes);
5. religious holidays; and/or
6. UF approved holidays.

For the University of Florida policy, see:
http://www.registrar.ufl.edu/catalog/policies/regulationattendance.html

Late Assignments Policy
Written assignments are due in class, on the due date, at the beginning of the period, unless the instructor tells you otherwise. Do not turn in assignments to the instructor’s office during or after the class period, and do not email your assignments. Any written work other than exams and worksheets must be submitted to e-Learning Assignments.

Other Policies
Please follow these guidelines foster a positive learning environment.

1. Practice professional and respectful communication. Keep the dialogue respectful of your peers and of the instructor. This is a good chance to practice listening skills and the core helping skill of respect. Be sure to be objective, nonjudgmental, and non-confrontational; do not use profanity. There are also opportunities to contribute to group discussions. Please work as a team and be involved; also involve everyone.
2. Scholars rightly point out that the key to learning is paying attention! Turn off your cell phone and other devices before class. Put aside other distractions such as mp3 players, the Alligator, and other reading material. Laptops are NOT permitted during class unless notified otherwise.

3. PowerPoint slides, when used, will be available on Sakai after class. Be prepared to take your own notes in class. Some classes will not use PowerPoint at all and instead will rely on large and small group discussions and worksheets. If you miss class, be sure to get notes from a classmate. Laptop use will not be permitted in class unless indicated by the instructor.

4. Be on time and do not leave early. You will not earn attendance or participation points if you miss an in-class assignment because you arrive late, miss class, or leave early. Please leave class when dismissed. Do not just pick up your things and leave at any point during class; this is disrespectful to everyone.

5. Poor classroom behavior has several possible results: a warning; a meeting with the instructor; the loss of attendance and participation points and referral to the Dean. The student may be asked to leave the class, be reported, or be removed, following UF policy.

**UF Policies**

**Academic Honesty**

The University requires all members of its community to be honest in all endeavors. Cheating, plagiarism, and other acts diminish the process of learning. When you enroll at UF you promise to be honest. Your instructor fully expects you to adhere to the academic honesty guidelines you signed when you were admitted to UF.

As a result of completing the registration form at the University of Florida, every student has signed the following statement: “I understand the University of Florida expects its students to be honest in all their academic work. I agree to adhere to this commitment to academic honesty and understand that my failure to comply with this commitment may result in disciplinary action up to and including expulsion from the University.” Furthermore, on work submitted for credit by UF students, the following pledge is either required or implied: “On my honor, I have neither given nor received unauthorized aid in doing this assignment.”

This includes plagiarism, defined in the University Honor Code. “A student shall not represent as the student’s own work all or any portion of the work of another. Plagiarism includes but is not limited to: (1) Quoting oral or written materials including but not limited to those found on the internet, whether published or unpublished, without proper attribution; (2) Submitting a document or assignment which in whole or in part is identical or substantially identical to a document or assignment not authored by the student. (http://www.dso.ufl.edu/scr/honorcodes/honorcode.php.)
This policy will be vigorously upheld at all times in this course. Academic dishonesty of any sort will not be tolerated. Students are expected to do their own work, use their own words in papers, and to reference outside sources appropriately, following APA guidelines (APA Publication Manual, 6th ed.). Students who do not follow APA guidelines and who violate the University’s plagiarism policy will receive a zero for the assignment and will be referred the Dean of Students Office and the student judicial court.

If there are any questions about appropriate use of reference materials, please contact the instructor, well before the assignment is due, or the Dean of Students office. Students need to assume that all written work will be completed independently. All written work must be turned in to Turn it In, and a hard copy submitted in class.

**Campus Helping Resources**

Students experiencing crises or personal problems that interfere with their general well-being are encouraged to utilize the university’s counseling resources. The Counseling & Wellness Center provides confidential counseling services at no cost for currently enrolled students. Resources are available on campus for students having personal problems or lacking clear career or academic goals, which interfere with their academic performance.

- University Counseling & Wellness Center, 3190 Radio Road, 352-392-1575, [www.counseling.ufl.edu/cwc/](http://www.counseling.ufl.edu/cwc/): Counseling Services and other assistance.

- Career Resource Center, First Floor JWRU, 392-1601, [www.crc.ufl.edu/](http://www.crc.ufl.edu/). Where are you headed after graduation?

- Center for Sexual Assault/Abuse Recovery and Education (CARE), Student Health Care Center, 392-1161, sexual assault counseling

**Services for Students with Disabilities**

The Dean of Students Office coordinates the needed accommodations of students with disabilities. However, “students requesting classroom accommodation must first register with the Dean of Students Office. The Dean of Students Office will provide documentation to the student who must then provide this documentation to the Instructor when requesting accommodation.” This instructor follows the guidelines set by the DSO for responding to student accommodations and works with the individual student to meet these accommodations. Dean of Students Office is in 202 Peabody Hall, 392-1261 (Voice)/392-3008 (TCC).

**Software Use**

All faculty, staff and students of the University are required and expected to obey the laws and legal agreements governing software use. Failure to do so can lead to monetary damages and/or criminal
penalties for the individual violator. Because such violations are also against University policies and rules, disciplinary action will be taken as appropriate.

Note that the instructor reserves the right to adjust the syllabus as needed (e.g., to correct unseen errors and adjust to speaker schedules).