
FYC3115 HUMAN SERVICES

COURSE SYLLABUS FALL 2023 FIRST EDITION¹

Information about the Course

It is expected that students will attend each class during the designated class time. Lectures and guest speaker presentations will NOT be recorded.

Prerequisites

Junior or Senior Standing and PSY 2012 or SYG 2000.

Course Description

The UF catalog states that the course is an “In-depth look at human services that assist children and families, with focus on income support, child protection, adoption and family support programs offered through human services agencies. Emphasizes professional development of helping skills for working directly with children and families.”

Course Goals

The general goal of this course is to help students better understand the field of human services and develop skills for working in human services.

The course will provide:

- An overview of human services as a profession
- Examples of professional roles and responsibilities to help you consider options for a career in human services
- Information that will increase your knowledge of human service organizations and programs directed at meeting human needs in key areas of human services
- Opportunities to improve professional skills, capabilities, and understanding of the field

This course will help you think through human services as a career choice, areas that are most interesting to you, and skills you need to be effective. Whether you are interested in social work, counseling, psychology, health professions, law, or education, you will be learning about the problems

¹ Corrections and clarifications may be made to the syllabus early in the semester. Throughout the semester, the instructor reserves the right to adjust the syllabus and calendar as needed (e.g., to correct unseen errors and adjust to speaker schedules).

COURSE INFORMATION

MWF 4th period, 10:40-11:30 AM

Class location: MW 215 ARCH

F outside activities

INSTRUCTOR:

Dr. Martie Gillen, MBA, AFC, CFLE

Associate Professor

TBRI Practitioner

3025A McCarty Hall D

352-392-0404; mgillen@ufl.edu

OFFICE HOURS:

Wednesdays 9:00-10:00 AM

By appointment:

<https://calendly.com/martiegillen/fyc3115>

that clients, patients, and families face and resources available to them. You will also be working on interpersonal communication skills, and developing knowledge of social problems and community resources.

Student Overall Learning Objectives

By the end of this course, you will be able to:

1. Describe the field of human services.
2. Describe the human services perspective.
3. Analyze situations from a human services perspective and demonstrate this perspective in an open and respectful approach.
4. Apply basic human services professional skills appropriately. We will emphasize core helping skills, rapport-building, cultural competency, following ethical guidelines, cooperative and multidisciplinary work, basic crisis intervention/prevention, stress management and self-care.
5. Discuss the history of human services, focusing on key developments, turning points, and directions.
6. Discuss how government, policies, and political perspectives affect all aspects of human services.
7. Describe the major areas of human services delivery (including service delivery methods and challenges associated with each). Our focus will be on child welfare services and family supports.
8. Explain the how social, economic, and environmental barriers to well-being and functioning can be overcome with targeted strategies.
9. Develop awareness of career options in human services.
10. Apply knowledge of different careers and educational paths for entering the human services field to your own career decisions, as appropriate.
11. Synthesize course material and apply key principles of human services to case examples.

Course Communication

1. Check the Canvas announcements page and your email *every day* for notices about class.
2. When emailing, please use the Canvas website. Note that, per UF policies, I am not permitted to respond to emails from a non-ufi provider. I will do my best to reply within 24 business hours. If you have not received a reply, please email again or schedule an appointment!
3. Note that I use a scheduling app for scheduling appointments
<https://calendly.com/martiegillen/fyc3115>

Getting Help with your Academic Work

I am available to assist students (see front page of syllabus). Please schedule an appointment using the scheduling link provided above. I am excited to work with you! Note: It is important to get help as soon as you have questions or as problems come up. Do not wait until the end of the semester, especially if you are not doing well in class. Late in the semester is usually too late to resolve problems.

Required Course Materials

Books and Readings

Two books are required and may be purchased at the University Bookstore (text) and other outlets. Other supplemental readings are also required. All students are expected to purchase the text and bring it to class.

- **Woodside, M. R. & McClam, T. (2019). An Introduction to the Human Services, 9th Edition (TEXT BOOK)** (The book or ebook is required, but you do not have to purchase a course pack unless you want to.) This text is required.
- **Calcaterra, R. (2013). *Etched in sand*. New York: William Morrow.** (Trigger warning*)

* *This book contains content that may be difficult for students who have experienced abuse, neglect, parent mental illness or addictions. Students are advised to have supports in place and to reach out to helping services on campus if needed. Please speak to the instructor about any concerns you may have.*

Other assigned readings, pod casts, and video links will be made available on Canvas. Also, additional material may be assigned as relevant and time sensitive news and research comes up that will help us understand the current state of human needs, social problems, and human services. Please read/watch/listen to the assigned material BEFORE coming to class. These items are required and necessary for understanding the material and doing well on exams and activities. This course requires a lot of reading. Make sure you keep up so that you can do well on exams and activities.

Thinking about a career in human services? According to the College Board, if you are studying and working in human services, "It helps to be...A caring, patient person with great communication skills,...open to helping people from various backgrounds who face challenges ranging from teen pregnancy to life-threatening illness. You'll thrive if you can work both on your own and with others".
<https://bigfuture.collegeboard.org/majors/public-administration-social-services-human-services>

Speakers and Videos

Speakers who are working in human services agencies and organizations will be invited to class and provide an exceptional opportunity for students to learn about the field. Take advantage of learning from them—come to class, take notes and ask questions. A word of advice: it is important for you (and your responsibility) to take notes and read any additional material they provide because this important class content may be on exams.

We also will be viewing several videos throughout the semester. Instructions will be provided regarding how to access the videos.

Requirements

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

Assignment	Points
Exams (2 @ 100 points)	200
Weekly reflection papers (15 total with 1 dropped =14 @ 30 points each)	420
Book reflection paper	80
Preventing Adverse Childhood Experiences online training	75
Total	<i>775 points</i>

NOTE: This course covers topics that may be difficult because of your personal background and experiences. Please take advantage of the services at UF for counseling to support you on your personal journey and in your career decisions. Feel free to speak to me about any concerns. If you elect not to attend class on a day that you feel will be especially difficult for you (honor system), follow the two guidelines for being excused and keeping up with work: (1) Inform the instructor ***before*** you miss class. (2) Make up missed work. Note that you are still responsible for knowing the material for exams.

Grading Scale

Letter Grade		Percentage	Points
A	=	93.50% and above	725 and above
A-	=	90.00-93.49%	698 - 724
B+	=	86.50-89.99%	670 - 697
B	=	83.50-86.49%	647 - 669
B-	=	80.00-83.49%	620 - 646
C+	=	76.50-79.99%	593 - 619
C	=	73.50-76.49%	570 - 592
C-	=	70.00-73.49%	543 - 569
D+	=	66.50-69.99%	515 - 542
D	=	63.50-66.49%	492 - 514
D-	=	60.00-63.49%	465 - 491
E	=	59.99% and below	464

Questions about grades received

Please let me know via email within one week of the grade date if you have questions about a grade received on an assignment, activity or question(s) on exams.

Other information on grading

When determining each student's final grade, I ask, "Did this student demonstrate they clearly understand the issues, concepts and facts? Were they able to correctly apply knowledge and skills?" I also ask, "Did this student consistently attend class and contribute in positive, productive ways to the classroom environment and other students' learning?" Note that positive, productive class participation can raise borderline grades.

Policies

Attendance Policies

General

The UF's attendance policy is followed for this course, as found at <https://catalog.ufl.edu/UGRD/academic-regulations/attendance-policies/>. "Students are responsible for

satisfying all academic objectives as defined by the instructor. Absences count from the first class meeting. In general, acceptable reasons for absence from or failure to participate in class include illness, serious family emergencies, special curricular requirements (e.g., judging trips, field trips, professional conferences), military obligation, severe weather conditions, religious holidays, and participation in official university activities such as music performances, athletic competition or debate. Absences from class for court-imposed legal obligations (e.g., jury duty or subpoena) must be excused. Other reasons also may be approved. Students shall be permitted a reasonable amount of time to make up the material or activities covered in their absence.

Students cannot participate in classes unless they are registered officially or approved to audit with evidence of having paid audit fees. The Office of the University Registrar provides official class rolls to instructors.

If a student does not participate in at least one of the first two class meetings of a course or laboratory in which they are registered, and he or she has not contacted the department to indicate his or her intent, the student can be dropped from the course. Students must not assume that they will be dropped, however. The department will notify students if they have been dropped from a course or laboratory.

The university recognizes the right of the individual professor to make attendance mandatory. After due warning, professors can prohibit further attendance and subsequently assign a failing grade for excessive absences (emphasis added).” **For this class, attendance is expected.**

Excused absences

The excused absence policy is consistent with university policies that can be found at <https://catalog.ufl.edu/UGRD/academic-regulations/attendance-policies/>. Excused absences include religious holidays, medically excused absences for illness, and approved university activities for up to 12 days. Be sure to review this policy for illness policy, religious holidays, the 12-day rule, and other policies.

Policy on Make-up Work

- Students will have one week to complete any makeup assignment. Students are responsible for getting notes from a peer, asking the instructor about missed work, setting a deadline, and working with the instructor to turn in the work.
- Students must arrange with the instructor to make up any assigned material including tests and written work. This must be approved by the instructor of the course in writing.
- Students who know of their absences in advance (e.g., athletes, conference presenters) must work with the instructor *in advance* of absences to arrange the time and instructions for make-up work. Athletes should provide their schedule *for the semester* within the first two weeks of class. Others should provide a *written* request from the organization on letterhead at least two weeks in advance.

- Requirements for make-up exams or homework and the submission of late assignments and other work are consistent with university policies that can be found at: <https://catalog.ufl.edu/UGRD/academic-regulations/attendance-policies/>

Services for Students with Disabilities

The Disability Resource Center coordinates the needed accommodations of students with disabilities. This includes registering disabilities, recommending academic accommodations within the classroom, accessing special adaptive computer equipment, providing interpretation services and mediating faculty-student disability related issues. 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

0001 Reid Hall, 352-392-8565, <https://disability.ufl.edu/>

Academic Honesty

As a student at the University of Florida, you have committed yourself to uphold the Honor Code, which includes the following pledge: *"We, the members of the University of Florida community, pledge to hold ourselves and our peers to the highest standards of honesty and integrity."* You are expected to exhibit behavior consistent with this commitment to the UF academic community, and on all work submitted for credit at the University of Florida, the following pledge is either required or implied: *"On my honor, I have neither given nor received unauthorized aid in doing this assignment."*

It is assumed that you will complete all work independently in each course unless the instructor provides explicit permission for you to collaborate on course tasks (e.g. assignments, papers, quizzes, exams). Furthermore, as part of your obligation to uphold the Honor Code, you should report any condition that facilitates academic misconduct to appropriate personnel. It is your individual responsibility to know and comply with all university policies and procedures regarding academic integrity and the Student Honor Code. Violations of the Honor Code at the University of Florida will not be tolerated. Violations will be reported to the Dean of Students Office for consideration of disciplinary action. For more information regarding the Student Honor Code, please see:

<http://www.dso.ufl.edu/scr/process/student-conduct-honor-code>.

Words of advice about this course

I will vigorously uphold the UF academic policies at all times. Students are expected to do their own work, use their own words in papers, and reference outside sources properly, specifically following APA guidelines (APA Publication Manual, 8th Ed.). Students who do not follow APA guidelines for quoting others' material 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.

- Complete all written work yourself, independently, without input about your work and words from others in any form (text, email, social media post or message, etc.).
- Turn in all your written work to Canvas. If you do not submit your written work to Canvas by the deadline posted on Canvas, your assignment will not be accepted, and you will lose the points for that assignment.

Campus Resources:

U Matter, We Care:

If you or a friend is in distress, please contact umatter@ufl.edu

University Counseling and Wellness Center: 3190 Radio Road, 352-392-1575,
<http://www.counseling.ufl.edu/>

Counseling Services

Groups and Workshops

Outreach and Consultation

Self-Help Library

Wellness Coaching

Career Connections Center, First Floor JWRU, 352-392-1601, <https://career.ufl.edu/>

Student Success Initiative, <http://studentsuccess.ufl.edu>

Student Complaints Campus:

Residential Course: <https://sccr.dso.ufl.edu/policies/student-honor-code-studentconduct-code/>

Online Course: <https://pfs.tnt.aa.ufl.edu/state-authorization-status/#student-complaint>

Online Course Evaluation Process

Student assessment of instruction is an important part of efforts to improve teaching and learning. At the end of the semester, students are expected to provide feedback on the quality of instruction in this course using a standard set of university and college criteria. Students are expected to provide professional and respectful feedback on the quality of instruction in this course by completing course evaluations online via GatorEvals.

Guidance on how to give feedback in a professional and respectful manner is available at: <https://gatorevals.aa.ufl.edu/students/>. Students will be notified when the evaluation period opens and can complete evaluations through the email they receive from GatorEvals, in their Canvas course menu under GatorEvals, or via <https://ufl.bluera.com/ufl/>. Summaries of course evaluation results are available to students at: <https://gatorevals.aa.ufl.edu/public-results/>.

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.

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