Instructor: Gloria H. Jackson, M.A., HS-BCP, L.C.D.C.

Contact Information:
Office: N208
Phone: 972-860-7624
Email address: gjackson@dcccd.edu
Hours Available: MWF: 9:00 -10:00 AM TR: 7:00 - 8:00 AM

Course Description (from Eastfield Catalog):
SCWK 1321 Orientation to Social Services (3) This is a WECM Course Number.
Introduction to the basic concepts, information, and practices within the field of social services. Topics include a survey of the historical development of social services; social, legal, and clinical definitions, and review of current information regarding indications for and methods of treatment and/ or services. (3 Lec.)

Textbooks and Other Course Materials:

Website:
(NASW) Home Page: www.socialworkers.org
Ethics Code: www.socialworkers.org/pubs/code/code.asp
(NBCC) Home Page: www.nbcc.org
Ethics Board: www.nbcc.org/extras/pdfs/ethics/NBCC-CodeofEthics.pdf
(NCDA) Home Page: http://ncda.org
(AMHCA) Home Page www.amhca.org
Ethics Code: www.amhca.org/code
(APA) Home Page www.apa.org
Ethics Code: www.apa.org/ethics/
Student Learning Outcomes

1. To identify the roles of the human service professionals.
2. Define terminology used by social service providers and apply the terminology to the delivery of social services.
3. To identify at least 7 characteristics and traits of a good counselor.
4. Discuss the history major social welfare programs with the regulations enacted by the Department of Health and Human Services and the effect they have on the delivery.
5. Discuss the ethic code and confidentiality issues of working with clients. (Social Work)

Evaluation Procedures:

Grading Rubric:

Grammatical Structure: (e.g. subject-verb agreement) 20%

Mechanic: (e.g. capitalization, spelling) 20%

Format: (e.g. content appropriateness, organization, development of theme) 50%

References: (APA Style, in citing external sources) 10%

-  http://owl.english.purdue.edu/owl/resource/560/10/

ALL ASSIGNMENTS are due online in the designated Assignment Folder by Deadline dates. In the event of an emergency it is your responsibility to contact me or the Social Science Division to avoid late penalties.

<table>
<thead>
<tr>
<th>GRADING SYSTEM</th>
<th>POINTS</th>
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<tbody>
<tr>
<td>A = 90-100</td>
<td>Who Moved My Cheese = 100</td>
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<tr>
<td>B = 80-89</td>
<td>Who Am I Essay = 100</td>
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<tr>
<td>C = 70-79</td>
<td>Ethnics = 100</td>
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<td>D = 60-69</td>
<td>Interview= 100</td>
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<td>F = 0-59</td>
<td>Agency Survey = 100</td>
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<td></td>
<td>Chapter/PP= 100</td>
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<td>Exams (2) = 100 each</td>
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All assignments and exams are given equal weight. The points will be added and divided by 8 for final course grade. All exams will be given online. An announcement and email will be sent to each student informing you of the exam dates with instructions.
**Netiquette Quiz:** Each student must review the “Netiquette” website and take a quiz to be certified for classes. The quiz is located under the “Netiquette Quiz” Tab.

`The Core Rules of NETIQUETTE:


**Due:** Monday, January 26, 2015 @ 10:00pm (Submit to Netiq. Quiz Tab)

1. **“Who Moved My Cheese” Summary:** Each student is required to read “Who Moved my Cheese” by Spencer Johnson and provide a one page typed summary (APA Style) on how this applies to your personal life.

   **Due:** Monday, February 9, 2015 @ 10:00 PM (Submit to Assignment Tab)

2. **“Who Am I” Essay:** Each student will be required to write a two page paper on “Who Am I” Essay. (APA Style)

   **Due:** Monday, February 23, 2015 @ 10:00 PM (Submit to Assignment Tab)

3. **Code of Ethics:** Each student is required to research the NASWS Code of Ethics and summarize the following domains in a two page paper. (APA Style)

   1. Preamble/Mission
   2. Core Values
   3. Purpose of NASW Code of Ethics
   4. Ethical Principles
   5. Ethical Standards

   **Due:** Monday, March 30, 2015 @ 10:00 PM (Submit to Assignment Tab)

4. **Interview Paper:** Each student is required to interview one human service professional and submit a one page summary of the interview. (APA Style)

   **Suggested Questions:**

   1. How do you define human service problems?
2. Who is the client you serve?
3. Who is the worker?
4. Where does the treatment occur?
5. What is the method of treatment?
6. What is the goal of treatment?
7. What are the credentials of the staff?
8. How many years of experience do you have working with this population?
9. Provide brochure of the programs.
10. Identify two ethical case challenges in your career and the outcome.

**Due: Monday, April 13, 2015 @ 10:00 PM** (Submit to Assignment Tab)

5. **Agencies Survey:** Each student is required to complete a survey of only 10 agencies that provide services for youth, elderly, mental health, substance abuse, domestic violence, food, and medical services. Identify agencies name and address, phone #, website, email address, types of services, fee, criteria, and hours of operation.

**Due: Monday, April 27, 2015 @ 10:00 PM** (Submit to Assignment Tab)

**Chapter Presentations:** Each student will be assigned to a group and is required to present a chapter from the textbook to the class on the scheduled day through ecampus via the discussion board. The power point must have at least 15 slides to 20 slides maximum. The power point must also contain a You Tube video that supports the chapter. Groups must cite their references, and have a minimum of 3 resources with 1 of them being from the textbook itself. The Professor will provide Blog questions from each chapter weekly. All students are required to participate in a class discussion via the “Blog” board regarding the content of that week’s chapter. Each student must respond to 1 of their peers with a 5 sentence minimum each.

**Due: Please see schedule below** (Submit to Discussion Board)

**Submit Power Points to Discussion Board with YouTube Video for each chapter. Identify individual section developed by each student.**

**Midterm Exam:** March 9, 2015 @ 10:00pm
**Final Exam:** May 4, 2015 @ 10:00pm

Assignments must be submitted online to the designated folder under assignments. Any assignment submitted after deadline will be deducted -20 points. Students who have more than 2 absents will be deducted -10 points from final grade. All Late Papers will result in a 20 point deduction. Any papers submitted after 24hrs will result in a grade of a zero (0).
## Chapter Presentation Outline:

<table>
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<th>WEEKS</th>
<th>DUE DATES</th>
<th>CHAPTERS</th>
<th>Presenters</th>
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<tr>
<td>Week 1</td>
<td>1/20</td>
<td>Introduction and Syllabus</td>
<td>Professor Jackson</td>
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<td>Chapter 1</td>
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<td>Week 16</td>
<td>5/4</td>
<td>Final</td>
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### DUE DATE

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| January 26, 2015 @ 10:00 PM | “Netiquette Quiz”  
To be submitted onling in the Netiquette Quiz Tab |
| February 9, 2015 @ 10:00 PM | “Who Moved My Cheese” Paper  
To be submitted online in the Assignments tab. |
| February 23, 2015 @ 10:00 PM | “Who Am I” Paper  
To be submitted online in the Assignments tab. |
| March 9, 2015 @ 10:00 PM | Mid Term  
To be submitted online in the Exams tab. |
| March 30, 2015 @ 10:00 PM | “Ethics” Paper  
To be submitted online in the Assignments tab. |
| April 13, 2015 @ 10:00 PM | “Interview” Paper  
To be completed Online under Assignments Tab. |
| April 27, 2015 @ 10:00 PM | “Agencies Survey”  
To be completed Online under Assignments Tab. |
| May 4, 2015 @ 10:00 PM | Final  
To be submitted online in the Exams tab. |
Obtaining Course Grades Using eConnect

All students are required to obtain a dcccd.net mail account. Final Grade Reports are no longer mailed. Convenient access is available online at https://econnect.dcccd.edu/eConnect/eConnect. Use your identification number when you log onto eConnect, an online system developed by the DCCCD to provide you with timely information regarding your college record. Your grades will also be printed on your Student Advising Report, which is available in the Admissions Office.

Eastfield College Email Policy

Faculty and students must have and use a DCCCD account for all correspondence relating to academic coursework. For information on setting up a DCCCD student email account go to: http://www.dcccd.edu/netmail/home.html

Attendance Policy:

- Attendance on Tuesday lectures is mandatory. A significant portion of this course comes from the lectures and class discussions. Students missing more than one class lecture lose 10 Points off the final grade.

Financial Aid Statement

Students who are receiving any form of financial aid should check with the Financial Aid Office prior to withdrawing from classes. Withdrawals may affect your eligibility to receive further aid and could cause you to be in a position of repayment for the current semester. Students who fail to attend or participate after the drop date are also subject to this policy.

Financial Aid Statement for Distance Learning Classes

If you are receiving Financial Aid grants or loans and are enrolled in a Distance Learning class, you must show participation in this class prior to the certification date by either e-mailing or contacting the instructor or logging on to eCampus. Do not drop or stop attending any class without consulting the Financial Aid Office. Changes in your enrollment level and failing grades may require that you repay financial aid funds.

Repeating This Course: (Third Attempt to Enroll in a Course)

Effective for Fall Semester 2005, the Dallas County Community Colleges will charge additional tuition to students registering the third or subsequent time for a course. All third and subsequent attempts of the majority of credit and Continuing Education/Workforce Training courses will result in additional tuition to be charged. Developmental Studies and some other courses will not be charged a higher tuition rate. Third attempts include courses taken at any of the Dallas County Community Colleges since the Fall 2002 Semester. See Third Attempt to Enroll in a Course at: http://www.dcccd.edu/thirdcourseattempt/

Academic Honesty Statement

Scholastic dishonesty is a violation of the Code of Student Conduct. Scholastic dishonesty includes, but is not limited to, cheating on a test, plagiarism, and collusion.

As a college student, you are considered a responsible adult. Your enrollment indicates acceptance of the DCCCD Code of Student Conduct published in the DCCCD Catalog at http://www1.dcccd.edu/cat0506/ss/code.cfm

Academic dishonesty includes, but is not limited to, cheating on tests, plagiarism and collusion. Cheating includes copying from another student’s test or homework paper, using materials not authorized, collaborating with or seeking aid from another student during a test, knowingly using, buying, selling, stealing, or soliciting the contents of an unadministered test, and substituting for another person to take a test. Plagiarism is the appropriating, buying, receiving as a gift, or obtaining by any means
another’s work and the unacknowledged submission or incorporation of it in one’s own written work. **Collusion** is the unauthorized collaboration with another person in preparing written work for fulfillment of course requirements. Academic dishonesty is a serious offense in college. You can be given a failing grade on an assignment or test, can be failed for the class, or you can even be suspended from college.

**Food and Drink Policy**
Food, drinks, and tobacco products are prohibited in Eastfield College classrooms.

**ADA Statement**
Students with a physical, mental or learning disability who require accommodations should contact the college Disability Services Office in C237. 972.860.8348 or email efcdso@dccc.edu. For more information: [http://www.eastfieldcollege.edu/SSI/DSO/index.html](http://www.eastfieldcollege.edu/SSI/DSO/index.html)

**Religious Holidays**
Absences for observance of a religious holy day are excused. A student whose absence is excused to observe a religious holy day is allowed to contract with the instructor to take a make-up examination or complete an assignment within a reasonable time after the absence.

**Withdrawal Policy**
If you are unable to complete this course, it is your responsibility to withdraw formally. The withdrawal request must be received in the Registrar’s Office by **April 16, 2015**. Failure to do so will result in your receiving a performance grade, usually an “F.” If you drop a class or withdraw from the college before the official drop/withdrawal deadline, you will receive a “W” (Withdraw) in each class dropped. For more information about drop deadlines, refer to the current printed Credit Class Schedule, contact the Admissions/Registrar’s Office at 972-860-7167 (Room C119), or contact the division office.

**STOP BEFORE YOU DROP**
For students who enrolled in college level courses for the first time in the fall of 2007, Texas Education Code 51.907 limits the number of courses a student may drop. You may drop no more than 6 courses during your entire undergraduate career unless the drop qualifies as an exception. Your campus counseling/advising center will give you more information on the allowable exceptions.
Remember that once you have accumulated 6 non-exempt drops, you cannot drop any other courses with a “W”. Therefore, please exercise caution when dropping courses in any Texas public institution of higher learning, including all seven of the Dallas County Community Colleges. For more information, you may access: [https://www1.dcccd.edu/coursedrops](https://www1.dcccd.edu/coursedrops)

**Family Educational Rights and Privacy Act of 1974 (FERPA)**
In compliance with the Family Educational Rights and Privacy Act of 1974 (FERPA), the College may release information classified as “directory information” to the general public without the written consent of the student. Directory information includes: (1) student name, (2) student address, (3) telephone numbers, (4) date and place of birth, (5) weight and height of members of athletic teams, (6) participation in officially recognized activities and sports, (7) dates of attendance, (8) educational institution most recently attended, and (9) other similar information, including major field of student and degrees and awards received. Students may protect their directory information at any time during the academic year. If no request is filed, directory information is released upon written inquiry. No telephone inquiries are acknowledged. No transcript or academic record is released without written consent from the student, except as specified by law.
DCCCD Emergency Operating Procedures
http://video.dcccd.edu/rtv/DO/emergency_dcccd.wmv

Classroom Etiquette
Since every student is entitled to full participation in class without interruption, all students are expected to be in class and prepared to begin on time. All pagers, cell phones, electronic games, radios, MP3/IPod players, or other devices must be turned off when you enter the classroom. Disruption of class by latecomers, noisy devices or inconsiderate behavior will not be tolerated. Repeated violations will be penalized and may result in expulsion from class.

Instructions on How to Access Online Course Material

1. Start by going to the website: http://www.eastfieldcollege.com
2. Look for the link “ecampus” on the upper right corner of the page and click it.
3. That will take you to the next page. Click the link “Access ecampus”
4. That will take you to your main log in page.
5. Enter a lower case “e” followed by your student ID # for both the username and password (for example: e123456). Then press enter on your keyboard or click on the login button. After your first log in you can change your password. If your welcome page does not appear or you get an “error” page after repeated tries, then contact technical support at 972-669-6402 or 1-866-974-7169.
6. The courses you have registered for should appear on the login page. If not click on the blue “courses” tab. If your course does not appear on the login page or under the blue tab, then contact our Social Science Division Secretary at 972-860-7156.
7. Click on your appropriate course.

DCCCD Technical Support Center
Student Assistance
If you require technical assistance, you may access our customer service center via phone or Web

Web: Technical Support
Phone: 1-866-374-7169

THE INSTRUCTOR RESERVES THE RIGHT TO AMEND THIS SYLLABUS AS NECESSARY.

EASTFIELD COLLEGE KSA STATEMENT STUDENT EXPLANATION
The National Steering Committee on Addiction Counseling Standards adopted the Addiction Counseling Competencies: The Knowledge, Skills, and Attitudes of Professional Practice document identifies the knowledge and attitudes that underlie competent practice not just for counselors but for addiction specialists in other disciplines as well. These foundations as articulated in Addiction Counseling Competencies include:

Understanding Addiction

Treatment Knowledge

Application to Practice

Professional Readiness

EASTFIELD COLLEGE
SCANS STATEMENT:
AN EXPLANATION FOR STUDENTS

WHAT ARE SCANS SKILLS?
The SCANS Skills are those entry-level job skills that employers need in the high-performance workplace. SCANS skills are the predictors of success in the workplace.

WHO DEFINED THE SKILLS?
Surveying employers and educators who represented or taught many types of occupations, the U.S. Departments of Labor and Education identified the most important skills and competencies needed by successful workers.

EASTFIELD COLLEGE AND SCANS
Eastfield College is committed to the preparation of its students for success in the workplace.

All Eastfield College courses provide learning experiences and outcomes that result in mastery of SCANS skills. Although each course will not contain every SCANS skill, each course will identify the specific SCANS skills and competencies experienced in that course.

By completing an entire program of study (degree, certificate, or transfer), each student will have the opportunity to master all SCANS skills and competencies.

SCANS SKILLS
Secretary’s Commission on Achieving Necessary Skills

FOUNDATION SKILLS

(F1) READING – locates, understands and interprets written information
(F2) WRITING – communicates thoughts, ideas, information in writing
Basic
(F3)* ARITHMETIC – performs basic computations Skills
MATHEMATICS – chooses appropriate mathematical techniques
LISTENING – receives, interprets, and responds to verbal messages and cues
SPEAKING – organizes ideas and communicates orally
CREATIVE THINKING – generates new ideas
DECISION MAKING – specifies goals and constraints, chooses best alternatives thinking
PROBLEM SOLVING – recognizes problem and devises/implements a solution
MENTAL VERBALIZATION – thinking about what something will be
KNOWING HOW TO LEARN – uses efficient learning techniques
REASONING – discovers and applies underlying rules or principles
RESPONSIBILITY – exerts a high level of effort and perseveres toward goals Personal
SELF-ESTEEM – believes in one’s self and maintains a positive view of Qualities self
SOCIABILITY – demonstrates to others that you care about them
SELF-MANAGEMENT – assesses self accurately, sets goals, exhibits self control
INTEGRITY/HONESTY – chooses ethical courses of action

*Not a SCANS SKILLS presented in this course

WORKPLACE COMPETENCIES

MANAGES TIME – sets relevant, goal related activities, ranks and allocates time
MANAGES MONEY – uses or prepares budgets, keeps detailed records
MANAGES MATERIAL – acquires, stores, and distributes materials, Supplies, etc.
MANAGES HUMAN RESOURCES – assesses skills and distributes work
ACQUIRES INFORMATION – identifies need for data, obtains and evaluates Information
ORGANIZES INFORMATION – organizes, processes, and maintains information
INTERPRETS INFORMATION – selects, analyzes info – communicates results
USES COMPUTERS – to acquire, organize, analyze, and communicate information
PARTICIPATES AS A MEMBER OF A TEAM – contributes to group effort Inter- Personal
TEACHES OTHERS – helps others learn needed knowledge and skills
SERVES CLIENTS/CUSTOMERS – works to satisfy client/customer Skills expectations
EXERCISES LEADERSHIP – communicates ideas to justify position and lead others
NEGOTIATES – works toward agreements involving an exchange of resources

10
(C14) WORKS WITH DIVERSITY – works well with people from diverse backgrounds

(C15) UNDERSTANDS SYSTEMS – social, organizational, and technological systems

(C16) MONITORS SYSTEMS – distinguishes trends, predicts impact Systems

(C17) IMPROVES SYSTEMS – makes suggestions to modify existing systems

(C18) SELECTS TECHNOLOGY – judges which technology will produce desired results

(C19) APPLIES TECHNOLOGY – understands procedure for setup and use of Technology machines

(C20) MAINTAINS TECHNOLOGY – prevents, identifies, or solves technological problems