



**COUN 501: INTRODUCTION TO THE COUNSELING  
PROFESSION  
Fall 2016  
Monday 4:30-7:10**

**INSTRUCTOR**

Erika Schmit, Ph.D., LPC  
Assistant Professor

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**OFFICE HOURS**

Monday 3:00-4:30; by appointment (CHEC)  
Wednesday 6:00-7:00; by appointment (MPLX)  
Thursday 3:00- 4:30; by appointment (CHEC)

**COURSE INFORMATION**

**TEXTBOOK(S)**

***Required:***

Gladding, S. L. (2013). *Counseling: A comprehensive profession* (7th ed.). Upper Saddle River, NJ: Pearson.

American Counseling Association (2014). 2014 ACA Code of Ethics. Alexandria, VA: Author.

Any supplemental articles will be placed online.

***Recommended:***

American Psychological Association. (2011). *Publication manual of the American Psychological Association* (6th ed.). Washington, D. C.: American Psychological Association.

*The syllabus/schedule are subject to change.*

## **Software Required**

University E-College system

## **CATALOG DESCRIPTION OF COURSE**

501. *Introduction to the Counseling Profession*. Three semester hours.

Recommended as initial course in a student's program to serve as an introduction to the counseling profession. Roles of counselors and related professionals in various settings are presented. Professional goals and objectives; trends; professional associations; ethical and legal issues; history; credentialing; preparation standards for counselors; and essential interviewing and counseling skills, characteristics, and behaviors that influence helping processes are explored.

## **GENERAL COURSE INFORMATION**

This course should be taken early in the student's preparation program. This course serves primarily as an orientation to the counseling profession and as a course where students develop basic interviewing and counseling skills and self-awareness that promotes appropriate counselor-client relationships. A grade of "B" or higher must be earned in COUN 501, 510, 528, and 516 for admission to candidacy status (or its equivalent for those seeking school counselor certification only), which is required before practicum (COUN 551).

## **COURSE OBJECTIVES include, but are not limited to, the following.**

Students will demonstrate understanding of:

1. counselor characteristics and behaviors that influence helping; (5b)
2. history and philosophy of the counseling profession, including significant factors and events; (1a)
3. counselors' roles and responsibilities as members of an interdisciplinary emergency management response team during a local, regional, or national crisis, disaster, or other trauma-causing event; (1c)
4. requirements for entry into, progress through, and completion of the Texas A&M University–Commerce counselor preparation program.
5. professional roles, functions, and relationships with other human service providers, including strategies for interagency/interorganization collaborations and communications; (1b)
6. professional organizations, especially TCA and ACA and their branches and divisions, including membership benefits, activities, services to members, and current issues; (1f)
7. professional credentialing, including certification, licensure, and accreditation practices and standards, and the effects of public policy on these issues; (1g)
8. public and private policy processes, including the role of the professional counselor in advocating on behalf of the profession; (1h)
9. advocacy processes needed to address institutional and social barriers that impede access, equity, and success for clients; (1i)
10. a general framework for understanding and practicing consultation; (5f)
11. ethical standards of professional organizations and licensing boards, and applications of ethical and legal considerations in professional counseling; (1j)

## **CONTENT AREAS include, but are not limited to, the following:**

- I. Counselor characteristics and behaviors

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- II. Importance of self-awareness in maintaining a therapeutic relationship and appropriate professional boundaries.
- III. History and philosophy of the counseling profession
- IV. Master's-level programs at A&M-Commerce
- V. Professional roles
  - A. Introduction to counselor roles common across settings
    - 1. Counseling
    - 2. Consulting
    - 3. Supervising (clinical)
    - 4. Evaluating programs
  - B. Educational settings
  - C. Non-educational settings
- VI. Relationships with other human service providers
- VII. Professional organizations for counselors
- VIII. Professional credentialing
  - A. Certification (School Counselor Certification and NCC)
  - B. Licensure
  - C. Registration
  - D. Accreditation
- IX. Public and private policy processes and advocacy on behalf of the profession
- X. Ethical standards and legal considerations in the counseling profession
- XI. Overview of counselor functions, skills, and knowledge
  - A. Theories
  - B. Group work
  - C. Career development/education/counseling
  - D. Assessment, evaluation, and research
  - E. Diversity awareness and multicultural competencies

**TEXES COMPETENCIES THAT RELATE TO THIS COURSE (*TEXES is the state examination required for school counselor certification.*)**

**Competency 010 (Professionalism)**

The school counselor understands and complies with ethical, legal, and professional standards relevant to the profession.

## **COURSE REQUIREMENTS**

### **Course Format**

This course is considered a blended course. Blended courses meet both face to face and in an online environment. As a class, we will be meeting every other week. When we are not meeting face to face, you will be expected to participate and complete all online tasks via e-college. You have access to e-college via myleo: <https://leo.tamuc.edu>. If you have issues with this system, it is your responsibility to contact the help desk immediately.

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## **Minimal Technical Skills Needed**

You will need to utilize such technology as e-college, Microsoft Word, PowerPoint, etc.

## **Attendance, participation, assignments, and classroom activities**

All students are required to attend and actively participate in class. University guidelines regarding attendance policy will be followed. You should attend ALL classes but I do understand that unforeseeable circumstances may happen. More than two absences will result in a letter grade reduction. Being excessively late to class and/or leaving early counts as an absence and will result in a possibility of a letter grade reduction as well. Students are expected to arrive to class on time and contribute to all discussions, activities, presentations, etc. Participation is a critical component to your learning outcome. Participation includes actively and respectfully interacting with the professor and your peers. This includes reading all course material before the class date in order to contribute to class discussions. Any student that noticeably does not participate in class will lose significant participation points. At the beginning of each face-to-face class, students will participate in small group discussion on an ethical case study. Students will then discuss this as a class. The professor will assign groups during the second week of class. Participation in these groups is key to your learning experience.

## **Activities outside of the classroom**

In addition to participation in face-to-face classroom discussions and activities, students are required to complete online instruction and do any assignments/discussion activities. Roughly half of this course will be held in e-college, an online platform. You will need to access e-college regularly and complete all discussions. All assignments must be completed by class time on the due date. Failure to do so will result in a 10% deduction per day late. In addition to this, students should become familiar with APA guidelines. Students must adhere to APA guidelines on all assignments. Lastly, this will be a reading heavy course. Please be proactive in this course.

## **Other requirements**

Students need to have access to and be proficient in navigating the Internet. Furthermore, students should check their Leo email often, and ensure that they have access to their e-college account. This is crucial, as myself and other members of the department periodically update these platforms on any changes or issues. Also, please frequent the department website as updates are posted here as well.

## **Communication with Professor**

Communication with your professors is key to your professional growth. I am here to support and guide you along your academic journey. With that being said, I cannot help you if you do not communicate with me. Please make an appointment if you have any concerns or questions. I will be available to meet face to face but can also meet via skype. Because I teach in different locations, calls will be returned at my earliest convenience. Therefore, email is the best way to reach me. I will attempt to answer all emails within 24 hours Monday-Friday. When emailing, please use your university email and address me with curtesy and respect.

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## **Student Responsibilities or Tips for Success in the Course**

As a student in this course, you are responsible for the active learning process. Expectations of this course include the following:

1. You are expected to display professionalism at all times. Be respectful of your professor and peers. Be open to feedback as you will receive this throughout the program.
2. Prepare for classes. Complete any and all readings prior to class time.
3. Complete all assignments by the deadline.
4. Adhere to the university student code of conduct.
5. Participate. During face-to-face classes, you are expected to actively participate in all activities and discussion. In the online format, you are expected to participate in all online discussions. This is crucial to your learning.
6. All writing assignments must be done according to APA 6<sup>th</sup> edition.
7. Regularly check your University email. My suggestion is to check this at least once a day as your instructors and others from the department and University may contact you.
8. Attend class and be on time. Learning cannot fully happen if you are not present.
9. Be open to the process. This degree takes time, work, effort, and growth.

## **Overview of Assignments**

### **1. Counseling Interest Paper (Literature Review; 50 points)**

This paper will include a literature review of a counseling topic of your choice. This topic should be one of interest to you and related to your specific concentration (clinical mental health, addiction, school, marriage and family, children, adolescents, adults, college, rehabilitation, crisis, etc.). Components of this literature review should include the following:

- Introduction of the topic
- Rationale as to why this topic is important and relevant to the counseling field
- Ethical and legal issues when working with this population, issues, etc.
- Any other information you believe is important to this topic

You must use AT LEAST 5 references from referred counseling journals. You may need to utilize other sources as well. Examples of these journals are provided at the end of the syllabus, as well as an example of a topic and each component required. There is no specific page limit to this paper; there are however, criteria expectations. Please be sure to address all points above thoroughly. My prediction is that this may take you roughly 5 pages. You must follow APA 6th edition guidelines. Please reference the resources for assignments section of the syllabus.

### **2. Final Paper (100 points)**

This paper is a continuation of the mid-term paper and will need to include your updated work from the first paper (literature review). Take my feedback and all other knowledge obtained during the semester to improve your paper. In addition, you will add critical thinking and awareness components. You do not need to include new references in this section but

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remember if you are summarizing or taking someone else's ideas you MUST cite their work. Again, there is no set page limit but I suspect the entire final paper may be 7-10 pages.

Questions to consider and include:

- What did you learn from your research?
- What are some challenges you might face as a counselor pertaining to this topic?
- What are some things that surprised you?
- Why did you choose this topic to research?
- How might you add to the literature?
- What have you learned about yourself from researching this topic?

**3. Group Presentation (20 points)**

In groups of 2-4 (professor will assign groups) you will present an area in part IV of your textbook. You will create a presentation on the material assigned. You must use information in your textbook, but are not limited to only this resource. This is your chance to practice presentation and creativity skills! Presentation examples include PowerPoint, YouTube, role-play, cartoon video, poster presentation, etc. This presentation should take you approximately 30-45 minutes.

**4. Online Discussions (3 discussions; 3 responses; 60 points total)**

You will have a total of 3 online discussions and 3 responses in this course. You are expected to give a thorough and thoughtful response to each prompt. In addition to the initial discussion, you will also respond to one of your classmate's discussion posts. I will assign partners by 9/5. The rubrics for these are below.

**Discussion**

Discussion	0-3 points	4-5 points	6-8 points	9-10 points
	Post is not complete, not written in a clear manner, and inconsistent with graduate standards.	Post is missing critical components of the question OR is discussed in an illogical/inconsistent manner. Post has several grammatical/APA errors and not consistent with graduate standards.	Post presents most elements of the question OR all elements discussed in a brief manner. Post is evident of graduate level work with some grammatical/APA errors.	Post presents all elements of the question(s) discussed thoroughly and clearly. Post is evident of graduate level work with few to no grammatical/APA errors.

**Response**

Response	0-3 points	4-5 points	6-8 points	9-10 points
	Response is not complete, not	Response is missing critical	Response presents most	Response presents all

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	written in a clear manner, and inconsistent with graduate standards. Student gives no feedback to peer.	components OR feedback is not thoughtful. Response has several grammatical/APA errors and not consistent with graduate standards.	requirements in a brief manner. Response is evident of graduate level work with some grammatical/APA errors.	elements required thoroughly and clearly. Provided thoughtful feedback to peer. Response is evident of graduate level work with few to no grammatical/APA errors.
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### 5. Quizzes (5 total; 20 points each for total of 100 points)

You will have a total of 5 quizzes in this class. Each quiz will include 20 questions from the readings of that week. You will take each of these quizzes online. You will have one hour to take the quiz but may take the whole week the quiz is open. You will only have 1 attempt to take each quiz; however you may choose 1 quiz at any point in the semester to re-take. If you wish to re-take a quiz you must inform me by 12/11 and will have only 24 hours to re-take. I will email you when I reopen that specific quiz. I will keep your final attempt. The quizzes are due on the due date by midnight (see schedule below). These five quizzes will total to 100 points.

### 6. Ethics Case Study (40 points)

Your final ethics case will be due online the last day of class. I will open this case study on 12/5 and it will remain open until midnight on 12/12. Once you open the case study you will have one hour to complete. The case study format will be similar to the case studies discussed throughout the semester.

### 7. Course Reflection Paper (10 points)

Write a 1-2 page reflection paper on the course. Summarize your experiences in this course. Talk about what you learned in the course as well as what you learned about yourself. Think about your personal and professional growth during this semester. Think about your strengths and growth areas.

### 8. Participation (20 points)

## GRADING

### Final Grading

Participation	20 points
Counseling Interest Paper	50 points
Final Paper	100 points
Group Presentation	30 points
Final Exam	100 points
Course Reflection Paper	10 points

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Online Discussions	60 points
Ethics Case Study	30 points
Total	400 points

## **STUDENT PERFORMANCE EVALUATION CRITERIA AND PROCEDURES**

90%-100%	A
80%-89%	B
70%-79%	C
60%-69%	D
< 59%	F

A grade of A is consistent with exceptional work of an accomplished graduate student.

### **CONDUCT AND ACADEMIC HONESTY**

"All students enrolled at the University shall follow the tenets of common decency and acceptable behavior conducive to a positive learning environment." (See Student's Guide Handbook, Policies and Procedures, Conduct) "Graduate students at Texas A&M University-Commerce are expected to maintain high standards of integrity and honesty in all their scholastic work." (See Section A13.12, Academic Honesty, A&M-Commerce Procedures).

Students are expected to maintain integrity at all times. Plagiarism is presenting others' work as your own and will not be tolerated in this course. Please remember to always cite authors' work and never directly copy from any source. When in doubt please do not be afraid to ask.

Any act of academic dishonesty may result in a grade of "0" on the assignment and/or course and will be reported to the department chair.

As a courtesy to your professor and peers please refrain from using your cell phone in this class. If you have a family emergency, please step outside of class to address it. You are allowed to use laptops for professional use only (i.e., taking notes). You are not allowed to utilize your laptop for checking personal emails, Facebook, Twitter, etc. This is disrespectful to your professor and those around you.

### **APA Style and Formatting**

All assignments submitted should follow APA 6th edition guidelines. I strongly suggest students to buy the APA manual. There are also many Internet sites that can be utilized if you are not familiar with APA style.

### **DISCRIMINATION FREE ENVIRONMENT**

A&M-Commerce will comply in the classroom, and in online courses, with all federal and

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state laws prohibiting discrimination and related retaliation on the basis of race, color, religion, sex, national origin, disability, age, genetic information or veteran status. Further, an environment free from discrimination on the basis of sexual orientation, gender identity, or gender expression will be maintained.

### **ACCOMMODATIONS FOR STUDENTS WITH DISABILITIES**

The Americans with Disabilities Act (ADA) is a federal anti-discrimination statute that provides comprehensive civil rights protection for persons with disabilities. Among other things, this legislation requires that all students with disabilities be guaranteed a learning environment that provides for reasonable accommodation of their disabilities. If you have a disability requiring an accommodation, please contact:

#### **Office of Student Disability Resources and Services**

**Texas A&M University-Commerce**

**Gee Library, Room 132**

**Phone (903) 886-5150 or (903) 886-5835**

**Fax (903) 468-8148**

[StudentDisabilityServices@tamuc.edu](mailto:StudentDisabilityServices@tamuc.edu)

### **UNIVERSITY CLOSING DUE TO WEATHER**

Check <http://www.tamu-commerce.edu/http://www.tamu-commerce.edu/> regarding class cancellations. Also, KETR radio on 88.9 FM and television channels 4, 5, and 8 (channel 7 for Tyler & Longview Area).

### **Resources for Assignments**

Counseling Journal List (not limited to only these):

*Journal of Counseling & Development (JCD)*

*Adultspan Journal*

*The Career Development Quarterly (CDQ)*

*Counseling and Values (CVJ)*

*Counselor Education and Supervision (CES)*

*Journal of Addictions & Offender Counseling (JAOC)*

*Journal of College Counseling (JCC)*

*Journal of Employment Counseling (JEC)*

*Journal of Humanistic Counseling (JHC)*

*Journal of Multicultural Counseling and Development (JMCD)*

*Counseling Outcome Research and Evaluation (CORE)*

*Measurement and Evaluation in Counseling and Development (MECD)*

*Journal of Professional Counseling: Practice, Theory, and Research*

*The Family Journal*

*Journal of Mental Health*

*Child and Adolescent Mental Health*

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Example of a topic for the mid-term paper (This is only a short example to guide you): Adolescent inpatient hospitalization

Journals where I could possibly find articles: *JCD, CORE, Journal of Professional Counseling: Practice, Theory, and Research, Journal of Mental Health, Child and Adolescent Mental Health*

Introduction to the topic (1 page):

- Introduce adolescence
- Adolescent mental health
- Adolescents being admitted into inpatient hospitals due to crises situations

Rationale as to why this topic is important and relevant to the counseling field (1-2 pages):

- Every counselor will at one point in his or her career have a client admitted into an inpatient hospital.
- Preparation of counselors who work in these settings
- Preparation to work with suicidal clients
- Inpatient settings are very different than outpatient settings
- Working with this age group
- Educational training

Any ethical and legal issues when working with this population, issues, etc. (1 page)

- Review the *ACA Code of Ethics* (2014) and articles on ethical/legal considerations

Other information (1-2 pages)

This section is open to discuss anything else that you may discover from the literature that you find interesting. Because I enjoy research, I would include a synthesis of what research says in terms of successful outcomes in inpatient hospitalization.

### Course Calendar

Date	Topic	Readings	Assignments
8/29/16 F2F	Introductions; Course Overview and Expectations; Review of Syllabus; Guidelines for Writing and APA; Introduction to the Counseling Profession		

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9/5/16 NO CLASS	Labor Day	No Class	Labor Day
9/12/16 <b>UNIT 1</b> ONLINE	History of Counseling; Trends; Licensure	Chapters 1 & 2	<b>Discussion 1 Due</b>
9/19/16 F2F			Case Study 1 (in class)
9/26/16 <b>UNIT 2</b> ONLINE	Diversity in Counseling	Chapters 4 & 5	<b>Response 1 Due</b>
10/3/16 F2F			<b>First Paper Due</b> <b>Quiz 1 Due 10/9</b> <b>(Ch. 1, 2, 4, 5)</b> Case Study 2 (in class)
10/10/16 <b>UNIT 3</b> ONLINE	The Counseling Relationship	Chapter 6, 7, & 8	<b>Discussion 2 Due</b>
10/17/16 F2F			<b>Quiz 2 Due 10/23</b> <b>(Ch. 6-8)</b> Case Study 3 (in class)
10/24/16 <b>UNIT 4</b> ONLINE	Counseling Theories and Counseling Groups	Chapters 9, 10, & 11	<b>Response 2 Due</b>
10/31/16 F2F			<b>Quiz 3 Due 11/6</b> <b>(Ch. 9-11)</b> Case Study 4 (in class)
11/7/16 <b>UNIT 5</b> ONLINE	Consultation, Research, Assessment, and Diagnosis	Chapters 12, 13, & 14	<b>Discussion 3 Due</b>
11/14/16 F2F	<b>Groups 1-3</b> <b>Presentations</b>		<b>Quiz 4 Due 11/20</b> <b>(Ch. 12-14)</b>
11/21/16 <b>UNIT 6</b> ONLINE	Specialties: Career, MFC, School	Chapters 15, 16, & 17	<b>Response 3 Due</b>
11/28/16 F2F	<b>Groups 4-6</b> <b>Presentations</b> Review for Final Exam		<b>Quiz 5 Due 12/11</b> <b>(Ch. 15-20)</b>
12/5/16 ONLINE	Specialties: College/Student Services, Addiction, CMH	Chapters 18, 19, & 20	<b>Final Paper Due</b> Last date to Quiz Retake

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12/12/16 ONLINE	Final Exam	Final Exam	<b>Course Reflection Paper; Final Ethics Case Study Due</b>
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Syllabus may be amended by the professor throughout the semester as necessary.

**SELECTED BIBLIOGRAPHY includes, but is not limited to, the following:**

American Psychiatric Association (2013). *Diagnostic and statistical manual of mental disorders* (5th ed.). Washington, DC: Author.

Corey, G. (2005). *Theory and practice of counseling and psychotherapy* (7th ed.). Belmont, CA: Brooks/Cole.

Council for Accreditation of Counseling and Related Educational Programs. (2009). *CACREP 2009 Standards* from <http://www.cacrep.org/mission.html>.

Granello, P. F. (2012). *Wellness Counseling*. New Jersey: Pearson

Greenberg Jerrold S. (2011). *Comprehensive Stress Management* (11<sup>th</sup> ed.). New York: McGraw Hill.

Kottler, J. A. (2003). *On being a therapist*. San Francisco: Jossey Bass.

Seligman, L. & Reichenberg, L. W. (2007). *Selecting effective treatments: A comprehensive, systematic guide to treating mental disorders* (3<sup>rd</sup> Ed.). San Francisco: Jossey-Bass.

Stahl, B., & Goldstein, E. (2010). *A mindfulness-Based Stress Reduction Workbook*. Oakland: New Harbinger.

## TECHNOLOGY REQUIREMENTS

- To fully participate in online courses you will need to use a current Flash enabled internet browser. For PC and Mac users the suggested browser is Mozilla Firefox.
- You will need regular access to a computer with a broadband Internet connection. The minimum computer requirements are:
  - 512 MB of RAM, 1 GB or more preferred
  - Broadband connection required courses are heavily video intensive
  - Video display capable of high-color 16-bit display 1024 x 768 or higher resolution
- You must have a:
  - Sound card, which is usually integrated into your desktop or laptop computer
  - Speakers or headphones.
  - \*For courses utilizing video-conferencing tools and/or an online proctoring solution, a webcam and microphone are required.
- Both versions of Java (32 bit and 64 bit) must be installed and up to date on your machine. At a minimum Java 7, update 51, is required to support the learning management system. The most current version of Java can be downloaded at: [JAVA web site](http://www.java.com/en/download/manual.jsp)  
<http://www.java.com/en/download/manual.jsp>

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- Current anti-virus software must be installed and kept up to date.
- Run a browser check through the Pearson LearningStudio Technical Requirements website. [Browser Check](http://help.ecollege.com/LS_Tech_Req_WebHelp/en-us/#LS_Technical_Requirements.htm#Browset) [http://help.ecollege.com/LS\\_Tech\\_Req\\_WebHelp/en-us/#LS\\_Technical\\_Requirements.htm#Browset](http://help.ecollege.com/LS_Tech_Req_WebHelp/en-us/#LS_Technical_Requirements.htm#Browset)

Running the browser check will ensure your internet browser is supported.

Pop-ups are allowed.  
JavaScript is enabled.  
Cookies are enabled.

- You will need some additional free software (plug-ins) for enhanced web browsing. Ensure that you download the free versions of the following software:
  - [Adobe Reader](https://get.adobe.com/reader/) <https://get.adobe.com/reader/>
  - [Adobe Flash Player](https://get.adobe.com/flashplayer/) (version 17 or later) <https://get.adobe.com/flashplayer/>
  - [Adobe Shockwave Player](https://get.adobe.com/shockwave/) <https://get.adobe.com/shockwave/>
  - [Apple Quick Time](http://www.apple.com/quicktime/download/) <http://www.apple.com/quicktime/download/>
- At a minimum, you must have Microsoft Office 2013, 2010, 2007 or Open Office. Microsoft Office is the standard office productivity software utilized by faculty, students, and staff. Microsoft Word is the standard word processing software, Microsoft Excel is the standard spreadsheet software, and Microsoft PowerPoint is the standard presentation software. Copying and pasting, along with attaching/uploading documents for assignment submission, will also be required. If you do not have Microsoft Office, you can check with the bookstore to see if they have any student copies.
- For additional information about system requirements, please see: [System Requirements for LearningStudio](https://secure.ecollege.com/tamuc/index.learn?action=technical) <https://secure.ecollege.com/tamuc/index.learn?action=technical>

## ACCESS AND NAVIGATION

### *Pearson LearningStudio (eCollege) Access and Log in Information*

This course will be facilitated using Pearson LearningStudio, the learning management system used by Texas A&M University-Commerce. To get started with the course, go to [myLeo](#) and from the top menu ribbon select eCollege. Then on the upper left side of the screen click on the My Courses tab. <http://www.tamuc.edu/myleo.aspx>

You will need your campus-wide ID (CWID) and password to log into the course. If you do not know your CWID or have forgotten your password, contact the Center for IT Excellence (CITE) at 903.468.6000 or [helpdesk@tamuc.edu](mailto:helpdesk@tamuc.edu).

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**Note:** It is strongly recommended you perform a “Browser Test” prior to the start of your course. To launch a browser test login to Pearson LearningStudio, click on the My Courses tab, and then select the Browser Test link under Support Services.

## **Pearson LearningStudio Student Technical Support**

Texas A&M University-Commerce provides students technical support for the use of Pearson LearningStudio.

Technical assistance is available 24/7 (24 hours, 7 days a week).

If you experience LearningStudio (eCollege) technical problems, contact the LearningStudio helpdesk at 1-866-656-5511 (toll free) or visit [Pearson 24/7 Customer Support Site](http://247support.custhelp.com/) <http://247support.custhelp.com/>

The student help desk may be reached in the following ways:

- **Chat Support:** Click on *'Live Support'* on the tool bar within your course to chat with a Pearson LearningStudio Representative.
- **Phone:** 1-866-656-5511 (Toll Free) to speak with Pearson LearningStudio Technical Support Representative.

**Accessing Help from within Your Course:** Click on the *'Tech Support'* icon on the upper left side of the screen inside the course. Then you will be able to get assistance via online chat or by phone.

**Note:** Personal computer and internet connection problems do not excuse the requirement to complete all course work in a timely and satisfactory manner. Each student needs to have a backup method to deal with these inevitable problems. These methods might include the availability of a backup PC at home or work, the temporary use of a computer at a friend's home, the local library, office service companies, Starbucks, a TAMUC campus open computer lab, etc.

### ***Policy for Reporting Problems with Pearson LearningStudio***

Should students encounter Pearson LearningStudio based problems while submitting assignments/discussions/comments/exams, the following procedure must be followed:

1. Students must report the problem to the help desk. You may reach the helpdesk at 1-866-656-5511.
2. Students must file their problem with the helpdesk and obtain a helpdesk ticket number
3. Once a helpdesk ticket number is in your possession, students should email me to advise me of the problem and provide me with the helpdesk ticket number.
4. I will call the helpdesk to confirm your problem and follow up with you

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**PLEASE NOTE:** Your personal computer and internet access problems are not a legitimate excuses for filing a ticket with the Pearson LearningStudio Help Desk. Only Pearson LearningStudio based problems are legitimate reasons to contact the Help Desk.

You strongly are encouraged to check for your internet browser compatibility **BEFORE** the course begins and take the Pearson LearningStudio tutorial offered for students who may require some extra assistance in navigating the Pearson LearningStudio platform.

**myLeo Support**

Your myLeo email address is required to send and receive all student correspondence. Please email [helpdesk@tamuc.edu](mailto:helpdesk@tamuc.edu) or call us at 903-468-6000 with any questions about setting up your myLeo email account. You may also access information at [myLeo](https://leo.tamuc.edu). <https://leo.tamuc.edu>

**Learner Support**


The [One Stop Shop](http://www.tamuc.edu/admissions/onestopshop/) was created to serve you by providing as many resources as possible in one location. <http://www.tamuc.edu/admissions/onestopshop/>

The [Academic Success Center](http://www.tamuc.edu/campusLife/campusServices/academicSuccessCenter/) provides academic resources to help you achieve academic success. <http://www.tamuc.edu/campusLife/campusServices/academicSuccessCenter/>

**FREE Mobile APPS**

The Courses apps for phones have been adapted to support the tasks students can easily complete on a smaller device. Due to the smaller screen size course content is not presented.

The Courses app is free of charge. The mobile Courses Apps are designed and adapted for different devices.

	<b>App Title:</b>	<b>iPhone</b> – Pearson LearningStudio Courses for iPhone <b>Android</b> – LearningStudio Courses - Phone
	<b>Operating System:</b>	<b>iPhone</b> - OS 6 and above <b>Android</b> – Jelly Bean, Kitkat, and Lollipop OS
	<b>iPhone App URL:</b>	<a href="https://itunes.apple.com/us/app/pearson-learningstudio-courses/id977280011?mt=8">https://itunes.apple.com/us/app/pearson-learningstudio-courses/id977280011?mt=8</a>
	<b>Android App URL:</b>	<a href="https://play.google.com/store/apps/details?id=com.pearson.lsphone">https://play.google.com/store/apps/details?id=com.pearson.lsphone</a>

Once downloaded, search for Texas A&M University-Commerce, and it should appear on the list. Then you will need to sign into the myLeo Mobile portal.

The Courses App for Android and iPhone contain the following feature set:

- View titles/code/Instructor of all Courses enrolled in online
- View and respond to all discussions in individual Courses
- View Instructor Announcements in individual Courses

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- View Graded items, Grades and comments in individual Courses
- Grade to Date
- View Events (assignments) and Calendar in individual Courses
- View Activity Feed for all courses
- View course filters on activities
- View link to Privacy Policy
- Ability to Sign out
- Send Feedback

## **LearningStudio Notifications**

Students can be alerted to course activities via text on their mobile phones or up to two email addresses.

Based on their preferences, students can automatically receive a push notification with every new: course announcement, threaded discussion post, grade, and/or assignment without having to login to the course. Enrolled students will automatically receive email notifications for announcements and can opt out of this feature. To receive text notifications, students must opt in.

To begin setting up notifications, go into your course in LearningStudio and click on the bell-shaped Notifications icon on the main menu ribbon.

By default the student's university email address will appear. This cannot be changed in LearningStudio. Additional email addresses may be added by clicking the Add button. After all of the other selections are completed be sure to click the Save and Finish button.

## **COMMUNICATION AND SUPPORT**

### ***Interaction with Instructor Statement***

I answer my emails fairly quickly as this is the quickest way to reach me. Additionally, I will attempt to grade all assignments within a week.

## **COURSE AND UNIVERSITY PROCEDURES/POLICIES**

### ***Course Specific Procedures/Policies***

Please see above.

### **Syllabus Change Policy**

The syllabus is a guide. Circumstances and events, such as student progress, may make it necessary for the instructor to modify the syllabus during the semester. Any changes made to the syllabus will be announced in advance.

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## ***University Specific Procedures***

### ***Student Conduct***

All students enrolled at the University shall follow the tenets of common decency and acceptable behavior conducive to a positive learning environment. The Code of Student Conduct is described in detail in the [Student Guidebook](#).

<http://www.tamuc.edu/admissions/registrar/documents/studentGuidebook.pdf>

Students should also consult the Rules of Netiquette for more information regarding how to interact with students in an online forum: [Netiquette](#)

<http://www.albion.com/netiquette/corerules.html>

### ***TAMUC Attendance***

For more information about the attendance policy please visit the [Attendance](#) webpage and [Procedure 13.99.99.R0.01](#).

<http://www.tamuc.edu/admissions/registrar/generalInformation/attendance.aspx>

<http://www.tamuc.edu/aboutUs/policiesProceduresStandardsStatements/rulesProcedures/13students/academic/13.99.99.R0.01.pdf>

### ***Academic Integrity***

Students at Texas A&M University-Commerce are expected to maintain high standards of integrity and honesty in all of their scholastic work. For more details and the definition of academic dishonesty see the following procedures:

[Undergraduate Academic Dishonesty 13.99.99.R0.03](#)

<http://www.tamuc.edu/aboutUs/policiesProceduresStandardsStatements/rulesProcedures/13students/undergraduates/13.99.99.R0.03UndergraduateAcademicDishonesty.pdf>

[Graduate Student Academic Dishonesty 13.99.99.R0.10](#)

<http://www.tamuc.edu/aboutUs/policiesProceduresStandardsStatements/rulesProcedures/13students/graduate/13.99.99.R0.10GraduateStudentAcademicDishonesty.pdf>

### ***ADA Statement***

#### **Students with Disabilities**

The Americans with Disabilities Act (ADA) is a federal anti-discrimination statute that provides comprehensive civil rights protection for persons with disabilities. Among other things, this legislation requires that all students with disabilities be guaranteed a learning environment that

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provides for reasonable accommodation of their disabilities. If you have a disability requiring an accommodation, please contact:

## **Office of Student Disability Resources and Services**

Texas A&M University-Commerce  
Gee Library- Room 132  
Phone (903) 886-5150 or (903) 886-5835  
Fax (903) 468-8148  
Email: [Rebecca.Tuerk@tamuc.edu](mailto:Rebecca.Tuerk@tamuc.edu)

Website: [Office of Student Disability Resources and Services](#)

<http://www.tamuc.edu/campusLife/campusServices/studentDisabilityResourcesAndServices/>

### ***Nondiscrimination Notice***

Texas A&M University-Commerce will comply in the classroom, and in online courses, with all federal and state laws prohibiting discrimination and related retaliation on the basis of race, color, religion, sex, national origin, disability, age, genetic information or veteran status. Further, an environment free from discrimination on the basis of sexual orientation, gender identity, or gender expression will be maintained.

### ***Campus Concealed Carry Statement***

Texas Senate Bill - 11 (Government Code 411.2031, et al.) authorizes the carrying of a concealed handgun in Texas A&M University-Commerce buildings only by persons who have been issued and are in possession of a Texas License to Carry a Handgun. Qualified law enforcement officers or those who are otherwise authorized to carry a concealed handgun in the State of Texas are also permitted to do so. Pursuant to Penal Code (PC) 46.035 and A&M-Commerce Rule 34.06.02.R1, license holders may not carry a concealed handgun in restricted locations.

For a list of locations, please refer to the [Carrying Concealed Handguns On Campus](#) document and/or consult your event organizer.

Web url:

<http://www.tamuc.edu/aboutUs/policiesProceduresStandardsStatements/rulesProcedures/34SafetyOfEmployeesAndStudents/34.06.02.R1.pdf>

Pursuant to PC 46.035, the open carrying of handguns is prohibited on all A&M-Commerce campuses. Report violations to the University Police Department at 903-886-5868 or 9-1-1.

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