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COUN 441.01W Introduction to Student Services

COURSE SYLLABUS: Fall 2021
Online

INSTRUCTOR INFORMATION

Instructor: Michelle Blake, MS, NCC, LPC Associate

Office Location: ONLINE

Office Hours: Schedule as needed.

Office Phone: Email **Office Fax:** 903-886-5991

University Email Address: mblake1@leomail.tamuc.edu

Preferred Form of Communication: University Email Address with Student Name and Class Name in the subject line; please include a phone number

Communication Response Time: Within 48 hrs. M-F

COURSE INFORMATION

Textbook(s) Required (Digital Copy Available through Waters Library)

Schuh, J.H., Jones, S.R., & Torres, V. (2017). *Student services: A handbook for the profession* (6th ed). San Francisco, CA: Jossey-Bass Publishers.

Optional Texts and/or Materials

American Psychological Association Publication Manual (7th ed). Washington, DC: American Psychological Association

Course Description

A foundational course for those desiring entry-level occupational placement in college student services. Students review both historical and contemporary perspectives on student services in higher education settings. Students are introduced to theories and models of student development and interventions to promote student development.

Goals/Rationale of the Course

1. The student will become familiar with how to implement strategic planning utilizing a synthesis of current student affairs issues.

2. The student will Identify and utilize technology-enhanced organizational structures.
3. The student will understand how to utilize and consider the historical perspective when addressing current issues at institutions of higher education.
4. The student will learn how to implement more effective service unit operations by articulating and applying theoretical models.
5. The student will Understanding the ethical considerations associated with working with students.
6. The student will understand how to apply Research methods that effectively address critical needs through active research.

Student Learning Outcomes

The student will:

1. Be an active and engaged participant in discussions by analyzing, constructing/creating, and evaluating information presented within the textbook, external readings/resources, student research, and class activities and sharing personal observations and opinions.
2. Become familiar how to envision, plan, and implement change in an administrative environment with different individuals.
3. Identify and apply integrity, fairness and ethical conduct essential to promoting student success.

COURSE REQUIREMENTS

Instructional Methods

This course will utilize mainly lectures and class discussions, role-plays, videos, and any other methods that help enhance the learning experience may be used.

Student Responsibilities

As learners, you are expected to read all assigned materials and actively participate in the course. Active participation constitutes giving thoughtful responses. **If I feel students have not come prepared for class, a pop quiz will be given.** So please be prepared. During the discussions, it is expected that each student be respectful and polite to one another when interacting. Sensitive topics may come up and students might share personal information. It is up to each student on how much of himself or herself he or she wants to share. **Please remember that what is said in the classroom should be kept confidential-this includes the virtual classroom.**

Discriminatory, rude, and/or inappropriate language to either me or your fellow students will not be tolerated in this class and the student(s) choosing to act in a discriminatory or rude manner or use inappropriate language will be asked to leave the class. Disruption of class or inconsiderate behavior will not be tolerated. **If the student continues to act in the same manner during future classes, the instructor reserves the right to drop the student from the course.** Please read the student handbook regarding student conduct.

Electronics

Not only is texting and being on social media during lecture distracting to others, and myself, but also it is disrespectful. All electronics must be put up and phones must be on silent. If you have an emergency, please let me know before class. If you are on your phone during class, I have the right to not repeat my instructions to you.

Course Assignments and GRADING

**Note. All assignments are to be submitted in D2L

1. **Discussion Boards (10 points each week: 5 points for initial post and 2.5 points for each of the two responses every week; 80 points total in the semester) in D2L.**

You will complete weekly discussion posts online connected to the readings that week from both texts and/or any supplemental resources (PPTs, videos, etc.). You are expected to post your **initial post** (IP) by 10:00pm on Thursday. You are expected to post your **response postings** (RP) to a **minimum of two** of your classmates by 10:00pm on Sunday. However, you are **strongly encouraged** to engage in an active discussion with your fellow classmates and instructor and post more frequently. For full points, responses need to be quality, meaning in depth and thorough, and thoughtful; and refer to the week's readings, relevant issues in the news, information obtained from other sources and/or ideas expressed in other class members' postings. Where appropriate, you should use references to support your position. Discussions will be graded based on the following rubric:

Discussion Post Rubric

	1 – Does Not Meet Expectation (0-3.4 points)	2 – Meets Expectation (3.5-4.4 points)	3 – Exceeds Expectations (4.5-5 points)
Discussion Post Qualities	Post is not is of low quality; does not offer unique not deep comments. Post is not relevant to week's readings and resources. No citations are included. Post has several grammatical/APA errors; not consistent with college level work	Post is of average quality with a few unique/new ideas. However, the ideas are not explained in much detail. Lacks citations. Post is evident of college level work with some grammatical/APA errors	Post is of high quality and well presented with numerous unique points in greater detail. Citations and examples are provided for support and illustration. Post is evident of college level work with few to no grammatical/APA errors.

2. **Personal Reflection Paper: (150 points) DUE 11/08/2021 @ 10pm**

Critical reflections about the content of the course and your experiences are fundamental to transmitting new knowledge.

Students must submit a 3–5-page reflection paper discussing these key factors and considering how to effectively address them: 1). You should provide some background

information about yourself (e.g., how you identify, your family, status, etc.); 2). The specifics of your educational background (e.g., the institutions attended, the reasons for attending them, the degrees you have or will earn); 3). In what ways you have utilized or not utilized student affairs services during your postsecondary educational journey; 4). Provide relevant information about the needs of students in higher education today (including outside of the classroom); 5). Indicate and explain at least three areas of improvement that colleges can make in terms of student affairs today.

This paper must be in APA format 7th ed, which means Times New Roman font, size 12, and 1" margins all around, etc. Please answer all questions fully, 5-8 sentences per question is appropriate and minimum of 5 resources from text or peer reviewed journal. (*Wikipedia is not an appropriate resource). Please make the response to each question a new paragraph using proper headings.

Make sure that you proof your paper and it is written at a college level. Please upload to D2L Please note that

***I will not accept late assignments. If you don't submit on time, you will get a zero.**

3. **Group Activity- Chapter Conceptualization Presentation: (200 points)**
DUE on Sunday @10:00 pm on noted date listed on the syllabus

Students will be organized into groups of 2-3 collaborating to create a class PowerPoint presentation of the concepts and material presented in a chapter from the required text. Groups and chapters will be posted in D2L by the professor.

1. Group members are to work together to create a college level presentation of material that summarizes and presents the concepts in assigned chapter.
2. This is not a copy and paste presentation. **Plagiarism will receive an automatic grade of zero.**
3. Include resources outside of required text to present concepts/theory/material relative to chapter content. This can include video resources, research, written, and text resources. -Please cite sources or this will be considered plagiarism.
4. Include pdf of slides with PowerPoint presentation.
5. Include how material can benefit you in a career in student services.
6. All group members will be required to fill out a group evaluation survey which will count as 25 points of your 150 points that will critique participation of each group member.

** All students are required to read all chapters to be prepared for group presentations**

Group presentations can be valuable resources in your Final Exam -hint-hint

4. **Comprehensive Exam: (100 points) DUE 12/13/2021 at 10pm**

There will be a Final Comprehensive Exam. The exam will cover applications of your readings and chapter presentation material. The exam will be online in D2L and timed.

The goal of the exam is to test your knowledge on various concepts of the main theories of student services that we study in this class, as well as apply that knowledge to practice. There will be no make-up test and the exam will have 1 attempt to be taken. You may utilize all course material except that of another person to take this exam. The exam is to be taken independently. Academic dishonesty or taking the exam with others will result in a grade of a zero.

Final grades in this course will be based on the following scale:

A = 495-530 B = 494-460

C = 459-425 D = 424-390

F = 389 or Below

Late Assignment Policies

All assignments are due on the given assignment date prior to class on D2L. I will not accept late assignments. They must be uploaded and submitted to D2L. I will not accept any assignments that are e-mailed to me. Trouble with your computer is not an acceptable excuse.

COMMUNICATION AND SUPPORT

The best way to communicate with me between classes is email. Please use "Counseling 414" in the subject of your email. In the content part of your email be sure to include your first and last name and the best phone number in which I can contact you, if necessary. I respond to my emails daily Mon-Fri. Also, I will be more than happy to meet with you via Zoom. Contact me so that we can set up a convenient time.

TECHNOLOGY REQUIREMENTS Browser support

D2L is committed to performing key application testing when new browser versions are released. New and updated functionality is also tested against the latest version of supported browsers. However, due to the frequency of some browser releases, D2L cannot guarantee that each browser version will perform as expected. If you encounter any issues with any of the browser versions listed in the tables below, contact D2L Support, who will determine the best course of action for resolution. Reported issues are prioritized by supported browsers and then maintenance browsers.

Supported browsers are the latest or most recent browser versions that are tested against new versions of D2L products. Customers can report problems and receive support for issues. For an optimal experience, D2L recommends using supported browsers with D2L products.

Maintenance browsers are older browser versions that are not tested extensively against new versions of D2L products. Customers can still report problems and receive support for critical issues; however, D2L does not guarantee all issues will be

addressed. A maintenance browser becomes officially unsupported after one year. Note the following:

- Ensure that your browser has JavaScript and Cookies enabled.
- For desktop systems, you must have Adobe Flash Player 10.1 or greater.
- The Brightspace Support features are now optimized for production environments when using the Google Chrome browser, Apple Safari browser, Microsoft edge browser, Microsoft Internet Explorer browser, and Mozilla Firefox browsers.

Desktop Support

Browser	Supported Browser Version(s)	Maintenance Browser Version(s)
Microsoft® Edge	Latest	N/A
Microsoft® Internet Explorer®	N/A	11
Mozilla® Firefox®	Latest, ESR	N/A
Google® Chrome™	Latest	N/A
Apple® Safari®	Latest	N/A

Tablet and Mobile Support

Device	Operating System	Browser	Supported Browser Version(s)
Android™	Android 4.4+	Chrome	Latest
Apple	iOS®	Safari, Chrome	The current major version of iOS (the latest minor or point release of that major version) and the previous major version of iOS (the latest minor or point release of that major version). For example,

Device	Operating System	Browser	Supported Browser Version(s)
			as of June 7, 2017, D2L supports iOS 10.3.2 and iOS 9.3.5, but not iOS 10.2.1, 9.0.2, or any other version. Chrome: Latest version for the iOS browser.
Windows 8	Windows 10	Edge, Chrome, Firefox	Latest of all browsers, and Firefox ESR.

- You will need regular access to a computer with a broadband Internet connection. The minimum computer requirements are:
 - o 512 MB of RAM, 1 GB or more preferred
 - o Broadband connection required courses are heavily video intensive
 - o Video display capable of high-color 16-bit display 1024 x 768 or higher resolution
- You must

- have a:
- o Sound card, which is usually integrated into your desktop or laptop computer
 - o Speakers or headphones.
 - o *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)
 - Current anti-virus software must be installed and kept up to date. 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:

- o [Adobe Reader https://get.adobe.com/reader/](https://get.adobe.com/reader/)
- o [Adobe Flash Player \(version 17 or later\) https://get.adobe.com/flashplayer/](https://get.adobe.com/flashplayer/)
- o [Adobe Shockwave Player https://get.adobe.com/shockwave/](https://get.adobe.com/shockwave/)
- o [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.

ACCESS AND NAVIGATION

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.

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.

COMMUNICATION AND SUPPORT

Brightspace Support Need Help? Student Support

If you have any questions or are having difficulties with the course material, please contact your instructor.

Technical Support

If you are having technical difficulty with any part of Brightspace, please contact Brightspace Technical Support at 1-877-325-7778 or click on the **Live Chat** or click on the words “[click here](#)” to submit an issue via email.

System Maintenance

Please note that on the 4th Sunday of each month there will be System Maintenance which means the system will not be available 12 pm-6 am CST.

COURSE AND UNIVERSITY PROCEDURES/POLICIES

University Specific Procedures 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](#)

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 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: studentdisabilityservices@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.

Once you have completely read this syllabus in its entirety, please email me with required email subject line:

- 1) An introduction of yourself that includes 2 fun facts about yourself.
- 2) What day and time quizzes are due each week?
- 3) The 3 major assignment due dates.
- 4) What do you hope to learn from this class?
- 5) Your learning style.

This will fulfill this week's assignment "form" in the event I still do not have access to D2L.

COURSE CALENDAR Updated 09.02.2021

This is a tentative course calendar. It is subject to change at the discretion of the course professor.

Week/Date	Class Activity	Assignment
WEEK 1 08.30.2021	Introductions/Course overview/Syllabus	Syllabus Acknowledgement Form "Discussion 0" – Sunday @ 10:00pm Read Chapters 1, 2 & 3
WEEK 2 09.06.2021	Chapter 1	Assign Presentation Chapters Read Chapter 1, 2 & 3
WEEK 3 09.13.2021	Chapter 1	Chapter 1-3 Presentations Due – Sunday @ 10:00pm Read Chapter 4
WEEK 4 09.20.2021	Chapter 2 & 3	Discussion Ch 1-3 – Sunday @ 10:00pm Read Chapter 5 Chapter 4 Presentation Due – Sunday @ 10:00pm
WEEK 5 09.27.2021	Chapter 4	Chapter 5 & 6 Presentation Due – Sunday @ 10:00pm Read Chapter 6
WEEK 6 10.04.2021	Chapter 5 & 6	Discussion Ch 4-6 – Sunday @ 10:00pm Read Chapter 8 & 9 Chapter 8 & 9 Presentations Due – Sunday @ 10:00pm
WEEK 7 10.11.2021	Chapters 8 & 9	Chapter 10 & 11 Presentation Due – Sunday @ 10:00pm Read Chapter 10 & 11
WEEK 8 10.18.2021	Chapters 10 & 11	Discussion Ch 8-11 – Sunday @ 10:00pm Read Chapters 12 Chapter 12 Presentation Due – Sunday @ 10:00pm
WEEK 9 10.25.2021	Chapters 12	Chapter 14 & 15 Presentations Due – Sunday @ 10:00pm Read Chapters 14 & 15
WEEK 10 11.01.2021	Chapters 14 & 15	Discussion Ch 12, 14, & 15 – Sunday @ 10:00pm Read Chapters 16 & 17 Chapter 16 & 17 Presentation Due – Sunday @ 10:00pm
WEEK 11 11.08.2021	Chapters 16 & 17	Chapter 19 & 21 Presentation Due – Sunday @ 10:00pm Read Chapters 19 & 21 Personal Reflection Paper Due 11/08/2021 at 10:00pm
WEEK 12 11.15.2021	Chapters 19 & 21	Discussion Ch 16, 17, 19 & 21 – Sunday @ 10:00pm Chapter 22, 23, 27 Presentation Due – Sunday @ 10:00pm Read Chapter 22, 23, & 27
WEEK 13 11.22.2021	THANKSGIVING BREAK	Use this time to catch up on your reading -Enjoy your week off! 😊
WEEK 14 11.29.2021	Chapters 22, 23, & 27	Discussion Ch 22, 23, & 27 – Sunday @ 10:00pm Read Chapter 29, 30, & 31 Chapter 29, 30, & 31 Presentation Due – Sunday @ 10:00pm
WEEK 15 12.06.2021	Chapter 29, 30, & 31	Discussion Ch 29, 30, & 31 – Sunday @ 10:00pm
WEEK 16 12.13.2021	Final Exam	Final Exam Due 12/13/2021 at 10:00pm