THE UNIVERSITY OF TEXAS AT AUSTIN STEVE HICKS SCHOOL OF SOCIAL WORK

Course Number: SW 312 Instructor: Jolynne Batchelor, PhD, LCSW

Unique Number: 59410 Pronouns: she/her/hers

Semester: Fall 2020 Email: jolynne.batchelor@austin.utexas.edu

Synchronous Meeting Time: Monday, **Phone:** 512-721-8136

9:30am-10:15am CST **Teaching Mode**: Online

Asynchronous Activities: 75 Min per week **Office Hours:** Monday, 12:30pm – 1:30pm

CST, other times by appointment

Generalist Social Work Practice: Knowledge, Values, & Skills

I. STANDARDIZED COURSE DESCRIPTION

This is the first course in the practice methods sequence, in which students are introduced to the fundamental values and ethics, skills, and knowledge relevant to generalist social work practice. Areas covered include the NASW Code of Ethics and Standards for Cultural Competence in Social Work Practice: the development of observation, communication, interviewing, and assessment skills utilizing the problem-solving approach. Experiential learning is emphasized, including a 15-hour service-learning component in which students have direct exposure to relate social work knowledge, values, and skills learned in the class.

Completion of SW310 is a prerequisite for this course.

II. STANDARDIZED COURSE OBJECTIVES

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

- **A.** Explain the major dimensions of generalist social work practice and the planned change/problem-solving process with individuals, families, groups, organizations and communities.
- **B.** Apply Social Work knowledge, values, and skills to their participation in the learning environment.
- **C.** Demonstrate skills in observation, communication, interviewing, assessment and problem solving.
- **D.** Demonstrate the ability to differentially use basic social work skills to reflect the needs of clients of diverse groups distinguished by race, ethnicity, class, gender, culture, sexual orientation, religion, age, physical or mental abilities, and national origin.
- **E.** Identify ethical issues and recognize when client, societal, and/or personal values conflict emphasizing understanding, affirmation and respect for human diversity and social justice in the practice of social work.

III. TEACHING METHODS

The class is web-based and taught using a form of blended learning where students learn content partially asynchronous through reading the textbook and articles, watching videos and completing exercises. Students will meet synchronously online for the other portion of the class. You will need to have access to a computer with reliable internet connection to

complete this course. To help safeguard the health and safety of yourselves and people around you, please make sure appropriate precautions (social distancing, cleaning your hands, wearing PPE, etc.) are in place when you are indoor or have in-person meetings on the campus.

This course is designed to provide you with a meaningful learning environment through use of multiple methods of instruction (e.g. discussion, lecture, and group exercises); experiential learning (e.g. service-learning, role playing, & active learning) will be emphasized. You are expected to complete assigned readings prior to each class period. You are expected to participate in class. Class attendance is required and essential for successful completion of this course. This course will use an electronic Canvas site. Canvas will be used for turning in assignments, grading, and communication between students, the instructor, and the TA. To reach your class site on Canvas, please go to http://canvas.utexas.edu or go to the Social Work web page and click on Canvas. To access the course website, you must have an Internet connection and computer access. You will need a UT EID and password. The Help Desk available through the UT home page (www.utexas.edu/its/help) can assist you with your computer and Canvas questions. Additionally, the Learning Resource Center at the SSW has computers and computer assistance.

IV. REQUIRED TEXTS AND MATERIALS

Required Text: Berg-Weger, M., Adams, D., Birkenmaier, J. (2020). The Practice of Generalist Social Work, Fifth Edition. Routledge.

This text gives many examples related to cultural diversity and inclusion. Additional readings and articles may be shared to the students for learning.

V. COURSE REQUIREMENTS

Requirements	Points
Service-learning registration on GivePulse	1
Service-learning hour completion	15
Service-learning reflection paper	10
Final service-learning evaluation	5
Weekly small group assignment (1 point per assignment)	14
Video Critique	10
Mid-term Take Home Exam	15
Final Take Home Exam	15
Class Attendance and Participation	15
Total	100

Description of Each Component

Service-learning Registration and Liability Release in GivePulse (1 point)

Students should plan to attend a virtual fair for service learning on September 4 from 12:00-1:30pm (CST). Details will be discussed in class and instructions for use of GivePulse will be provided. After watching/participating in the virtual Service-learning Fair, students must choose a Service-learning Project and register for that project using GivePulse. Sign up for projects will

be opened in GivePulse on September 8, 2020. The Liability Release completion is a step in GivePulse Registration.

Virtual Fair Due 9/4 12:00-1:30pm (CST) and Registration Due 9/8/2020

Service-learning Hour Completion (15 points)

15 hours of virtual service learning must be completed by November 13, 2020. Hours must be entered in GivePulse as completed. Students will participate in a large-scale service-learning project that revolves around non-partisan voter engagement for the fall 2020 election cycle. The approximately 180 students completing service learning in the fall of 2020 will sign up for their project and will have the opportunity to collectively impact non-partisan voter education, , and turnout. Service learning is an essential component of the learning process so it is very important this is completed.

Due 11/16/2020

Service-learnings Reflection Paper (10 points)

For each reflection, students will write a 2-3 pages, double-spaced paper addressing their experience in the service-learning project. You will need to describe the service-learning setting, your own roles and main activities, and what you have learned about social work in your service-learning experience. More specific instructions will be available on Canvas.

Due 11/30/2020

Final Service-learning Evaluation (5 points)

At the end of the semester, the service-learning TA will distribute an online evaluation form in Qualtrics that students must complete. This form will assist the program in tracking student satisfaction with service-learning projects and the service-learning process in general. Instructors will receive a list of students that have completed the survey to provide credit.

Due 12/7/20

Small Group Assignments (1 point each, 14 points in total)

Students will complete a weekly small group activity in their randomly assigned groups, then submit a corresponding written assignment on Canvas. More specific instructions will be available on Canvas.

Due each Wednesday of class starting 9/2 and ending 12/2

Video Interview Critique (10 points)

Working with a randomly assigned partner, students will pair up and take a turn role-playing a social worker while the other acts as a client during part of a mock initial assessment interview. The interview will be completed on zoom. Students will go through the process of greeting the client, explaining your role, and gathering some of the information needed to complete the interview. You will need to choose the most important information to gather at this stage of the relationship as your interview should be only a half hour. Case examples from which you can choose to play the part of the client will be available on Canvas. To play the part of the social worker, you will need to come up with initial engagement strategies and relevant questions based on the case example your partner is playing. Each of you will then critique yourself as the social worker, discussing the strength and weaknesses of your own skills, and outlining areas to work on for improvement. Then you will write a 2-3 pages double-spaced critique paper describing the interview process and what you have learned.

Due 11/11/2020

Mid-term and Final Exams (15 points each, 30 points in total)

Mid-term and final exams will be disseminated one week before each due date. For the mid-term exam, you will analyze a case study, applying social work knowledge, values and skills you learn from the class to the case. For the final exam, you will answer three questions that focus on cultural diversity.

Mid-term Due 10/19/2020 and Final Exam Due 12/7/2020

Class Attendance and Participation (15 points)

Punctuality and timeliness are important for social work practitioners. Class attendance is expected. This will be determined on attendance in synchronous class meeting times and the quality of participation in class discussion and small group exercises. Establishing a pattern of late arrivals and early departures will negatively affect your grade. The instructor should be notified in advance of any planned absence and as soon as possible in the case of an unforeseen, serious emergency. Attendance will be taken using the Zoom participants list so I suggested you change your Zoom account name to your full name. Otherwise you need to inform me of your Zoom "nickname" so I can link it to you.

Note: With reasons, each student will be allowed to miss 2 classes without penalty. After that 1/2 point will be taken off the attendance/participation score for each class missed. Students who miss 9 classes will automatically fail the class.

VI. GRADES

94.0 and Above	A
90.0 to 93.999	A-
87.0 to 89.999	B+
84.0 to 86.999	В
80.0 to 83.999	B-
77.0 to 79.999	C+
74.0 to 76.999	C
70.0 to 73.999	C-
67.0 to 69.999	D+
64.0 to 66.999	D
60.0 to 63.999	D-
Below 60.0	F

VII.CLASS POLICIES

- 1. Conduct and Civility: Social work students adhere to the Student Standards for Professional Conduct of the NASW Code of Ethics and assume responsibility for their conduct. Scholastic honesty and integrity are consistent with social work values. The instructor will comply with University guidelines regarding scholastic dishonesty, including plagiarism. Social work practitioners respect others; therefore, differences in values, opinions, and feelings of class members and guest speakers will be respected. Students will help create and support a learning environment that does not interfere with the learning of fellow students. When students voice an opinion with which you do not agree, feel free to voice opinions in a civil manner that can enhance the flow of ideas and dialog.
- **2. Readings and Preparatory Assignments**: Students are expected to be active and participate in the learning process, and in an interactive framework between collegiate students and professor. Students are also expected to complete readings and preparatory

assignments prior to class. Failure to demonstrate through discussions in class, online, and through assignments that one has comprehended the readings will be considered when assigning the final grade. Students are responsible for the material in the assigned readings whether or not the material is covered in class.

- **3. Professional Communication and Interactions:** Refrain from private conversations during class or other disruptive behavior. Disrespect toward the professor, students, or others is unacceptable and will be handled directly and in the context it occurs. Disrespectful behavior includes overt acts, such as talking over others or making derogatory remarks based on another person's age, race, class, gender, sexual orientation, religious preference, and ability. Moreover, covert acts of disrespect such as sneers, and other facial expressions, excluding class members from classroom tasks, etc. are also unacceptable. Electronic Devices: All communication devices should be turned off or placed on silent mode and put away during class. Unless laptops are required for specific class sessions, students may not use laptops during class without prior permission from the professor. Grade is negatively impacted by student's failure to comply with this policy.
- 4. Class Attendance Policy: Punctuality and timeliness are important for social work practitioners. Class attendance is expected. Attendance is defined as students' attentive physical presence in class for the entire class. Establishing a pattern of late arrivals and early departures will negatively affect your grade. The instructor should be notified in advance of any planned absence and as soon as possible in the case of an unforeseen, serious emergency. Each student will be allowed to miss 2 classes without penalty, after that 1 point will be taken off the attendance/participation score for each class missed. Students who miss 9 classes will fail the class.
- **5. Assignments and Grades:** Assignments should be turned in online via Canvas on the date they are due, barring serious, unforeseen medical illness or family emergencies. Late assignments will be considered when assigning the final grade.
- **6. Writing Style:** The Publication Manual of the American Psychological Association Seventh Edition (APA) is the style manual to be used by all students. The manual is available at the library or for purchase at the UT Co-op.
- **7. Use of Canvas:** The professor uses Canvas Web-based course management/collective workspace. An orientation will be given the first day of class. If you do not have a personal computer with personal Internet access, there are computers available for your use at the SW Learning Resource Center (LRC), the Flawn Academic Center, campus and public libraries.
- **8.** Course Modification: To ensure achievement for course objectives, the professor reserves the right to make modifications to any part of this syllabus related to schedule and assignment due dates. Should any modifications be made, students will be notified in class and modifications will be posted to Canvas. Students should check their email frequently. Note that some of the links to documents and videos on the Internet may change. Documents, new links or alternate options will be provided.

VIII. UNIVERSITY POLICIES

THE UNIVERSITY OF TEXAS HONOR CODE. The core values of The University of Texas at Austin are learning, discovery, freedom, leadership, individual opportunity, and

responsibility. Each member of the university is expected to uphold these values through integrity, honesty, trust, fairness, and respect toward peers and community.

DOCUMENTED DISABILITY STATEMENT. Any student who requires special accommodations must obtain a letter that documents the disability from the Services for Students with Disabilities area of the Division of Diversity and Community Engagement (471- 6259 voice or 471-4641 TTY for users who are deaf or hard of hearing). A student should present the letter to the professor at the beginning of the semester so that needed accommodations can be discussed and followed. The student should remind the professor of any testing accommodations no later than five business days before an exam. For more information, visit: http://diversity.utexas.edu/disability/.

PROFESSIONAL CONDUCT AND CIVILITY IN THE CLASSROOM. The professor expects students to act as professionals in class. This means students should arrive on time for class, be prepared to participate in the class discussion, and show respect for one another's opinions. A course brings together a group of diverse individuals with various backgrounds. Students are influenced and shaped by such factors as race, ethnicity, gender, sex, physical abilities, religious and political beliefs, national origins, and sexual orientations, among others. We expect to learn from each other in an atmosphere of positive engagement and mutual respect. This atmosphere includes working intentionally to recognize and dismantle racism, sexism, heterosexism, and ableism in the classroom. Social Work also deals with complex and controversial issues. These issues may be challenging and uncomfortable, and it would be impossible to offer a substantive classroom experience that did not include potentially difficult conversations relating to challenging issues. In this environment, we will be exposed to diverse ideas and opinions, and sometimes we will not agree with the ideas expressed by others. Nevertheless, the professor requires that students engage one another with civility, respect, and professionalism.

UNANTICIPATED DISTRESS. Students may experience unexpected and/or distressing reactions to course readings, videos, conversations, and assignments. If so, students are encouraged to inform the professor. The professor can be responsive and supportive regarding students' participation in course assignments and activities, but students are responsible for communicating clearly what kind of support is desired. If counseling is needed, students may contact a service provider of their choosing, including the UT Counseling Center at 512-471-3515 or online at https://cmhc.utexas.edu/.

POLICY ON SOCIAL MEDIA AND PROFESSIONAL COMMUNICATION. Public social networks are not private. Even when open only to approved or invited members, users cannot be certain that privacy will exist among the general membership of sites. If social work students choose to participate in such forums, please assume that anything posted can be seen, read, and critiqued. What is said, posted, linked to, commented on, uploaded, subscribed to, etc., can be accessed and archived, posing potential harm to professional reputations and prospective careers.

Social work students who use social media (e.g. Facebook, Twitter, Instagram) and other forms of electronic communication (e.g. blogs) must be mindful of how their communication may be perceived by clients, colleagues, faculty, and others. Social work students are expected to make every effort to minimize material which could be considered inappropriate for a professional social worker in training. Because of this, social work

students are advised to manage security settings at their most private levels and avoid posting information/photos or using any language that could jeopardize their professional image.

Students are asked to consider the amount of personal information posted on these sites and are obliged to block any client access to involvement in the students' social networks. Client material should not be referred to in any form of electronic media, including *any* information that might lead to the identification of a client or compromise client confidentiality in *any* way. Additionally, students must critically evaluate any material that is posted regarding community agencies and professional relationships, as certain material could violate the standards set by the School of Social Work, the Texas Code of Conduct for Social Workers, and/or the NASW Code of Ethics.

Social work students should consider that they will be representing professional social work practice as well as The University of Texas at Austin School of Social Work program while in the classroom, the university community, and the broader area communities.

POLICY ON SCHOLASTIC DISHONESTY. Students who violate University rules on scholastic dishonesty are subject to disciplinary penalties, including the possibility of failure in the course and/or dismissal from the University. Since such dishonesty harms the individual, all students, and the integrity of the University, policies on scholastic dishonesty will be strictly enforced. For further information, the student may refer to the Web Site of the Student Judicial Services, Office of the Dean of Students: http://deanofstudents.utexas.edu/sjs/.

SHARING OF COURSE MATERIALS IS PROHIBITED. No materials used in this class, including, but not limited to, lecture hand-outs, videos, assessments (quizzes, exams, papers, projects, homework assignments), in-class materials, review sheets, and additional problem sets, may be shared online or with anyone outside of the class unless you have my explicit, written permission. Unauthorized sharing of materials promotes cheating. It is a violation of the University's Student Honor Code and an act of academic dishonesty. I am well aware of the sites used for sharing materials, and any materials found online that are associated with you, or any suspected unauthorized sharing of materials, will be reported to Student Conduct and Academic Integrity in the Office of the Dean of Students. These reports can result in sanctions, including failure in the course.

USE OF COURSE MATERIALS. The materials used in this course, including, but not limited to exams, quizzes, and homework assignments, are copyright protected works. Any unauthorized duplication of the course materials is a violation of federal law and may result in disciplinary action being taken against the student. Additionally, the sharing of course materials without the specific, express approval of the professor may be a violation of the University's Student Honor Code and an act of academic dishonesty, which could result in further disciplinary action. This sharing includes, among other things, uploading class materials to websites for the purpose of distributing those materials to other current or future students.

CLASSROOM CONFIDENTIALITY. Information shared in class about agencies, clients, and personal matters is considered confidential per the NASW Code of Ethics on educational supervision and is protected by regulations of the Family Educational Rights and

Privacy Act (FERPA) as well. As such, sharing this information with individuals outside of the educational context is not permitted. Violations of confidentiality could result in actions taken according to the policies and procedure for review of academic performance located in sections 3.0, 3.1, and 3.2 of the Standards for Social Work Education.

CLASS RECORDINGS. Class recordings are reserved only for students in this class for educational purposes and are protected under FERPA. The recordings should not be shared outside the class in any form. Violation of this restriction by a student could lead to Student Misconduct proceedings.

USE OF E-MAIL FOR OFFICIAL CORRESPONDENCE TO STUDENTS. Email is recognized as an official mode of university correspondence; therefore, students are responsible for reading their email for university and course-related information and announcements. Students are responsible for keeping the university informed about a change of e-mail address. Students should check their e-mail regularly and frequently—daily, but at minimum twice a week—to stay current with university-related communications, some of which may be time-sensitive. Students can find UT Austin's policies and instructions for updating their e-mail address at http://www.utexas.edu/its/policies/emailnotify.php.

RELIGIOUS HOLIDAYS. By UT Austin policy, students must notify the professor of a pending absence at least fourteen days prior to the date of observance of a religious holy day. If the student must miss a class, examination, work assignment, or project in order to observe a religious holy day, the professor will give the student an opportunity to complete the missed work within a reasonable time after the absence.

TITLE IX REPORTING. In accordance with Title IX of the Education Amendments of 1972, the University of Texas at Austin is committed to maintaining a learning environment that is free from discriminatory conduct on the basis of sex https://titleix.utexas.edu/. Faculty, field instructors, staff, and/or teaching assistants in their supervisory roles are mandated reporters of incidents of sex discrimination, sexual harassment, sexual violence, stalking, dating violence, or any other forms of sexual misconduct. Students who report such incidents will be informed of University resources. Incidents will be reported to the University's Title IX Coordinator. Further information, including student resources related to Title IX, may also be found at https://titleix.utexas.edu/.

CAMPUS CARRY POLICY. The University's policy on concealed firearms may be found here: https://campuscarry.utexas.edu. You also may find this information by accessing the Quick Links menu on the School's website.

SAFETY. As part of professional social work education, students may have assignments that involve working in agency settings and/or the community. As such, these assignments may present some risks. Sound choices and caution may lower risks inherent to the profession. It is the student's responsibility to be aware of and adhere to policies and practices related to agency and/or community safety. Students should notify the professor regarding any safety concerns.

BEHAVIOR CONCERNS ADVICE LINE (BCAL). If students have concerns about their behavioral health, or if they are concerned about the behavioral health of someone else, students may use the Behavior Concerns Advice Line to discuss by phone their concerns.

This service is provided through a partnership between the Office of the Dean of Students, the Counseling and Mental Health Center (CMHC), the Employee Assistance Program (EAP), and The University of Texas Police Department (UTPD). Call 512-232-5050 or visit http://www.utexas.edu/safety/bcal.

EMERGENCY EVACUATION POLICY. Occupants of buildings on the UT Austin campus are required to evacuate and assemble outside when a fire alarm is activated or an announcement is made. Please be aware of the following policies regarding evacuation:

- 1. Familiarize yourself with all exit doors in the classroom and the building. Remember that the nearest exit door may not be the one you used when entering the building.
- 2. If you require assistance to evacuate, inform the professor in writing during the first week of class.
- 3. In the event of an evacuation, follow the professor's instructions.
- 4. Do not re-enter a building unless you are given instructions by the Austin Fire Department, the UT Austin Police Department, or the Fire Prevention Services office.

COVID CAVEATS. To help keep everyone at UT and in our community safe, it is critical that students report COVID-19 symptoms and testing, regardless of test results, to University Health Services, and faculty and staff report to the HealthPoint Occupational Health Program (OHP) as soon as possible. Please see this link to understand what needs to be reported. In addition, to help understand what to do if a fellow student in the class (or the instructor or TA) tests positive for COVID, see this University Health Services link.

IX. COURSE SCHEDULE

Week	Date	Topic	Readings/Assignment Due
1	8/31	Introductions,	
		syllabus, social	
		work overview,	
		small group	
		breakouts	
	9/2		Asynchronous small group assignment
			Remember to attend the virtual fair for service
			learning on <u>September 4</u> from 12:00-1:30pm (CST)
2	9/7	The role of social	Read Ch. 1
	Note: no	work	Remember to register for service learning on
	synchronous		Give Pulse on September 8
	meeting this		
	week due to		
	Labor Day		
	9/9		Asynchronous small group assignment
3	9/14	Interview partner	Read NASW Standards and Indicators for
	J, 1 .	breakouts	Cultural Competence at
		or canous	https://www.socialworkers.org/LinkClick.aspx?fi
			leticket=PonPTDEBrn4%3D&portalid=0 and
			ichoket-rolle i Dedili4703D&portalid-0 alla

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		Anti-Oppressive SW Practice- oppression and empowerment	Listen to Episode 1: Why Decolonizing Social Work?. Decolonize Social Work Podcast at http://decolonizesocialwork.org/episode/why-decolonizing-social-work
	9/16	(CDI element)	Asynchronous small group assignment
4	9/21	Values and Ethics (CDI element)	Read Ch. 2 and NASW Code of Ethics at https://www.socialworkers.org/About/Ethics/Code-of-Ethics/Code-of-Ethics-English and Texas State Board of Social Work Examiners Code of Conduct at http://www.dshs.state.tx.us/socialwork/sw_conduct.shtm
	9/23		Asynchronous small group assignment
5	9/28	Relationship skills at all levels	Read chapter 3
	9/30		Asynchronous small group assignment
6	10/5	SW assessment and planning with individuals	Read Ch. 4
	10/7		Asynchronous small group assignment
7	10/12	SW intervention, termination, and evaluation with individuals	Read Ch. 5 Midterm exam opened on Canvas
	10/14		Asynchronous small group assignment
8	10/19	SW engagement, assessment, and planning with families	Read Chapter 6 Midterm exam due
	10/21		Asynchronous small group assignment
9	10/26	SW intervention, termination, and evaluation with families	Read Ch. 7
	10/28		Asynchronous small group assignment
10	11/2	SW engagement, assessment, and planning with groups	Read Ch. 8

	11/4		Asynchronous small group assignment
11	11/9	SW intervention, termination, and evaluation with groups	Read Ch. 9
	11/11	SW engagement, assessment, planning with communities	Read Ch. 10 Asynchronous small group assignment Video and Interview Critique Due
12	11/16	SW practice intervention, termination, and evaluation with communities	Read Chapter 11 Service learning hour completion
	11/18		Asynchronous small group assignment
13	11/23	SW engagement, assessment, planning with organizations	Read Ch. 12
	11/25		Asynchronous small group assignment
14	11/30	SW intervention, termination, and evaluation with organizations	Read Ch. 13 Service learning reflections paper due Final exam opened on Canvas
	12/2		Asynchronous small group assignment
15	12/7	Final reflections	Final Exam due Service learning evaluations due

^{*}CDI element- meaning that cultural diversity and inclusion are part of this session. CDI is also integrated in other parts of the lectures/activities beyond starred elements.

X. BIBLIOGRAPHY

Berg-Weger, M., Adams, D., Birkenmaier, J. (2020). The Practice of Generalist Social Work, Fifth Edition. Routledge.

NASW Standards and Indicators for Cultural Competence. http://www.socialworkers.org/practice/standards/PRA-BRO-253150-CC-Standards.pdf

Episode 1: Why Decolonizing Social Work?. Decolonize Social Work Podcast. http://decolonizesocialwork.org/episode/why-decolonizing-social-work

 $NASW\ Code\ of\ Ethics.\ \underline{https://www.socialworkers.org/About/Ethics/Code-of-E$

Texas State Board of Social Work Examiners Code of Conduct. https://www.socialworkers.org/LinkClick.aspx?fileticket=PonPTDEBrn4%3D&portalid=0