

## BSS 278: Introduction to the Human Services Professions

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## Course Welcome

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Welcome to Introduction to the Human Services Professions!

As one of your first courses in this field of study, I am excited to be your professor! As you are well aware of, this is a 7-week accelerated course. There is a lot of work to accomplish in 7 weeks. Students often believe that an online course is "easier" because you do not have to come to campus. You will have as many hours of class work and homework online as you had in the classroom. Pace yourself and please don't get behind! Once a week is complete, the week's assignment closes and there will not be opportunity for submitting work late.

Please read through the syllabus carefully and give special attention to the due dates of assignments and the requirements for discussion postings (there are minimum word counts as well as a minimum number of classmate posts requiring a response).

Please make sure to purchase the textbook so you can do the readings ahead of opening of Week 1. Let me know if you have any questions regarding the class.

All the best,

Professor Gentz

## Instructor Contact Information

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Helen Gentz, MA, LMHC

Phone: (574) 606-5486 (text only)

Email: [helen.gentz@betheluniversity.edu](mailto:helen.gentz@betheluniversity.edu)

Preferred contact method: Email or text

Best time to contact / Office hours: Anytime before 10:00pm EST

## Instructor Email Response Policy

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Any course related email sent to the instructor will have a response either by email, phone, or through the LMS within 48 hours.

## Course Description and Credit Hours

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(3 credit hours) A study of the human service profession with emphasis on the history, philosophy, ethics, knowledge and skills of the practitioner in various settings. Course materials will link theory and practice. (Bethel University Catalog 2020-2021)

This course is designed to provide the student with a broad overview of services and functions of the human service professional. The history, roles and functions of the human service providers, types of agencies where human service workers are employed, populations served, social issues related to the human services profession, and the importance of multicultural

issues in the human service field, will also be discussed. Students will be introduced to practice and intervention strategies in micro and macro settings.

## Course Objectives

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At the conclusion of the course, students should be able to:

1. Understand the historical development of Human Services and the variety of skills used by professionals in various settings.
2. Demonstrate the understanding of philosophies and ethics underlying the practice of human services.
3. Identify the attitudes and personal characteristics of the effective human service professional and evaluate to what degree he/she embodies these attributes.
4. Understand the change process and demonstrate how to facilitate change in clients in a diverse world through the lens of a Christian perspective.
5. Develop critical thinking and interpersonal skills and to appreciate human diversity and increase one's sensitivity towards others.

## Program Core Competencies

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At the completion of the program, the student should:

1. Know how to think critically and analytically within their discipline;
2. Be able to communicate concepts and ideas within their discipline effectively through both verbal and written communication skills;
3. Be able to use knowledge and skills in a variety of settings, especially in employment situations;
4. Understand how to apply a Christian worldview in a variety of settings, especially in employment situations.

## Required Textbook / Materials

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Title: An Introduction to Human Services – Ninth Edition  
Author(s): Marianne Woodside & Tricia McClam  
Publisher: Cengage (2019)  
Published ISBN: 978-1-337-56717-6

Textbooks and other required course materials can be purchased from the [online campus bookstore](#).

## Course Requirements

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Any online course activities assigned to the course are performed within Canvas.

Additional web sites and related web-based activities, if assigned, will be accessed through the course or through web links provided for web sites located outside the course.

1. **Devotional** - each weekly class session will have a biblical reflection as part of the lecture. Some weeks, extra credit will be available for responses to the devotional.
2. **Lesson** - each weekly online class session will have a lesson or other form of presentation. Required reading / access for the online session will consist of three parts: reading within the various sections of the class as web pages; textbook materials; case studies & videos / audio materials. It is critical that students take the time to read / access all the materials; everything else in the course will build upon this portion of the course. Additional materials / assignments will be provided throughout the course as part of each weekly session.
3. **Online Participation** -There are a minimum of 11 online discussions within the course. Each online discussion occurs as part of the scheduled online weekly session. **Participation is required for each discussion and a grade will be determined based on your level of interaction and depth of thought during the weekly discussions.** Online discussions will contain a topic question to which the student will respond and interact with others.

## Final Grade Calculation

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### Grade Distribution

Assignment	Point Value
Online Discussions (7)	140
Weekly Paper Assignments (6)	300
Exams (2)	200
Journal	40
Interview Paper	80
Total	760

### Grading Scale

Letter Grade	Percent
A	100% - 94%
A-	< 94% - 90%
B+	< 90% - 87%
B	< 87% - 84%
B-	< 84% - 80%
C+	< 80% - 77%
C	< 77% - 74%
C-	< 74% - 70%
D+	< 70% - 67%
D	< 67% - 64%
D-	< 64% - 60%

F	< 60% and below
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## Netiquette Policy

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In an online course, almost all your interactions with other people will be through the internet. This netiquette policy applies to all your interactions with the instructor and your fellow students, and you are expected to follow the guidelines outlined below.

Respect other people and be willing to share your ideas and thoughts in a respectful way. Simply, respect others' views. You may disagree with someone, but do so graciously and constructively. Pause before writing emails or posts when you are angry, and reread what you wrote carefully before clicking 'send.' Treat others the way you wish to be treated—with respect.

Do not post or communicate offensive or hateful content. Bethel University does not permit discussions that are obscene, harassing, sexually explicit, or derogatory toward individuals or groups. These will be deleted, and repeat offenders may be barred from future participation.

Do not post or share personal information. Do not post or share information such as addresses, telephone numbers, etc., and do not post or share someone else's personal information.

## Learning Activities and Tests

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### Course Participation

#### *Online Participation*

The following requirements are for online discussions:

The student will submit an initial discussion post per discussion topic which is due no later than each **Wednesday at 11:59 pm**. This initial discussion is a **minimum of 250 words**. This initial discussion post must include a level of detail, analysis and reflection related to the discussion topic. The student is expected to cite references to support their opinion. Any use of references must be properly cited using APA format.

Each student is required to reply to a minimum of two different student initial posts. **The reply post is a minimum of 100 to 150 words**. This post must include a level of detail, analysis and reflection. These responses need to be made by each **Saturday at 11:59 pm**.

Access the discussions several times in the weekly sessions to remain current and active in the discussion.

#### *Post / Response Guidelines*

For the dialog to remain productive, in either an online or a classroom discussion, Bethel University requires each person to conduct themselves in a responsible manner by adhering to the following guidelines. These help to maintain a collaborative and congenial environment by reminding us all that whether we communicate online or in the classroom, we are engaging real people.

Be respectful of participants and their time by staying on-topic and not commandeering a discussion with vague or unrelated comments. Contribute productive information when participating in a discussion by stating a complete and logical idea or concept. The goal in the discussion is to delve into a topic and “learn,” so when you share a comment, stay on topic and explain your point of view.

Do not post copyrighted material without the expressed, documented permission of the copyright holder or following proper source citation of the information, just as you would when writing an essay or term paper. Cite a source if you use it.

Contact your instructor if you have any questions.

## **Weekly Assignments**

Weekly Discussion posts: Weeks 1-7

Weekly Assignments/Papers: Weeks 1-6

Journal reflections (not due until the end of Week 7)

## **Major Assignments**

Journal Entries

Interview Paper

Midterm and Final Exams

## **Other Assignments**

Devotional engagements (extra credit opportunities).

## **Course Schedule**

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<b>Week #</b>	<b>Required Reading</b>	<b>Assignment / Activity</b>
<b>1</b>	Chapters 1 & 3, video	Online discussion & Assignment
<b>2</b>	Chapters 4 & 5, articles, videos	Online discussion & Assignment
<b>3</b>	Chapters 6 & 7	Online discussion & Assignment
<b>4</b>	Chapters 2 & 8, articles	Online discussion, Assignment and Midterm Exam
<b>5</b>	Chapter 9	Online discussion & Assignment
<b>6</b>	Chapter 10, videos	Online discussion & Assignment
<b>7</b>	none	Wrap up Discussion, Journal Entries, Interview Paper & Final Exam

# **Bethel University Policies and Resources**

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To view all Bethel University policies and information, please review the [Student Handbook](#).

## **Attendance**

### ***Classroom Attendance***

Classes are accelerated, and there are no “free” or “automatic” absences. Student success in the course work and in personal and small group relationships requires regular class attendance. A student may be considered absent if he/she attends only a part of the class. Please see the Student Handbook for the Attendance Policy.

### ***Online Attendance***

The academic week is seven days for an online session, which begins Sunday morning and ends Saturday night. When an on-ground course moves to an online week, due to a holiday, the week is based on the night the class normally meets (i.e. if the class meets on Monday night then the online session will be from Monday night through Sunday night of the following week). To receive full credit for online attendance, you must login AND complete one of the following items as directed by the instructor:

- Submit an academic assignment.
- Submit a quiz or exam.
- Participate in a posted online academic discussion.

Note that the following actions will not count as attendance:

- Logging into class without active participation does not constitute online attendance.
- Work done in a lab or other outside environment will not count toward online attendance.
- Assignments completed the week after the online assignment is due will not count toward online attendance for the previous week.

It is best-practice for students to access the online course a minimum of three days during each week to understand the subject fully and to be successful in class.

## **Late or Make Up Work**

It is important for students to submit work on time as scheduled in the class. This allows the instructor time to grade the material and provide feedback if necessary. Circumstances may interfere with the ability to submit an assignment on time. However, as a student you agree to take the class and therefore agree to submit work on time.

Students are encouraged to work ahead to avoid late assignments. Please communicate with your instructor promptly if you have extenuating circumstances that may contribute to a late assignment.

Assignments (excluding discussion questions) will be accepted late, subject to a 10% deduction off the earned grade per day late (24-hour period), for up to 3 days. No assignments will be accepted after 3 days. Discussion posts and responses that are not posted by the due date will receive 0 points and are not accepted past the due date.

All work must be completed and submitted by the end of Week 7 of the course. No work will be accepted after the last day of the course.

## **Class Cancellation / Weather Policy for Online Courses**

In the advent of a classroom meeting cancellation due to a campus scheduled holiday or severe weather, the online course schedule will be maintained. Campus closures do not affect the online course schedule.

## **Plagiarism**

Any act of deceit, falsehood or stealing by unethically copying or using someone else's work in an academic situation is prohibited. A student found guilty of plagiarism will receive an "F" for that paper, assignment or exam. The instructor will have an interview with the student and submit a written report to the Program Coordinator for the area in which the student is enrolled. If a second offense should occur, the student will be required to appear before the instructor, the coordinator and the dean of the academic program. At this point the student's continuation in the course and academic career are in jeopardy. Students are encouraged to refer to the Bethel Library's [online help for proper citation](#).

## **Disability Services**

The Americans with Disabilities Act (ADA) is a law that provides civil rights protection for people with disabilities. Bethel University is compliant with equal access laws and requests students with disabilities. The Center for Academic Success (CAS) is located in the lower level of the Miller/Moore Academic Center.

If you have a disability, or think you have a disability, please make an appointment by calling Disability Services at the Center for Academic Success at (574) 807-7460 or (574) 807-7462 or email [academicsuccess@betheluniversity.edu](mailto:academicsuccess@betheluniversity.edu).

Bethel's website offers more detailed information under CAS. Please check out the [Student Guide for Disability Services](#).

## **Information Technology Help Desk**

The Help Desk is open Monday-Thursday from 7:30 a.m. - 6 p.m. and Friday, 7:30 a.m. - 5 p.m., during the fall and spring semesters, and 8 a.m. - 5 p.m. during the summer (starting May 1). Hours may vary on holidays and breaks.

Contact the Help Desk at [helpdesk@betheluniversity.edu](mailto:helpdesk@betheluniversity.edu) or by calling (574) 807-7777.

## **Technical Problems?**

Please contact Canvas Support Hotline at **1-866-957-4226** or live chat at [https://secure.livechatinc.com/licence/2695732/open\\_chat.cgi?groups=186](https://secure.livechatinc.com/licence/2695732/open_chat.cgi?groups=186) (Links to an external site.)

## Library

Bethel's Bowen Library offers a range of resources and services, both online and physical, to all students enrolled at Bethel University. All online resources are available at the [library website](#).

Almost all periodicals and journals are available online, and there is a wide selection of e-books available as well. Off-campus access to these resources requires an active Bethel login account. For assistance in locating information, librarians are available to answer questions via email ([Ask a Librarian](#)), phone, or in person during regular business hours. For physical resources, students are able to use the [library catalog](#) to locate books and resources that are held either by Bethel or any other library. Students may use the catalog to request books from another library and have them delivered to the Bowen Library.

Students may also go to any [PALNI](#) library or to Notre Dame or Holy Cross and check material out in person with a valid student ID. PALNI is a consortium of several academic libraries in Indiana of which Bethel is a member; some nearby member libraries include Saint Mary's, Associated Mennonite Biblical Seminary, Goshen, and Grace. In addition, physical books and journals, the Bowen Library provides study spaces, computers, and printers (included a web print station) to all students.

## Syllabus Acknowledgment

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Enrollment in this course is considered an acknowledgment that the student will review and follow the course syllabus and additional college policies as stated within the student handbook, college catalog and student information provided by the college through the campus website.

This syllabus is not a legal contract, but serves as a general outline for the semester. The instructor reserves the right to make adjustments to the course as the need arises.