The College of Social Sciences

“Igniting Students’ Passion for the Helping Professions”

Bachelor of Science in Human Services
Field Experience Handbook

Versions 5 & 6
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Section I

Introduction

This handbook outlines areas critical to understanding student responsibilities and expectations in Field Experience courses in the Bachelor of Science in Human Service (BSHS) program, versions 5 and 6. Students may use this handbook as a resource guide and reference tool to successfully complete the Field Experience component of the BSHS program.

Non-Licensed Helping Professions Degree

The BSHS program is an educational degree program that provides a foundation of knowledge in the field of human services. The program does not prepare a graduate for any type of professional certification or licensure as a professional counselor, social worker, or human services worker. Consider using the Phoenix Careers site, as well as your local career agencies and government sites to find career options upon graduation.

BSHS Field Experience Student Lounge

It has proven valuable for students to have a forum where questions can be asked and answered. It can also be helpful for students to see questions peers have posed to the group. BSHS students may request to join this private forum by clicking on the following link while logged into the online classroom:

https://portal.phoenix.edu/social/groups/bshs-field-experience-student-lounge

Note that approval to join the forum can take up to two business days.

What is Field Experience

The two Field Experience (FE) courses required as part of the Bachelor of Science in Human Services (BSHS) program at University of Phoenix (UOPX) are an integral part of the program of study. The FE course experience begins with a one-week orientation, BSHS/415O, followed by BSHS/415 Field Experience I and BSHS/475 Field Experience II, scheduled at increments within a student's course of study. These courses are designed to provide an opportunity for students to integrate and apply BSHS course content, and to receive faculty support and guidance while participating in the activities of a human services agency.

While serving at the chosen agency, students are monitored directly by an agency supervisor and indirectly by their UOPX faculty member. In addition to completing FE hours during the course, campus students will also attend a weekly 2-hour seminar (online students must meet weekly online course requirements), and complete site-related assignments and activities. FE courses provide supervised volunteer opportunities for students to serve clients in community settings. Students do not begin field experience/volunteer work until the appropriate prerequisites have been met.

Field Experience courses provide students with an opportunity to apply theory from previous coursework, apply team membership skills in an agency setting, and give students experience with the supervisory process.
**Field Experience Orientation**

The Field Experience (FE) Orientation (BSHS/415-O) is one week in duration and must be completed prior to the start of BSHS/415. Each FE course is 15-weeks in length and requires 175 hours of service. Students must complete 175 hours of service, in addition to 30 hours of classroom activities with a faculty member during each of the two FE courses.

**PLEASE NOTE:** Time spent in the classroom or completing homework does not apply toward the 350 hours of onsite experience.

**Field Experience Placement Process**

Students work with a dedicated Field Placement Coordinator (FPC) to prepare for field placement courses. The FPC’s purpose is to provide students with support and resources to ensure a positive field experience. The FPC can help students locate and select an agency and can guide the student to a list of suggested agencies with which previous University of Phoenix students have worked. A list titled Possible Human Services Agencies is available in the BSHS Field Experience Student Lounge on PhoenixConnect®. These agencies have been approved to work with University of Phoenix students in the past; however, students still need individual approval. The FPC can assist the student with joining the BSHS Field Experience Student Lounge in PhoenixConnect to access this list and other services.

After the student reviews the agencies, the FPC will guide the student through the paperwork necessary for agency and field placement approval. Average processing time for final agency approval is three months; however, if a student chooses an agency listed in the Possible Human Service Agencies list (located in the BSHS Field Experience Student Lounge) processing times may be shorter.

Students are responsible for contacting the agency at which they wish to serve. Tips for students when contacting an agency:

- Ask if the agency is currently accepting volunteers for field experience placement.
- Inquire if duties are available that align with student learning objectives.
- Ask if a supervisor with a bachelor’s degree or higher available is available to supervise the field experience.

Students must complete the Agency Profile (AP) form and submit it to their FPCs. Helpful guidelines for submitting the Agency Profile (AP):

- Be sure the form is typed in MS Word format. (Note: PDF or handwritten forms will not be accepted.)
- Be sure to include the agency supervisor’s name, contact information, and highest degree level (bachelors, masters, doctoral).
- In section G of the AP form, students should include detailed information about the agency and the activities in which he or she is expected to participate. This section is intended to provide the university with a clear picture of what the student’s field experience at this agency will entail.
- Please note that if a student is employed at the agency, he or she will be asked to confirm that the duties, hours, and supervisor for the field experience session are different than those of the student’s employed position at the agency. This information can be noted on the form.
- **Reminder:** An Agency Profile Form is required for both BSHS/415 and BSHS/475, even if the same agency will be utilized for both field experiences.
After the student submits the Agency Profile Form to the FPC, the FPC processes the form, and will notify the student when the chosen agency is preliminarily accepted.

**Final Approval**

Our Field Placement Administrators will work with the campus and agency to ensure the agency meets all requirements for final approval. Students will be notified by their respective FPCs once full approval has been received. After this approval is received, students may begin the field experience course.

**Field Experience Hours and Carryover Notification**

Field Experience I and Field Experience II are an essential component of the program. Students must complete the required number of hours for each field experience course. The field experience courses represent continued experiential training and require 175 hours each, for a total of 350 hours between the two courses. The agencies provide rich and diverse opportunities, which the university believes teach the tenets of human services in a hands-on environment. Exposure to the many aspects of field experience can provide students with valuable real world experience.

If a student exceeds 175 hours in BSHS/415 Field Experience I (FE I), no more than 15 of the extra hours may be carried over to BSHS/475 Field Experience II (FE II). There are no exceptions to this rule. This policy allows each agency to have students for a sufficient amount of time to justify the investment of training required. Also, it is important for students to fulfill the hours required in FE II after completing the coursework that occurs between the two field experience courses. This sequence creates a developmental progression of academic proficiency and professional competency.

**Completing Field Experience Hours Prior to Week 15**

Students may not complete their 175 hours for credit any sooner than the 13th week of either FE I or FE II.

Field experience agency hours and classroom hours are intended to provide a complementary experience by giving students the opportunity to debrief with peers, review any pain points, discuss commonalities, and have reinforcement from the instructor and peers.

If a student chooses to complete 175 hours before the end of the 15-week session, (but no earlier than Week 13), the student is required to obtain a letter from his or her agency supervisor, expressing acceptance of the student’s request to end the Field Experience early. This letter must be uploaded through the assignments tab for the week the field experience ends. Students must wait for an acknowledgement from the instructor before officially concluding the relationship with the agency. Students are then required to maintain attendance for the remainder of the class.

**Eligibility**

To be eligible for field experience, students must have fulfilled the appropriate course prerequisites. Refer to the prerequisites listed below and/or contact your Academic Counselor to determine whether you have fulfilled the pre-requisites required to enroll in FE I and FE II.
Prerequisites

- BSHS/415 Field Experience I, (3 credits) - 15 weeks in duration. Prior to taking BSHS/415, students must pass BSHS/415-O and BSHS/405.

- BSHS/475 Field Experience II, (3 credits) - 15 weeks in duration. Prior to taking BSHS/475 students must pass BSHS 465.

Field Experience Courses

BSHS/415 Field Experience I (15)

This is a 15-week course requiring at least 175 hours of field experience, or an average of 12 hours per week committed to a field placement site. Students will work in a human services setting under the supervision of a qualified professional. In addition to providing direct service, students will attend a weekly 2-hour seminar (online students must meet weekly online course requirements) for faculty supervision and evaluation of core competency development. Typical activities of a field placement involve employing skills acquired so far in the program progression: conducting interviews, working directly with clients and groups, developing action plans and documenting. Students will complete Modules 13 and 14 of the MHF training. (3 credits) Prerequisite: BSHS/405. BSHS/415-O. This course may not be taken as Directed Study.

BSHS/475 Field Experience II (15)

This is a 15-week course requiring at least 175 hours of field experience, or an average of 12 hours per week committed to a field placement site. Weekly seminars (2-hours per week) are provided to offer support and supervision of the student activities during their field experience (online students must meet weekly online course requirements). Students will learn to present issues for supervision. Each student will create a portfolio of his or her competencies and accomplishments for career purposes. This course requires accumulation of the total 350 service hours necessary for graduation from the program (the first 175 hours were compiled in BSHS/415, FE I) and demonstration of a professional attitude and disposition as evaluated in 8 domains: Professionalism, Personal Growth, Sensitivity, Flexibility, Emotional Maturity, Group Membership Skills, Accepting Feedback, and Relationship with Authority. Students will complete Modules 7 and 18 of the MHF training. (3 credits) Prerequisite: BSHS/465. This course may not be taken as Directed Study.

Section II

Student Expectations and Responsibilities

It is the responsibility of the student to acquire a signed field experience agreement with the agency. The agreement provides clarity around the expectations of the student from the perspective of the agency. It is expected that the student perform the agreed upon duties while supervised by the agency supervisor and FE instructor. Students are expected to be on time and remain professional and ethical at all times. Students are required to attend supervision meetings, as well as engage in weekly participation. Students are required to maintain and submit an up-to-date log of their FE activities. Logs are completed weekly and provide details of work accomplished at the agency. These logs record weekly hours and are filed to document student completion of 175 hours in Field Experience I and 175 hours in Field Experience II, for a total of 350 hours, after both FE courses are completed and passed.
Preparing for the Field Experience

It is likely that the process of obtaining a Field Experience placement (with signed documentation) will take up to three months. It is recommended that students take the following steps:

1. Begin with the existing list of possible agencies and identify 3-5 sites in which you would like to work.
2. Contact the sites and ask to speak to the volunteer coordinator, clinical director, or designated agency contact person indicated on the list.
3. Introduce yourself as a student in the Human Services program at University of Phoenix and inquire about the process required to serve field experience hours (some may require an interview).
4. Follow the agency’s procedures, periodically checking in with the individual(s) coordinating volunteer/work opportunities.
5. Complete the Human Services Agency Profile and submit it to the College CCC or FE Coordinator.
6. Once a position is offered to you, be sure to complete the Field Experience Agreement and ask the site supervisor to sign it as the “Agency Supervisor” on the form. Submit the form to your faculty member on Day 1 of class (or to the assignments link for online students). In addition, complete the student learning objectives sheet listing the desired outcomes for the experience. This is also due Day 1 of class.

*Repeat steps 2, 3, 4, and 5 if not offered a position or if unsatisfied with the experience during the information gathering/interview stage.

There is no guarantee your agency will be approved by the college, so be sure to have at least one “back-up” agency.

The Role of the Agency Supervisor

The agency supervisor is an employee of the agency responsible for services delivered. Weekly meetings (sometimes called “supervision”) are provided to answer questions, give direction, and ensure human services ethical standards are being met. The weekly meeting/supervision is also used to review student learning objectives and provide opportunities to meet them. Questions, concerns, and/or successful experiences (e.g. successfully providing a supporting comment to a client in group therapy) should be discussed in the weekly meeting/supervision.

Documents and References for Field Experience

Resource documents for Field Experience can be found on the College of Social Sciences Resource website. The website can be found under the resources section on your student website: https://ecampus.phoenix.edu/secure/aapd/css/resources/. In order to view the materials, you must be logged in with your student credentials.
Section III

Supplemental Standards

Candidates in the College of Social Sciences program leading to certification or licensure at University of Phoenix are subject to greater scrutiny because of their anticipated interactions with clients and others in the community. These degree candidates participate in one or more field experiences, practica, and/or internships as part of their academic program. As prospective human service workers, College of Social Sciences candidates are expected to represent the University as professionals and adhere to the ethics and standards of their profession as well as the University’s Student Code of Conduct.

The following Supplemental Standards for Candidates in College of Social Sciences Programs (“Supplemental Standards”) apply to these degree candidates before, during, and after their field experiences, practica, and internships. The Supplemental Standards address a candidate’s affective attributes and disposition to be a human services worker or counselor. A corresponding Professional Dispositions Rubric provides additional guidance. A candidate’s ability to satisfactorily meet the Supplemental Standards is a matter of ongoing academic judgment made by faculty, campus staff, and campus management.

Professional Dispositions Rubric

1. The candidate contributes to a positive climate in the University classroom and all field placements, practica, and internships.
2. The candidate demonstrates mastery of written and spoken language for self-expression, as well as for effective interaction in all settings.
3. The candidate is a thoughtful and responsive listener.
4. The candidate is committed to reflection, assessment, and learning as an ongoing process.
5. The candidate is willing to give and receive help.
6. The candidate is sensitive to community and cultural norms for the degree program, the University classroom, and all field placements, practica, and internships.
7. The candidate appreciates and values human diversity and shows respect for others’ varied talents and perspectives.
8. The candidate values the development of critical thinking, independent problem-solving, and performance capabilities in himself/herself and those with whom he/she interacts.
9. The candidate demonstrates a commitment to keeping abreast of new ideas and understanding in the human services and/or counseling field.
10. The candidate demonstrates a level of responsibility and ethical judgment consistent with professional guidelines developed for these fields and appropriate for a professional human services worker and/or counselor.
11. The candidate maintains the highest ethical standards in interactions with faculty, students, staff, and clients as well as in preparation and submission of required course work, and the completion of tests.
12. The candidate maintains a pattern of exceeding minimal requirements in courses, field experiences, practica, and internships.

Process

When it is determined by faculty, campus staff, or campus management that a candidate falls short of meeting any of the above Supplemental Standards, they may file a “Referral” with the Campus College Chair, Campus Director of Academic Affairs, or designee. Any candidate who receives one or more referral(s) shall be counseled, remediated, or withdrawn.
from their program, as appropriate.

Candidates who are separately charged with violating the Student Code of Conduct shall be subject to the policies, procedures, and sanctions for processing such charges. However, a charge under the Student Code of Conduct may also be the basis for a referral on separate academic grounds under these Supplemental Standards. Similarly, an observation under the Referral Process may be the basis for a Student Code of Conduct charge.

Questions?

If questions arise, please contact your Academic Advisor and/or Field Placement Coordinator. We are happy to help and wish you success in the Field Experience portion of your program!
Statement of Acknowledgement and Understanding

I, ________________________________ (Print Student Name), hereby state that I have downloaded an electronic copy or received a hard copy of the Field Experience Handbook, and have read and understand the Bachelor of Science in Human Services Program Field Experience Handbook for the University of Phoenix BSHS Degree program. I further state that I acknowledge and will adhere to the supplemental standards for College of Social Sciences students.

Student Signature ________________________________ Date: __________________

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