



WACO, TEXAS

COURSE SYLLABUS

AND

INSTRUCTOR PLAN

ORIENTATION TO SOCIAL SERVICES

SCWK_1321_001

JESSICA SHELTON, M.S.ED, LPC, LMFT

NOTE: This is a 16-week course.

NOTE: This is a face-to-face course.

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Course Description:

Introduction to the basic concepts, information and practices within the field of social services. Topics includes the historical development of social services, populations serviced by social service workers, and review of current treatment and/or services. Semester Hours 3 (3 lec.)

Prerequisites and/or Corequisites:

There are no prerequisites for this course.

Course Notes and Instructor Recommendations:

This is a face-to-face course. To do well in this class, you must come to class, read the entire chapter, review the power points, study, and complete assignments and exams timely. If you need help, please reach out to me earlier- not later!

Instructor Information:

Instructor Name: Jessica Shelton
MCC E-mail: jshelton@mclennan.edu
Office Phone Number: (254) 299-8755
Office Location: CSC E 129K
Zoom Office Hour Meeting ID: 189-001-496
Office/conference hours are posted on the course homepage and outside my office door.

Email is the preferred method of communication. I respond to emails within one business day (Monday-Friday). Please use your MCC student email address to contact me, and be sure to put your name, student ID#, and course name and section in the email.

Required Text & Materials:

Title: *An Overview of the Human Services*
Author: Kanel, Kristi; Horn Mallers, Melanie
Edition: 2nd
Publisher: Cengage
ISBN: 978-1-285-46510-4

MCC Bookstore Website: <http://www.mclennan.edu/bookstore/>

Methods of Teaching and Learning:

As a face-to-face course, the primary methods of teaching and learning include a combination of textbook reading, supplemental articles and videos, classroom lectures and discussions, and supplemental materials provided online where appropriate. Participation in classroom

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discussions will be an integral part of the learning process. You will have a weekly reading assignment from the textbook and the provided supplemental materials. You will have three exams in this course (submitted via Brightspace), along with several in-class assignments and reflection papers to be completed outside of class and submitted via Brightspace.

The amount of time you spend with the material and the interactions you have with it dramatically affect your ability to remember it. You will need to allow regular time each week to read the assigned material and complete any assignments. Logging in regularly is highly recommended, as helpful announcements, reminders, and supplemental information will be posted frequently. A high level of self-discipline is needed for successful completion of this course.

Course Objectives and/or Competencies:

OBJECTIVES

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

1. Describe the historical development of social services.
2. Discuss terminology used by social service providers.
3. Assess client needs to determine eligibility for social service programs.
4. Compare and contrast the populations served including treatments and resources.
5. Utilize ethical principles.

Course Attendance/Participation Guidelines:

If a student is not in attendance in accordance with the policies/guidelines of the class as outlined in the course syllabus as of the course census date, faculty are required to drop students from their class roster prior to certifying the respective class roster. A student's financial aid will be re-evaluated accordingly and the student will only receive funding for those courses attended as of the course census date.

- A student is present if they are physically in attendance for the entire class meeting.
- A student is absent if they do not attend a full class meeting (whether they arrive late, leave early, or fail to attend at all).
- A student is dropped from the class if they are absent from every meeting and complete no online assignments prior to the Census Date.
- A student is withdrawn from the class once they accumulate eight (8) total absences prior to the 60% date of the semester.
- After the 60% date, students who are passing the course may be withdrawn upon their request.

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Once a student exceeds the maximum number of absences in this course, they will be withdrawn from the course. If they have previously been withdrawn from 6 courses, they must remain on the roster for this course. However, any assignments submitted or completed after exceeding the absence limit will not be accepted and the student will receive a failing grade for the course.

Course Outline or Schedule:

(Any adjustments will be announced through an announcement in Brightspace. See the detailed calendar in the “Course Syllabus and Calendar” module for more specific dates.):

Week 1	Introduction and Orientation
Week 2	Foundational Concepts and Historical Background
Week 3	Modern-Day Human Services: Policies and Programs, Interventions, and Demographic Consideration
Week 4	Ethical and Multicultural Issues in the Human Services
Week 5	Human Services Workers; Exam 1 Due
Week 6	Basic Counseling Skills, Personal Characteristics of Human Services Workers, and Theoretical Approaches in Counseling
Week 7	Crisis Intervention, Suicide Prevention, PTSD, Community Disasters and Trauma Response, and Military Trauma
Week 8	Human Services Populations
Week 9	Client Populations-Child Abuse and Child Sexual Abuse
Week 10	Mental Illness, Poverty, Disability, and Crime; Exam 2 Due
Week 11	Alcoholism and Substance Abuse
Week 12	Interpersonal Partner Abuse, Sexual Assaults, HIV/AIDS, and LGBT Issues
Week 13	Stress Management
Week 14	Case Management
Week 15	Macro-Level Practice
Week 16	Final Exam

Course Grading Information:

Your grade in this course will be determined by a combination of:

- 3 exams at 15% each – 45% of your grade
- In-class and out-of-class assignments – 55% of your grade

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1. EXAMS



Use of A.I. in any way is entirely prohibited.

Three exams will be given online via Brightspace (outside of class time). Each exam will be 100 points and worth 15% of your overall grade. Exams will cover material from the textbook reading and classroom lectures. Exams will be timed, and you may only attempt each exam once. Exams are not open book or open notes; they are meant to be taken without assistance.

EXAMS MUST BE COMPLETED BY THE DEADLINE. (In RARE instances, you may be allowed to take a make-up exam. See Make-Up Test Policy below.)

IMPORTANT: If you miss an exam and have not contacted me within 1 day of the exam due date, a “0” is assigned as the permanent grade. There is no penalty for taking the exam EARLY should you have a situation arise.

2. ASSIGNMENTS



A.I. may be used to check your spelling/grammar, but it may NOT be used to help generate ideas or organize your paper.

You will complete several assignments in-class and outside of class as we move through the semester. These assignments are designed to help you acclimate to college and to the human services field. More details can be found in the Brightspace course by clicking “Assessments” and then “Assignments.”

Grade Range is as follows:

Letter Grade	A	B	C	D	F
	90-100%	80-89%	70-79%	60-69%	59% or less

A grade of **C** is required for graduation.

Late Work: Deadlines for assignments are given at the beginning of the semester; therefore, **late work is rarely accepted and must be accompanied by a documented reason** for the lateness. I encourage you to work ahead of deadlines and not wait until the last minute to turn in work. If late work is accepted, it will automatically lose points according to the chart below. **I will not accept late work that is more than 1 week past the original deadline for any reason.**

Less than 24 hours late	5 points deducted
24 - 48 hours late	10 points deducted
3 - 4 days late	15 points deducted
5 - 6 days late	20 points deducted
Up to 7 days late	25 points deducted
After 7 days late	Assignment not accepted

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PLEASE NOTE: You should not wait until the last minute to complete assignments or exams. I may not be able to reset exams unless on campus, so if you are in doubt, all work should be completed during the week and not on the weekend.

Assignments must be turned in according to the instructions for that assignment. I will not accept work that is emailed to me.

You will be permitted to make up class work and assignments missed due to absences caused by documented reasons including (1) authorized participation in official College functions, (2) personal illness, (3) an illness or a death in the immediate family or (4) the observance of a religious holy day. Also, I have the prerogative of determining whether you may make up work missed due to absences for other reasons. **It is your responsibility to inform me of the reason for an absence and to do so in a timely fashion (immediately before or after the absence).** This may be done with a phone call, email or in person.

As the professor, I retain the right to determine if the reason for an absence justifies not deducting points. This would only be for unusual circumstances (wreck, hospitalization, etc.).

Please Note: It is ALWAYS better to have a low grade than to have a zero!

Attendance Policy (please also see the Course Attendance/Participation Guidelines on pages 3-4): Regular and punctual attendance is expected of all students, and each instructor maintains a complete record of attendance for the entire length of each course, including online, blended, and hyflex courses. You will be counted absent from class meetings or online assignments missed, beginning with the first official day of classes. Whether present or absent, you are responsible for all material presented or assigned for a course and will be held accountable for such materials in the determination of course grades.

You are able to check your absence count by clicking on “Attendance” under the “Assessments” link. If you encounter a situation that makes it difficult for you to keep up your participation in the course, please reach out to me for assistance.

In very rare cases, a grade of Incomplete (“I”) may be given when a course is not completed because of a student's absence caused by reasons acceptable to the instructor. To be eligible, you must have essentially completed the course and only be missing the final few grades. If work is not made up within the following long semester, the "I" will be changed to an "F".

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Student Behavioral Expectations or Conduct Policy:

You are expected to demonstrate respect to others in the classroom (regardless of format) and to demonstrate professional behavior at all times. The classroom is an excellent place to practice behaviors that are expected to be used in the workplace with clients and coworkers. As the professor, I reserve the right to protect the learning environment for everyone in the class, including removing a student whose behavior interferes with a collaborative, professional, and respectful atmosphere.

Cheating is not tolerated. Any student who cheats will be subject to grade reduction, re-doing of assignments, and/or expulsion from the class. Examples of cheating include but are not limited to:

- copying the work of another student
- seeking excused absences/tardies under false pretense
- plagiarism
- turning in work you completed for a different class or the same class during a different semester
- using Artificial Intelligence (A.I.) outside of the permitted scope of each assignment. Please refer to the stoplight icons next to each assignment above to ensure you are using A.I. within permitted parameters.

It is expected that the work you submit for this class is created solely for this class during this semester and not for another class. To write a paper, project, etc. and submit it for a grade in two different classes, even over different semesters, is highly unethical. Students caught doing this will receive a zero (0) for that assignment.

All work submitted in this course must be your own. Contributions from anyone or anything else must be properly quoted and cited every time they are used. Failure to do so constitutes an academic integrity violation, and the institution's policy will be followed in those instances.

[Click Here for the MCC Attendance/Absences Policy](https://www.mclennan.edu/highlander-guide/policies.html)

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Click on the link above for the college policies on attendance and absences.

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Statement of Workplace and Foundation Competencies

McLennan Community College is determined to prepare you with the knowledge and skills you need to succeed in today's dynamic work environment. Towards this end, the following workplace competencies and foundation skills have been designed into the curriculum for:

Mental Health Programs:

COMMON WORKPLACE COMPETENCIES

Manage Resources: Time / Money / Materials / Space / Staff

Exhibit Interpersonal Skills: Work on teams/ Teach others / Serve customers / Lead work teams/ Negotiate with others

Work with Information: Acquire & evaluate data / Interpret & communicate data

Apply Systems Knowledge: Work within social systems / Work within technological systems / Work within organizational systems / Monitor & correct system performance / Design & improve systems

Use Technology: Select equipment and tools

FOUNDATION SKILLS

Demonstrate Basic Skills: Arithmetic & Mathematics / Speaking / Listening

Demonstrate Thinking Skills: Creative thinking / Decision making / Problem solving / Thinking logically

Exhibit Personal Qualities: Self-esteem / Self-management / Integrity

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Course Number: SCWK 1321 Course Name: Orientation to Social Services	Relevant Competencies (Identify by Competency Number)
SCANS COMPETENCIES.	
1. Managing Resources: a. Manage time b. Manage money c. Manage materials d. Manage space e. Manage staff	a. 1,2,3,4 b. 4 c. 1,2,3,4 d. 1,2,3,4 e. 1,4
2. Exhibiting Interpersonal Skills: a. Work on teams b. Teach others c. Serve customers d. Lead work teams e. Negotiate with others f. Work with different cultures	a. 1,2,3,4 b. 1,2,3,4 c. 1,2,3,4 d. 1,2,3,4 e. 1, 2,3,4 f. 1,2,3,4
3. Working with Information: a. Acquire/evaluate data b. Organize/maintain information c. Interpret/communicate data d. Process information with computers	a. 1,2,3,4 b. 1,2,3,4 c. 1,2,3,4 d. 2,3
4. Applying systems Knowledge: a. Work within social systems b. Work within technological systems c. Work within organizational systems d. Monitor/correct system performance e. Design/improve systems	a. 1,2,3,4 b. 2,3 c. 1,2,3,4 d. 1,2,3,4 e. 1,2,3,4
5. Using Technology: a. Select equipment and tools b. Apply technology to specific tasks c. Maintain/troubleshoot technologies	a. 2,3 b. 2,3 c. 2,3
SCANS FOUNDATIONS.	
6. Demonstrating Basic Skills: a. Reading b. Writing c. Arithmetic/Mathematics d. Speaking e. Listening	a. 1,2,3,4 b. 1,2,3,4 c. 2,3 d. 1,2,3,4 e. 1,2,3,4
7. Demonstrating Thinking Skills: a. Creative thinking b. Decision making c. Problem solving d. Thinking logically e. Seeing with the mind's eye	a. 1,2,3 b. 1,2,3,4 c. 1,2,3,4 d. 1,2,3,4 e. 1,2,3,4
8. Exhibiting Personal Qualities: a. Individual responsibility b. Self-esteem c. Sociability d. Self-management e. Integrity	a. 1,2,3,4 b. 1,2,3,4 c. 1,2,3,4 d. 1,2,3,4 e. 1,2,3,4

06/24/2025



ACADEMIC RESOURCES/POLICIES

Accommodations/ADA Statement:

Any student who is a qualified individual with a disability may request reasonable accommodations to assist with providing equal access to educational opportunities. Students should contact Accommodations (Disability Services) as soon as possible to begin the steps for requesting accommodations. Once that process is completed, appropriate verification will be provided to the student and instructor. Please note that instructors are not required to provide classroom accommodations to students until appropriate verification has been provided by Accommodations (Disability Services). For additional information, please visit www.mclennan.edu/disability

Students with questions or who require assistance with disabilities involving physical, classroom, or testing accommodations should contact:

disabilities@mclennan.edu (254)299-8122
Room 319, Student Services

Title IX:

Title IX of the Education Amendments of 1972 is a Federal civil rights law that prohibits discrimination on the basis of sex in educational programs and activities that receive Federal funds. We care about your safety and value an environment where students and instructors can successfully teach and learn together. If you or someone you know experiences unwelcomed behavior, we are here to help. Individuals who would like to report a Title IX incident are encouraged to immediately contact the Title IX Coordinator at titleix@mclennan.edu or by calling, Dr. Claudette Jackson, (Accommodations/Title IX) at (254) 299-8465.

Additionally, Title IX provides rights and protections for pregnant and newly parenting students which can include educational accommodations such as excused absences

and the opportunity to make up assignments and tests. Lactation spaces are also available on campus. Please email titleix@mclennan.edu for more information.

MCC employees are mandatory reporters and must report incidents immediately to the Title IX Coordinator. Faculty and Staff may email titleix@mclennan.edu to submit a report.

Individuals may also contact the MCC Police Department at (254) 299-8911 or the MCC Student Counseling Center at (254) 299-8210. The MCC Student Counseling Center is a confidential resource for students. Any student may report sexual harassment anonymously by visiting <https://www.lighthouse-services.com>

Visit McLennan's Title IX webpage at <https://www.mclennan.edu/titleix/> to learn more about Title IX protections, reporting, and resources.

Student Support/Resources:

MCC provides a variety of services to support student success in the classroom and in your academic pursuits to include counseling, tutors, technology help desk, advising, financial aid, etc. A listing of these and the many other services available to our students is available at <http://www.mclennan.edu/campus-resource-guide/>

Paulanne's Pantry (MCC's food pantry) provides free food by appointment to students, faculty and staff. To schedule an appointment, go to <https://calendly.com/paulannespantry-mcc/15min>.

Academic Support and Tutoring is here to help students with all their course-related needs. Specializing in one-on-one tutoring, developing study skills, and effectively writing essays. Academic Support and Tutoring can be found in the Library and main floor of the Learning Commons. This service is available to students in person or through Zoom. You can contact the Academic Support and Tutoring team via Zoom or email (ast@mclennan.edu) by going to our website (<https://www.mclennan.edu/academic-support-and-tutoring/>)

Success Coaching Services is here for you.

We know life can be overwhelming sometimes—and that challenges outside the classroom can impact your success inside it. That's why our Success Coaches provide personalized support to help you navigate it all.

Success Coaching is available to every MCC student, no matter where you're starting from. Whether you're looking for direction, need quick advice, or just want someone to talk to, our coaches are here to listen, celebrate your strengths, and help you move forward with confidence. At Success Coaching Services, your voice is heard, your goals matter, and your future is our focus.

To learn more or schedule an appointment, visit www.mclennan.edu/successcoaching, call 254-299-8226, or email success@mclennan.edu.

College personnel also recognize that food, housing, and transportation are essential for student success. If you are having trouble securing these resources and other essential resources, we encourage you to contact the CREW - Campus Resources Education Web by calling 254-299-8561 or emailing crew@mclennan.edu.

Success Coaching Services, the CREW, and Paulanne's Pantry are located on the second floor of the Student Services building in Success Coaching Services, suite 249.

The Student Counseling Center offers confidential mental health counseling to currently enrolled students at no charge. Counselors are trained to help students with problems related to personal, social, and emotional concerns. Sessions focus on short-term goals in order to facilitate students college success and adjustment. This service is available to students in person or through Zoom.

Make an appointment to meet with a counselor by visiting the center in the Wellness & Fitness building, room 101, calling 254-299-8210, or emailing counseling@mclennan.edu.

MCC Foundation Emergency Grant Fund:

Unanticipated expenses, such as car repairs, medical bills, housing, or job loss can affect us all. Should an unexpected expense arise, the MCC Foundation has an emergency grant fund that may be able to assist you. Please go to <https://www.mclennan.edu/foundation/scholarships-and-resources/emergencygrant.html> to find out more about the emergency grant. The application can be found at <https://www.mclennan.edu/foundation/scholarships-and-resources/emergencygrant.html>

MCC Academic Integrity Statement:

Please view our [Academic Integrity statement](#) for more information about academic integrity, dishonesty, and cheating. The unauthorized use of artificial intelligence (AI) for classwork can be a violation of the College's General Conduct Policy. Whether AI is authorized in a course and the parameters in which AI can be used in a course will be outlined by each instructor.

Minimum System Requirements to Utilize MCC's D2L|Brightspace:

For online and blended/hybrid courses, students must have access to a reliable computer and internet. For more information on the minimum system requirements needed to reliably access your courses in MCC's D2L|Brightspace learning management system go to: <https://www.mclennan.edu/center-for-teaching-and-learning/Faculty-and-StaffCommons/requirements.html>

Minimum Technical Skills:

Students should have basic computer skills, knowledge of word processing software, and a basic understanding of how to use search engines and common web browsers.

Backup Plan for Technology:

In the event MCC's technology systems are down, you will be notified via your MCC student email address. Please note that all assignments and activities will be due on the date specified in the Instructor Plan, unless otherwise noted by the instructor.

Email Policy:

McLennan Community College would like to remind you of the policy (<http://www.mclennan.edu/employees/policy-manual/docs/E-XXXI-B.pdf>) regarding college email. All students, faculty, and staff are encouraged to use their McLennan email addresses when conducting college business.

A student's McLennan email address is the preferred email address that college employees should use for official college information or business. Students are expected to read and, if needed, respond in a timely manner to college emails. For more information about your student email account, go to www.mclennan.edu/studentemail.

Instructional Uses of Email:

Faculty members can determine classroom use of email or electronic communications. Faculty should expect and encourage students to check the college email on a regular basis. Faculty should inform students in the course syllabus if another communication

method is to be used and of any special or unusual expectations for electronic communications.

If a faculty member prefers not to communicate by email with their students, it should be reflected in the course syllabus and information should be provided for the preferred form of communication.

Email on Mobile Devices:

The College recommends that you set up your mobile device to receive McLennan emails. If you need assistance with set-up, you may email Helpdesk@mclennan.edu for help.

You can find help on the McLennan website about connecting your McLennan email account to your mobile device:

- [Email Setup for iPhones and iPads](#)
- [Email Setup for Androids](#)

Forwarding Emails:

You may forward emails that come to your McLennan address to alternate email addresses; however, the College will not be held responsible for emails forwarded to an alternate address that may be lost or placed in junk or spam filters.

For more helpful information about technology at MCC, go to [MCC's Tech Support](#) or email helpdesk@mclennan.edu.

Disclaimer:

The resources and policies listed above are merely for informational purposes and are subject to change without notice or obligation. The College reserves the right to change policies and other requirements in compliance with State and Federal laws. The provisions of this document do not constitute a contract.