

Worden School of Social Service

OUR LADY OF THE LAKE UNIVERSITY



Master of Social Work Student Handbook

2016 - 2017



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WELCOME

WORDEN DIRECTOR

Greeting!

Welcome to the Worden School of Social Service. We are so pleased to have you joining us. You are joining a special place.

The Worden School of Social Service is a renowned program with a robust network of elite students and field instructors both in San Antonio, the Rio Grande Valley and across the nation. As the first school of social work in Texas and a Council on Social Work Education Presidential Award winner, we offer our students an exceptional educational experience. Academic excellence continues to be recognized here at Worden. In April of 2015, the MSW Program was honored by the Texas Distance Learning Association as the recipient of the Outstanding Commitment to Excellence and Innovation in Distance Learning. The Worden School has a rich history of community involvement and deep roots in the social work community. The history of the school offers our graduates access to a worldwide alumni network.

You are embarking on what you will find to be a transformative experience both professionally and personally. Know that we are with you each step of the way. When you join the Worden School, you don't just join a program, you join a family. This journey won't always be easy or comfortable, but it will be worth it. If you invest the time, work, and vulnerability, you will be transformed in ways you never imagined. You won't travel this journey alone. The faculty and staff at Worden will be important guides on your journey. From the moment we review your application, to the moment we congratulate you at graduation, and all the hills and valleys in between; we are walking this journey beside you.

On a personal note, when you visit my office, you will find a picture of every graduating class in my time at Worden. You are family and the Worden School is behind you. Once you are part of the Worden family you are part of a social work family for life.



Rebecca Gomez, PhD, LCSW

MSW PROGRAM DIRECTOR



Karina Gil, Ph.D., MSW/ kegil@ollusa.edu / 210-528-7062

Dr. Karina Gil is Director of the Masters in Social Work Program and an Assistant Professor at the Worden School of Social Services at Our Lady of the Lake University. She holds a Doctorate of Philosophy in Leadership Studies from Our Lady of the Lake University and a Master's Degree in Social Work with political concentration from the University of Houston. Her dissertation titled "Leadership Preferences of Latino Leaders in the United States" looked at the levels of assimilation of national Latino leaders to the main dominant culture and its effect on their leadership preferences. It was selected as one of the 10 semi-finalist for the 2013 Outstanding Dissertation Competition of the American Association of Hispanics in Higher Education, Inc.

Additionally, Dr. Gil was awarded a Willey Faculty Fellowship. Fellows are selected from a national pool of Willey partner schools and share in a distinguished record of accomplishment in their profession and enthusiasm for new pedagogical and technological approaches to their instruction. In 2017, she was selected by the Council in Social Work Education into the Programs Director Academy.

Dr. Gil has over 10 years of experience working with diverse populations in coalition building, managing multi-city campaigns, grassroots, community organizing and policy efforts. She has coordinated numerous citizenship and *Get out to Vote* campaigns. Her areas of expertise include multicultural competence, community organizing, issues affecting Latinos, women and other minorities, acculturation and leadership.

Prior to joining the Worden School, she was a Lecturer for the School of Business and Leadership at Our Lady of the Lake University and the Graduate School of Social Work at the University of Texas at San Antonio, where she taught several foundational and advanced courses to students at a Master's and Ph.D. levels.

MSW Program Coordinator

Tiffany Garcia / trgarcia@ollusa.edu /

OLLU MISSION & VISION

OLLU MISSION STATEMENT

As a Catholic university sponsored by the Sisters of Divine Providence, Our Lady of the Lake University is a community whose members are committed to serve students by:

Ensuring quality, innovative, undergraduate and graduate learning experiences, fostering a spiritual, personal, and professional growth, and preparing students for success and continued service.

OLLU VISION STATEMENT

Inspired by Catholic values and the heritage of the founding Congregation of Divine Providence, Our Lady of the Lake University is a community called to transform individuals as they discover their purpose in life.

We aspire to be nationally recognized for our distinctive programs, our expertise in Mexican American culture, and our diverse graduates who lead and serve with faith and wisdom to improve the world.

WORDEN SCHOOL OF SOCIAL SERVICE MISSION

In accordance with the Catholic teachings of social justice and the philosophy and purposes of Our Lady of the Lake University, and in adherence to the purposes of social work education articulated by the Council on Social Work Education, the mission of the Worden School of Social Service is:

- To develop competent social workers for specialized intervention in direct practice with Hispanic/Latin@ children and families;
- To prepare social workers for professional practice in culturally diverse settings, especially agencies that serve clients from economically disadvantaged backgrounds; and
- To generate and disseminate knowledge that advances social and economic justice, enhances human well-being, and promotes effective practice with Hispanic/Latin@ children and families.

ACCREDITATION

The Worden School of Social Service offers programs accredited by the Council on Social Work Education (CSWE) leading to the degree of Master of Social Work (MSW). The CSWE Educational Policy and Accreditation Standards (EPAS), which help guide the Worden School MSW degree program, are included in Appendix A. The complete document is available at <http://www.cswe.org/file.aspx?id=13780>

The Worden School began offering a Master's of Social Work in October 1942, and was first accredited in 1945 by the Council on Social Work Education (CSWE).

Our Lady of the Lake University is accredited by the commission on Colleges of the Southern Association of Colleges and Schools (SACS) awarding baccalaureate, master's and doctoral degrees. In 1923, OLLU became

the first institution of higher education in San Antonio and the first Catholic institution of higher education in Texas to receive regional accreditation by SACS.

PROGRAM GOALS

Objectives 1.0 To prepare professionally trained social workers for specialized intervention in direct practice.

Objective 1.1 Students will apply knowledge of human behavior and the social environment to understand the behavior of individuals, families, groups, organizations, and communities.

Objective 1.2 Students will use critical thinking to analyze significant historical social work events and contemporary social welfare policies and structures and their impact on client systems.

Objective 1.3 Students will demonstrate the self-awareness, knowledge, and analytic skills required for professional generalist practice.

Objective 1.4 Students will conduct themselves in accord with the profession's values and ethical principles, with special attention to human diversity.

Objective 2.0 To prepare professionally trained social workers for advanced social work practice in direct services to Hispanic children and families in a way that fosters commitment to culturally competent practice with diverse populations.

Objective 2.1 Students will demonstrate culturally competent, context-based practice with Hispanic children and families that include social work values and ethics, interdisciplinary knowledge, and advanced skills.

Objective 2.2 Students will demonstrate knowledge of Hispanic culture and the experiences Hispanics have in developing identities as members of a cultural minority group.

Objective 2.3 Students will understand the organizational, community, and social context of Hispanic children and families.

Objective 2.4 Students will identify and assess the distinguishing cultural features of Hispanic client groups in the design, implementation, and evaluation of direct practice interventions.

Objective 2.5 Students will recognize the value of family as the primary context for growth and development of Hispanic children. Objective 1.5 Students will demonstrate the ability to critically analyze, formulate, advocate, and collaborate for policy and social change to advance human rights and social and economic justice.

Objective 1.6 Students will demonstrate the ability to engage diversity and practice without discrimination in responding to the social, economic, political and cultural contexts of social work practice

Objective 1.7 Students will demonstrate the ability to engage in research-informed practice and practice-informed research to assess their practice and guide professional practice.

Objective 1.8 Students will demonstrate the knowledge and skills to engage in social work practice with individuals, families, groups, organizations, and communities.

Objective 1.9 Students will demonstrate effective written, oral, and technology communication skills in interaction with various systems.

Objective 2.6 Students will identify and evaluate policies that affect Hispanic children and families

ACADEMIC PROCEDURES

ACADEMIC DISHONESTY AND PLAGIARISM

Academic Dishonesty refers to student conduct in academic assignments or situations which violates the norms of the academic community of students and scholars. In practice, it usually refers to academic cheating or plagiarism. Our Lady of the Lake University distinguishes between Academic Dishonesty, which is handled through the Academic Affairs Division, and other violations of the Student Code of Conduct, which are dealt with by the Office of Student Life. Penalties for academic dishonesty may include expulsion or suspension from the University, failure or grade reduction in the affected course or assignment, or a lesser penalty as appropriate.

Due to the need for the highest standards of integrity among social workers, the Worden School of Social Service has adopted a policy that requires the instructor to submit a completed "Academic Integrity Violation Report" to the Vice President for Academic Affairs within 10 working days for every violation of academic integrity.

STUDENTS WITH DISABILITIES

Students who have qualified disabilities covered through the Americans with Disabilities Act Amended or Section 504 of the Rehabilitation Act and who desire assistance should contact the Office of Services for Students with Disabilities at (210) 431-4010, email ada@ollusa.edu, or visit the office located in the Academic Center for Excellence, Library Room 125.

STATEMENT ON A POSITIVE LEARNING ENVIRONMENT

Our Lady of the Lake places a high commitment to the core values of community, integrity, trust, and service, and it is our policy to provide an educational experience free of sexual harassment, misconduct, violence or discrimination. Faculty members are considered "responsible employees" who must report all incidents of sexual misconduct with full detail within 72 hours of learning of the event. If you believe you are the victim of sexual harassment, misconduct, violence or discrimination, and you are a student, please contact:

Randall Garza, Director of Advising and Retention

(210) 431-4070

GRADING SYSTEM

In order to receive course credit, students must be able to demonstrate attainment of the course's specified academic outcomes. Faculty members may use various kinds of evaluative tasks for this purpose, including quizzes, examinations, papers, presentations, laboratory work, special projects and external assessments. Students are expected to meet faculty specifications and deadlines for these assessment activities.

FINAL EXAMINATION PERIOD FOR CAMPUS STUDENTS

A final examination period is scheduled in every semester to permit faculty to give final examinations to campus students. In the week prior to final examinations, no new long assignments may be given, although regular class assignments may be given, and long-range assignments may be due during this week.

FINAL EXAMINATIONS FOR CAMPUS AND ONLINE STUDENTS

Faculty may, at their discretion, waive any part of a course assessment, including a final examination, provided that the remaining elements of the course assessment ensure an adequate evaluation of all essential student academic outcomes or course objectives. If an adequate assessment is not otherwise available, however, a faculty member is never obligated to waive a final examination or any other assessment element, even for a graduation candidate or a student with a disability. Students should review the OLLU Graduate Bulletin for additional information about the grading system that is used at the University.

GRADE POINT AVERAGE

The grade point average is obtained by dividing the grade points earned by the semester/term hours attempted. The cumulative grade point average used for most records is based on the total grade points earned at Our Lady of the Lake University. Although faculty may at their discretion add pluses or minuses to letter grades, these distinctions are not calculated in the grade point average.

METHODS OF ASSESSMENT

A variety of assessment methods are employed in social work courses. Each course syllabus will specify methods of assessment and means of arriving at the course grade. Social work faculty must clarify assessment methods, should students have questions about individual courses.

STUDENT CODE OF CONDUCT

In order to fulfill its Mission, the Worden School of Social Service matriculates students who show the greatest academic and social work professional promise to actualize the Mission in the classroom and the community. In order to assist students to achieve their maximum potential as both student and future social worker, the Faculty enforces this Student Code of Conduct as an enhancement of the OLLU Student Handbook policies. Students are expected to act ethically, morally, and honestly in all facets of their life as a student. The Faculty therefore set out the following codes of behavior:

Readiness and Willingness to Learn: Students must engage in learning in all coursework, and all assignments within courses, in a manner that demonstrates a willingness and readiness to acquire new knowledge and skills deemed vital to professional social work practice by the Faculty. Accepting differences and new ways of seeing the world is part of this readiness and is based on the NASW Code of Ethics. This includes, in particular, the readiness to serve all people, regardless of race, ethnicity, national origin, gender, sexual orientation, disability, religion, creed, age, or socioeconomic status.

Academic Performance. Students must meet grade requirements, as established in the BSW and MSW Handbooks and in the OLLU Undergraduate and Graduate Bulletins. Students not maintaining these requirements or engaging in academic misconduct, which includes but is not limited to plagiarism, are subject

to immediate consequence. This can result in dismissal from the School's academic programs. Plagiarism includes, but is not limited to: copying others' work and claiming it as one's own, failing to use citations properly, cheating on tests and homework assignments, using a single paper in multiple courses without explicit permission and copying or purchasing papers from the internet or other sources.

Attendance. Students must attend all academic functions prescribed in course syllabi. The Worden School of Social Service details its attendance policy in the BSW and MSW Student Handbooks, as well as in each course syllabus. Attendance includes being present in class, prepared to learn and willing to engage in learning. In the classroom, electronic devices such as computer laptops and audio recorders are only to be used for educational purposes.

Professional Behavior. The Worden School of Social Service Faculty upholds the NASW Code of Ethics for themselves, field education instructors, and students. Students are provided a copy of the NASW Code of Ethics and are expected to abide by its tenets. The NASW Code of Ethics includes, but is not limited to, honesty; acceptance; representing qualifications clearly; maintaining professional boundaries; avoiding conflicts of interests; and treating peers, agency staff, or faculty with respect, courtesy, fairness, and good faith. Students aspiring to join the profession of Social Work are expected to conduct themselves with respect and dignity when using social media such as Facebook.

Assaultive or threatening behavior will not be tolerated at Worden, in classes, through email, on the phone or other virtual communication or in the building in any capacity. This is not acceptable whether it is directed at clients, colleagues, staff members or instructors. This includes verbal hostility, intimidation, abusive verbalization, profanity in all its forms, and any physical threats, intimidation, or abusive behaviors.

Students completing Field Education are expected to safeguard confidentiality of clients and agency information that is not public knowledge. This means students should not discuss information acquired as a result of their placement that would be deemed private or confidential by the agency without the express permission of their field instructor. This includes sharing or posting about clients and agencies on Facebook or other types of social media in which confidentiality could be breached.

Behavior with Clients. Students are expected to interact professionally with clients at all times, maintaining confidentiality, and keeping appropriate boundaries in all capacities including advocating and supporting the client(s)' civil or legal rights, respecting their right to self-determination, and honoring the worth and dignity of each individual or group being served.

Effective Work with Clients. Students are expected to demonstrate minimal levels of effective performance and give evidence of progress in working with clients, including the adherence to all field education agency policies. Not maintaining such levels of effective performance will be addressed through conferences with the student, behavioral interventions, documented improvement plans and other means to help the student achieve and master the necessary skills for interpersonal and professional helping.

As a social work student in the Worden School of Social Service, I will uphold and abide by this Student Code of Conduct and the NASW Code of Ethics, which I have been provided, have read, and understand. Failure to abide by these codes or any sections therein may result in my being dismissed from the Worden School of Social Service and its academic programs.

ACADEMIC DISCIPLINE

Continuation in a graduate program is contingent upon:

Maintaining a 3.0 GPA in all courses attempted at Our Lady of the Lake University.

Progressing satisfactorily toward completion of educational objective (i.e., degree, certification).

Records of all graduate students registered for nine or more semester hours of work will be reviewed by the Registrar for academic discipline reviews at the end of each grading period. Records of part-time students are reviewed upon completion of nine semester hours. All courses, even if the courses were not completed, are considered in the nine semester hours. If a student's disciplinary status is affected by the change of an "I" (incomplete) grade, the appropriate action is taken at the end of the term in which the grade change was made. Should a graduate student have a "D" grade or less than a 3.00 grade point average at any review point, the student will be placed on Scholastic Probation for the next nine hours of coursework at the University.

During that period, the student:

Must raise the overall grade point average to 3.00; and

Must not receive a grade of "D" or "F" in any course; and

Must repeat any course in which a "D" was earned, when the course is next offered.

If these conditions are not met, the student will be placed on Enforced Scholastic Withdrawal (ESW) from the University for at least one full semester, trimester or two summer sessions. Readmission to the program will be permitted only if the student advisor and the Director of the Worden School recommend it.

ENFORCED SCHOLASTIC WITHDRAWAL

A grade of "F" in a graduate course results in Enforced Scholastic Withdrawal (ESW) without a prior period of Scholastic Probation, and discontinuance in the program except upon special recommendation of the Director of the College or School. Directors may enforce a more stringent discipline policy in their respective academic programs. A student dropped from the program for failing a course may submit a formal written appeal to a panel consisting of the MSW Program Director and the Director of the Worden School of Social Service. The appeal must address the following information:

1. What were the factors that contributed to not passing the course? Any documentation to support those factors (e.g. hospitalization, child's chronic illness, death of primary support or immediate relatives.)
2. What is different about this term from last term that will contribute to the successful completion of the program?
3. What specific action steps will this person do differently to ensure that future terms are successful?

The appeal must also include a statement from the instructor who issued the "F" regarding your appeal. The statement does not have to be supportive of the appeal but must be included. The student must also indicate if they have previously requested an appeal. The student's appeal will be reviewed within 10 days of receipt.

Students should be aware that if an appeal is granted it may be granted with conditions. If the student does not follow the conditions outlined they may be removed from the program.

* See Appendix for ESW Forms

STUDENT ORGANIZATIONS

PHI ALPHA

“Through knowledge - the challenge to serve” is the motto of the Phi Alpha National Honor Society for social work students. Membership in the Worden School of Social Service Delta Delta chapter of Phi Alpha is open to all graduate and undergraduate social work students who have demonstrated excellence in academic achievement and are willing to promote social work goals and ideals through volunteer activities in the local San Antonio community. The Delta Delta Chapter accepts applications for membership twice per academic year accepting applications in the beginning of the Spring and Fall school semester. Master of Social Work students are eligible for active membership after achieving:

- a. A minimum of one semester (or nine credit hours) of coursework.
- b. A minimum grade point average of 3.5 on a 4.0 scale.

MSW students entering the program may apply for provisional membership for the first semester, until such time they meet the membership requirements or are deemed ineligible due to failure to meet eligibility requirements.

Students will receive the email address of the President of the Phi Alpha Honor Society. Students (online and on -campus) that are eligible are encouraged to contact (staff advisor for Phi Alpha), at phi.alpha@ollusa.edu if interested in joining the Honor Society.

SAN ANTONIO

ADMISSIONS

30 Hr Advance Program

(Summer Admission)

In addition to the regular program admission requirements, applicants to the advanced standing 30-hour program must have the following:

- A bachelor of social work degree from a program accredited by the Council on Social Work Education that have been conferred in the last 10 years.
- A minimum cumulative grade point average of 3.00 overall in the undergraduate degree.

57 Hr Foundation Program

(Fall Admission only)

- Completed application for admission
- \$40 non-refundable application fee
- Official transcripts from **all** regionally accredited colleges and universities attended; transcripts must include baccalaureate and higher (if applicable) degrees earned and dates conferred (Download special instructions for submitting transcripts from outside the United States and transcripts not in English).
- Personal statement (maximum of two typewritten pages, double-spaced) addressing the following areas: motivation for graduate studies, motivation for social work; social work related experiences; social work career goals; understanding of and identification with Worden School of Social Service mission
- Three letters of recommendation: At least one from an academician, others from employers or supervisors; forms are included with application packet
- Résumé to include professional and volunteer social work experience (applicant may use the résumé form included with application packet)
- Minimum cumulative grade point average of 2.50 on all undergraduate work attempted for the baccalaureate degree or 3.00 on the last 60 semester hours

ADVISING

Academic advising is the student's major link with the program and their academic and professional track. Advising is at the student's discretion. The two types of advising offered include:

Academic Advising

- Reviews the student's' degree plan and program of study .
- Helps the student develop a class schedule for the upcoming semester at registration time.

- Works with the student around any academic problems that may arise.

Professional

- Engages in career guidance and, if necessary, refers to appropriate sources for personal counseling.

DEGREE PLANS

31 HR ADVANCE PROGRAM

[FULL TIME](#)

[PART TIME](#)

57 HR FOUNDATION PROGRAM

[FULL TIME](#)

[PART TIME](#)

30 HR ADVANCE PROGRAM (BEGINNING SUMMER 2017)

[ACCELERATED](#)

[STANDARD](#)

57 HR FOUNDATION PROGRAM (BEGINNING FALL 2016)

[ACCELERATED](#)

[STANDARD](#)

FIELD EDUCATION

Field education is an integral part of the social work program at OLLU. The Worden School of Social Service has established partnerships with an extensive network of public and private social service agencies to

provide students with a wide range of opportunities for internships. Student internships with Spanish-speaking populations are also available.

MSW Foundation students admitted starting Fall 2016 and forward will complete their Foundation field education placement of 450 hours over three consecutive academic terms and their Concentration field education placement of 500 hours over three consecutive academic terms. MSW Advanced students admitted starting Fall 2016 and forward will complete their Advanced field education placement of 500 hours over three terms.

Several agencies in San Antonio and the surrounding area generously serve as field placement sites. For more information, please reference the MSW Field Education manual.

Director of Field Education

Cynthia Squiabro, MSW / csquiabro@ollusa.edu / 210- 431-6774

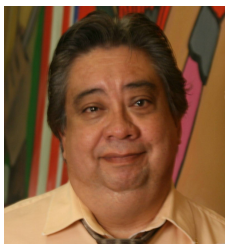


Cynthia Squiabro initially joined the Worden School of Social Service as Adjunct Faculty in the position of online instructor and has expanded her role to also include Director of Field Education. Her professional experiences include being a field educator, working with hospice, bereavement and end-of-life care with children and adults, teaching parenting classes, facilitator for Alzheimer's Caregiver Stress support group, direct practice with Hispanic elders and university admissions at Our Lady of the Lake University guiding students towards graduate programs of interest in higher education.

Professor Squiabro received her BSW and MSW degree from Our Lady of the Lake University along with a Bilingual of Spanish in Social Work. She is fluent in Spanish, speaking, reading and writing. She is of Puerto Rican descent. In 2006 she was named Student of the Year for Worden School of Social Service at OLLU. In that same year, she became the founder of The Alliance, a student recognized organization that promotes alliance between the LGBTQ and straight communities at Our Lady of the Lake to include students, faculty, staff, administrators, alumni, visitors and the surrounding community of San Antonio.

Field Education Coordinator (San Antonio Area and Rio Grande Valley)

Santos Vargas, MSW, LCSW / svargas@ollusa.edu / 210-431-6505



Santos initially joined the Worden School of Social Service in 2012 as an Adjunct Faculty member and has expanded his role to also include Field Education Coordinator for San Antonio Area and RGV students both online and on campus. Prior to employment at

OLLU, Santos served as a field instructor with OLLU since 1984 and enjoyed the experience and professional growth that comes from working with social work students.

Santos received his Bachelor Degree in Sociology/Social Work from OLLU in 1977 and his Masters of Social Work degree in 1982 from OLLU. He has been in clinical social work from 1978-2016 in mental health, counseling, medical, criminal justice, macro, crisis intervention, disaster assistance and case management with children, adolescents, adults and senior population. Santos has over 38 years of experience working as a social worker for the state, county, community agencies, nursing homes, home health, hospice, and currently also provides LCSW supervision.

Student Support Specialist

Nikki Nino/ nmnino@ollusa.edu / 210-431-3969 ext. 6508



Nikki Niño has worked at Our Lady of the Lake University for over 10 years and loves being a part of the oldest social work program in Texas. She serves as a Student Support Specialist supporting the on-campus and online programs. She assists with multiple aspects of the field placement process of on-campus BSW and MSW students for the San Antonio and Rio Grande Valley campuses. She is also responsible for reviewing and processing memorandums of agreements for all field education placements locally and nationally.

Nikki was born and raised in San Antonio, TX. She earned her Bachelor's Degree from Brown University in Providence, RI and a dual Master's Degree in Communication-Urban Studies from Michigan State University in East Lansing, MI. Following completion of her undergraduate studies, Nikki volunteered with City Year San Antonio, an AmeriCorps program, during its inaugural year. It was during this year where she met her husband, Rudy. They have a beautiful daughter named Madeleine and two incredibly active rescue pets: a Black Lab mix named Coconut and a black cat named Petey.

HELPFUL CONTACTS

Office Manager

Anne Rozelle/ amrozelle@ollusa.edu / 210-431-3969

Administrative Assistant

Anna Marie Ramirez / amramirez@ollusa.edu / 210-431-3969



Anna Marie provides administrative support by helping manage and distribute information to all the students, staff and faculty within the Worden School. You will find her in the front office of Worden ready to greet, assist or direct guests. She was born in Chicago, Ill and raised in Laredo, TX. She attended Laredo Jr. College and transferred to UTSA and received her Bachelors of Science in 1987. She is married to Jesus Ramirez and together they raised 8 children. In her spare time, she is a videographer and enjoys photography and assists her husband with his My Story photography business. She is a soccer, volleyball and basketball mom and enjoys being in the side lines filming her children's games. She also enjoys assisting with retreats and is involved in ACTS and the RINGS Couple Retreats at St. Paul. She has been working at OLLU since June 2013.

LINKS TO UNIVERSITY RESOURCES

The link below will direct you to key University resources including the Our Lady of the Lake Student Handbook.

Website: <https://myollu.ollusa.edu/UniversityResources/Pages/default.aspx>

GRADUATE CATALOG

The link below will direct you to the University Graduate Catalog. In the event that there is a conflict between Worden policy and University policy, University policy supersedes Worden Policy.

Website: http://info.ollusa.edu/University_Catalogs/Graduate/Graduate%20Catalog%202014-2015/master-of-social-work.htm

THE MARY FRANCINE DANIS WRITING CENTER

The Writing Center staff help people overcome writer's block, offer suggestions for focusing and organizing assignments, and provide a "second pair of eyes" for a nearly-finished piece of writing. The staff works with students at all levels and in all subjects. Consultations are available in person or over the phone.

Website: <http://www.ollusa.edu/s/1190/hybrid/default-hybrid-ollu.aspx?sid=1190&gid=1&pgid=7766>
Phone: 210-528-7160

DISABILITY SERVICES

The Services to Students with Disabilities Office provides accessibility to students requiring accommodations through the provision of a wide variety of services tailored to each student's documented needs. For further information, please visit the link provided below.

Website: <http://www.ollusa.edu/s/1190/hybrid/default-hybrid-ollu.aspx?pgid=7769&gid=1>

Phone: 210-431-3966

REGISTRAR'S OFFICE

The Registrar's Office handles information regarding class registration, degree plans, academic calendars and schedules, as well as information on graduation and commencement. For more info, please visit their website.

Website: <http://www.ollusa.edu/s/1190/hybrid/default-hybrid-ollu.aspx?sid=1190&gid=1&pgid=7710>

Phone: 210-434-6711 EXT. 2316 TOLL FREE: 800-436-6558

FINANCIAL AID

Our Lady of the Lake University understands the economic realities of financing a college education. It is part of the OLLU mission to provide resources and options that make a quality, private education affordable for all families. Visit their website for further information.

Website: <http://www.ollusa.edu/s/1190/hybrid/default-hybrid-ollu.aspx?sid=1190&gid=1&pgid=7831>

Phone: 210-434-6711 EXT 2299

SUELTFUSS LIBRARY

To get information on the library hours, services as well as online services and much more, please visit their website.

Website: <http://library.ollusa.edu/library>

Phone: 210-431-3923

LICENSING IN TEXAS

Licensing information is provided as an aid for students. All students are advised and are responsible for reviewing the licensing guidelines, policies, and updates in their state.

For Our Lady of the Lake University Social Work Graduate Students

1. Download Application
 - Go to http://www.dshs.state.tx.us/socialwork/sw_lbsw-lmsw.shtm
 - Download the application. Examination Security Information Form, and Verification of Licensure in Another Jurisdiction (if necessary).
 - Print and fill out application.
2. Take Jurisprudence Exam (\$40)
 - Go to http://www.dshs.state.tx.us/socialwork/sw_Jurisprudence.shtm
 - Sign up and pay for the Jurisprudence Exam]
 - Take the exam

- Print out two copies of the certificate of completion. One will be for the students records and the other will go along with the application materials to send to the board.

3. Send in application materials and fee (\$91)

- After double checking the application checklist, mail in the form, proof of completion of Jurisprudence Exam, and official transcript Our Lady of the Lake to the Texas State Board of Social Work Examiners.
- Note for current students: Exam approval will be given without a transcript if accompanied with a Director's letter from student's college or university during your final semester.
- Request a letter of good standing from Dr. Mo Cuevas by e-mailing Anna Marie Ramirez at amramirez@ollusa.edu. **Students need to be in their last semester of graduation to request the letter.** The email request should include the student's name, (official name students are applying for their license with), the name of the field placement site the student has been assigned to and the anticipated date of graduation. Once the letter is ready, a copy will be emailed back to the student. A hard copy can be mailed at the student's request.

4. Wait for approval to sit for the licensure exam

- Approval to sit for the licensure exam is communicated to the Association of Social Work Boards (ASWB) and the applicant (you) in writing when all qualifying information has been received and approved by the board. This will take 3-4 weeks.

5. Register for the licensure exam and pay exam fee (\$230)

- Call ASWB or register online at <http://www.aswb.org/Main/registeronline.asp>.

6. Schedule testing appointment

- Student must wait for official ASWB Authorization Letter to come via mail before scheduling an appointment to test. This will take at least seven days.
- Go to <http://www.act.org/actcenters/locate/index.html> to locate a testing center and set up an appointment.

7. Study

- Go to www.aswb.org to find reasonably priced study materials.

8. Pass and Receive license from state board

a. Student will receive score immediately upon completion of the exam. The state board will receive students score from ASWB approximately 14 days after your exam.

b. After graduation, submit an official copy of OLLU transcript that indicates student specific MSW degree that has been conferred to the state board. Upon receipt of verification of a passing score and official transcript indicating MSW degree (and as long as the applicant has met all other qualifications and paid all applicable fees), the board can issue the license.

Total length of time (approximately): 3 months

Total Cost: \$361.00 (\$40 for Jurisprudence, \$91 for Texas Application, \$230 for Licensing Exam)

Information compiled from www.dshs.tx.us , www.aswb.org , and www.ollusa.edu.

RIO GRANDE VALLEY

ADMISSIONS

30 Hr Advance Program

(Summer Admission)

In addition to the regular program admission requirements, applicants to the advanced standing 30-hour program must have the following:

- A bachelor of social work degree from a program accredited by the Council on Social Work Education that have been conferred in the last 10 years.
- A minimum cumulative grade point average of 3.00 overall in the undergraduate degree.

57 Hr Foundation Program

(Fall Admission only)

- Completed application for admission
- \$40 non-refundable application fee
- Official transcripts from **all** regionally accredited colleges and universities attended; transcripts must include baccalaureate and higher (if applicable) degrees earned and dates conferred (Download special instructions for submitting transcripts from outside the United States and transcripts not in English).
- Personal statement (maximum of two typewritten pages, double-spaced) addressing the following areas: motivation for graduate studies, motivation for social work; social work related experiences; social work career goals; understanding of and identification with Worden School of Social Service mission
- Three letters of recommendation: At least one from an academician, others from employers or supervisors; forms are included with application packet
- Résumé to include professional and volunteer social work experience (applicant may use the résumé form included with application packet)
- Minimum cumulative grade point average of 2.50 on all undergraduate work attempted for the baccalaureate degree or 3.00 on the last 60 semester hours

ADVISING

Academic advising is the student's major link with the program and their academic and professional track. Advising is at the student's discretion. The two types of advising offered include:

Academic Advising

- Reviews the student's' degree plan and program of study .

- Helps the student develop a class schedule for the upcoming semester at registration time.
- Works with the student around any academic problems that may arise.

Professional

- Engages in career guidance and, if necessary, refers to appropriate sources for personal counseling.

DEGREE OUTLINE

30 Hr Advance Program

57 Hr Foundation Program

FIELD EDUCATION

Field education is an integral part of the social work program at OLLU. The Worden School of Social Service has established partnerships with an extensive network of public and private social service agencies to provide students with a wide range of opportunities for internships.

MSW Foundation students complete their Foundation field education placement of 450 hours over three consecutive academic terms and their Concentration field education placement of 500 hours over three consecutive academic terms. MSW Advanced students complete their Advanced field education placement of 500 hours over three consecutive academic terms.

For more information, please reference the MSW Field Education manual.

Director of Field Education

Cynthia Squiabro, MSW / csquiabro@ollusa.edu / 210- 431-6774



Cynthia Squiabro initially joined the Worden School of Social Service as Adjunct Faculty in the position of online instructor and has expanded her role to also include Director of Field Education. Her professional experiences include being a field educator, working with hospice, bereavement and end-of-life care with children and adults, teaching parenting classes, facilitator for Alzheimer’s Caregiver Stress support group, direct practice with Hispanic elders and university admissions at Our Lady of the Lake University guiding students towards graduate programs of interest in higher education.

Professor Squiabro received her BSW and MSW degree from Our Lady of the Lake University along with a Bilingual of Spanish in Social Work. She is fluent in Spanish, speaking, reading and writing. She is of Puerto Rican descent. In 2006 she was named Student of the Year for Worden School of Social Service at OLLU. In that same year, she became the founder of The Alliance, a student recognized organization that promotes alliance between the LGBTQ and straight communities at Our Lady of the Lake to include students, faculty, staff, administrators, alumni, visitors and the surrounding community of San Antonio.

Field Education Coordinator (San Antonio Area & Rio Grande Valley)

Santos Vargas, MSW, LCSW / svargas@ollusa.edu / 210-431-6505



Santos initially joined the Worden School of Social Service in 2012 as an Adjunct Faculty member and has expanded his role to also include Field Education Coordinator for San Antonio Area and RGV students both online and on campus. Prior to employment at OLLU, Santos served as a field instructor with OLLU since 1984 and enjoyed the experience and professional growth that comes from working with social work students.

Santos received his Bachelor Degree in Sociology/Social Work from OLLU in 1977 and his Masters of Social Work degree in 1982 from OLLU. He has been in clinical social work from 1978-2016 in mental health, counseling, medical, criminal justice, macro, crisis intervention, disaster assistance and case management with children, adolescents, adults and senior population. Santos has over 38 years of experience working as a social worker for the state, county, community agencies, nursing homes, home health, hospice, and currently also provides LCSW supervision.

Student Support Specialist for Field

Nikki Nino / nmnino@ollusa.edu / 210-431-3969 ext. 6508



Nikki Niño has worked at Our Lady of the Lake University for over 10 years and loves being a part of the oldest social work program in Texas. She serves as a Student Support Specialist supporting the on-campus and online programs. She assists with multiple aspects of the field placement process of on-campus BSW and MSW students for the San Antonio and Rio Grande Valley campuses. She is also responsible for reviewing and processing memorandums of agreements for all field education placements locally and nationally.

Nikki was born and raised in San Antonio, TX. She earned her Bachelor's Degree from Brown University in Providence, RI and a dual Master's Degree in Communication-Urban Studies from Michigan State University in East Lansing, MI.

Following completion of her undergraduate studies, Nikki volunteered with City Year San Antonio, an AmeriCorps program, during its inaugural year. It was during this year where she met her husband, Rudy. They have a beautiful daughter named Madeleine and two incredibly active rescue pets: a Black Lab mix named Coconut and a black cat named Petey.

HELPFUL CONTACTS

RGV Office Manager

Cynthia Olvera / coolvera@ollusa.edu / 956-277-0146



Cynthia Olvera is the Office Manager/Admissions Processing Specialist for the La Feria campus. She works with Rio Grande Valley Campus Director, Dr. Patricia Longoria to ensure the facility management coordination and the admissions application processing for all students. She also works collaboratively with RGV employees and San Antonio main campus staff to ensure campus growth and attainment of new student enrollment goals. Cynthia was born and raised in the Rio Grande Valley but was temporarily away for several years as a military wife. She has two adult boys; Dylan & Devyn, and stays active with water aerobics and water Zumba. Cynthia enjoys volunteering at her church where she is an active member of the St Vincent de Paul Society; where she is blessed with an awareness that our time, and talents are to be shared with those in need.

LINKS TO UNIVERSITY RESOURCES

The link below will direct you to key University resources including the Our Lady of the Lake Student Handbook.

Website: <https://myollu.ollusa.edu/UniversityResources/Pages/default.aspx>

GRADUATE CATALOG

The link below will direct you to the University Graduate Catalog. In the event that there is a conflict between Worden policy and University policy, University policy supersedes Worden Policy.

Website: http://info.ollusa.edu/University_Catalogs/Graduate/Graduate%20Catalog%202014-2015/master-of-social-work.htm

THE MARY FRANCINE DANIS WRITING CENTER

The Writing Center staff help people overcome writer's block, offer suggestions for focusing and organizing assignments, and provide a "second pair of eyes" for a nearly-finished piece of writing. The staff works with students at all levels and in all subjects. Consultations are available in person or over the phone.

Website: <http://www.ollusa.edu/s/1190/hybrid/default-hybrid-ollu.aspx?sid=1190&gid=1&pgid=7766>
Phone: 210-528-7160

DISABILITY SERVICES

The Services to Students with Disabilities Office provides accessibility to students requiring accommodations through the provision of a wide variety of services tailored to each student's documented needs. For further information, please visit the link provided below.

Website: <http://www.ollusa.edu/s/1190/hybrid/default-hybrid-ollu.aspx?pgid=7769&gid=1>
Phone: 210-431-3966

REGISTRAR'S OFFICE

The Registrar's Office handles information regarding class registration, degree plans, academic calendars and schedules, as well as information on graduation and commencement. For more info, please visit their website.

Website: <http://www.ollusa.edu/s/1190/hybrid/default-hybrid-ollu.aspx?sid=1190&gid=1&pgid=7710>
Phone: 210-434-6711 EXT. 2316 TOLL FREE: 800-436-6558

FINANCIAL AID

Our Lady of the Lake University understands the economic realities of financing a college education. It is part of the OLLU mission to provide resources and options that make a quality, private education affordable for all families. Visit their website for further information.

Website: <http://www.ollusa.edu/s/1190/hybrid/default-hybrid-ollu.aspx?sid=1190&gid=1&pgid=7831>
Phone: 210-434-6711 EXT 2299

SUELTFUSS LIBRARY

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Phone: 210-431-3923

LICENSING IN TEXAS

Licensing information is provided as an aid for students. All students are advised and are responsible for reviewing the licensing guidelines, policies, and updates in their state.

For Our Lady of the Lake University Social Work Graduate Students

1. Download Application
 - Go to http://www.dshs.state.tx.us/socialwork/sw_lbsw-lmsw.shtm
 - Download the application. Examination Security Information Form, and Verification of Licensure in Another Jurisdiction (if necessary).

- Print and fill out application.
2. Take Jurisprudence Exam (\$40)
 - Go to http://www.dshs.state.tx.us/socialwork/sw_jurisprudence.shtm
 - Sign up and pay for the Jurisprudence Exam]
 - Take the exam
 - Print out two copies of the certificate of completion. One will be for the students records and the other will go along with the application materials to send to the board.
 3. Send in application materials and fee (\$91)
 - After double checking the application checklist, mail in the form, proof of completion of Jurisprudence Exam, and official transcript Our Lady of the Lake to the Texas State Board of Social Work Examiners.
 - Note for current students: Exam approval will be given without a transcript if accompanied with a Director's letter from student's college or university during your final semester.
 - Request a letter of good standing from Dr. Mo Cuevas by e-mailing Anna Marie Ramirez at amramirez@ollusa.edu. **Students need to be in their last semester of graduation to request the letter.** The email request should include the student's name, (official name students are applying for their license with), the name of the field placement site the student has been assigned to and the anticipated date of graduation. Once the letter is ready, a copy will be emailed back to the student. A hard copy can be mailed at the student's request.
 4. Wait for approval to sit for the licensure exam
 - Approval to sit for the licensure exam is communicated to the Association of Social Work Boards (ASWB) and the applicant (you) in writing when all qualifying information has been received and approved by the board. This will take 3-4 weeks.
 5. Register for the licensure exam and pay exam fee (\$230)
 - Call ASWB or register online at <http://www.aswb.org/Main/registeronline.asp>.
 6. Schedule testing appointment
 - Student must wait for official ASWB Authorization Letter to come via mail before scheduling an appointment to test. This will take at least seven days.
 - Go to <http://www.act.org/actcenters/locate/index.html> to locate a testing center and set up an appointment.
 7. Study
 - Go to www.aswb.org to find reasonably priced study materials.
 8. Pass and Receive license from state board

a. Student will receive score immediately upon completion of the exam. The state board will receive students score from ASWB approximately 14 days after your exam.

b. After graduation, submit an official copy of OLLU transcript that indicates student specific MSW degree that has been conferred to the state board. Upon receipt of verification of a passing score and official transcript indicating MSW degree (and as long as the applicant has met all other qualifications and paid all applicable fees), the board can issue the license.

Total length of time (approximately): 3 months

Total Cost: \$361.00 (\$40 for Jurisprudence, \$91 for Texas Application, \$230 for Licensing Exam)

Information compiled from www.dshs.tx.us , www.aswb.org , and www.ollusa.edu.

NATIONAL ONLINE PROGRAM

ONLINE ADMISSIONS

30 HR ADVANCE PROGRAM

For the concentration MSW program (30 credit hours, for candidates with a bachelor's degree in social work from an accredited program) all of the following is required for consideration:

- A complete application: [OLLU Online Application](#)
- \$40 application fee: [OLLU Application Fee](#)
- Completed form for each Letter of Recommendation: [LOR Form](#)
- A bachelor's degree in social work from a program accredited by The Council on Social Work Education (CSWE)
- Cumulative undergraduate grade point average of at least 3.00 in all undergraduate coursework and cumulative social work major
- Official transcripts from all previous postsecondary work
- Three letters of recommendation not more than one year old (at least one from an academician if in school within the last 3 years, others from employers or supervisors)
- A personal statement addressing the following areas: motivation for graduate studies, motivation for social work, social work related employment and/or volunteer experiences, social work career goals, and understanding of and identification with the Worden School of Social Service mission
- A complete and current résumé

57 HR FOUNDATION PROGRAM

For the foundation MSW program (57 credit hours, for all other undergraduate degrees) all of the following is required for consideration:

- A complete application: [OLLU Online Application](#)
- \$40 application fee: [OLLU Application Fee](#)
- Completed form for each Letter of Recommendation: [LOR Form](#)
- A bachelor's degree from a regionally accredited institution
- Cumulative undergraduate grade point average of at least 2.50*, or a 3.00 for the last 60 semester hours of undergraduate work
- Official transcripts from all previous postsecondary work
- Three letters of recommendation not more than one year old (at least one from an academician if in school within the last 3 years, others from employers or supervisors)
- A personal statement addressing the following areas: motivation for graduate studies, motivation for social work, social work related employment and/or volunteer experiences, social work career goals, and understanding of and identification with the Worden School of Social Service mission
- A complete and current résumé

**If cumulative undergraduate GPA is below 3.00, but above 2.50, an additional GPA statement will be required to discuss the circumstances surrounding the undergraduate GPA and plans to be successful at the graduate level.*

ADVISING

Academic advising is the student's major link with the program and their academic and professional track. Advising is at the student's discretion. The two types of advising offered include:

Academic

- Reviews the student's degree plan and program of study .
- Helps the student develop a class schedule for the upcoming semester at registration time.
- Works with the student around any academic problems that may arise.

Professional

- Engages in career guidance and, if necessary, refers to appropriate sources for personal counseling.

DEGREE PLANS

30 HR ADVANCE PROGRAM

[ACCELERATED](#)

[STANDARD](#)

57 HR FOUNDATION PROGRAM

[ACCELERATED](#)

[STANDARD](#)

FIELD EDUCATION

Field education is an integral part of the social work program at OLLU. The Worden School of Social Service has established partnerships with an extensive network of public and private social service agencies to provide students with a wide range of opportunities for internships. Student internships with Spanish-speaking populations are also available.

MSW Foundation students complete their Foundation field education placement of 450 hours over three consecutive academic terms and their Concentration field education placement of 500 hours over three consecutive academic terms. MSW Advanced students complete their Advanced field education placement of 500 hours over three consecutive academic terms. For more information, please reference the MSW Field Education manual.

Director of Field Education

Cynthia Squiabro, MSW / csquiabro@ollusa.edu / 210- 431-6774



Cynthia Squiabro initially joined the Worden School of Social Service as Adjunct Faculty in the position of online instructor and has expanded her role to also include Director of Field Education. Her professional experiences include being a field educator, working with hospice, bereavement and end-of-life care with children and adults, teaching parenting classes, facilitator for Alzheimer’s Caregiver Stress support group, direct practice with Hispanic elders and university admissions at Our Lady of the Lake University guiding students towards graduate programs of interest in higher education.

Professor Squiabro received her BSW and MSW degree from Our Lady of the Lake University along with a Bilingual of Spanish in Social Work. She is fluent in Spanish, speaking, reading and writing. She is of Puerto Rican descent. In 2006 she was named Student of the Year for Worden School of Social Service at OLLU. In that same year, she became the founder of The Alliance, a student recognized organization that promotes alliance between the LGBTQ and straight communities at Our Lady of the Lake to include students, faculty, staff, administrators, alumni, visitors and the surrounding community of San Antonio.

Online MSW Field Education Coordinator (Concentration Students)

Jan Owen, LCSW / jowen@ollusa.edu / 210-528-6721



Jan has over 30 years of social work experience that includes counseling to adults, children and families in various capacities including public and private education systems, hospital, in-patient mental health, and hospice. She has worked with numerous community agencies including legal authorities and the military medical chain of command. and have extensive experience developing and delivering training materials across a broad spectrum of demographics. She has also served as adjunct faculty and as a field instructor for BSW and MSW students.

Jan received her Bachelor of Science in Social Work from Kansas State University in 1982 and her Masters of Social Work from the University of Kansas in 1984. She has had the privilege of practicing social work in Louisiana, Ohio, Florida and Texas following her spouse with the United States Air Force. Jan has made Texas home for the last 18 years.

Online MSW Field Education Coordinator (Foundation Students)

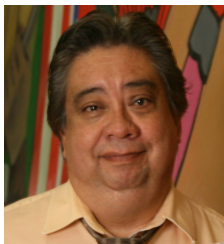
Jessica Nickerson / jnickerson@onlineprograms.ollusa.edu / 303-316-2226



Jessica has been a Field Education Coordinator with the Worden School of Social Service since January 2014. In her role, she supports online MSW students and field instructors at Social Service Agencies in order to prepare for field education. Jessica has over 10 years' experience working in Higher Education in a number of roles supporting students. Prior to that, Jessica worked in advocacy roles with both the Association of Community Organizations for Reform Now (ACORN) and the Rape Assistance and Awareness Program (RAAP). Jessica studied Philosophy and Psychology at Central Michigan University and is currently pursuing her Master of Social Work from Our Lady of the Lake University.

Field Education Coordinator (San Antonio Area & Rio Grande Valley)

Santos Vargas, MSW, LCSW / svargas@ollusa.edu / 210-431-6505



Santos initially joined the Worden School of Social Service in 2012 as an Adjunct Faculty member and has expanded his role to also include Field Education Coordinator for San Antonio Area and RGV students both online and on campus. Prior to employment at OLLU, Santos served as a field instructor with OLLU since 1984 and enjoyed the experience and professional growth that comes from working with social work students.

Santos received his Bachelor Degree in Sociology/Social Work from OLLU in 1977 and his Masters of Social Work degree in 1982 from OLLU. He has been in clinical social work from 1978-2016 in mental health, counseling, medical, criminal justice, macro, crisis intervention, disaster assistance and case management with children, adolescents, adults and senior population. Santos has over 38 years of experience working as a social worker for the state, county, community agencies, nursing homes, home health, hospice, and currently also provides LCSW supervision.

HELPFUL CONTACTS

Online Student Service Coordinator

Sarah Dean / sedan@onlineprograms.ollusa.edu / 855-275-1082 ext. 2



Sarah Dean is a Student Services Coordinator, working with students in the MSW and MBA programs. She is the student's primary contact through graduation and the primary contact for faculty and staff in the MSW and MBA programs.

Sarah was born in the Bay Area but grew up in Fort Collins, Colorado. She studied International Affairs with a concentration in South Asian studies at the University of Colorado. Sarah has been with Wiley since January 2014. Fun facts about Sarah: she has taken several years of Hindi and studied for a bit in India. She also did Ballet for 14 years and loves to dance.

LINKS TO UNIVERSITY RESOURCES

The link below will direct you to key University resources including the Our Lady of the Lake Student Handbook.

Website: <https://myollu.ollusa.edu/UniversityResources/Pages/default.aspx>

GRADUATE CATALOG

The link below will direct you to the University Graduate Catalog. In the event that there is a conflict between Worden policy and University policy, University policy supersedes Worden Policy.

Website: http://info.ollusa.edu/University_Catalogs/Graduate/Graduate%20Catalog%202014-2015/master-of-social-work.htm

THE MARY FRANCINE DANIS WRITING CENTER

The Writing Center staff help people overcome writer's block, offer suggestions for focusing and organizing assignments, and provide a "second pair of eyes" for a nearly-finished piece of writing. The staff works with students at all levels and in all subjects. Consultations are available in person or over the phone.

Website: <http://www.ollusa.edu/s/1190/hybrid/default-hybrid-ollu.aspx?sid=1190&gid=1&pgid=7766>
Phone: 210-528-7160

DISABILITY SERVICES

The Services to Students with Disabilities Office provides accessibility to students requiring accommodations through the provision of a wide variety of services tailored to each student's documented needs. For further information, please visit the link provided below.

Website: <http://www.ollusa.edu/s/1190/hybrid/default-hybrid-ollu.aspx?pgid=7769&gid=1>
Phone: 210-431-3966

REGISTRAR'S OFFICE

The Registrar's Office handles information regarding class registration, degree plans, academic calendars and schedules, as well as information on graduation and commencement. For more info, please visit their website.

Website: <http://www.ollusa.edu/s/1190/hybrid/default-hybrid-ollu.aspx?sid=1190&gid=1&pgid=7710>
Phone: 210-434-6711 EXT. 2316 TOLL FREE: 800-436-6558

FINANCIAL AID

Our Lady of the Lake University understands the economic realities of financing a college education. It is part of the OLLU mission to provide resources and options that make a quality, private education affordable for all families. Visit their website for further information.

Website: <http://www.ollusa.edu/s/1190/hybrid/default-hybrid-ollu.aspx?sid=1190&gid=1&pgid=7831>
Phone: 210-434-6711 EXT 2299

SUELTFUSS LIBRARY

To get information on the library hours, services as well as online services and much more, please visit their website.

Website: <http://library.ollusa.edu/library>
Phone: 210-431-3923

LICENSING

To find more information about obtaining your license please visit these helpful websites:

<https://www.aswb.org/licensees/about-licensing-and-regulation/> or
<http://www.socialworklicensure.org/state/social-work-licensure-arizona.html#context/api/listings/prefilter>

FREQUENTLY ASKED QUESTIONS

MSW Program

Q: Where can I find the list of required classes?

A: Your Student Services Coordinator sent you a Welcome email in the second week of your first class, with a degree tracking sheet attached.

Q: How long are the classes?

A: Each term runs for 8 weeks (or 7 weeks – we are currently transitioning to 7 week terms over the next two years). There are two terms in each full semester.

Q: Do I have to take the classes in order?

A: Yes, you will take them in the order they are listed in on your degree tracking sheet.

Q: Where do I take my online classes?

A: Your classes are held in Engage, our learning management system. <http://engage.ollusa.edu>

Q: Do I need to be online at any specific time?

A: No, the classes are asynchronous. You will have due dates for coursework throughout the week, but you can do the work on your own timetable. There are no lectures that require you to be on Engage at a specific time.

Q: Who is my main point of contact if I have questions or concerns?

A: Your Student Services Coordinator (SSC)! Sarah Dean (sdean@ollusa.edu) is your SSC if you are a Concentration-level Student and Kara Murray (kmurray@ollusa.edu) is your SSC if you are a Foundation-level Student

Registration

Q: Do I register myself?

A: No, your Student Services Coordinator will automatically you for every term as you move throughout the program.

Q: How can I view my registration?

A: Go to Webadvisor for Students in your Student Portal. Click “Academic Profile” and “My Class Schedule”. Then select the upcoming term.

Q: Can I drop from a class I am currently taking?

A: If you are within the initial drop deadline during the first week of class, you can drop your class without penalty. Please be sure to refer to the academic calendar for the specific drop deadline each term. After the drop deadline, you can only withdraw with a W.

Q: What are the implications of a W on my transcript?

A: A W does not impact your GPA, but it does impact your completion rate. To remain eligible for Financial Aid, you need to maintain a 3.0 GPA and an overall class completion rate of 75% (ex- fully completed 3 out of 4 classes).

Financial Aid and Payment Arrangements

Q: When do I have to submit a new FAFSA?

A: Every year prior to the Fall semester.

Q: As an online student, who is my financial aid contact?

A: Carolyn Hunt in the Financial Aid office. She can be reached at 210-528-7016 or cyhunt@lake.ollusa.edu

Q: I have been awarded my financial aid, now what?

A: Go into Webadvisor for Students in your student portal, then click “Financial Aid”. You can accept/reject your award. Then go in to eCommerce also in your student portal and accept the Financial Responsibility Agreement.

Q: How do I make a payment out of pocket?

A: You can pay online through eCommerce in your Student Portal or by contacting the Student Business Office at stufin@lake.ollusa.edu or 210-431-3929

Q: How often do I have to make payment arrangements?

A: Before the start of each new full semester.

Resources

Q: Where can I find term start and end dates?

A: An academic calendar is posted on Engage under the "Site Resources" and then "Resources" tab

Graduation

Q: Can I get proof that I have completed by degree requirements after an A term, even though my degree won't be conferred until the end of the full semester?

A: Yes! Contact the Registrar's Office at registrars@lake.ollusa.edu for a letter.

Q: Do I need to apply for graduation?

A: Yes, you will apply online through your Student Portal. The deadline is usually a few months before graduation, but your Student Services Coordinator will send you a reminder a few weeks before your deadline.

Q: How can I order my graduation regalia?

A: You will receive a graduation packet after you apply which contains order information from our vendor. All questions about the graduation ceremony specifics can be directed to Maritza Salinas in the Registrar's Office at mmsalinas@lake.ollusa.edu.

Q: I am an online student, can I still attend the graduation/commencement ceremony on campus?

A: Absolutely! We encourage our online graduating students to come experience the ceremony on campus. There are two ceremonies a year, one in May and one in December. Once you apply for graduation and receive your graduation packet, you can submit your commencement ceremony paperwork.

APPENDIX

A. FITNESS TO PRACTICE

FITNESS TO PRACTICE POLICY AND PROCEDURES

This policy applies to MSW students enrolled in the Worden School of Social Service. As part of meeting the program objectives set forth in the Student Handbooks and Graduate Catalog, students are expected to conduct themselves in an ethical, responsible, and professional manner. This conduct is evaluated through the Fitness to Practice (FTP) policy as an element of students' academic performance. The purpose of the FTP review process is to regularly monitor students' professional and personal development to ensure students demonstrate appropriate progress towards developing the necessary behaviors, attitudes, and professional competencies to practice as a social worker -in-training. Student progress is routinely monitored and discussed in consultation with other faculty members and director.

At the onset of their academic program, students are directed to review these standards and seek clarification when needed. In order to successfully complete the program and be endorsed for any relevant certifications or licensure, students must demonstrate academic performance meeting or exceeding standards in all settings, including classes, advising sessions, internship sites, and all verbal and written communication, including:

1. Maintain a cumulative GPA of 3.0 or better and present grades of C in no more than two courses, that are to be counted toward the degree,
2. Demonstrate fitness in their interactions with others as measured on the Fitness to Practice Standards , which include the following competencies:
 - a. Follows ethical and legal considerations
 - b. Displays multicultural competence
 - c. Open to new ideas
 - d. Aware of own impact on others
 - e. Responsive, adaptable, and cooperative
 - f. Receptive to and uses feedback
 - g. Responds to conflict appropriately
 - h. Accepts personal responsibility
 - i. Expresses feelings effectively and appropriately
 - j. Dependable in meeting obligations , and
 - k. Conform with the NASW codes of ethics, Code of Student Conduct and all related national and state licensure and certification boards.

FITNESS TO PRACTICE EVALUATION PROCESS

Students' competence is evaluated using the Fitness to Practice Standards and documented with the FTP Evaluation Form.

All students will be reviewed by individual faculty using the Fitness to Practice Standards during Generalist Social Work Practice: Individuals, Families, and Groups (SOWK 6315), Integrative Seminar (SOWK 6159,

7158, or 6152, 7356), the student's first course of study in the concentration and as necessary throughout the program.

Admission to the program does not guarantee fitness to remain in the program. In addition, a FTP review may be initiated on any student at any time if a faculty member, staff, course instructor, program advisor or field supervisor believes the student has displayed behavior which suggests the student does not possess sufficient competency on one or more FTP criteria. Faculty also may initiate a FTP review at any time for:

- a. Students who engage in illegal or unethical behaviors,
- b. Students who present a threat to the wellbeing of others, or
- c. Students who violate the OLLU Student Code of Conduct, or any other Worden School of Social Service policies or procedures.

In such cases, depending upon the circumstances, the fitness to practice process may result in the student being dismissed from the Worden School of Social Service without the opportunity for remediation.

Faculty members, staff, course instructors, program advisors, and field supervisors may evaluate all students according to these standards. Students will have the opportunity to participate and respond at each step of the FTP process.

Performance on the FTP standards will be rated on a scale of 0 (competence not achieved) to 1 (competence achieved) as described in the Fitness to Practice Standards. A rating of 1 on all FTP standards will indicate competence. The FTP Evaluation Form then will be shared with the student and a copy placed in the student's file. A rating of 0 on any of the FTP standards will initiate the following procedure:

(1) The student will be contacted to schedule a meeting to review the FTP Evaluation Form. The meeting will be held with the issuing faculty member, unless the FTP process was initiated because the student engaged in illegal or unethical activities, presented a threat to the wellbeing of others or violate the OLLU Student Code of Conduct (in which case, the meeting will be held with a faculty review committee, as outlined in Step 3 below).

The student has five business days to respond to the request to schedule a meeting. If the student does not respond by the close of business on the fifth business day, the matter will proceed to step 3 below.

(2) At the meeting, the issuing faculty will review the FTP Evaluation Form with the student and discuss a remediation plan. Within fifteen business days after the meeting, the issuing faculty will provide a final copy of the remediation plan (incorporating any changes agreed upon at the meeting) to the student for review and signature. The student will have ten business days to review, sign, and return the remediation plan. Failure of the student to sign and/or return the remediation plan by the close of business on the tenth business day will not impede the process and may be considered during the fitness to practice process.

The remediation plan may include

1. Specific competency(ies) from the Fitness to Practice Standards which require(s) remediation,
2. Specific recommendations to achieve remediation,
3. Specific requirements to demonstrate remediation efforts have been successful, and
4. A specific deadline for subsequent monitoring to evaluate progress.

Both the student and issuing faculty may retain copies of the signed FTP Evaluation Form and remediation plan and copies will be placed in the student's folder.

At any time during the remediation process, the issuing faculty member may refer the student to a faculty review committee.

(3) A faculty review committee will be convened if:

- a. The FTP process was initiated because the student engaged in illegal or unethical activities, presented a threat to the wellbeing of others, or violate the OLLU Student Code of Conduct ,
- b. A student fails to respond to the issuing faculty's request to schedule a meeting to review the FTP Evaluation Form,
- c. A student fails to show reasonable progress in the remediation plan, or
- d. A student receives more than one FTP Evaluation Form rated 0 during his or her Program of Study.

The committee will be comprised of three faculty members appointed by the MSW Director. The student will be required to meet with the faculty review committee in accordance with the procedures described in #1 and #2 above.

The faculty review committee may consult with any of the Worden School of Social Service faculty regarding the development of alternative remedial strategies and/or evaluation of the student's fitness for continuation in the Worden School of Social Service. The faculty review committee will monitor the student's progress on the remediation plan.

If at any time the student is determined not to be making satisfactory progress, the faculty review committee may either modify the remediation plan or dismiss the student from the program.

(4) All faculty review committee decisions for a student's dismissal from the Worden School of Social Service will be forwarded to the MSW Director.

The student may appeal the committee's decision to the Worden School of Social Service Director.

FITNESS TO PRACTICE EVALUATION FORM

<https://docs.google.com/document/d/1ZUZG6SiAYGCG8AF5ezNg2nmX8Oh1-hw8TppqOEhFZw/edit?usp=sharing>

FITNESS TO PRACTICE STANDARDS

All standards are evaluated based on student performances in programmatic, academic, clinical, field, supervisory, and interpersonal contexts.

1. Follows ethical and legal considerations

Competence not achieved

*Displays inappropriate and/or disrespectful boundaries with clients, faculty, supervisors and peers.

*Does not demonstrate awareness of personal values or imposes personal values on others.

* Breaches applicable professional social work ethical codes and laws.

Competence achieved

*Maintains appropriate and respectful boundaries with clients, faculty, supervisor, and peers.

*Demonstrates awareness of personal values and does not impose personal values on others.

*Follows applicable professional social work ethical codes and laws.

6. Receptive to and uses feedback

Competence not achieved

*Respond to feedback with defensiveness, anger, and/or denial.

*Shows little or no evidence of incorporating feedback.

Competence achieved

*Responsive, open, and receptive to feedback.

*Appropriately incorporates feedback.

2. Displays multicultural competence

Competence not achieved

*Discriminates or expresses prejudice towards those of a different race, culture, gender, religion, sexual orientation, age, ability status, gender identity, marital status/partnership, language preference, or socioeconomic status than self.

*Does not demonstrate multicultural social work competencies.

Competence achieved

*Demonstrates sensitivity to diversity.

*Demonstrates multicultural social work competencies.

7. Responds to conflict appropriately

Competence not achieved

*Shows minimal willingness to examine own role in conflict.

*Displays hostility when conflicts are addressed.

*Does not address conflict directly with individual(s) involved and addresses with others instead.

Competence achieved

*Actively examines and acknowledges own role in conflict

*Actively participates in problem-solving efforts.

*Appropriately expresses emotions when conflicts are addressed

*Addresses conflicts directly with individual(s) involved.

3. Open to new ideas

Competence not achieved

*Dogmatic about own perspective and ideas.

*Unable or unwilling to consider others points of view.

Competence achieved

*Openly discusses and respects perspectives other than own.

*Considers others perspectives and points of view.

8. Accepts personal responsibility

Competence not achieved

*Refuses to admit mistakes or examine own contribution to problems.

*Lies, minimizes, or embellishes the truth to extricate self from problems.

Competence achieved

*Examines own role in problems.

<p>4. Aware of own impact on others <u>Competence not achieved</u> *Shows little or no concern for how others are impacted by them. *Blames others for problems without self-examination. *Disrespectful toward peers, supervisors, and/or instructors (e.g., monopolizes discussions or gossips). <u>Competence achieved</u> *Recognizes how own word and actions impact others. *Avoids blaming others and examines own role on problems. *Respectful toward peers, supervisors, and/or instructors.</p>	<p>9. Expresses feelings effectively & appropriately <u>Competence not achieved</u> *Does not express own feelings appropriately. *Does not recognize or acknowledge feeling of others. *Acts out negative feelings (through negative behaviors) rather than articulating them. *Expression of feelings is inappropriate to the setting. <u>Competence achieved</u> *Expresses own feelings . *Acknowledges others feelings. *Acts professionally while experiencing difficult emotion. *Expression of own feelings is appropriate to the setting.</p>
<p>5. Responsive, adaptable, and cooperative <u>Competence not achieved</u> *Shows little or no effort to adjust behaviors in response to changes in professional & interpersonal contexts. *Expresses intolerance of changes in programmatic, academic, clinical, field or supervisory settings. *Reactionary and defensive in response *Shows little or no engagement in cooperative activities. *Monopolizes cooperative activities. <u>Competence achieved</u> *Shows reasonable effort to adjust behaviors in response to changes in professional & interpersonal contexts. *Expresses tolerance of change in programmatic, academic, clinical, field or supervisory settings. *Thoughtful and reflective in response *Appropriately cooperates in cooperative activities. *Comprises in cooperative activities.</p>	<p>10. Dependable in meeting obligations <u>Competence not achieved</u> *Absent from scheduled program obligations (e.g., class, supervision, GA, or field site) and does not notify others in advance. *Arrives late for scheduled obligations. *Rarely meets deadlines (i.e., practicum and internship paperwork, other assignments) or paperwork is incomplete when submitted. <u>Competence achieved</u> *Satisfactorily meets attendance requirements and notifies others in advance regarding absences. *Arrives on-time for scheduled obligations. *Meets deadlines and satisfactorily completes paperwork. *Accurate & honest in describing own and others roles in problems. *Accepts own mistakes and responds to them as opportunity for self-improvement.</p>

B. NASW CODE OF ETHICS

1. SOCIAL WORKERS' ETHICAL RESPONSIBILITIES TO CLIENTS

1.01 COMMITMENT TO CLIENTS

Social workers' primary responsibility is to promote the wellbeing of clients. In general, clients' interests are primary. However, social workers' responsibility to the larger society or specific legal obligations may on limited occasions supersede the loyalty owed clients, and clients should be so advised. (Examples include when a social worker is required by law to report that a client has abused a child or has threatened to harm self or others.)

1.02 SELF-DETERMINATION

Social workers respect and promote the right of clients to self-determination and assist clients in their efforts to identify and clarify their goals. Social workers may limit clients' right to self-determination when, in the social workers' professional judgment, clients' actions or potential actions pose a serious, foreseeable, and imminent risk to themselves or others.

1.03 INFORMED CONSENT

(a) Social workers should provide services to clients only in the context of a professional relationship based, when appropriate, on valid informed consent. Social workers should use clear and understandable language to inform clients of the purpose of the services, risks related to the services, limits to services because of the requirements of a third-party payer, relevant costs, reasonable alternatives, clients' right to refuse or withdraw consent, and the time frame covered by the consent. Social workers should provide clients with an opportunity to ask questions.

(b) In instances when clients are not literate or have difficulty understanding the primary language used in the practice setting, social workers should take steps to ensure clients' comprehension. This may include providing clients with a detailed verbal explanation or arranging for a qualified interpreter or translator whenever possible.

(c) In instances when clients lack the capacity to provide informed consent, social workers should protect clients' interests by seeking permission from an appropriate third party, informing clients consistent with the clients' level of understanding. In such instances social workers should seek to ensure that the third party acts in a manner consistent with clients' wishes and interests. Social workers should take reasonable steps to enhance such clients' ability to give informed consent.

(d) In instances when clients are receiving services involuntarily, social workers should provide information about the nature and extent of services and about the extent of clients' right to refuse service.

(e) Social workers who provide services via electronic media (such as computer, telephone, radio, and television) should inform recipients of the limitations and risks associated with such services.

(f) Social workers should obtain clients' informed consent before audio taping or videotaping clients or permitting observation of services to clients by a third party.

1.04 COMPETENCE

(a) Social workers should provide services and represent themselves as competent only within the boundaries of their education, training, license, certification, consultation received, supervised experience, or other relevant professional experience.

(b) Social workers should provide services in substantive areas or use intervention techniques or approaches that are new to them only after engaging in appropriate study, training, consultation, and supervision from people who are competent in those interventions or techniques.

(c) When generally recognized standards do not exist with respect to an emerging area of practice, social workers should exercise careful judgment and take responsible steps (including appropriate education, research, training, consultation, and supervision) to ensure the competence of their work and to protect clients from harm.

1.05 CULTURAL COMPETENCE AND SOCIAL DIVERSITY

(a) Social workers should understand culture and its function in human behavior and society, recognizing the strengths that exist in all cultures.

(b) Social workers should have a knowledge base of their clients' cultures and be able to demonstrate competence in the provision of services that are sensitive to clients' cultures and to differences among people and cultural groups.

(c) Social workers should obtain education about and seek to understand the nature of social diversity and oppression with respect to race, ethnicity, national origin, color, sex, sexual orientation, gender identity or expression, age, marital status, political belief, religion, immigration status, and mental or physical disability.

1.06 CONFLICTS OF INTEREST

(a) Social workers should be alert to and avoid conflicts of interest that interfere with the exercise of professional discretion and impartial judgment. Social workers should inform clients when a real or potential conflict of interest arises and take reasonable steps to resolve the issue in a manner that makes the clients' interests primary and protects clients' interests to the greatest extent possible. In some cases, protecting clients' interests may require termination of the professional relationship with proper referral of the client.

(b) Social workers should not take unfair advantage of any professional relationship or exploit others to further their personal, religious, political, or business interests.

(c) Social workers should not engage in dual or multiple relationships with clients or former clients in which there is a risk of exploitation or potential harm to the client. In instances when dual or multiple relationships are unavoidable, social workers should take steps to protect clients and are responsible for setting clear, appropriate, and culturally sensitive boundaries. (Dual or multiple relationships occur when social workers relate to clients in more than one relationship, whether professional, social, or business. Dual or multiple relationships can occur simultaneously or consecutively.)

(d) When social workers provide services to two or more people who have a relationship with each other (for example, couples, family members), social workers should clarify with all parties which individuals will be considered clients and the nature of social workers' professional obligations to the various individuals who are receiving services. Social workers who anticipate a conflict of interest among the individuals receiving services or who anticipate having to perform in potentially conflicting roles (for example, when a social worker is asked to testify in a child custody dispute or divorce proceedings involving clients) should clarify their role with the parties involved and take appropriate action to minimize any conflict of interest.

1.07 PRIVACY AND CONFIDENTIALITY

- (a) Social workers should respect clients' right to privacy. Social workers should not solicit private information from clients unless it is essential to providing services or conducting social work evaluation or research. Once private information is shared, standards of confidentiality apply.
- (b) Social workers may disclose confidential information when appropriate with valid consent from a client or a person legally authorized to consent on behalf of a client.
- (c) Social workers should protect the confidentiality of all information obtained in the course of professional service, except for compelling professional reasons. The general expectation that social workers will keep information confidential does not apply when disclosure is necessary to prevent serious, foreseeable, and imminent harm to a client or other identifiable person. In all instances, social workers should disclose the least amount of confidential information necessary to achieve the desired purpose; only information that is directly relevant to the purpose for which the disclosure is made should be revealed.
- (d) Social workers should inform clients, to the extent possible, about the disclosure of confidential information and the potential consequences, when feasible before the disclosure is made. This applies whether social workers disclose confidential information on the basis of a legal requirement or client consent.
- (e) Social workers should discuss with clients and other interested parties the nature of confidentiality and limitations of client's right to confidentiality. Social workers should review with clients circumstances where confidential information may be requested and where disclosure of confidential information may be legally required. This discussion should occur as soon as possible in the social worker-client relationship and as needed throughout the course of the relationship.
- (f) When social workers provide counseling services to families, couples, or groups, social workers should seek agreement among the parties involved concerning each individual's right to confidentiality and obligation to preserve the confidentiality of information shared by others. Social workers should inform participants in family, couples, or group counseling that social workers cannot guarantee that all participants will honor such agreements.
- (g) Social workers should inform clients involved in family, couples, marital, or group counseling of the social worker's, employer's, and agency's policy concerning the social worker's disclosure of confidential information among the parties involved in the counseling.
- (h) Social workers should not disclose confidential information to third-party payers unless clients have authorized such disclosure.
- (i) Social workers should not discuss confidential information in any setting unless privacy can be ensured. Social workers should not discuss confidential information in public or semi public areas such as hallways, waiting rooms, elevators, and restaurants.
- (j) Social workers should protect the confidentiality of clients during legal proceedings to the extent permitted by law. When a court of law or other legally authorized body orders social workers to disclose confidential or privileged information without a client's consent and such disclosure could cause harm to the client, social workers should request that the court withdraw the order or limit the order as narrowly as possible or maintain the records under seal, unavailable for public inspection.
- (k) Social workers should protect the confidentiality of clients when responding to requests from members of the media.

(l) Social workers should protect the confidentiality of clients' written and electronic records and other sensitive information. Social workers should take reasonable steps to ensure that clients' records are stored in a secure location and that clients' records are not available to others who are not authorized to have access.

(m) Social workers should take precautions to ensure and maintain the confidentiality of information transmitted to other parties through the use of computers, electronic mail, facsimile machines, telephones and telephone answering machines, and other electronic or computer technology. Disclosure of identifying information should be avoided whenever possible.

(n) Social workers should transfer or dispose of clients' records in a manner that protects clients' confidentiality and is consistent with state statutes governing records and social work licensure.

(o) Social workers should take reasonable precautions to protect client confidentiality in the event of the social worker's termination of practice, incapacitation, or death.

(p) Social workers should not disclose identifying information when discussing clients for teaching or training purposes unless the client has consented to disclosure of confidential information.

(q) Social workers should not disclose identifying information when discussing clients with consultants unless the client has consented to disclosure of confidential information or there is a compelling need for such disclosure.

(r) Social workers should protect the confidentiality of deceased clients consistent with the preceding standards.

1.08 ACCESS TO RECORDS

(a) Social workers should provide clients with reasonable access to records concerning the clients. Social workers who are concerned that clients' access to their records could cause serious misunderstanding or harm to the client should provide assistance in interpreting the records and consultation with the client regarding the records. Social workers should limit clients' access to their records, or portions of their records, only in exceptional circumstances when there is compelling evidence that such access would cause serious harm to the client. Both clients' requests and the rationale for withholding some or all of the record should be documented in clients' files.

(b) When providing clients with access to their records, social workers should take steps to protect the confidentiality of other individuals identified or discussed in such records.

1.09 SEXUAL RELATIONSHIPS

(a) Social workers should under no circumstances engage in sexual activities or sexual contact with current clients, whether such contact is consensual or forced.

(b) Social workers should not engage in sexual activities or sexual contact with clients' relatives or other individuals with whom clients maintain a close personal relationship when there is a risk of exploitation or potential harm to the client. Sexual activity or sexual contact with clients' relatives or other individuals with whom clients maintain a personal relationship has the potential to be harmful to the client and may make it difficult for the social worker and client to maintain appropriate professional boundaries. Social workers—not their clients, their clients' relatives, or other individuals with whom the client maintains a

personal relationship—assume the full burden for setting clear, appropriate, and culturally sensitive boundaries.

(c) Social workers should not engage in sexual activities or sexual contact with former clients because of the potential for harm to the client. If social workers engage in conduct contrary to this prohibition or claim that an exception to this prohibition is warranted because of extraordinary circumstances, it is social workers—not their clients—who assume the full burden of demonstrating that the former client has not been exploited, coerced, or manipulated, intentionally or unintentionally.

(d) Social workers should not provide clinical services to individuals with whom they have had a prior sexual relationship. Providing clinical services to a former sexual partner has the potential to be harmful to the individual and is likely to make it difficult for the social worker and individual to maintain appropriate professional boundaries.

1.10 PHYSICAL CONTACT

Social workers should not engage in physical contact with clients when there is a possibility of psychological harm to the client as a result of the contact (such as cradling or caressing clients). Social workers who engage in appropriate physical contact with clients are responsible for setting clear, appropriate, and culturally sensitive boundaries that govern such physical contact.

1.11 SEXUAL HARASSMENT

Social workers should not sexually harass clients. Sexual harassment includes sexual advances, sexual solicitation, requests for sexual favors, and other verbal or physical conduct of a sexual nature.

1.12 DEROGATORY LANGUAGE

Social workers should not use derogatory language in their written or verbal communications to or about clients. Social workers should use accurate and respectful language in all communications to and about clients.

1.13 PAYMENT FOR SERVICES

(a) When setting fees, social workers should ensure that the fees are fair, reasonable, and commensurate with the services performed. Consideration should be given to clients' ability to pay.

(b) Social workers should avoid accepting goods or services from clients as payment for professional services. Bartering arrangements, particularly involving services, create the potential for conflicts of interest, exploitation, and inappropriate boundaries in social workers' relationships with clients. Social workers should explore and may participate in bartering only in very limited circumstances when it can be demonstrated that such arrangements are an accepted practice among professionals in the local community, considered to be essential for the provision of services, negotiated without coercion, and entered into at the client's initiative and with the client's informed consent. Social workers who accept goods or services from clients as payment for professional services assume the full burden of demonstrating that this arrangement will not be detrimental to the client or the professional relationship.

(c) Social workers should not solicit a private fee or other remuneration for providing services to clients who are entitled to such available services through the social worker's' employer or agency.

1.14 CLIENTS WHO LACK DECISION-MAKING CAPACITY

When social workers act on behalf of clients who lack the capacity to make informed decisions, social workers should take reasonable steps to safeguard the interests and rights of those clients.

1.15 INTERRUPTION OF SERVICES

Social workers should make reasonable efforts to ensure continuity of services in the event that services are interrupted by factors such as unavailability, relocation, illness, disability, or death.

1.16 TERMINATION OF SERVICES

(a) Social workers should terminate services to clients and professional relationships with them when such services and relationships are no longer required or no longer serve the clients' needs or interests.

(b) Social workers should take reasonable steps to avoid abandoning clients who are still in need of services. Social workers should withdraw services precipitously only under unusual circumstances, giving careful consideration to all factors in the situation and taking care to minimize possible adverse effects. Social workers should assist in making appropriate arrangements for continuation of services when necessary.

(c) Social workers in fee-for-service settings may terminate services to clients who are not paying an overdue balance if the financial contractual arrangements have been made clear to the client, if the client does not pose an imminent danger to self or others, and if the clinical and other consequences of the current nonpayment have been addressed and discussed with the client.

(d) Social workers should not terminate services to pursue a social, financial, or sexual relationship with a client.

(e) Social workers who anticipate the termination or interruption of services to clients should notify clients promptly and seek the transfer, referral, or continuation of services in relation to the clients' needs and preferences.

(f) Social workers who are leaving an employment setting should inform clients of appropriate options for the continuation of services and of the benefits and risks of the options.

2. SOCIAL WORKERS' ETHICAL RESPONSIBILITIES TO COLLEAGUES

2.01 RESPECT

(a) Social workers should treat colleagues with respect and should represent accurately and fairly the qualifications, views, and obligations of colleagues.

(b) Social workers should avoid unwarranted negative criticism of colleagues in communications with clients or with other professionals. Unwarranted negative criticism may include demeaning comments that refer to colleagues' level of competence or to individuals' attributes such as race, ethnicity, national origin, color, sex, sexual orientation, gender identity or expression, age, marital status, political belief, religion, immigration status, and mental or physical disability.

(c) Social workers should cooperate with social work colleagues and with colleagues of other professions when such cooperation serves the wellbeing of clients.

2.02 CONFIDENTIALITY

Social workers should respect confidential information shared by colleagues in the course of their professional relationships and transactions. Social workers should ensure that such colleagues understand social workers' obligation to respect confidentiality and any exceptions related to it.

2.03 INTERDISCIPLINARY COLLABORATION

(a) Social workers who are members of an interdisciplinary team should participate in and contribute to decisions that affect the well-being of clients by drawing on the perspectives, values, and experiences of the social work profession. Professional and ethical obligations of the interdisciplinary team as a whole and of its individual members should be clearly established.

(b) Social workers for whom a team decision raises ethical concerns should attempt to resolve the disagreement through appropriate channels. If the disagreement cannot be resolved, social workers should pursue other avenues to address their concerns consistent with client well-being.

2.04 DISPUTES INVOLVING COLLEAGUES

(a) Social workers should not take advantage of a dispute between a colleague and an employer to obtain a position or otherwise advance the social workers' own interests.

(b) Social workers should not exploit clients in disputes with colleagues or engage clients in any inappropriate discussion of conflicts between social workers and their colleagues.

2.05 CONSULTATION

(a) Social workers should seek the advice and counsel of colleagues whenever such consultation is in the best interests of clients.

(b) Social workers should keep themselves informed about colleagues' areas of expertise and competencies. Social workers should seek consultation only from colleagues who have demonstrated knowledge, expertise, and competence related to the subject of the consultation.

(c) When consulting with colleagues about clients, social workers should disclose the least amount of information necessary to achieve the purposes of the consultation.

2.06 REFERRAL FOR SERVICES

(a) Social workers should refer clients to other professionals when the other professionals' specialized knowledge or expertise is needed to serve clients fully or when social workers believe that they are not being effective or making reasonable progress with clients and that additional service is required.

(b) Social workers who refer clients to other professionals should take appropriate steps to facilitate an orderly transfer of responsibility. Social workers who refer clients to other professionals should disclose, with clients' consent, all pertinent information to the new service providers.

(c) Social workers are prohibited from giving or receiving payment for a referral when no professional service is provided by the referring social worker.

2.07 SEXUAL RELATIONSHIPS

(a) Social workers who function as supervisors or educators should not engage in sexual activities or contact with supervisees, students, trainees, or other colleagues over whom they exercise professional authority.

(b) Social workers should avoid engaging in sexual relationships with colleagues when there is potential for a conflict of interest. Social workers who become involved in, or anticipate becoming involved in, a sexual relationship with a colleague have a duty to transfer professional responsibilities, when necessary, to avoid a conflict of interest.

2.08 SEXUAL HARASSMENT

Social workers should not sexually harass supervisees, students, trainees, or colleagues. Sexual harassment includes sexual advances, sexual solicitation, requests for sexual favors, and other verbal or physical conduct of a sexual nature.

2.09 IMPAIRMENT OF COLLEAGUES

(a) Social workers who have direct knowledge of a social work colleague's impairment that is due to personal problems, psychosocial distress, substance abuse, or mental health difficulties and that interferes

with practice effectiveness should consult with that colleague when feasible and assist the colleague in taking remedial action.

(b) Social workers who believe that a social work colleague's impairment interferes with practice effectiveness and that the colleague has not taken adequate steps to address the impairment should take action through appropriate channels established by employers, agencies, NASW, licensing and regulatory bodies, and other professional organizations.

2.10 INCOMPETENCE OF COLLEAGUES

(a) Social workers who have direct knowledge of a social work colleague's incompetence should consult with that colleague when feasible and assist the colleague in taking remedial action.

(b) Social workers who believe that a social work colleague is incompetent and has not taken adequate steps to address the incompetence should take action through appropriate channels established by employers, agencies, NASW, licensing and regulatory bodies, and other professional organizations.

2.11 UNETHICAL CONDUCT OF COLLEAGUES

(a) Social workers should take adequate measures to discourage, prevent, expose, and correct the unethical conduct of colleagues.

(b) Social workers should be knowledgeable about established policies and procedures for handling concerns about colleagues' unethical behavior. Social workers should be familiar with national, state, and local procedures for handling ethics complaints. These include policies and procedures created by NASW, licensing and regulatory bodies, employers, agencies, and other professional organizations.

(c) Social workers who believe that a colleague has acted unethically should seek resolution by discussing their concerns with the colleague when feasible and when such discussion is likely to be productive.

(d) When necessary, social workers who believe that a colleague has acted unethically should take action through appropriate formal channels (such as contacting a state licensing board or regulatory body, an NASW committee on inquiry, or other professional ethics committees).

(e) Social workers should defend and assist colleagues who are unjustly charged with unethical conduct.

3. SOCIAL WORKERS' ETHICAL RESPONSIBILITIES IN PRACTICE SETTINGS

3.01 SUPERVISION AND CONSULTATION

(a) Social workers who provide supervision or consultation should have the necessary knowledge and skill to supervise or consult appropriately and should do so only within their areas of knowledge and competence.

(b) Social workers who provide supervision or consultation are responsible for setting clear, appropriate, and culturally sensitive boundaries.

(c) Social workers should not engage in any dual or multiple relationships with supervisees in which there is a risk of exploitation of or potential harm to the supervisee.

(d) Social workers who provide supervision should evaluate supervisees' performance in a manner that is fair and respectful.

3.02 EDUCATION AND TRAINING

(a) Social workers who function as educators, field instructors for students, or trainers should provide instruction only within their areas of knowledge and competence and should provide instruction based on the most current information and knowledge available in the profession.

(b) Social workers who function as educators or field instructors for students should evaluate students' performance in a manner that is fair and respectful.

(c) Social workers who function as educators or field instructors for students should take reasonable steps to ensure that clients are routinely informed when services are being provided by students.

(d) Social workers who function as educators or field instructors for students should not engage in any dual or multiple relationships with students in which there is a risk of exploitation or potential harm to the student. Social work educators and field instructors are responsible for setting clear, appropriate, and culturally sensitive boundaries.

3.03 PERFORMANCE EVALUATION

Social workers who have responsibility for evaluating the performance of others should fulfill such responsibility in a fair and considerate manner and on the basis of clearly stated criteria.

3.04 CLIENT RECORDS

(a) Social workers should take reasonable steps to ensure that documentation in records is accurate and reflects the services provided.

(b) Social workers should include sufficient and timely documentation in records to facilitate the delivery of services and to ensure continuity of services provided to clients in the future.

(c) Social workers' documentation should protect clients' privacy to the extent that is possible and appropriate and should include only information that is directly relevant to the delivery of services.

(d) Social workers should store records following the termination of services to ensure reasonable future access. Records should be maintained for the number of years required by state statutes or relevant contracts.

3.05 BILLING

Social workers should establish and maintain billing practices that accurately reflect the nature and extent of services provided and that identify who provided the service in the practice setting.

3.06 CLIENT TRANSFER

(a) When an individual who is receiving services from another agency or colleague contacts a social worker for services, the social worker should carefully consider the client's needs before agreeing to provide services. To minimize possible confusion and conflict, social workers should discuss with potential clients the nature of the clients' current relationship with other service providers and the implications, including possible benefits or risks, of entering into a relationship with a new service provider.

(b) If a new client has been served by another agency or colleague, social workers should discuss with the client whether consultation with the previous service provider is in the client's best interest.

3.07 ADMINISTRATION

(a) Social work administrators should advocate within and outside their agencies for adequate resources to meet clients' needs.

(b) Social workers should advocate for resource allocation procedures that are open and fair. When not all clients' needs can be met, an allocation procedure should be developed that is nondiscriminatory and based on appropriate and consistently applied principles.

(c) Social workers who are administrators should take reasonable steps to ensure that adequate agency or organizational resources are available to provide appropriate staff supervision.

(d) Social work administrators should take reasonable steps to ensure that the working environment for which they are responsible is consistent with and encourages compliance with the NASW CODE OF ETHICS. Social work administrators should take reasonable steps to eliminate any conditions in their organizations that violate, interfere with, or discourage compliance with the CODE.

3.08 CONTINUING EDUCATION AND STAFF DEVELOPMENT

Social work administrators and supervisors should take reasonable steps to provide or arrange for continuing education and staff development for all staff for whom they are responsible. Continuing education and staff development should address current knowledge and emerging developments related to social work practice and ethics.

3.09 COMMITMENTS TO EMPLOYERS

- (a) Social workers generally should adhere to commitments made to employers and employing organizations.
- (b) Social workers should work to improve employing agencies' policies and procedures and the efficiency and effectiveness of their services.
- (c) Social workers should take reasonable steps to ensure that employers are aware of social workers' ethical obligations as set forth in the NASW CODE OF ETHICS and of the implications of those obligations for social work practice.
- (d) Social workers should not allow an employing organization's policies, procedures, regulations, or administrative orders to interfere with their ethical practice of social work. Social workers should take reasonable steps to ensure that their employing organizations' practices are consistent with the NASW CODE OF ETHICS.
- (e) Social workers should act to prevent and eliminate discrimination in the employing organization's work assignments and in its employment policies and practices.
- (f) Social workers should accept employment or arrange student field placements only in organizations that exercise fair personnel practices.
- (g) Social workers should be diligent stewards of the resources of their employing organizations, wisely conserving funds where appropriate and never misappropriating funds or using them for unintended purposes.

3.10 LABOR-MANAGEMENT DISPUTES

- (a) Social workers may engage in organized action, including the formation of and participation in labor unions, to improve services to clients and working conditions.
- (b) The actions of social workers who are involved in labor-management disputes, job actions, or labor strikes should be guided by the profession's values, ethical principles, and ethical standards. Reasonable differences of opinion exist among social workers concerning their primary obligation as professionals during an actual or threatened labor strike or job action. Social workers should carefully examine relevant issues and their possible impact on clients before deciding on a course of action.

4. SOCIAL WORKERS' ETHICAL RESPONSIBILITIES AS PROFESSIONALS

4.01 COMPETENCE

- (a) Social workers should accept responsibility or employment only on the basis of existing competence or the intention to acquire the necessary competence.
- (b) Social workers should strive to become and remain proficient in professional practice and the performance of professional functions. Social workers should critically examine and keep current with emerging knowledge relevant to social work. Social workers should routinely review the professional literature and participate in continuing education relevant to social work practice and social work ethics.
- (c) Social workers should base practice on recognized knowledge, including empirically based knowledge, relevant to social work and social work ethics.

4.02 DISCRIMINATION

Social workers should not practice, condone, facilitate, or collaborate with any form of discrimination on the basis of race, ethnicity, national origin, color, sex, sexual orientation, gender identity or expression, age, marital status, political belief, religion, immigration status, or mental or physical disability.

4.03 PRIVATE CONDUCT

Social workers should not permit their private conduct to interfere with their ability to fulfill their professional responsibilities.

4.04 DISHONESTY, FRAUD, AND DECEPTION

Social workers should not participate in, condone, or be associated with dishonesty, fraud, or deception.

4.05 IMPAIRMENT

(a) Social workers should not allow their own personal problems, psychosocial distress, legal problems, substance abuse, or mental health difficulties to interfere with their professional judgment and performance or to jeopardize the best interests of people for whom they have a professional responsibility.

(b) Social workers whose personal problems, psychosocial distress, legal problems, substance abuse, or mental health difficulties interfere with their professional judgment and performance should immediately seek consultation and take appropriate remedial action by seeking professional help, making adjustments in workload, terminating practice, or taking any other steps necessary to protect clients and others.

4.06 MISREPRESENTATION

(a) Social workers should make clear distinctions between statements made and actions engaged in as a private individual and as a representative of the social work profession, a professional social work organization, or the social worker's employing agency.

(b) Social workers who speak on behalf of professional social work organizations should accurately represent the official and authorized positions of the organizations.

(c) Social workers should ensure that their representations to clients, agencies, and the public of professional qualifications, credentials, education, competence, affiliations, services provided, or results to be achieved are accurate. Social workers should claim only those relevant professional credentials they actually possess and take steps to correct any inaccuracies or misrepresentations of their credentials by others.

4.07 SOLICITATIONS

(a) Social workers should not engage in uninvited solicitation of potential clients who, because of their circumstances, are vulnerable to undue influence, manipulation, or coercion.

(b) Social workers should not engage in solicitation of testimonial endorsements (including solicitation of consent to use a client's prior statement as a testimonial endorsement) from current clients or from other people who, because of their particular circumstances, are vulnerable to undue influence.

4.08 ACKNOWLEDGING CREDIT

(a) Social workers should take responsibility and credit, including authorship credit, only for work they have actually performed and to which they have contributed.

(b) Social workers should honestly acknowledge the work of and the contributions made by others.

5. SOCIAL WORKERS' ETHICAL RESPONSIBILITIES TO THE SOCIAL WORK PROFESSION

5.01 INTEGRITY OF THE PROFESSION

(a) Social workers should work toward the maintenance and promotion of high standards of practice.

(b) Social workers should uphold and advance the values, ethics, knowledge, and mission of the profession. Social workers should protect, enhance, and improve the integrity of the profession through appropriate study and research, active discussion, and responsible criticism of the profession.

(c) Social workers should contribute time and professional expertise to activities that promote respect for the value, integrity, and competence of the social work profession. These activities may include teaching, research, consultation, service, legislative testimony, presentations in the community, and participation in their professional organizations.

(d) Social workers should contribute to the knowledge base of social work and share with colleagues their knowledge related to practice, research, and ethics. Social workers should seek to contribute to the profession's literature and to share their knowledge at professional meetings and conferences.

(e) Social workers should act to prevent the unauthorized and unqualified practice of social work.

5.02 EVALUATION AND RESEARCH

(a) Social workers should monitor and evaluate policies, the implementation of programs, and practice interventions.

(b) Social workers should promote and facilitate evaluation and research to contribute to the development of knowledge.

(c) Social workers should critically examine and keep current with emerging knowledge relevant to social work and fully use evaluation and research evidence in their professional practice.

(d) Social workers engaged in evaluation or research should carefully consider possible consequences and should follow guidelines developed for the protection of evaluation and research participants. Appropriate institutional review boards should be consulted.

(e) Social workers engaged in evaluation or research should obtain voluntary and written informed consent from participants, when appropriate, without any implied or actual deprivation or penalty for refusal to participate; without undue inducement to participate; and with due regard for participants' wellbeing, privacy, and dignity. Informed consent should include information about the nature, extent, and duration of the participation requested and disclosure of the risks and benefits of participation in the research.

(f) When evaluation or research participants are incapable of giving informed consent, social workers should provide an appropriate explanation to the participants, obtain the participant's' assent to the extent they are able, and obtain written consent from an appropriate proxy.

(g) Social workers should never design or conduct evaluation or research that does not use consent procedures, such as certain forms of naturalistic observation and archival research, unless rigorous and responsible review of the research has found it to be justified because of its prospective scientific, educational, or applied value and unless equally effective alternative procedures that do not involve waiver of consent are not feasible.

(h) Social workers should inform participants of their right to withdraw from evaluation and research at any time without penalty.

(i) Social workers should take appropriate steps to ensure that participants in evaluation and research have access to appropriate supportive services.

(j) Social workers engaged in evaluation or research should protect participants from unwarranted physical or mental distress, harm, danger, or deprivation.

(k) Social workers engaged in the evaluation of services should discuss collected information only for professional purposes and only with people professionally concerned with this information.

(l) Social workers engaged in evaluation or research should ensure the anonymity or confidentiality of participants and of the data obtained from them. Social workers should inform participants of any limits of confidentiality, the measures that will be taken to ensure confidentiality, and when any records containing research data will be destroyed.

(m) Social workers who report evaluation and research results should protect participants' confidentiality by omitting identifying information unless proper consent has been obtained authorizing disclosure.

(n) Social workers should report evaluation and research findings accurately. They should not fabricate or falsify results and should take steps to correct any errors later found in published data using standard publication methods.

(o) Social workers engaged in evaluation or research should be alert to and avoid conflicts of interest and dual relationships with participants, should inform participants when a real or potential conflict of interest arises, and should take steps to resolve the issue in a manner that makes participants' interests primary.

(p) Social workers should educate themselves, their students, and their colleagues about responsible research practices.

6. SOCIAL WORKERS' ETHICAL RESPONSIBILITIES TO THE BROADER SOCIETY

6.01 SOCIAL WELFARE

Social workers should promote the general welfare of society, from local to global levels, and the development of people, their communities, and their environments. Social workers should advocate for living conditions conducive to the fulfillment of basic human needs and should promote social, economic, political, and cultural values and institutions that are compatible with the realization of social justice.

6.02 PUBLIC PARTICIPATION

Social workers should facilitate informed participation by the public in shaping social policies and institutions.

6.03 PUBLIC EMERGENCIES

Social workers should provide appropriate professional services in public emergencies to the greatest extent possible.

6.04 SOCIAL AND POLITICAL ACTION

(a) Social workers should engage in social and political action that seeks to ensure that all people have equal access to the resources, employment, services, and opportunities they require to meet their basic human needs and to develop fully. Social workers should be aware of the impact of the political arena on practice and should advocate for changes in policy and legislation to improve social conditions in order to meet basic human needs and promote social justice.

(b) Social workers should act to expand choice and opportunity for all people, with special regard for vulnerable, disadvantaged, oppressed, and exploited people and groups.

(c) Social workers should promote conditions that encourage respect for cultural and social diversity within the United States and globally. Social workers should promote policies and practices that demonstrate respect for difference, support the expansion of cultural knowledge and resources, advocate for programs and institutions that demonstrate cultural competence, and promote policies that safeguard the rights of and confirm equity and social justice for all people.

(d) Social workers should act to prevent and eliminate domination of, exploitation of, and discrimination against any person, group, or class on the basis of race, ethnicity, national origin, color, sex, sexual orientation, gender identity or expression, age, marital status, political belief, religion, immigration status, or mental or physical disability

C. PHI ALPHA APPLICATION

<https://drive.google.com/file/d/0B8ud2--GGNJXQ01EVHNRZnFPUFk/view?usp=sharing>

D. ESW FORMS

<https://drive.google.com/drive/folders/0B5BvUEY5JGZyTmJyR2N0RERGVtG?usp=sharing>

E. ACADEMIC GRIEVANCE PROCEDURE

Step 1

-- Informal Resolution:

First, the student must talk with the faculty member about his/her complaint within 30 working days of the end of the term. The faculty member is required by University policy to confer with a student who requests redress within 10 working days. Adhering to the University's core values, the intent during this step is to maintain open communication between the student and the faculty member. The student may choose to have a support person accompany her/him but the support person is not allowed to speak on the student's behalf.

If the faculty member does not respond, the student may proceed to Step 2.

Step 2

-- Academic Grievance:

If the student and the faculty member are unable to resolve the matter in good faith, through reexamination of the issues and negotiation, the student must then talk with the faculty member's department chair or designee appointed by the dean, who will attempt to collaboratively resolve the complaint between the parties. In preparation for and prior to this meeting, the student must submit the academic grievance in writing to the department chair within 10 working days of the meeting in Step 1. The grievance must include all of the following:

1. How the decision or action is unfair and harmful to the grievant.
2. A list of the University policies or state or federal laws that have been violated, if known.
3. The name the respondent parties (the person(s) against whom the grievance was filed).
4. A statement as to how the respondents are responsible for the action or decision.
5. Evidence in support of the complaint.
6. A statement of the requested remedy. The department head is empowered to hear both sides of the matter, to examine all relevant documents and evidence held by either the student or the faculty member, to bring the student and the faculty member together (in person or through electronic communication tools) for further clarification, discussion and negotiation, and to suggest possible compromises or other remediation of the issue. The student may choose to have a support person accompany her/him but the support person is not allowed to speak on the student's behalf. If the academic grievance concerns the department chairperson or other officials of the department, the student has a right to bypass Step 2 and proceed directly to the College/School Level. If the complaint is not satisfactorily resolved through Steps 1 and 2, a student may proceed to Step 3, Mediation.

Step 3

— Mediation: When an academic grievance is not resolved at the level of the department chair, the issue goes to the dean of the school or college to mediate. Similar to the department head, the dean is empowered to hear both sides of the matter, to examine all relevant documents and evidence held by either the student or the faculty member, to bring the student and the faculty member together for further clarification, discussion and negotiation, and to suggest possible compromises or other remediation of the issue. The student may choose to. Working day is defined as a day in which the university is in full operation, excluding Saturday and Sunday have a support person accompany her/him but the support person is not allowed to speak on the student's behalf. The dean, the faculty member, and the student will collaborate to try to resolve the matter within 10 working days of the dean's receiving the mediation request.

Step 4

- Letter of Appeal and Final Resolution:

If the mediating efforts in Step 3 do not satisfactorily resolve the matter at the level of the dean, the student is required to submit a letter of appeal to the Vice President of Academic Affairs (VPAA) requesting a review of the matter by the VPAA or an Academic Affairs delegate within 10 days of the Dean's decision. The letter of appeal must include all information presented at Steps 1 and 2 and any additional relevant information. The VPAA or delegate will review the materials within 15 working days of receipt of the appeal. This may or may not include a meeting with relevant parties to substantiate or clarify presented information. The student may choose to have a support person accompany her/him to any meetings but the support person is not allowed to speak on the student's behalf. Once the VPAA's decision is made, all parties will be notified in writing of the decision and any actions related to this petition. Communication of the decision ends institutional due process on the grievance, and no further appeal is possible

F. SCHOLARSHIPS

<https://docs.google.com/document/d/1clji-FVDHewtPc3wpy5nLNQI0PR5Xek0N-kL70779o8/edit?usp=sharing>