University of North Texas at Dallas
Fall 2025
SYLLABUS

HSML 1300.0001 Introduction to the Helping Profession - 3 credit hrs.

Department of	Human Services Management and Leadership
Instructor Name	Jacquelyn Cook Kyle, PhD
Office Location	Dallas Hall – 1st Suite 105
Office Phone	MS TEAMS
Email Address	Jacquelyn.cookkyle@untdallas.edu
Office Hours	Tuesday By Appointment 12:00 a.m.– 1:00 p.m.
Virtual Office Hours	Tuesday 12:00 a.m. -1:00 p.m. https://zoom.us/j/2240791059
Course Format/Structure	Face-to-Face
Classroom Location	Room 270
Class Meeting Days & Times	Tuesday 1:00 p.m. - 3:50 p.m.
Course Catalog Description	This course will introduce you to the human service discipline from a historical and multi-disciplinary perspective.
Prerequisites	None
Corequisites	None
Required Reading	McClam, Tricia., and Woodside, An introduction to Human Services. ISBN #: 13: 978-1-337-56717-6 ISBN:#10: 1-337-56717-5 Digital version: 9799-821-4346 - 573
Recommended Reading & References	Bonanno, R., Galuski. T., and MacMillian, T., (2016). Connecting Human Service Students with Professional Experiences. Journal of Human Services, 61-64.

Access to Learning Resources	**UNT Dallas Library:**
	    Phone: (972) 338-1616;
	    Website URL: http://www.untdallas.edu/library
	UNT Dallas Bookstore:
	    Phone: (972) 780-3652;
	    Website URL: http://www.untdallas.edu/bookstore
	    Email: untdallas@bkstr.com

Canvas Resources	

Supported Browsers:	Getting Help with Canvas:
• Chrome	**Canvas 24/7 Phone Support for Students: 1-833-668-8634**
Supported Devices:	**Canvas Help Resources:**
• iPhone	
• Android	**Canvas Student Guide -**
• Chromebook	**https://community.canvaslms.com/docs/DOC-10701**
Note: Tablet users can use the Canvas app	For additional assistance, contact UNT Dallas Distance Learning:
	DAL1, Room 157
Screen Readers:	Email: distancelearning@untdallas.edu
• VoiceOver (Safari)	
• JAWS (Internet Explorer)	**If you are working with Canvas 24/7 Support to resolve a technical issue, please keep me updated on the troubleshooting progress.**
• NVDA (Firefox)	
Note: There is no screen reader support for Canvas in Chrome	**If you have a course-related issue (e.g., course content, assignment trouble, quiz difficulties), please contact me during office hours or by email.**

HSML Program Core Competencies:

The competencies listed below are the standards that will guide your overall academic experience in this class. As you work on assignments, consider which skill sets you are developing within the specified competency. Each class in the HSML program builds upon these competencies so that at the end of your academic journey, you are prepared to complete your capstone portfolio.

The core competencies addressed in this course include:

1. Cultural competencies and diversity

    a. Understanding new ideas and views

2. Legal and Ethical Decision Making

    b. Explain the importance of having standards and codes of conduct in a nonprofit organization **c.** Explain the importance of commitment to others

3. Historical and Philosophical Foundation

    d. Highlight the history, contributions and unique characteristics of the human services sector

4. Career Exploration: Personal and Professional Development

    e. Exhibit ethical and responsible behavior

    f. Demonstrate the ability to be an effective team member.

This course will utilize the following instruments to determine the students' grades and proficiency of the learning outcomes for this course

- o Discussions of assigned textbook chapters/reading (in class)
- o Videos and Journaling activities are designed to supplement and reinforce textbook chapter readings (in class and online)
- o Written assignments: Theoretical perspectives in human service, reflections and findings.

Course Goals/Overview:

The goal of this course will address the application of communication techniques for Human Service Professions in both personal and professional life.

Students will learn and practice specific helping skills and treatment options for the client

1. Students will also learn and practice historical, systematic and multi-disciplinary skills vital to the human services professional. This course satisfies a portion of the Understanding the Human Community requirement of the University Core Curriculum.
2. Students will develop skills central to the human services professional. These skills are applicable to all levels of education, and greater proficiency is expected at each progressively higher level.
3. Standard 17: Learning experiences shall be provided for the student to develop his or her interpersonal skills. (CSHSE 17) Specifications are as follows:

Demonstrate how the knowledge and skills for each of the following specifications are included, analyzed, and applied in the curriculum:

a. Clarifying expectations.

b. Dealing effectively with conflict.

c. Establishing rapport with clients.

Developing and sustaining behaviors that are congruent with the values and ethics of the profession.

The ability to create genuine and empathetic relationships with others is central to the human services professional. These skills are applicable to all levels of education, and greater proficiency is expected at each progressively higher level.

Learning Objectives/Outcomes:

At the end of this course, the students will:

1. SLO: Explain the fundamental domains of the human services industry by tracing historical and contemporary services, delivery approaches and reviewing community-based initiatives as models for practice
2. SLO: Describe the perspectives of the human services industry and current trends by examining various theoretical perspectives as well as practices in human services and to explore relevant workplace policies.

3. SLO: Classify and define systematic approaches to identify unmet human needs and apply problem solving strategies used by human services professionals to meet those needs.
4. SLO: Explore one's own assets, personal values and goals as well as learning needs related to becoming culturally competent human service professionals
5. SLO: Synthesize personal and organizational values as it relates to implementing ethical practice with individuals and families.
6. SLO: Express ideas in oral and written messages that are coherent, persuasive, and ethical (NLA 1; CSHSE 19 b, c, e, h, 20b)

Course Outline and Discussion Topics

This schedule is subject to change by the instructor. Any changes to this schedule will be communicated in class or via class email or Canvas announcement. Additional readings and activities may be added; these will be noted in the Readings and Activities/Assignments sections. All assignments are to be submitted online via Canvas or during class. Please do not submit any assignment via email.

Timeline	Readings/Activities/Assignments	All Assignment Due Sunday 11:59 pm
Week 1 Aug 26	• Review of the syllabus and course expectations • https://www.psychologytoday.com	https://greatergood.berkley.edu **Class Introductions 1** **In Class Discussion 2**: What led you to the Human Service Profession
Week 2 Sept 2	Chapter 1: An Introduction to Human Services: What is Human Services? Why does it matter?	**In Class Discussion 3**
Week 3 Sept 9	Chapter 2: What is a Human Service Professional? What are the roles and responsibilities? What are the Qualities? https://data.bls.gov/search/query/results?cx=013738036195919377644%3A6ih0hfrgl50&q=health+services+inurl%3Abls.gov%2Fooh%2F	**In Class Discussion 4**: What qualities do you believe you have as a human service professional **Review upcoming Helping Profession Interview**
Week 4 Sept 16	Chapter 3: The History of Advocacy in Human Services: Human Services long ago? Dissertation Findings	**In-class Discussion 5:** Historical influences on the profession

Week 5 Sept 23	Chapter 4: Human Services and Ethical Practice	**In Class Discussion 6:** What did you learn about Ethics?
Week 6 Sept 30	Chapter 5: Multicultural Dimensions of Helping	
Week 7 Oct 7	Chapter 6: Models of Service Delivery.	**Group Presentations**
Week 8 Oct 14	Review Chapters 1-6	**Midterm Exam**
Week 9 Oct 21	Chapter 7: The Helping Process (Begin work on Agency Interview Assignment)	**In Class Discussion 7**: What is brief therapy? Why is it important?
Week 10 Oct 28	Chapter 8: The Client: Clients are individuals, populations and groups Unmet Needs (Continue working on Agency Interview Assignment)	**In Class Discussion 8**: Case Study
Week 11 Nov 4	Chapter 9: Working Within the System Guest Speaker: Anne Powell (Continue working on Agency Interview Assignment)	**In-class Discussion 9:** Navigating complex systems in practice - Turfs
Week 12 Nov 11	Chapter 10: Technology and Human Services (Continue working on Agency Interview Assignment)	**Podcast**
Week 13 Nov 18	Review the Pew Research Center article on food stamps	**Core Assessment Assignment: Quantitative Literacy and Intercultural Competence**. This paper asks you to analyze quantitative data and reflect on how your personal values and cultural background may shape your interpretation
Week 14 Nov 25	**Thanksgiving Week**	Work on Agency Interview

Week 15 Dec 2	Review all course materials and competencies.	Helping Profession Agency Interview Assignment Due
Week 16 Dec 9	**Review Chapters 7-10 Final Exam**	**Final Exam**

Course Evaluation Methods

Face-to-face class is considered when you are present physically and when you are login into Canvas present and active in class, as well as submitting assignments. To maintain financial aid award eligibility, activity must occur before the census date of the session or term of the course. Refer to http://www.untdallas.edu/registrar for specific dates. If you are absent/not active in the course, it is YOUR responsibility to let the instructor know immediately, upon your return, the reason for your absence if it is to be excused. All instructors must follow university policy 7.005 covering excused absences; however, it is the instructor's discretion, as outlined in the course syllabus, of how unexcused absences may or may not count against successful completion of the course.

This course will utilize the following instruments to determine student grades and proficiency of the learning outcomes for the course. Need tutoring or some additional help with a particular assignment. For tutoring that empowers students to achieve success, schedule an appointment with the Learning Commons today at: Https://www.untdallas.edu/learning/schedule-appointment/.

Course Assignments and Evaluations

This course will utilize the following instruments to determine student grades and proficiency of the learning outcome for the course. (1) in-class activities, 2) discussions 3) assessments 4) Written assignments 5) group presentation and 6) attendance.

Class Discussions and Activities (up to 25 points)

Students are required to complete **Discussion** throughout the course. Each DB is valued at **25 : points**. Everyone is expected to participate in all class discussions. Your attention and verbal input on the topic being discussed constitute participation.

Assignment Due Dates

All assignments will adhere to 11:59 p.m. Central Standard Time. You can submit your work on Sunday prior to the 11:59 p.m. due time. No late assignments will be accepted.

Assessment(s)

Podcast - TBA

Group Presentation - TBA

Human Services Agency Interview Assignment:

For this assignment, you must identify one person to interview from a nonprofit organization. That person must be licensed in the social work or human service field. You will conduct a 15–30-minute interview with that person. Then analyze and synthesize the information gathered in a written report

Core Assessment Assignment: Quantitative Literacy and Intercultural Competence:
Summarize and the quantitative data from the article by the Pew Research Center on What the data says about food stamps in the U.S.: What the data says about food stamps in the U.S. | Pew Research Center.

Grading Matrix:

Instrument	Value (points or percentages)	Total
Attendance	16 at 5 points each	80
In Class Discussions	9 at 25 points each	225
Midterm Exam	1 at 100	100
Podcast	1 at 50	50
Group Presentation	1 at 100	100
Final Exam	1 at 100	100
Agency Interview Assignment	1 at 100	100
Core Assessment Assignment	1 at 200	200
Total		**955**

GRADE DETERMINATION:

A= 860.5 - - 55

B= 764   —860.4

C= 668.5 - 763.9

D=573 – 668.4

F= less than 573

Need tutoring services or just some help with a particular assignment? For tutoring that empowers students to achieve success, schedule an appointment with the Learning Commons today at https://www.untdallas.edu/learning/schedule-appointment/.

Course-Specific Policies
Attendance and Participation Policy:

The University attendance policy is in effect for this course. Please refer to Policy 7.005 Student Attendance at
https://untsystem.policytech.com/dotNet/documents/?docid=1347&public=true**. *This is a face-to-face meeting with active participation at 5 points for each class.***

Attendance and Participation: The University attendance policy is in effect for this course. Class attendance in Canvas and participation is expected because the class is designed as a shared learning experience, and because essential information not in the textbook will be discussed in the discussion. Presence and participation in all class discussions is essential to the integration of course material and your ability to demonstrate proficiency. No cell phone use in the classroom. Step into the hallway for all phone use. Thank you for respecting the learning environment.

Assignment Policy: Assignments should be submitted in Canvas by Sunday by 11;59 PM.

Exam Policy:

Exams should be taken as scheduled. No makeup examinations will be allowed except for documented emergencies (See Policy 7.005 Student Attendance at https://www.untdallas.edu/hr/upol).

The professor reserves the right to change the course syllabus as needed to enhance the learning environment. You will be informed in announcement of all changes as they may occur. Contact me in Canvas if you have questions.

Other Course Specific Policies:

HB 2504 Resources - University of North Texas at Dallas

What is HB2504? Texas House Bill 2504 requires all public universities to make all course syllabi available online for a period that extends up to the second anniversary the class was taught. For example, the syllabus for a class taught in Fall 2021 needs to be available online until Fall 2023 at which time it may be removed. Faculty CVs must also be available in the same fashion. Due to ...

www.untdallas.edu

Classroom etiquette:

Some students are encouraged to contribute their perspective and insights into class discussions. However, offensive and inappropriate language, swearing and remarks offensive to others nationalities, ethnic groups, sexual preferences, religious groups, genders, or other ascribed statuses will not be tolerated, Disruptions which violate the Code of Students Rights, Responsibilities, will be ru https://untsystem.policytech.com/dotNet/documents/?

Classroom Disruption: Students are expected to always engage with the instructor and other students in this class in a respectful and civil manner to promote a classroom environment that is conducive to teaching and learning. Students that engage in disruptive behavior will be directed to leave the classroom. A student that engages in disruptive behavior is not permitted to return to class until the student meets with a representative from the Dean of Students Office. It is the students responsibility to meet with the Dean of Students before class meets again and to provide the instructor confirmation of the meeting. The student that is directed to leave class will receive an unexcused absence and other unexcused http://untsystem.policytech.com/dotNet/documents/?docid=1278&apublic=true

Diversity/Tolerance Policy: Students are encouraged to contribute their perspectives and insights to class discussions in the classroom environment. However, offensive & inappropriate language (swearing) and remarks offensive to others of particular nationalities, ethnic groups, sexual preferences, religious groups, genders, or other ascribed statuses

- • Upload all assignments in Canvas unless directed to do otherwise.

- • Use of Cell Phones & other Electronic Devices in the Classroom

- • Laptops can be used to compliment weekly assignments but not during tests or quizzes. • No food is allowed in the classroom

University Policies and Procedures
Students with Disabilities (ADA Compliance):

The University of North Texas at Dallas makes reasonable academic accommodation for students with disabilities. Students seeking accommodation must first register with the Disabilities Services Office (DSO) to verify their eligibility. If a disability is verified, the DSO will provide you with an accommodation letter to be delivered to faculty to begin a private discussion regarding your specific needs in a course. You may request accommodation at any time; however, DSO notices of accommodation should be provided as early as possible in the semester to avoid any delays in implementation. Note that a student must obtain a new letter of accommodation for every semester and must meet/communicate with each faculty member prior to implementation in each class. Students are strongly encouraged to deliver letters of accommodation during faculty office hours or by appointment. Faculty members have the authority to ask students to discuss such letters during their designated office hours to protect the privacy of the student. For additional information see the Disability Services Office website at

http://www.untdallas.edu/disability. You may also contact them by phone at 972-338-1777; by email at UNTDdisability@untdallas.edu on the first floor of the Student Center.

Canvas Instructure Accessibility Statement:
University of North Texas at Dallas is committed to ensuring that online and hybrid courses are usable by all students and faculty including those with disabilities. If you encounter any difficulties with technology, please contact our ITSS Department. To better assist them, you would want to have the operating system, web browser and information on any assistive technology being used. The Canvas Instructure Accessibility Statement is provided at https://www.canvaslms.com/accessibility.

NOTE: Additional instructional technology tools, such as Turnitin, Respondus, Panopto, and publisher cartridge content (i.e. MyLab, Pearson, etc.) may NOT be fully ADA compliant. Please contact our Disability Office should you require additional assistance utilizing any of these tools.

Academic Integrity:

Academic integrity is a hallmark of higher education. You are expected to abide by the University's code of Academic Integrity policy. Any person suspected of academic dishonesty (i.e., cheating or plagiarism) will be handled in accordance with the University's policies and procedures. Refer to the UNT Dallas Academic Integrity Policy in the appropriate Catalog at http://dallascatalog.unt.edu.

Academic dishonesty includes, but is not limited to, cheating, plagiarizing, fabrication of information or citations, facilitating acts of dishonesty by others, having unauthorized possession of examinations, submitting work of another person or work previously used without informing the instructor, or tampering with the academic work of other students.

Artificial Intelligence should be used only as a tool to augment your exposure to learning experiences and enhance your own creative thinking. AI is a tool to broaden your academic journey, enhance your academic honesty, integrity and skill development. AI is NOT to replace your own thoughts.

Web-based Plagiarism Detection: *Please* be aware in some courses, students may be required to submit written assignments to Turnitin, a web-based plagiarism detection service, or another method. If submitting to Turnitin, please remove your title page and other personal information.

Classroom etiquette:

Students are encouraged to contribute their perspectives and insights to class discussions. However, offensive & inappropriate language (swearing) and remarks offensive to others of nationalities, ethnic groups, sexual preferences, religious groups, genders, or other ascribed statuses will not be tolerated. Disruptions which violate the Code of Student's Rights, Responsibilities, and Conduct will be referred to the Dean of Students as the instructor deems appropriate (UNTD Policy 7.001 found at https://untsystem.policytech.com/dotNet/documents/?docid=1278&public=true).

Classroom Disruption:

Students are expected to always engage with the instructor and other students in this class in a respectful and civil manner to promote a classroom environment that is conducive to teaching and learning. Students who engage in disruptive behavior will be directed to leave the classroom. A student

who is directed to leave class due to disruptive behavior is not permitted to return to class until the student meets with a representative from the Dean of Students Office. It is the student's responsibility to meet with the Dean of Students before class meets again and to provide the instructor with confirmation of the meeting. A student who is directed to leave class will be assigned an unexcused absence for that class period and any other classes the student misses because of not meeting with the Dean of Students. The student is responsible for material missing during all absences, and the instructor is not responsible for providing missed material. In addition, the student will be assigned a failing grade for assignments, quizzes or examinations missed and will not be allowed to make up the work.

The Code of Student's Rights, Responsibilities, and Conduct (UNTD Policy 7.001 found at https://untsystem.policytech.com/dotNet/documents/?docid=1278&public=true) describes disruption as the obstructing or interfering with university functions or activity, including any behavior that interferes with students, faculty, or staff access to an appropriate educational environment. Examples of disruptive behavior that may result in a student being directed to leave the classroom include but are not limited to: failure to comply with reasonable directive of University officials, action or combination of actions that unreasonably interfere with, hinder, obstruct, or prevents the right of others to freely participate, threatening, assaulting, or causing harm to oneself or to another, uttering any words or performing any acts that cause physical injury, or threaten any individual, or interfere with any individual's rightful actions, and harassment. You are encouraged to read the Code of Student's Rights, Responsibilities, and Conduct for more information related to behaviors that could be considered disruptive.

Course Evaluations:

Student evaluations of teaching effectiveness are a requirement for all organized classes at UNT Dallas. This short survey will be made available to you at the end of the semester via your campus email, providing you a chance to comment on how this class is taught. I (as the instructor) will not have access to the results of the evaluations until after final grades have been posted. I am very interested in the feedback I get from students, as I work to continually improve my teaching. I consider students' evaluations to be an important part of your participation in this class.

Sexual Harassment, Sexual Misconduct, Intimate Partner Violence and Stalking
UNT Dallas is committed to creating a safe learning environment for all members of our community, free from gender and sex-based discrimination, including sexual harassment, domestic and dating violence, sexual assault, and stalking, in accordance with Title IX, Texas laws and University Policies. Please note that all employees are mandated reporters and must report all instances of sexual misconduct, dating violence, sexual assault, domestic violence and stalking to the Title IX Coordinator. If you or someone you know has experienced any form of sex or gender-based discrimination or violence and wish to speak to the Title IX Coordinator, you can email them at titleix@untdallas.edu or file a report here.

Pregnancy, Pregnancy Related Conditions and Parenting Modifications Under Title IX
UNT Dallas is committed to compliance with Title IX, and to supporting the academic success of pregnant and parenting students and students with pregnancy related conditions. If you are a pregnant, have pregnant related conditions or a parenting student (child under one-year needs documented medical care) who wishes to request reasonable related modifications from the University under Title IX, please email the Title IX Coordinator at titleix@untdallas.edu The Title IX Coordinator will work with

your professors and academic unit to provide reasonable modifications needed to be supportive of your education while pregnant or as a parent under Title IX.

Bad Weather Policy:

Campus facilities will close, and operations will be suspended when adverse weather and/or safety hazards exist on the UNTD campus or if travel to the campus is deemed dangerous as the result of ice, sleet or snow. In the event of a campus closure, the Marketing and Communication Department will report closure information to all appropriate major media by 7 a.m. That department will also update the UNTD website, Facebook and Twitter with closing information as soon as it is possible. For more information, please refer to http://www.untdallas.edu/police/resources/notifications.

Inclement Weather and Online Classes:

Online classes may or may not be affected by campus closures due to inclement weather. Unless otherwise notified by your instructor via e-mail, online messaging, or online announcement, students should assume that assignments are due as scheduled.

Technology Assistance: To successfully access the materials in Canvas, UNT Dallas advises that your computer be equipped with the minimum system requirements listed on the first page of the syllabus.

If you have trouble accessing or using components of the course, try using Google Chrome browser. If you still experience technical difficulties, first, notify your instructor.

If the problem is still not resolved, call Distance Learning at the phone number listed on the first page of the syllabus. Also, no matter what browser you use, always enable pop-ups.

For more information see:

- UNT Dallas Canvas Technical Requirements: https://community.canvaslms.com/docs/DOC-10721
- Canvas Instructure Support & Unsupported Operating Systems: https://community.canvaslms.com/docs/DOC-10720