



THE UNIVERSITY OF NORTH TEXAS
DEPARTMENT OF SOCIAL WORK

Foundation of Interviewing & Interpersonal Skills (SOWK 3000.001) Spring 2026

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Classroom: Tuesday/Thursday 11am – 12:20pm, BLB 060

Office Hours: By appointment only, email to schedule TEAMS meeting.

COURSE DESCRIPTION

The skills in this course serve as a foundation for students to build upon in practice classes for the social work program as well as future professional practice. This course focuses on the development of knowledge, values and skills essential to direct practice. Students will learn the importance of developing relationships with clients, colleagues, supervisors, and other professionals. Content will include the examination of the skills, concepts and dynamics involved in engaging in an appropriate professional relationship. Students will understand the helping process and complexity of effective communication. The components of the professional helping relationship will be honed such as verbal and nonverbal skills, active listening, the purpose of the social work interview, empathic skills and responding to the uniqueness of the individual client. Students will also incorporate critical and creative thinking in practice applications as well as other issues of relevance to social workers. This course emphasizes the demonstration of skills through small groups and large simulated labs in the classroom.

COMPETENCIES & OBJECTIVES

The Council on Social Work Education (CSWE) approved the Educational Policy and Accreditation Standards (EPAS) for accredited programs in 2022 and will use those standards for this course. This course will emphasize the competencies and behaviors as indicated below.

Core Competency	Course Objectives	Assessment
Competency 1: Demonstrate ethical and professional behavior (2022 EPAS)	1. Students will make ethical decisions by applying the standards of the NASW Code of Ethics, relevant laws and regulations, models for ethical decision making, ethical conduct of research, and additional codes of ethics as appropriate to context (2022 EPAS)	<ul style="list-style-type: none"> • Social History Interview • Interview Video Segment • Quizzes
Competency 3: Engage Anti-Racism, Diversity, Equity, and Inclusion in Practice (2022 EPAS)	2. Students will apply self-awareness and self-regulation to manage the influence of personal biases and values in working with diverse clients and constituencies (2022 EPAS)	<ul style="list-style-type: none"> • Simulation Exercises • Interview Video Segment • Quizzes



NASW – COE Values

- Dignity and worth of the person, Importance of human relationships, Integrity, Competence, Social justice, and Service (DIICSS)

MATERIALS

Required

Kadushin, A. & Kadushin, G. (2013). *The Social Work Interview* (5th Ed). NY: Columbia University Press. (Available as an EBook through the UNT Library)

Recommended

Forni, P. M. (2010). *Choosing Civility: The Twenty-five Rules of Considerate Conduct*. NY: St. Martin's Press. ISBN 0-312-30250-9

METHODS OF INSTRUCTION

As a student in this course, you are responsible for engaging in active learning and reaching out to the instructor if problems or challenges interfere with optimal learning. Expectations for success include:

1. Always demonstrate professional behavior including respect for the instructor and peers. Please be open to feedback and guidance throughout this course. This is how we learn.
2. Adhere to the UNT code of conduct and NASW Code of Ethics.
3. Begin reading the assigned text and supplemental readings as soon as possible, focusing on completing all readings prior to class.
4. Prepare to engage in class sessions, discussions, and other activities so you can be a contributor as well as a receiver of knowledge and skills.
5. Work ahead when possible. Complete assignments ahead of the due date so you are prepared to submit on the due date.
6. Check your university email daily for important course information.
7. Be open and focused on the process and not the product. This course (and degree) requires time, effort, work, growth in knowledge, skills, and abilities, along with personal and professional attributes.

POLICIES



ATTENDANCE POLICY

Because we only meet once a week, students are expected to attend all classes reflecting the responsibility inherent in developing as a social work professional. Attendance will be taken regularly. Students are expected to be on time and prepared to participate when class begins as well as be present throughout the entire class meeting. Classroom exercises, discussions, role plays, guest speakers, and other in-class experiential exercises are essential for a student's professional learning and continued development of self-awareness. If you cannot attend a class due to an emergency, please let me know. Your safety and well-being are important to me.

PARTICIPATION

Class participation and professionalism must be demonstrated during this course in both the online and in person settings as social work is a vocation that requires a very high level of personal ethics and professionalism. Social work students will have the opportunity to demonstrate their ability to live up to these expectations throughout the semester and as a gatekeeper of the profession, I take this very seriously. Engaged, active participation is essential given the purpose and design of this course. Participation is observed and gauged through thoughtful, purposeful, and effective interaction by students. Students have the opportunity to participate through multiple outlets which can include both synchronous and asynchronous discussions, audio/video discussions, collaboration, and assignments.

ACADEMIC INTEGRITY

Academic integrity emanates from a culture that embraces the core values of trust and honesty necessary for full learning to occur. As a student-centered public research university, UNT promotes the integrity of the learning process by establishing and enforcing academic standards. Academic dishonesty breaches the mutual trust necessary in an academic environment and undermines all scholarship. Academic dishonesty includes cheating, plagiarism, forging the signature of the instructor or of another student, fabrication, and/or facilitating or sabotaging the academic dishonesty of other students.

Any suspected occurrence of academic dishonesty will be investigated and handled in accordance with UNT policy and procedures. The following academic penalties may be assessed at the instructor's discretion upon determination that academic dishonesty has occurred. *Admonitions and educational assignments are not appealable.*

1. *Admonition.* The student may be issued a verbal or written warning.
2. *Assignment of Educational Coursework.* The student may be required to perform additional coursework not required of other students in the specific course.
3. *Partial or no credit for an assignment or assessment.* The instructor may award partial or no credit for the assignment or assessment on which the student engaged in academic dishonesty, to be calculated into the final course grade.
4. *Course Failure.* The instructor may assign a failing grade for the course.

Should the procedure for appeal of a case of academic dishonesty extend beyond the date when the instructor submits course grades for the semester, the student will be assigned a grade that reflects the penalty, which shall be adjusted, as appropriate, at the conclusion of any appeal process.



Specific details and description of UNT's Policy on Student Standards of Academic Integrity (18.1.16) and students' right to appeal are available at <https://policy.unt.edu/policydesc/student-standards-academic-integrity-18-1-16>

Generative AI

In this course, I want you to engage deeply with the materials and develop your own critical thinking and writing skills. For this reason, the use of Generative AI (GenAI) tools like [ChatGPT, Gemini, etc.] is not permitted. While these tools can be helpful in some contexts, they do not align with our goal of fostering the development of your independent thinking. Using GenAI to complete any part of an assignment, exam, or coursework will be considered a violation of academic integrity, as it prevents the development of your own skills, and will be addressed according to the Student Academic Integrity policy.

Additionally, tools like (Grammarly, Paperpal, and Jenni AI) are not allowed as they blur authorship and misrepresent your independent work. All work must be your own. Every student in my class can improve by doing their own work and trying their hardest with access to appropriate resources. Students who use other people's work without citations will be violating UNT's Academic Integrity Policy. Please read and follow this important set of [guidelines for your academic success](https://policy.unt.edu/policy/06-003) (<https://policy.unt.edu/policy/06-003>). If you have questions about this, or any UNT policy, please email me or come discuss this with me during my office hours.

DISABILITY ACCOMMODATION

In accordance with university policies and state and federal regulations, UNT is committed to full academic access for all qualified students, including those with disabilities. To this end, all academic units are willing to make reasonable and appropriate adjustments to the classroom environment and the teaching, testing, or learning methodologies in order to facilitate equality of educational access for persons with disabilities. Students seeking accommodation must first register with the Office of Disability Accommodation (ODA) to verify their eligibility. If a disability is verified, the ODA will provide the student with an accommodation letter to be hand delivered to the instructor to begin a private discussion regarding the student's specific needs in the course.

Students may request accommodations at any time; however, ODA notices of accommodation should be provided as early as possible in the semester to avoid any delay in implementation. Every semester, students must obtain a new letter of accommodation, and they must meet 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 request that students discuss such letters during their designated office hours in order to protect the privacy of the student.

For additional information, visit the Office of Disability Accommodation (ODA) in 1800 Chestnut St. Suite 102 & 115 or their website at <http://disability.unt.edu>. You may also contact the ODA office by phone



at [940.565.4323](tel:940.565.4323) or email disability@unt.edu. Specific information on UNT's policies related to disability accommodations is available at <http://policy.unt.edu/policy/18-1-14>.

Please note that disability accommodations are not retroactively applied to the start of a course. Accommodations in the course become effective after the student has delivered an official accommodation letter from UNT's ODA.

STUDENT CONDUCT

Any student behavior that interferes with an instructor's ability to conduct class or other students' opportunity to learn is unacceptable and will not be tolerated in any instructional setting at UNT. This includes traditional face-to-face classes, online or blended classes, labs, discussion groups or boards, field trips, and verbal and/or written (including email) communication with the instructor and/or other students. Examples of unacceptable behavior include, but are not limited to, disrespectful treatment of other students (verbal or written), disrupting lecture, and use of inappropriate or profane language or gestures in class or other instructional settings.

A student engaging in unacceptable behavior may be directed to leave the classroom or other instructional setting and may also be referred to the Dean of Students to consider whether his/her conduct violates UNT's Student Code of Conduct.

SEXUAL ASSAULT PREVENTION

UNT is committed to providing a safe learning environment free of all forms of discrimination and sexual harassment, including sexual assault, domestic violence, dating violence, and stalking. Federal laws (Title IX and the Violence Against Women Act) and UNT policies prohibit discrimination on the basis of sex, and therefore prohibit sexual misconduct. If you or someone you know is experiencing sexual harassment, relationship violence, stalking, and/or sexual assault, there are campus resources available to provide support and assistance. UNT's Survivor Advocates can assist a student who has been impacted by violence by filing protective orders, completing crime victim's compensation applications, contacting professors for absences related to an assault, working with housing to facilitate a room change where appropriate, and connecting students to other resources available both on and off campus. The Survivor Advocates can be reached at SurvivorAdvocate@unt.edu or by calling the Dean of Students Office at 940-565-2648. Additionally, alleged sexual misconduct can be non-confidentially reported to the Title IX Coordinator at oeo@unt.edu or at (940) 565 2759.

PROFESSIONAL ETIQUETTE

The college experience is intended to assist in preparing students for professional and career pursuits. That preparation includes learning to use professional etiquette in dealing with people in positions of authority. The appropriate way to address your instructor depends on their particular education credentials. These are usually indicated on the course syllabus. If your instructor has a:

- Doctorate (Ph.D. or Ed.D.), you should address them as: Dr. Instructor's last name



- Master's degree (MA, MS, MSW, MSSW) you should address them as: Professor Instructor's last name

If you are not certain about an instructor's education credentials, you should address them as "Professor." It is not appropriate to call the instructor by their first name unless given permission.

Professional etiquette extends to all types of communication with your instructor. Written communication—including email—forms a permanent record and so it is important to use care about how you make requests, ask questions, or express concerns. Slang and texting abbreviations should be avoided. The use of profanity is not permitted.

Any type of communication—verbal or written—is most likely to achieve the intended result when it is polite or courteous. Please note that communication can be polite even if there is some type of conflict involved. Instructors may choose not to respond to emails or other forms of communication that is perceived as insulting, disrespectful, or unprofessional.

Using proper grammar in written communications is very important. It demonstrates professionalism and helps to establish your credibility. Turning in a professional product that you can be proud of should be a priority every time! Make sure that all of your work is carefully proofread and is typed, double spaced, and has one-inch margins, 12 font size, a cover page and pages are numbered, following APA guidelines. It should be easy for the reader to understand your line of reasoning. Excessive grammatical/syntactical errors will result in a lower grade. Please proofread.

I value the many perspectives students bring to our campus. Please work with me to create a classroom culture of mutual respect and belonging that is inherent in social work professionals. Mutual support and collaboration will help us all learn together.

REQUESTS TO DROP THE CLASS

We want you to succeed in this class and at UNT. If you are concerned about your progress in the course, or believe you need to drop for other reasons, it is important that you contact the instructor as soon as possible. We want to make sure that dropping the course is your best or only option.

There are consequences to dropping classes that extend beyond losing your invested time, money, and effort. Dropping one or more classes may make you ineligible for financial aid. There are also limits on the number of courses you can drop. You can learn more about this at <http://registrar.unt.edu/registration/dropping-class>. Check with the Registrar's Office or UNT Academic Calendar on deadlines for withdrawing or dropping a class!

REQUESTS FOR AN INCOMPLETE

Students must meet specific criteria to be eligible to receive an incomplete in a course. Review these guidelines on UNT's Incomplete Grade policy is available at <http://registrar.unt.edu/grades/incompletes>.



RETENTION OF STUDENT RECORDS

Student records pertaining to this course are maintained in a secure location by the instructor of record. All records such as exams, answer sheets (with keys), and written papers submitted during the duration of the course are kept for at least one calendar year after course completion. Course work completed via the Canvas online system, including grading information and comments, is also stored in a safe electronic environment for one year. Students have the right to view their individual record; however, information about student's records will not be divulged to other individuals without proper written consent. Students are encouraged to review the Public Information Policy and the Family Educational Rights and Privacy Act (FERPA) laws and the University's policy. See UNT Policy 10.10, Records Management and Retention for additional information.

COMMUNICATION

From time to time, the instructor may need to communicate with the entire class or contact you individually. If/when those occasions arise, only your UNT email account will be used. You are responsible for the information in that email. **Failing to check it or have the address in the proper format will not be excused. Information may also be posted on Canvas Announcements.**

I encourage you to connect with me through email and/or by utilizing office hours. This time is an opportunity to ask for clarification or find support with understanding class material. Your success is our goal.

Students must have a university account while enrolled in this class. Students may obtain an email address by logging onto <https://ams.unt.edu/>. This will put you into the computer account management system and you will be able to get Eagle mail. You can arrange for this email to be forwarded to a preferred address if desired.

Please remember to keep all communication with your instructor professional. Keep in mind that anytime you write something in an email message, it is there forever. All emails should be written in a professional manner and spell checked before being sent. Students who are encountering problems are invited to make an appointment to talk with the instructor.

COMMUNICATION EXPECTATIONS

The primary tool the instructor or teaching assistants will use to communicate with students is the 'inbox' available in the Canvas learning management system. Canvas will be used to address personal concerns or questions and may also be used to contact other students in this course. Students are responsible for ensuring that they receive notifications in Canvas regarding course information in a timely manner. The default is the students' UNT email account. Students may choose to add additional email addresses or change their default email to receive notifications of course information (see Canvas Guide). Students also have the option of using direct emails.



Contact the Instructor regarding your personal concerns or course related issues. The Instructor will try to respond to your emails in a reasonable timeframe (typically within three business days if possible). The methods used to provide you with feedback include emails, assignment feedback, and grades. We are typically not available on weekends/holidays. Feel free to reach out as needed.

NETIQUETTE

Netiquette, or online etiquette, refers to the way students are expected to interact with each other and with their instructors online. Here are some general guidelines:

- Treat your instructor and classmates with respect in email or any other communication.
- Always use your professors' proper title: Dr. or Prof.
- Unless specifically invited, don't refer to your instructor by first name.
- Use clear and concise language.
- The use of profanity is not permitted
- Remember that all college level communication should have correct spelling and grammar (this includes discussion boards).
- Please note that communication can be civil even if there is some type of conflict involved. Instructors may choose not to respond to emails or other forms of communication that are perceived as insulting or disrespectful.
- Avoid slang terms
- Use standard fonts such as Times new Roman and use a size 12-point font
- Avoid using the caps lock feature
- Be cautious when using humor or sarcasm as tone is sometimes lost in an email or discussion post and your message might be taken seriously or sound offensive.
- Be careful with personal information (both yours and other's).
- Do not send confidential information via e-mail
- Written communication—including email—forms a permanent record and so it is important to use care about how you make requests, ask questions, or express concerns.

For more information, see these [Netiquette Guidelines](http://teach.ufl.edu/wp-content/uploads/2012/08/NetiquetteGuideforOnlineCourses.pdf)
<http://teach.ufl.edu/wp-content/uploads/2012/08/NetiquetteGuideforOnlineCourses.pdf>

IMPORTANT NOTICE FOR F-1 STUDENTS TAKING DISTANCE EDUCATION COURSES

Federal Regulation

To read detailed Immigration and Customs Enforcement regulations for F-1 students taking online courses, please go to the [Electronic Code of Federal Regulations website](http://www.ecfr.gov/) (<http://www.ecfr.gov/>). The specific portion concerning distance education courses is located at Title 8 CFR 214.2 Paragraph (f)(6)(i)(G).

The paragraph reads: (G) For F-1 students enrolled in classes for credit or classroom hours, no more than the equivalent of one class or three credits per session, term, semester, trimester, or quarter may be counted toward the full course of study requirement if the class is taken on-line or through distance



education and does not require the student's physical attendance for classes, examination or other purposes integral to completion of the class. An on-line or distance education course is a course that is offered principally through the use of television, audio, or computer transmission including open broadcast, closed circuit, cable, microwave, or satellite, audio conferencing, or computer conferencing. If the F-1 student's course of study is in a language study program, no on-line or distance education classes may be considered to count toward a student's full course of study requirement.

University of North Texas Compliance

To comply with immigration regulations, an F-1 visa holder within the United States may need to engage in an on-campus experiential component for this course. This component (which must be approved in advance by the instructor) can include activities such as taking an on-campus exam, participating in an on-campus lecture or lab activity, or other on-campus experience integral to the completion of this course. If such an on-campus activity is required, it is the student's responsibility to do the following:

- (1) Submit a written request to the instructor for an on-campus experiential component within one week of the start of the course.
- (2) Ensure that the activity on campus takes place and the instructor documents it in writing with a notice sent to the International Student and Scholar Services Office. ISSS has a form available that you may use for this purpose.

Because the decision may have serious immigration consequences, if an F-1 student is unsure about his or her need to participate in an on-campus experiential component for this course, s/he should contact the UNT International Student and Scholar Services Office (telephone 940-565-2195 or email internationaladvising@unt.edu) to get clarification before the one-week deadline.

Student Verification

UNT takes measures to protect the integrity of educational credentials awarded to students enrolled in distance education courses by verifying student identity, protecting student privacy, and notifying students of any special meeting times/locations or additional charges associated with student identity verification in distance education courses. See [UNT Policy 07-002 Student Identity Verification, Privacy, and Notification and Distance Education Courses](https://policy.unt.edu/policy/07-002) (<https://policy.unt.edu/policy/07-002>).

Use of Student Work

A student owns the copyright for all work (e.g. software, photographs, reports, presentations, and email postings) he or she creates within a class and the University is not entitled to use any student work without the student's permission unless all of the following criteria are met:

- The work is used only once.
- The work is not used in its entirety.
- Use of the work does not affect any potential profits from the work.
- The student is not identified.
- The work is identified as student work.



If the use of the work does not meet all of the above criteria, then the University office or department using the work must obtain the student's written permission.

Transmission and Recording of Student Images in Electronically Delivered Courses

1. No permission is needed from a student for his or her image or voice to be transmitted live via video conference or streaming media, but all students should be informed when courses are to be conducted using either method of delivery.
2. In the event an instructor records student presentations, he or she must obtain permission from the student using a signed release in order to use the recording for future classes in accordance with the Use of Student-Created Work guidelines above.
3. Instructors who video-record their class lectures with the intention of re-using some or all of recordings for future class offerings must notify students on the course syllabus if students' images may appear on video. Instructors are also advised to provide accommodation for students who do not wish to appear in class recordings.

Example: This course employs lecture capture technology to record class sessions. Students may occasionally appear on video. The lecture recordings will be available to you for study purposes and may also be reused in future course offerings.

No notification is needed if only audio and slide capture is used or if the video only records the instructor's image. However, the instructor is encouraged to let students know the recordings will be available to them for study purposes.

TECHNICAL REQUIREMENTS & SKILLS

Minimum Technology Requirements

The following is a list of the minimum technology requirements for students enrolled in this course, such as:

- Computer skills
- Reliable internet access
- Speakers
- Microphone
- Plug-ins
- Microsoft Office Suite
- [Canvas Technical Requirements](https://clear.unt.edu/supported-technologies/canvas/requirements) (<https://clear.unt.edu/supported-technologies/canvas/requirements>)

Computer Skills & Digital Literacy

The minimum, course-specific technical skills needed for learners in this course are:

- Using Canvas
- Create documents/presentations, download/upload files, send emails, and use attachments



TECHINCAL ASSISTANCE

Part of working in the online environment involves dealing with the inconveniences and frustration that can arise when technology breaks down or does not perform as expected. Here at UNT we have a Student Help Desk that you can contact for help with Canvas or other technology issues.

UIT Help Desk: <http://www.unt.edu/helpdesk/index.htm>

Email: helpdesk@unt.edu

Phone: 940-565-2324

In Person: Sage Hall, Room 130

Walk-In Availability: 8am-9pm

Telephone Availability:

- Sunday: noon-midnight
- Monday-Thursday: 8am-midnight
- Friday: 8am-8pm
- Saturday: 9am-5pm

Laptop Checkout: 8am-7pm

For additional support, visit [Canvas Technical Help \(https://community.canvaslms.com/docs/DOC-10554-4212710328\)](https://community.canvaslms.com/docs/DOC-10554-4212710328)

Technical Difficulties: The University is committed to providing a reliable online course system to all users. However, in the event of any unexpected server outage or any unusual technical difficulty which prevents students from completing a time sensitive assessment activity, the instructor will extend the time windows and provide an appropriate accommodation based on the situation. Students should immediately report any problems to the instructor and contact the UNT Student Help Desk: helpdesk@unt.edu or 940.565.2324 and obtain a ticket number. The instructor and the UNT Student Help Desk will work with the student to resolve any issues at the earliest possible time. Always keep a copy of your work before submitting it in case glitches or errors occur.

Instructor Responsibilities and Feedback: My responsibility is to help you grow and learn in this course. As such, I am committed to providing clear instructions for assignments, answering questions, identifying additional resources as necessary, providing rubrics as appropriate, and continually reviewing and updating course content. You may typically expect responses regarding your emails within two business days. Feedback and grades on assignments may take up to two weeks.

Safe Environment Policy: Due to the sensitive nature of our course content, you may experience a range of raw reactions, opinions or emotions; making the concept of safety very important. Some of you may have had experiences with the topics we address or have severe reactions to this study. We must be cognizant of this as we address these many compelling issues. Regardless, it is essential that all students make every effort to take care of yourself and immediately seek out resources and support upon signs of distress as needed! Keep in mind there are resources on and off campus for students who have faced interpersonal violence or other types of trauma.



Academic Support & Student Services

Student Support Services

Mental Health

UNT provides mental health resources to students to help ensure there are numerous outlets to turn to that wholeheartedly care for and are there for students in need, regardless of the nature of an issue or its severity. Listed below are several resources on campus that can support your academic success and mental well-being:

- [Student Health and Wellness Center](https://studentaffairs.unt.edu/student-health-and-wellness-center) (<https://studentaffairs.unt.edu/student-health-and-wellness-center>)
- [Counseling and Testing Services](https://studentaffairs.unt.edu/counseling-and-testing-services) (<https://studentaffairs.unt.edu/counseling-and-testing-services>)
- [UNT Care Team](https://studentaffairs.unt.edu/care) (<https://studentaffairs.unt.edu/care>)
- [UNT Psychiatric Services](https://studentaffairs.unt.edu/student-health-and-wellness-center/services/psychiatry) (<https://studentaffairs.unt.edu/student-health-and-wellness-center/services/psychiatry>)
- [Individual Counseling](https://studentaffairs.unt.edu/counseling-and-testing-services/services/individual-counseling) (<https://studentaffairs.unt.edu/counseling-and-testing-services/services/individual-counseling>)

Chosen Names

A chosen name is a name that a person goes by that may or may not match their legal name. If you have a chosen name that is different from your legal name and would like that to be used in class, please let the instructor know. Below is a list of resources for updating your chosen name at UNT.

- [UNT Records](#)
- [UNT ID Card](#)
- [UNT Email Address](#)
- [Legal Name](#)

**UNT eulDs cannot be changed at this time. The collaborating offices are working on a process to make this option accessible to UNT community members.*

Pronouns

Pronouns (she/her, they/them, he/him, etc.) are a public way for people to address you, much like your name, and can be shared with a name when making an introduction, both virtually and in-person. Just as we ask and don't assume someone's name, we should also ask and not assume someone's pronouns. You can [add your pronouns to your Canvas account](#) so that they follow your name when posting to discussion boards, submitting assignments, etc.

Below is a list of additional resources regarding pronouns and their usage:

- [What are pronouns and why are they important?](#)
- [How do I use pronouns?](#)
- [How do I share my pronouns?](#)
- [How do I ask for another person's pronouns?](#)
- [How do I correct myself or others when the wrong pronoun is used?](#)



Additional Student Support Services

- [Registrar](https://registrar.unt.edu/registration) (<https://registrar.unt.edu/registration>)
- [Financial Aid](https://financialaid.unt.edu/) (<https://financialaid.unt.edu/>)
- [Student Legal Services](https://studentaffairs.unt.edu/student-legal-services) (<https://studentaffairs.unt.edu/student-legal-services>)
- [Career Center](https://studentaffairs.unt.edu/career-center) (<https://studentaffairs.unt.edu/career-center>)
- [Multicultural Center](https://edo.unt.edu/multicultural-center) (<https://edo.unt.edu/multicultural-center>)
- [Counseling and Testing Services](https://studentaffairs.unt.edu/counseling-and-testing-services) (<https://studentaffairs.unt.edu/counseling-and-testing-services>)
- [Pride Alliance](https://edo.unt.edu/pridealliance) (<https://edo.unt.edu/pridealliance>)
- [UNT Food Pantry](https://deanofstudents.unt.edu/resources/food-pantry) (<https://deanofstudents.unt.edu/resources/food-pantry>)

Academic Support Services

- [Academic Resource Center](https://clear.unt.edu/canvas/student-resources) (<https://clear.unt.edu/canvas/student-resources>)
- [Academic Success Center](https://success.unt.edu/asc) (<https://success.unt.edu/asc>)
- [UNT Libraries](https://library.unt.edu/) (<https://library.unt.edu/>)
- [Writing Lab](http://writingcenter.unt.edu/) (<http://writingcenter.unt.edu/>)

EMERGENCY NOTIFICATIONS & PROCEDURES

UNT uses a system called Eagle Alert to quickly notify you with critical information in the event of an emergency (i.e., severe weather, campus closing, and health and public safety emergencies like chemical spills, fires, or violence). In the event of a university closure, please refer to Canvas for contingency plans for covering course materials.

Access to Information - Eagle Connect

Students' access point for business and academic services at UNT is located at: my.unt.edu. All official communication from the University will be delivered to a student's Eagle Connect account. For more information, please visit the website that explains Eagle Connect and how to forward e-mail Eagle Connect (<https://it.unt.edu/eagleconnect>).

SUCCEED AT UNT

UNT endeavors to offer you a high-quality education and to provide a supportive environment to help you learn and grow. And, as a faculty member, I am committed to helping you be successful as a student. Here's how to succeed at UNT: Show up. Find support. Take control. Be prepared. Get involved. Be persistent. To learn more about campus resources and information on how you can achieve success, go to succeed.unt.edu.

COURSE EVALUATION

The Student Perception of Teaching (SPOT) is required for all classes at UNT. I am very interested in the feedback I get from students, as I work to continually improve my teaching. The SPOT survey will be made available to you at the end of the semester, providing you a chance to comment on how this class is taught. Please visit my.unt.edu and fill out the evaluation form when it is available. Bonus points can be earned.



ASSIGNMENTS

ASSIGNMENTS, FEEDBACK AND MAKE-UP POLICY

Students must complete assignments as specified in this syllabus, learning modules, or other informational materials. You are required to read the Learning Modules and assigned readings to make a contribution to weekly course activities such as discussions, exercises, activities, or other assignments. Make every effort to clearly understand the expectations for all assignments and deadlines as located in this syllabus or posted online.

Carefully review the syllabus or instructions outlined in each module for official due dates. Assignments are typically due before midnight on the due date and will be closed and locked after this time period. However, the learning modules and course content will remain open and available for your ongoing educational needs. For organizational purposes, keep track of all important assignment due dates in your own personal calendar! All assignments must be submitted in Canvas during the established timeframes and when the available assignment links are open. The modules or syllabus usually provide descriptions of assignments. In addition, assignment guidelines may be available to provide extended details. Always carefully review and follow instructions before submitting assignments!

Assignments completed for this course should first be saved on your computer and then submitted in a readable format that is friendly to an online environment (for example, PDF, Microsoft Word, Word for Mac, or Rich Text). **Google documents are not an acceptable format for submission.** Assignments will be submitted using the Canvas Assignment drop box.

Late Assignments

Late assignments will **not** be accepted in this class. All written assignments will be turned in on Canvas. There will be no exceptions so please pay attention to all due dates on this syllabus.

Do not wait until the last day to submit assignments – as potential problems are unpredictable. Always allow yourself a minimum of several hours to upload assignments and remember that submitting an assignment even a minute late is considered late.

Class Schedule

Students will be notified by Eagle Alert if there is a campus closing that will impact a class and describe that the calendar is subject to change ([Campus Closures Policy \(https://policy.unt.edu/policy/15-006\)](https://policy.unt.edu/policy/15-006)).



Course Requirements

Quizzes (30%)

There will be three open-ended and multiple-choice item quizzes worth 10 points each throughout the semester. These quizzes will be administered via CANVAS (open for a few days) and will cover the content presented in class, class notes, the textbook, and any other documents uploaded on CANVAS or discussed during class.

Social History Interview and Written Report (20%)

Students will interview any CURRENT UNT student about their initial visit, first semester experience, and continued experience within the UNT campus community. Develop 15 questions and a form (it will be graded and returned to you to correct); the corrected questions should be typed and interview your “client” while documenting their answers on this corrected form during the face-to-face interview (Zoom interview or F2F); turn this into a typed 2-page report (double-spaced). This is NOT an APA style paper. This assignment requires that 3 forms be submitted. This will be a 3-part assignment: (1) Questions; (2) Interview your “client” with corrected questions and type answers on the question form; (3) write up a report based on the answers on this form (#s 2 & 3 turned in together).

Cross Cultural Paper (15%)

Students will write a 3-page paper in APA style (7th edition). This paper will describe a cross-cultural issue that might occur between the interviewer and interviewee, a theoretical explanation of this issue, and at least two examples of how this issue could be addressed based on the readings and lecture. The student must use two journal articles that address this issue (within past 10 years). See Purdue Owl...for APA style <https://owl.english.purdue.edu/owl/section/2/10/>

Mock Interview Video (25%)

Students will complete a video interview assignment with a ‘mock’ client. Within their group that they have been assigned to. Students will demonstrate professionalism and engagement skills (demonstrate professional dress, informed consent, use of open/closed-ended questions, active listening, attending, empathy, effective body language, etc.).

In-Class Assignments (10%)

Students will be given several in-class assignments throughout the semester to complete. These assignments will be approximately 1-4 points each. This assignment may also include a participation, which will entail staying focused in class and being prepared to answer questions if asked.

Please note that the instructor for this course has the option to revise or alter the course syllabus at any time as class needs dictate.



CRITERIA FOR STUDENT EVALUATION

As instructor for the course, my goal is to help students grow professionally. I aim to provide clear instructions and expectations for assignments, answer questions, and provide additional resources to support you. I plan to return assignments with feedback within one week of the due date.

Final grades are based on the following grading scale:

A = 90-100%

B = 80-89%

C = 70-79%

D = 60-69%

F = 0-59%

DAY of WEEK	GENERAL TOPIC IN CLASS	Kadushin READINGS	TOPICS, ASSIGNMENTS & QUIZZES
1/13	Introduction & Expectations: Review of course, expectations, requirements, policies, assignments,	Overview READING: Ch. 1	
1/20	The Interview Process: Defining the SW interview, Distinguishing interview from a conversation. Interview as communication, informed consent, learning styles	READING: Ch. 1 & 2	Conversation vs. Interview
1/27	BSW Program Coordinator in Class: Social Work Applications Listening and Silence as Interview Techniques: Hearing vs Listening, conditions for good listening, guidelines BSW Admission Meeting In-Class (2nd half of class)	READING: Ch. 3	Active Listening (Quiz 1 work ahead)
2/3	Nonverbal Communication: Sources and significance of nonverbal communication, communication problems	READING: Ch. 4	Nonverbal Comms & Body language QUIZ #1
2/10	The Developmental Phase: questioning techniques, objectives of questioning, open & closed questions, probing, preparation, common errors	READING: Ch.10	(Choose your interviewee for Soc Hist) Question Development
2/17	Establishing a Relationship: Defining the relationship, significance, developing a positive relationship, attitudes and behaviors	READING: Ch. 5	15 Questions DUE



2/24	Cross-cultural Interviewing and working with other people: Working across racial/ethnic differences, self-awareness, knowledge of differences, skills, Knowledge, skills of cross-cultural interviewing	READING: Ch. 12	Culturally sensitive communications/ Cultural competence
3/3	Continue Previous Lecture...		Social History Due
3/9-3/15 Spring Break			
3/17	The Introductory Phase: The interviewee's & interviewer's background, preparations and settings. Starting the interview; establishing goals SMART Goals Process Recording: Feelings & Empathy	READING: Ch. 6	
3/24	The Problem Exploration Phase: The meaning and sequence of techniques, attending behaviors (paraphrasing, reflection, summarizing)	READING: Ch. 7	QUIZ #2
3/31	Continue Previous Lecture		Cross-Cultural Paper Due
4/7	The Developmental Phase: Problem-Solving Interventions: Clarification, interpretation, confrontation, self-disclosure, sharing information	READING: Ch. 8 & 9	
4/14	Continue Previous Lecture...		
4/21	Problematic Interviews: Involuntary interviews and resistant clients	READING: Ch. 13	Upload WORKING links for videos to CANVAS (ZOOM, YouTube, etc.)
4/28	Wrapping Up		Quiz #3

Note:

Schedule may be adjusted based on student or instructor needs. **Failure to complete all of the above assignments may result in a failing grade.**