University of North Texas
College of Health and Public Service
Department of Rehabilitation & Health Services
Undergraduate Rehabilitation Studies

**Fall 2026**

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## RHAB 3000 Active Listening in the Helping Professions

3-hours
Online
Pre-requisite: None

## COURSE DESCRIPTION

Students engage in opportunities for self-reflection, learn and practice the main tenets of active listening, and gain presentation skills essential to the human services fields. This course satisfies a portion of the University Core Curriculum.

## LEARNING OBJECTIVES

Upon successful completion of the course, students mastering content will be able to:

1. Understand and explain the concept of interviewing and micro-counseling in rehabilitation and human services.
2. Review and identify essential communication skills that are a part of the interviewing or micro-counseling process.
3. Review and explain the core ethical principles relevant to helping professions.
4. Review multiple multicultural identities such as race, ethnicity, gender, disability, sexuality, spirituality, and socioeconomic status as they interact in the counseling process.
5. Review and explain personal accountability concepts involved in the practice of multi-culturally, sensitive interpersonal communication in the human services, including professional ethics, scope of practice, confidentiality, & professional disclosure.
6. Demonstrate competency in listening skills required for entry-level helping professionals.
7. Demonstrate effective responding skills (e.g., minimal encouragers, questioning, paraphrases, reflection of feeling) that effectively communicate understanding of a problem situation.
8. Communicate accurate empathy, unconditional regard, and genuineness with another individual.
9. Demonstrate communication skills necessary to assist another individual in identifying, clarifying, and operationalizing a personal problem situation using a brief, solution-focused approach.
10. Demonstrate ability to use a cognitive behavioral approach to assist in changing a pattern of dysfunctional thinking and behaviors in response to a stressful situation.
11. Demonstrate the ability to plan, organize, prepare, and present a presentation on utilizing coping skills in a particular area of trauma or psychosocial distress.
12. Demonstrate ability to plan, organize, and write a comprehensive and thoughtfully written self-reflection paper on why the student “fits” into a rehabilitation/human service career, and in what ways various psychosocial factors, such as the student’s strengths, limitations, values,

needs, culture, and experiences, may influence his or her work in human services and in helping relationships.

13. Demonstrate competence at consciously reducing experience of stress through utilization of self-regulation skills.

## REQUIRED MATERIALS

Garland, P. (2020). *Micro-counseling Skills, **3rd Edition***. Dubuque: Kendall Hunt.
ISBN: 9781524981358

This is an online text that can be obtained through **Kendall Hunt**.

## COURSE INSTRUCTOR

**Professor Kellie Nix**
Kellie is a Certified Rehabilitation Counselor and a Licensed Professional Counselor Associate. She is a passionate advocate for people with disabilities achieving their academic goals and maintaining meaningful employment. She has experience in early intervention with children with Autism Spectrum Disorder, working with adults with varying disabilities in a continuing education facility, and working with students that are neurodivergent at the University of North Texas. Kellie has been an assistant adjunct for the department of Rehabilitation and Health Services for the last five semesters hosting the graduate group counseling processing group.

## TEACHING PHILOSOPHY

My belief is that education is a reciprocal process. I value sharing knowledge as much as I value learning from those I teach. Every course—whether in-person or virtual—holds a unique community of voices, experiences, and insights. I see myself not as the sole source of knowledge, but as a facilitator of meaningful dialogue and mutual growth. My role as an educator is to strive to build trusting relationships that empower students to see their strengths, overcome challenges, and enter into meaningful work and relationships. My goal is to cultivate a space where knowledge is co-created, where students feel supported in their academic journey, and where teaching is grounded in curiosity, compassion, and mutual respect.

## INSTRUCTOR COMMUNICATION

To communicate with instructor most effectively and to receive the quickest response:

- Use the messaging feature through the course in Canvas. *Any correspondence sent to my UNT email will not be responded to.*
- Clearly include all the details necessary for the instructor to best address your concern.

## CANVAS MESSAGE RESPONSES

Monday – Friday, during normal business hours Canvas messages will be returned within 48 hours. Messages sent on weekends, holidays, during university sanctioned closures, or after normal business hours will be returned within 48 hours of normal business hours resuming.

## OFFICE HOURS

**On campus or virtual appointments** are available Monday – Friday by appointment. Contact the instructor through Canvas Messages to schedule.

## CANVAS ANNOUNCEMENTS

Much information about this course will be conveyed through Canvas Course Announcements. You are expected to read those announcements. It is advisable to turn on the notifications for Canvas.

## ASSIGNMENTS

- Assignments and their due dates are found on the Course Schedule on Canvas.
- Details for each assignment can be found on Canvas within each module.
- Follow directions carefully to ensure fulfillment of assignment criteria.
    - Following the directions for assignment criteria is a demonstration of professional readiness.
    - Format and content are equally important and weighted in value in course assignments.

## WORKBOOK

- The workbook portion of the assignments can be found in Section II of the course textbook.
- Entries into your workbook ***do not*** need to be formal.
- Entries are personal and are checked only for completion.
- Whether diving into counseling for the first time or studying to become a counselor, the first step is self-assessment to gain insight.
    - Compassion Fatigue in the helping profession and many other industries is high, thus, students are encouraged to begin exploring their own lives in-depth prior to practicum, internship, or employment.
    - Knowing who you are, what you believe, life experiences, and how you perceive the world around you are necessary for the most effective communication possible.

### Textbook and Workbook Technical issues

Technical issues regarding the workbook cannot be resolved through UNT Tech Support. Contact the textbook Publisher. Contact Kendall Hunt Publishing Company

## WRITING QUALITY

Writing submissions should reflect that of a college junior. The format of a formal paper is as important as the content. The same is true for meeting length requirements. Combat senseless point deductions by reading assignment directions carefully. The

UNT Writing Center is available to all students wishing to improve their writing. Other resources will be provided within the Canvas classroom.

## GRADING PERCENTAGES

25% - Activities: Workbook Activities, Discussions & Quizzes
25% - Interview & Related Assignments
25% - Resources PowerPoint
25% - Final Paper

## GRADING BREAKDOWN

A: 90-100% (Outstanding. The student performs well above the minimum criteria.)
B: 80-89% (Good. The student performs above the minimum criteria.)
C: 70-79% (Solid. The student meets the criteria of the assignment.)
D: 60-69% (Below average work. The student fails to meet the minimum criteria.)
F: 59 and below (Sub-par work. The student fails to complete the assignment.)

## ROUNDING UP FINAL GRADE

.5 and above are rounded up on final grade.
.04 and below are not rounded up on final grade.

## GRADE DISPUTES

Email instructor within 7-days of receiving a grade you desire to dispute. A meeting will be arranged between you and the instructor. Please provide rationale and plan to provide evidence that your assignment submission met the assignment requirements.

7-days after a grade has been posted, it is assumed you have no dispute, and the grade will stand.

## LATE WORK/EXRA CREDIT/MAKE UP WORK

***Late Work is deducted:***

- -25% up to 24-hours
- -50% 24 – 48 hours
- -75% 49- 72 hours

Work turned in after the due date and time is considered late, unless the student has an absence meeting university excused absence polices.

### *Extra Credit*

One Extra Credit assignment will be available within the course and can be found on the course schedule. There are **no** additional extra credit opportunities or make-up work for this course. Incomplete or late extra credit assignments are not accepted. *Please do not ask for an exception.*

Should you be concerned about your grade or fail to submit assignments, contact the instructor immediately. Do not wait until the last week of the semester. As outlined in the policy related to "Grade Disputes", grades will stand after 7 days of being entered, including 0 for failing to submit an assignment.

## TURNAROUND TIME

***Grading -*** I aim to return your graded work within one week of the due date. If this is not possible, I will send an announcement to the class.

## AI and CHAT GPT

ChatGPT, the AI-powered chatbot launched in fall 2022 has many uses. ChatGPT might be a helpful brainstorming platform or provide editing feedback for co-authored assignments. However, any assignment thought to have been written by ChatGPT and turned in by a student is considered plagiarism ***and will be turned into UNT Office of Academic Integrity.*** The offending

submission will be given a 0 and students will not be allowed to make up the assignment. Second offenses will result in a 0 in the course. Any violation will be reported to the University Academic Integrity department.

## UNT STUDENT ATTENDANCE AND AUTHORIZED ABSENCES POLICY

Please review UNT Policy Number 06.039 to determine if missed class or assignment submission meets UNT policy standards before emailing the instructor to ask for this modification.

## COLLABORATIVE WORK

Please do your own work. Do not post course content on study sites, such as Quizlet or in student-initiated Group Me Chats. Action will be taken through the university if cheating is brought to the attention of the instructor.

## WORKING AHEAD

When modules and assignments are open early, you are welcome to work ahead. This does not, however, afford you the opportunity to re-do or re-submit assignments if the score is less than you desire.

## ONLINE ETIQUETTE

Interaction and exchange of ideas with people dissimilar to us is paramount to growth. Student interaction throughout this course is encouraged. However, there will be no tolerance for name-calling, condemnation, or other forms of aggression. *Please reach out to me if you have any issues in this area. I can only assist when I am aware.*

## MINIMAL TECHNICAL SKILLS

This is an online course, therefore, you must have minimum technical skills and the ability to reach out to technical support, when needed.

Students in this course must:

- Have ongoing access to the internet.
- Have familiarity with or be willing to become familiar with Canvas.
- Be able to create and attach Word Documents.
- Be able to create and attach jpegs.
- Be able to create and attach PowerPoint presentations.
- Be able to create original Discussions on Canvas.
- Be able to respond to Discussion on Canvas.
- Be able to insert images and write accurate Alt Text descriptions.

## Accommodation

This is an online course with fixed assignments with given due dates. Therefore, additional time is not accommodated.

## TECHNICAL ASSISTANCE WITH CANVAS

Help Desk: http://www.unt.edu/helpdesk/index.htm
The University of North Texas provides student technical support. The student help desk may be reached by emailing helpdesk@unt.edu or by calling 940.565-2324
Canvas technical requirements: https://clear.unt.edu/supported-technologies/canvas/requirements

Contact tech support immediately if you encounter issues submitting an assignment or taking a quiz. Follow up with an email to the instructor that includes the ticket number from tech support.

## COPYRIGHT INFRINGEMENT

It is a violation of Copyright to reproduce information from this course, as well as upload the contents to a website that is not university sponsored. Should information be found online that originated in this course, cease and desist will be filed, followed by all legal options.

This includes posting material from the course onto "study" websites, such as Quizlet or on the student created course GroupMe.

## STUDENT SUPPORT

Code of Student Conduct: provides Code of Student Conduct along with other useful links.
Office of Disability Access: exists to prevent discrimination based on disability and to help students reach a higher level of independence.
Counseling and Testing Services: provides counseling services to the UNT community, as well as testing services, such as admissions testing, computer-based testing, career testing, and other tests.
UNT Libraries
UNT Learning Center: provides a variety of services, including tutoring, to enhance the student academic experience.
UNT Writing Center: offers free writing tutoring to all UNT students, undergraduate and graduate, including online tutoring.
Succeed at UNT: information regarding how to be a successful student at UNT.

## UNT ACADEMIC INTEGRITY POLICY

Academic Integrity Standards and Consequences. According to UNT Policy 06.003, Student Academic Integrity, academic dishonesty occurs when students engage in behaviors including, but not limited to cheating, fabrication, facilitating academic dishonesty, forgery, plagiarism, and sabotage. A finding of academic dishonesty may result in a range of academic penalties or

sanctions ranging from admonition to expulsion from the University. [Insert specific sanction or academic penalty for specific academic integrity violation.

## UNT ADA POLICY

UNT makes reasonable academic accommodation for students 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 a student with an accommodation letter to be delivered to faculty to begin a private discussion regarding one's specific course needs. Students may request accommodation at any time; however, ODA notices of accommodation should be provided as early as possible in the semester to avoid any delay in implementation. Note that students must obtain a new letter of accommodation for every semester and must meet with each faculty member prior to implementation in each class. For additional information see the ODA website at disability.unt.edu.

***RHAB 3000 is an online course and does not require timed quizzes or assignments. Therefore, assignments are expected to be submitted on time.***

## EMERGENCY NOTIFICATION & PROCEDURES

UNT uses a system called Eagle Alert to quickly notify students 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.

## UNT 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.

## UNIVERSITY ACCEPTABLE STUDENT BEHAVIOR POLICY

Student behavior that interferes with an instructor's ability to conduct a class or other students' opportunity to learn is unacceptable and disruptive and will not be tolerated in any instructional forum at UNT. Students engaging in unacceptable behavior will be directed to leave the classroom and the instructor may refer the student to the Dean of Students to consider whether the student's conduct violated the Code of Student Conduct. The University's expectations for

student conduct apply to all instructional forums, including University and electronic classroom, labs, discussion groups, field trips, etc.

The Code of Student Conduct can be found at deanofstudents.unt.edu/conduct.

## 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: eagleconnect.unt.edu/

## STUDENT EVALUATION ADMINISTRATION DATES

Student feedback is important and an essential part of participation in this course. The student evaluation of instruction is a requirement for all organized classes at UNT. The survey will be made available during weeks 13, 14 and 15 [insert administration dates] of the long semesters to provide students with an opportunity to evaluate how this course is taught. Students will receive an email from "UNT SPOT Course Evaluations via IASystem Notification" (no-reply@iasystem.org) with the survey link. Students should look for the email in their UNT email inbox. Simply click on the link and complete the survey. Once students complete the survey, they will receive a confirmation email that the survey has been submitted. For additional information, please visit the SPOT website at http://spot.unt.edu/ or email spot@unt.edu.

## SEXUAL ASSAULT PREVENTION

UNT is committed to providing a safe learning environment free of all forms of sexual misconduct, including sexual harassment 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.

## SYLLABUS CHANGE POLICY

The course syllabus is a general plan for the course; deviations announced to the class by the instructor may be necessary. The instructor has the right to adjust the syllabus and course schedule at any time during the semester.

RHAB 3000.402: Active Listening Course Schedule

Fall 2026

| **Module** | **Topic** | **To Do** | **Assignment Due Dates** |
|---|---|---|---|
| 1 | Introduction | • Read Introduction Module.<br>• Obtain online textbook.<br>• Read Module 1.<br>• Complete Introduction Discussion.<br>• Complete Syllabus Quiz in online textbook | **Due Sunday, October 18th at 11:59 PM:**<br>• Introductory Discussion Board (initial post AND response to 1 peer)<br>• Syllabus (found in textbook) |
| 2 | Personal Work | • Read module content.<br>• Review online textbook, Section 2: Workbook Activities.<br>• Complete Workbook Activities 1 - 10 (found in textbook).<br>• Complete Workbook Activities 11 - 21 (in textbook). | **Due Sunday, October 25th at 11:59 PM:**<br>• Workbook Activities 1-10<br>• Workbook Activities 11-20 |

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|---|---|---|---|
| 3 | Communication & Communication Skills | • Read module content.<br>• Review Micro-counseling textbook, Section 1: Skills - Communication content.<br>• Complete workbook activities 22-30 (in textbook)<br>• Use this light week to read/ review Module 5 Interview Assignment on Canvas, complete workbook assignments, or begin planning for the 2 major projects. :) | **Due Sunday, November 1st at 11:59 PM:**<br>• Workbook Activities 21 - 30<br>• ***Consider who you will interview and what questions you want to ask. Plan ahead for this involved assignment! Work on the questions for the extra credit assignment due next week.*** |
| 4 | Counseling | • Review module content.<br>• Review websites and information provided within the module regarding Alt Text.<br>• Read the detailed description and review example of Case Presentation.<br>• Complete Resource Presentation Assignment.<br>• **Optional Extra Credit:** Complete Interview Questions Development and Feedback<br>  ○ *Optional Assignment Submissions that do not meet all the criteria for the assignment instructions or are received after the due date and time will be given an Incomplete. This assignment cannot receive partial credit and cannot be turned in after the due date/time.* | **Due Sunday, November 8th at 11:59 PM:**<br>• Resource Presentation Assignment<br>• **Optional Extra Credit:** Interview Questions Development and Feedback |

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|---|---|---|---|
| 5 | Interviewing | • Read module content.<br>• Review Micro-counseling textbook Module I: Skills - Interviewing and Module 3: Interviews.<br>• Submit Interview assignment, which includes the written transcript, labels, and critique. | **Due Sunday, November 15th at 11:59 PM:**<br>• Interview Transcript, Labeling, & Critique |
| 6 | Professionalism | • Read all module content.<br>• Complete Workbook Activities 31 - 40 (in textbook).<br>• Complete Workbook Activities 41-52 (in textbook).<br>***Have a great fall break! November 23rd-November 29th*** | **Due Sunday, November 22nd at 11:59 PM:**<br>• Workbook Activities 31 - 40<br>• Workbook Activities 41 - 52 |
| 7 | Course Wrap Up | • Complete Course Reflection - there is no Final Exam...only the Course Reflection.<br>• Pat yourself on the back! Job well done. | • *Course Reflection* - ***This is your FINAL*** *- due Sunday, December 6th at 11:59 PM* |

***UNT Fall 2026 Academic Calendar & Key Dates***

Class Begins: Monday, October 12th

Fall Break November 23rd-November 29th

Class Ends: Friday, December 11th; ***all outstanding work needs to be submitted by 11:59 PM to be graded***

Grade submissions: Monday, December 14th*

Grades will be posted on your official transcript: December 16th

UNT Academic Calendar - Fall 2026Links to an external site.