



## Columbia College

### Theory and Methods in Human Services (HSPD114)

#### Course Outline

Semester Dates: June 29, 2026 to August 1, 2026

Please note that when a holiday falls during the week, your class will be rescheduled for the Friday of that week. Students are required to plan to be present at the rescheduled class.

Facilitator: Tiara Fernando and Kris McNab

Email: [tiara.fernando@columbia.ca](mailto:tiara.fernando@columbia.ca) and [kris.mcnab@columbia.ca](mailto:kris.mcnab@columbia.ca)

Class Time: Thursdays 5:30PM to 9:30PM and  
Saturdays 12:30PM to 4:30PM

Room: HSPD114 Microsoft Teams Site  
and HSPD114 Moodle Page

Credit: 3

Prerequisite: None

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Note: It is the student's responsibility to be familiar with the information contained in the Course Outline and to clarify any areas of concern with the facilitator.

#### Course Description:

This course introduces theories, methods and concepts generally utilized in human services professions. The course examines various theories and methods in these professions, as well as their practical use. Major practice theories and evidence-based theoretical methodologies are explored. The course addresses its main objective: to expand essential theoretical and methodological skills and knowledge in human services professions.

#### Learning Outcomes:

As a result of active participation in these sessions, a student can expect to:

- Understand, identify, and apply basic concepts of Human Services profession.
- Identify and describe main interventions in the Human Services profession.
- Understand the role of a human service worker.
- Analyze various processes involved in applying Human Services methodologies.
- Critically reflect on basic values of human services profession
- Increase self-awareness in your practice as a human service worker.
- Explain reasons of applying various theories and methodologies in your practice as a human service worker.

## Course Format:

This 45-Hour online course uses a variety of teaching/learning methods including discussion, personal reflection, experiential exercises, student presentations, role-plays, group activities and especially case studies. Our faculty aims to create an online synchronous and asynchronous learning environment where the learner is actively engaged in inquiry, critical thinking and problem solving. The online delivery provides you with a place where you can learn with and from others in a cooperative and collaborative manner.

You are expected to take a very active part in class discussions and take responsibility for your own learning. Be a positive and co-operative team member. Columbia College uses a facilitation model of instruction where the facilitator's role is to facilitate your learning. The expectation is that you will come to class prepared with pre-class homework completed. Your facilitator will engage you in activities that are based on your completed homework and readings. Your enthusiastic and positive approach in the classroom will create an atmosphere that will help every student develop the knowledge, skills and attitudes that are needed for success.

How you conduct yourself in our online classes will largely mirror your conduct in society and your future work site. For example, if you tend to ask questions, challenge the ideas of others in a respectful manner, draw out the best from your colleagues, and encourage both group development and task accomplishment in this class, it is likely you will do the same at work. A high level of student involvement and developing professionalism is expected in the classroom as you work towards your goal.

## Required Textbooks and Equipment:

Woodside, M. & McClam, T. (2019). *An introduction to human services ninth edition*. Boston, Massachusetts: Cengage Learning

Article of choice for Assignment #2 |

## Recommended Readings and Resources:

Students may access these other academic sources such as those available in the Columbia College E-Brary in their respective Moodle/Portal Course Page.

The most recommended for use are:

- ProQuest
- ERIC
- Google Scholar (limited access) |

## Homework Assignment Due for the First Class:

1. Read this course outline and be prepared to discuss in class.
2. Read Chapter 1 of your text, *An introduction to human services ninth edition*.
3. As a result of your reading assignment write down at least three (3) questions that you would find beneficial to discuss in class. These can be entered into the class Teams chat.
4. Prepare for a test on the assigned readings. |

## Evaluation - Assessment of Student Performance:

The final grade in the course will be based on the following elements. Wherever possible facilitators will use rubrics to assess your performance and offer feedback.

| Title of Assignment                       | Due Date                       | Weight |
|-------------------------------------------|--------------------------------|--------|
| Cengage Chapter Tests                     | Chapters 1-10                  | 20%    |
| Cengage MindTap Activities                | As Assigned on Cengage MindTap | 20%    |
| Assignment #1 Case Study                  | Class 5                        | 15%    |
| Assignment #2 Article Review              | Weeks 2 thru 4                 | 10%    |
| Assignment #3 Peer Interview Case Study   | Week 5                         | 25%    |
| Assignment #4 Reflection on Final Project | Week 5                         | 10%    |

**Please note that all homework and assignments are due at 11:59PM on the day of the class unless otherwise noted on Teams/Moodle.**

## Grading:

Grades for each component will be added together at the end of the semester. The final total will be translated to the Columbia College's 4.0 grading scale as follows:

### Marking and Grading Conversion:

| Description  | Letter Grade | Grade Points | Percentage Scale |    |
|--------------|--------------|--------------|------------------|----|
| Excellent    | A+           | 4.0          | 100              | 95 |
|              | A            | 4.0          | 94               | 90 |
|              | A-           | 3.7          | 89               | 85 |
| Good         | B+           | 3.3          | 84               | 80 |
|              | B            | 3.0          | 79               | 75 |
|              | B-           | 2.7          | 74               | 70 |
| Satisfactory | C+           | 2.3          | 69               | 65 |
|              | C            | 2.0          | 64               | 60 |
|              | C-           | 1.7          | 59               | 55 |
| Poor         | D            | 1.0          | 54               | 50 |
| Failure      | F            | 0.0          | 49               | 0  |

**Please note that to pass this course you must earn at least a “C+” (a minimal pass).**

## Submission and Completion of Assignments:

You are expected to submit assignments by the due date. Any late assignments may be assessed a marking penalty of 5% per day. If you are unable to submit an assignment on the due date, you must request an extension **before** the due date by filling out an *Application for Assignment Extension form*

(SSPP-F012) that is to be submitted to the Department Chair for approval. This form is available on the Microsoft Teams site and will be emailed to your Program Chair once completed.

### **Attendance Requirements:**

Columbia College believes that students are committed to their program and learning experiences. However, it is understood that there are times when students may be absent. Any absences can be viewed as a potentially serious disruption of the learning process and necessary achievement of the learning objectives. Being late is also considered unacceptable as it interferes with the learning opportunities of others. Unavoidable absences or lateness must be reported to the course facilitator in advance. Please refer to Columbia College's *Attendance Policy and Regulations (ADM-P151)* for detailed information on Attendance Requirements.

### **Academic Integrity:**

Academic dishonesty is a serious offence and can result in suspension or expulsion from Columbia College.

There is no tolerance for academic dishonesty and any student caught plagiarizing is subject to serious sanctions as outlined in the *Student Code of Conduct Policy (ADM-P229)*. Students are encouraged to familiarize themselves with this policy and avoid any behavior that could possibly be seen as cheating, plagiarizing, misrepresenting, or putting into question the integrity of one's academic work.

### **Student Conduct:**

It is the responsibility of each student to uphold the expectations and responsibilities outlined in the *Student Code of Conduct Policy (ADM-P229)*, *Columbia's Commitment to Human Rights and Diversity Policy (ADM-P204)*, and any additional requirements established by your program.

Generally, each student will:

- be respectful and courteous toward others.
- demonstrate appropriate and supportive communication skills, and coach, assist, advise and otherwise support other students in their studies.
- manage any personal stress and conflict in a positive and resourceful manner and assist others to do the same.
- be dressed in a manner appropriate for their workplace or learning environment, as established by the program.
- conduct themselves in a professional manner regarding their communication with others and their behavior in class.
- conduct themselves with academic integrity in all their learning activities, tests, exams, and assignments.
- keep up with day-to-day classroom and course expectations.

### Important Dates:

| <b>Description</b>                            | <b>Date</b>                                                                                                       |
|-----------------------------------------------|-------------------------------------------------------------------------------------------------------------------|
| Last to add/drop courses                      | 5 school operating days from the start of the semester OR before the third scheduled class, whichever is greater. |
| Last day to withdraw without academic penalty | 50% or less of the semester has been completed                                                                    |

### Appeals:

Please refer to the *Student Appeal Policy (ADM-P177)*.

### Students with Temporary or Permanent Disabilities or Medical Conditions:

Students with temporary or permanent disabilities or medical conditions may apply for accommodations. To be considered for an accommodation, a student must register with Columbia College's Disability Services by making an appointment with a Disability Services Advisor – Main Office – Bldg. 802 or emailing [accessibilityservices@columbia.ca](mailto:accessibilityservices@columbia.ca). The Department Chair or facilitator is not able to provide you with any accommodations without you taking this step. Please refer to Columbia College's website to review *the Student Accommodation Policy (ADM-P188)* and *Student Guide to Accessibility Services (SSCM-001)*.

### Student Support:

Students should be aware that Life Coaching, Career and Accessibility Services, and Student Support Services (i.e. tutoring, academic strategists, etc.) are provided by Columbia College. Inquire how to request these services at the Main Office in building 802. It is the student's responsibility to discuss their specific learning needs with the appropriate service provider.

### Class Schedule/Overview:

Please note that this schedule is subject to change. Any changes or cancellations will be emailed to you. It is your responsibility to check your Columbia College email address daily for any messages from the Program Chair/designate, facilitator or College Administration. It is the student's responsibility to be familiar with the information contained in the Course Outline and to clarify any areas of concern with the facilitator.

| Class  | Topics                                                                                                                                                            | Readings and Assessments                                                                                                                                              | Meetings                                  |
|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|
| Week 1 | <ul style="list-style-type: none"><li>Outline review and Introductions</li><li>An Introduction to Human Services</li><li>The Human Service Professional</li></ul> | Course Outline<br>Chapter 1<br>Chapter 2<br>Cengage Activities: <ul style="list-style-type: none"><li>Chapter Tests/Polls/Reflections</li></ul>                       | Live on Microsoft Teams Thursday July 2   |
| Week 2 | <ul style="list-style-type: none"><li>The History of Advocacy in Human Service</li><li>Human Services and Ethical Practices</li></ul>                             | Chapter 3<br>Chapter 4<br>Cengage Activities: <ul style="list-style-type: none"><li>Chapter Tests/Polls/Reflections</li></ul>                                         | Live on Microsoft Teams Thursday July 9   |
| Week 3 | <ul style="list-style-type: none"><li>Multicultural Dimensions of Helping</li><li>Models of Service Delivery</li></ul>                                            | Chapter 5<br>Chapter 6<br>Cengage Activities: <ul style="list-style-type: none"><li>Chapter Tests/Polls/Reflections</li></ul> Assignment #1 Due                       | Live on Microsoft Teams Thursday July 16  |
| Week 4 | <ul style="list-style-type: none"><li>The Helping Process</li><li>The Client</li></ul>                                                                            | Chapter 7<br>Chapter 8<br>Cengage Activities: <ul style="list-style-type: none"><li>Chapter Tests/Polls/Reflections</li></ul>                                         | Live on Microsoft Teams Thursday July 23  |
| Week 5 | <ul style="list-style-type: none"><li>Working within the system</li><li>Human Services Today</li><li>Course Evaluations</li></ul>                                 | Chapter 9<br>Chapter 10<br>Cengage Activities: <ul style="list-style-type: none"><li>Chapter Tests/Polls/Reflections</li></ul> Assignment #3 Due<br>Assignment #4 Due | Live on Microsoft Teams- Thursday July 30 |

## **Appendix 1**

### **Assignment Outlines**

Please note: Students must complete all assignments, tests, and final projects to pass this course.

#### **Cengage MindTap Chapter Tests** **Due Date: Chapters 1 through 10** **Weight: 20%**

Students are expected to read the assigned readings and be prepared to write a graded test based on the material.

#### **Note:**

- All chapter tests are available on Cengage MindTap from the beginning of the week to Sunday at 11:59pm at the end of week.
- There will only be **two attempts** on all Daily Tests
- There will be a 45-minute time limit on each Daily Test (unless otherwise noted)
- Make a note of number of questions asked.

#### **Cengage MindTap Activities:** **Due: At the end of each week** **Weight: 20%**

Students will be assigned activities that can short answer questions, polls and reflective responses. Each activity will be available at the start of each week (Monday) and due at the end of each week (Sunday 11:59pm). Facilitators will provide feedback on manual responses.

#### **Research Article Presentation** **Due: During live scheduled classes Weeks 2 through 4.** **Weight: 10%**

Students are responsible for using portal.columbia.ca (Moodle) E-Brary or an approved academic database to search for an academic journal/research paper that focuses on any human services topic they are interested in. Students will then present their article and their findings/understanding of it during a live scheduled class of their choice of Weeks 2 through 4.

A copy of this this journal must be submitted to Teams with appropriate APA7 citation – which students can get in the database.

Presentation of the article can be the student sharing their screen with the document showing and discussing it in 3-5 minutes maximum. The focus should be why it was an article that caught their attention and rationale as to why they found it useful.

#### **Suggested databases:**

- ProQuest
- ERIC

#### **Article must be:**

- Peer Reviewed
- Downloaded and submitted to your Teams
- Relevant to Human Services Field

## Assignment #1: Case Study Analysis

Due Date: Week 3

Weight: 15%

Using the case study from Chapter 6, *Susan and Ted* answer the questions using a human services perspective/model.

- Use p. 151 and answer the questions in a professional manner.
- Reflect and provide a minimum **three strategies** to improve a few areas of concern for all involved.
- Use strategies listed from the course material or external (viable) professional material.

### Writing Assignment Expectations:

- **Objective:** The objectives of the writing assignment is to critically apply concepts, ideas, and procedures to facilitate higher level learning. The assignments are designed so students can demonstrate depth of knowledge related to the course content.
- **Focus:** Each assignment is designed to apply knowledge from the chapters and class discussions.
- **Format:** All assignments will be double-spaced. Place your name on the first page of the document. 12-point Calibri font is preferred. Each assignment should have a minimum length of 500 words but is not to exceed 750 words. Students will be evaluated according to **Case Study Analysis** rubric.

### How to avoid plagiarism?

- The simplest way to avoid plagiarism is to reference any source properly (using both in-text, parenthetical citations in the body of your assignment and a "References" page at the end. While it is commonplace to build upon the knowledge of others, it is necessary to clearly state the sources and foundations of that knowledge. Referencing must conform to the APA referencing formats outlined in your ENGL110-1 texts (Maimon & Yancey- Tab 7).

## Assignment #3 - Case Study: Assessment Interview Video (5 min)

Due Date: Week 5

Weight: 25%

### OFF CAMERA

1. *Practice* an assessment interview on a friend/family member with their permission about a common problem.
2. *Develop* a hypothetical service plan for a make-believe client.
3. *Identify* the formal human services resources in your community (hotlines, mental health clinics, and employment offices) by name and address.

### ON CAMERA Recording:

Please note that you do not have to have your participant on camera or available at the time of the recording, you can simply outline your plan/assessment by addressing the questions/suggestions below on camera.

### Questions and Suggestions for plan:

1. Identity the issue(s) for this client.
2. What type of information do you need from your client to help them?
3. Why is this an issue for this client?
4. What are the societal barriers for this client? (access to resources, education, discrimination, poverty, etc.)
5. How would a human services professional assess this problem?
6. Why is it important to assess problems accurately?
7. Name three things you learned about using resources in the community.

#### Assignment Expectations:

- **Objective:** The objectives of the verbal/visual assignment is to critically apply concepts, ideas, and procedures to facilitate higher level learning. The assignment is designed so students can demonstrate depth of knowledge related to the course content.
- **Focus:** Each assignment is designed to apply knowledge from the chapters and class discussions.
- **Format:** Assignments are expected to be in Microsoft Teams format and shared with facilitator. **You will be marked using the Peer Interview Rubric attached.**

#### Assignment #4 Final Reflection on Project

**Due: Week 5**

**Weight: 10%**

This final project will enable you to deeply reflect on your presentation experience, how it aided you in the development of professional communication skills and how it contributed to increased self-awareness of supports available to potential clients.

You may guide your reflection using the points below:

| Personal                                                                                                                                                                                                                                          | Interview                                                                                                                                                                                                                                |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• Your expectations at the start of the presentation</li> <li>• Your contributions and experiences during the presentation</li> <li>• The importance of this type of presentation in your field</li> </ul> | <ul style="list-style-type: none"> <li>• The process of interviewing a client in crisis</li> <li>• Do you feel trauma informed protocols adhered to?</li> <li>• How valuable is it to practice your skills as an interviewee?</li> </ul> |

#### Writing Assignment Expectations:

- **Objective:** The objectives of the writing assignment is to critically apply concepts, ideas, and procedures to facilitate higher level learning. The assignment is designed so students can demonstrate depth of knowledge related to the course content.
- **Focus:** Each assignment is designed to apply knowledge from the chapters and class discussions.
- **Format:** This assignment does not need to be in an essay format. Do not include title pages. Include your name, course name/number and facilitator's name at the top left of the first page. Place a title, center-aligned on the first page. 12-point Calibri font is preferred. Each assignment should have a minimum length of 300 words but is not to exceed 500 words. Students will be evaluated according to the attached rubric: **Reflective Writing Response Marking Rubric.**

#### How to avoid plagiarism

The simplest way to avoid plagiarism is to reference any sources properly (using both in-text, parenthetical citations in the body of your assignment and a 'References' page at the end). While it is commonplace to build upon the knowledge of others, it is necessary to clearly state the sources and foundations of that knowledge. Referencing must conform to the APA7 style outlined in your ENGL110-1 textbook.

**Appendix 2 Assignment Rubrics**  
**Columbia College**  
**Case Study Rubric**

| Area                                                                                     | 10-9                                                                                                                                                                                                                                                         | 8-7                                                                                                                                                                                                                                                           | 6-5                                                                                                                                                                                                                                                              | 4-3                                                                                                                                                                                                                                                                             | 2-0                                                                                                                                                                                                                                          |
|------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Clear explanation of key strategic issues</b>                                         | <ul style="list-style-type: none"> <li>Shows superior knowledge of the issues, key problems</li> </ul>                                                                                                                                                       | <ul style="list-style-type: none"> <li>Shows adequate knowledge of the issues, key problems</li> </ul>                                                                                                                                                        | <ul style="list-style-type: none"> <li>Shows some understanding of the issues, key problems</li> </ul>                                                                                                                                                           | <ul style="list-style-type: none"> <li>Shows little understanding of the issues, key problems</li> </ul>                                                                                                                                                                        | <ul style="list-style-type: none"> <li>Shows no understanding of the issues, key problems</li> </ul>                                                                                                                                         |
| <b>Valid arguments with relevant supportive detail</b>                                   | <ul style="list-style-type: none"> <li>Critical issues and key problems that supported the Case Analysis were clearly identified, analyzed, and supported.</li> </ul>                                                                                        | <ul style="list-style-type: none"> <li>Critical issues and key problems that supported the Case Analysis were partially identified, analyzed, and supported.</li> </ul>                                                                                       | <ul style="list-style-type: none"> <li>Critical issues and key problems that supported the Case Analysis were not clearly identified, analyzed, and supported.</li> </ul>                                                                                        | <ul style="list-style-type: none"> <li>Critical issues and key problems that supported the Case Analysis were poorly identified, analyzed, and supported.</li> </ul>                                                                                                            | <ul style="list-style-type: none"> <li>Critical issues and key problems that supported the Case Analysis were not identified, analyzed, and supported.</li> </ul>                                                                            |
| <b>Conclusions and recommendations are congruent with strategic analysis</b>             | <ul style="list-style-type: none"> <li>Effective recommendations, solutions, and/or plans of action were provided.</li> <li>Specific data or facts were referred when necessary to support the analysis and conclusions.</li> </ul>                          | <ul style="list-style-type: none"> <li>Effective recommendations and/or plans of action were partially provided.</li> <li>Specific data or facts were occasionally referred when necessary to support the analysis and conclusions</li> </ul>                 | <ul style="list-style-type: none"> <li>Effective recommendations and/or plans of action inadequate.</li> <li>Specific data or facts were not referred when necessary to support the analysis and conclusions.</li> </ul>                                         | <ul style="list-style-type: none"> <li>Effective recommendations and/or plans of action are not provided.</li> <li>Specific data or facts necessary to support the analysis and conclusions was not provided.</li> </ul>                                                        | <ul style="list-style-type: none"> <li>Recommendations and/or plans of action not provided.</li> <li>Specific data or facts necessary to support the analysis and conclusions were not provided.</li> </ul>                                  |
| <b>Organization, professional writing, and logical flow of analysis. APA7 formatting</b> | <ul style="list-style-type: none"> <li>Key points were clearly identified and supported with a well thought out rationale based on applying specific concepts</li> <li>Excellent grammar, spelling, punctuation, professional writing, and syntax</li> </ul> | <ul style="list-style-type: none"> <li>Key points were partially identified and supported with a well thought out rationale based on applying specific concepts</li> <li>Adequate grammar, spelling, punctuation, professional writing, and syntax</li> </ul> | <ul style="list-style-type: none"> <li>Key points were not identified and supported with a well thought out rationale based on applying specific concepts</li> <li>Grammar, spelling, punctuation, professional writing, and syntax needs improvement</li> </ul> | <ul style="list-style-type: none"> <li>Key points were poorly identified and supported with a well thought out rationale based on applying specific concepts</li> <li>Grammar, spelling, punctuation, professional writing, and syntax needs significant improvement</li> </ul> | <ul style="list-style-type: none"> <li>Key points were not identified and supported with a well thought out rationale based on applying specific concepts</li> <li>Grammar, spelling, punctuation, professional writing is absent</li> </ul> |

**Total: /50**

## Columbia College Peer Interview Rubric

| Area                                                     | 10.0 – 7.0                                                                                                                                                                                                                                                                                                                                                                                                                                                    | 6.9 – 5.5                                                                                                                                                                                                                                                                                                                                                                                                           | 5.4 - 5.0                                                                                                                                                                                                                                             | 4.9 - 0                                                                                                                                                                                                                                                  |
|----------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Organization, Structure and flow of interview</b>     | <ul style="list-style-type: none"> <li>Creates an introduction that is unique, clearly focused and engaging.</li> <li>Demonstrates an effective transition between the phases of counseling, incorporating elements from the beginning phase to the successfully termination of the client-counseling relationship.</li> <li>Maintains clear structure and direction throughout the interview process.</li> <li>Manages allotted time effectively.</li> </ul> | <ul style="list-style-type: none"> <li>Creates an introduction that is original, clearly focused and engaging.</li> <li>Demonstrates a transition between most phases of counseling incorporating some elements of the client-counseling relationship.</li> <li>Maintains structure and direction throughout the interview process</li> <li>Manages to keep the entire session within the allotted time.</li> </ul> | <ul style="list-style-type: none"> <li>Creates an introduction that tends to be unfocused.</li> <li>Transitions are evident, but few</li> <li>Struggles to keep the counseling session within the allotted time frame.</li> </ul>                     | <ul style="list-style-type: none"> <li>Interview shows little to no logical organization.</li> <li>Conversation is difficult to follow.</li> <li>Does not demonstrate the ability to maintain a clear focus throughout the interview process.</li> </ul> |
| <b>Practitioner Relationship</b>                         | <ul style="list-style-type: none"> <li>Demonstrates a strong ability in establishing and fostering a safe therapeutic environment.</li> <li>Actively conveys a non-judgmental attitude, empathy, understanding and respect.</li> </ul>                                                                                                                                                                                                                        | <ul style="list-style-type: none"> <li>Demonstrates an ability to create a safe therapeutic environment.</li> <li>Conveys a non-judgmental attitude, empathy, understanding and respect.</li> </ul>                                                                                                                                                                                                                 | <ul style="list-style-type: none"> <li>Makes an effort to create a therapeutic environment but struggles to keep the client engaged.</li> <li>At times demonstrates a non-judgmental attitude, empathy, understanding and respect.</li> </ul>         | <ul style="list-style-type: none"> <li>Lacks the ability to engage or build rapport with client.</li> <li>Judgmental, unethical, disrespectful and inappropriate.</li> </ul>                                                                             |
| <b>Practitioner Skill Set</b>                            | <ul style="list-style-type: none"> <li>Utilizes a wide range of counseling skills such as open-ended questions, active listening, paraphrasing, summarization, etc.</li> </ul>                                                                                                                                                                                                                                                                                | <ul style="list-style-type: none"> <li>Uses counseling skills such as open-ended questions, paraphrasing, summarization, etc.</li> </ul>                                                                                                                                                                                                                                                                            | <ul style="list-style-type: none"> <li>Limited range of skills</li> <li>Counseling skills are sometimes applied incorrectly</li> </ul>                                                                                                                | <ul style="list-style-type: none"> <li>Fails to use any counseling skills</li> <li>Does not demonstrate an understanding of appropriate responses during conversations.</li> </ul>                                                                       |
| <b>Communication Skills:<br/>Nonverbal Effectiveness</b> | <ul style="list-style-type: none"> <li>Body language demonstrates ease and confidence through carefully maintained posture, poise, and facial expression.</li> <li>Uses continual eye contact.</li> </ul>                                                                                                                                                                                                                                                     | <ul style="list-style-type: none"> <li>Body language demonstrates confidence through most of the presentation with careful posture, poise, and facial expression.</li> <li>Uses fairly consistent eye contact.</li> </ul>                                                                                                                                                                                           | <ul style="list-style-type: none"> <li>Body language at times demonstrates developing confidence in presenting content. At times uses posture, poise, and facial expression to support response.</li> <li>Uses eye contact inconsistently.</li> </ul> | <ul style="list-style-type: none"> <li>Body language shows lack of ease through poor posture, lack of poise, and lack of facial expression.</li> <li>Uses poor to no eye contact.</li> <li></li> </ul>                                                   |

| Area                                                        | 10.0 – 7.0                                                                                                                                                                                                                                                                                                                                                                                                        | 6.9 – 5.5                                                                                                                                                                                                                                                                                                                                                   | 5.4 - 5.0                                                                                                                                                                                                                                                                                                                                         | 4.9 - 0                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|-------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Communication Skills:</b><br><b>Verbal Effectiveness</b> | <ul style="list-style-type: none"> <li>• Demonstrates a compassionate interest for the topic discussed.</li> <li>• Speaks naturally at a moderate rate with correct pronunciation, enunciation and volume.</li> <li>• Uses few unnecessary pauses “ums”.</li> <li>• Makes no obvious grammatical errors.</li> <li>• Uses rich, precise, and varied vocabulary.</li> <li>• Well-rehearsed and prepared.</li> </ul> | <ul style="list-style-type: none"> <li>• Conveys enthusiasm for the topic discussed.</li> <li>• Most of the time speaks clearly at a moderate rate with correct pronunciation, enunciation and volume.</li> <li>• Uses few unnecessary pauses “ums”.</li> <li>• Makes few grammatical errors.</li> <li>• Uses well-chosen and varied vocabulary.</li> </ul> | <ul style="list-style-type: none"> <li>• Demonstrates minimal enthusiasm for the topic.</li> <li>• Speaks with some lack of clarity in pronunciation and enunciation with varying volume and rate of speech.</li> <li>• Uses unnecessary pauses (“ums”).</li> <li>• Makes some grammatical errors.</li> <li>• Uses limited vocabulary.</li> </ul> | <ul style="list-style-type: none"> <li>• No enthusiasm is conveyed for the topic Speech is unclear with poor enunciation and incorrect pronunciation.</li> <li>• Volume and rate of speech are often inappropriate, making comprehension difficult.</li> <li>• Uses too many unnecessary pauses “ums”, making comprehension difficult.</li> <li>• Makes frequent grammatical errors.</li> <li>• Uses inappropriate or simplistic vocabulary.</li> </ul> |

**Total: /50**

### Columbia College Reflective Writing Rubric

|                                        | 4                                                                                                                                                                       | 3                                                                                                                                              | 2                                                                                                                                                                      | 1                                                                                                                                                                 | 0                                                                                                               |
|----------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|
| <b>Depth of Reflection</b>             | <ul style="list-style-type: none"> <li>Reflection reveals a thorough insight of the subject matter with the student presenting well thought-out reflections.</li> </ul> | <ul style="list-style-type: none"> <li>Reflection reveals insight into the subject matter. Often there are thoughtful statements.</li> </ul>   | <ul style="list-style-type: none"> <li>Reflection reveals a basic understanding of the subject matter with an effort at reflection.</li> </ul>                         | <ul style="list-style-type: none"> <li>Reflection is limited. The writer produces some basic understanding of the subject matter.</li> </ul>                      | <ul style="list-style-type: none"> <li>Little to no reflection is present.</li> </ul>                           |
| <b>Use of Examples and/or Evidence</b> | <ul style="list-style-type: none"> <li>Uses specific and convincing examples to support reflective statements.</li> </ul>                                               | <ul style="list-style-type: none"> <li>Uses well-chosen examples to support reflective statements.</li> </ul>                                  | <ul style="list-style-type: none"> <li>Uses some examples to support understanding of the subject matter and reflections.</li> </ul>                                   | <ul style="list-style-type: none"> <li>Uses limited number of examples to support understanding of the subject matter.</li> </ul>                                 | <ul style="list-style-type: none"> <li>Uses little to no examples.</li> </ul>                                   |
| <b>Cohesiveness of Response</b>        | <ul style="list-style-type: none"> <li>Reflection provides a clear picture of the student's thinking on this subject matter.</li> </ul>                                 | <ul style="list-style-type: none"> <li>This reflection gives a good understanding of the student's thinking on this subject matter.</li> </ul> | <ul style="list-style-type: none"> <li>Most of the time this reflection provides an acceptable indication of the student's thinking on this subject matter.</li> </ul> | <ul style="list-style-type: none"> <li>This attempted reflection does not provide a clear picture of the student's thinking on this subject matter.</li> </ul>    | <ul style="list-style-type: none"> <li>This response is confusing, and ideas do not tie together.</li> </ul>    |
| <b>Conventions</b>                     | <ul style="list-style-type: none"> <li>Demonstrates control of the writing conventions with essentially no errors.</li> </ul>                                           | <ul style="list-style-type: none"> <li>Demonstrates control of the writing conventions with occasional errors.</li> </ul>                      | <ul style="list-style-type: none"> <li>Demonstrates some control of the writing conventions with errors that do not yet interfere with understanding.</li> </ul>       | <ul style="list-style-type: none"> <li>Demonstrates limited control of the writing conventions with frequent errors that make understanding difficult.</li> </ul> | <ul style="list-style-type: none"> <li>Demonstrates little or no control of the writing conventions.</li> </ul> |
| <b>APA7 Formatting</b>                 | <ul style="list-style-type: none"> <li>Perfect adherence to APA7 guidelines, including in-text citations and references.</li> </ul>                                     | <ul style="list-style-type: none"> <li>Good adherence to APA7 guidelines with minor errors.</li> </ul>                                         | <ul style="list-style-type: none"> <li>Basic adherence to APA7 guidelines with several errors.</li> </ul>                                                              | <ul style="list-style-type: none"> <li>Poor adherence to APA7 guidelines with numerous errors.</li> </ul>                                                         | <ul style="list-style-type: none"> <li>APA7 usage not present.</li> </ul>                                       |

**Total Score out of 20:**  
**Facilitator/Evaluator's Comments:**