Memorial University
School of Social Work

Instructor’s Handbook
for
Teaching in the BSW Programs¹

2016-2017

¹ Much of the information included in this Handbook also applies to teaching MSW and PhD courses. Please see the Associate Dean of Graduate Programs and Research to clarify what information is essential for graduate courses.
The School of Social Work Instructor’s Handbook will be reviewed each summer in anticipation of the fall start to the academic year. Any updated materials will be included at that time.

While the contents of the Handbook have been the result of the collective efforts of many at the School of Social Work, I am responsible for the current document.

Please do not hesitate to contact me with any comments, questions, or suggestions for future editions.

I look forward to hearing from you,

Heather

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Welcome to the School of Social Work

Our Vision

Strengthening human relationships and promoting social justice through academic excellence.

Our Mission

To promote social justice by providing social work education, conducting scholarly inquiry, disseminating knowledge and contributing to public policy and practice thereby addressing the needs and aspirations of the local and global communities with whom we collaborate and interact.

Our Values

We uphold the core values outlined by the Canadian Association of Social Workers:
- Respect for the Inherent Dignity and Worth of Persons
- Pursuit of Social Justice
- Service to Humanity
- Integrity of Professional Practice
- Confidentiality in Professional Practice
- Competence in Professional Practice

We especially value a commitment to vulnerable people, empathy, equity, safety, collegiality, openness, autonomy, transparency, intellectual curiosity, creativity and a strong sense of humor.

Our Programs

The MUN School of Social Work has a 1\textsuperscript{st} and 2\textsuperscript{nd} degree Bachelor of Social Work (BSW) program, and two graduate programs: a Master of Social Work (MSW) and a PhD program. The BSW and MSW programs are accredited by the Canadian Association of Social Work Education Association Canadienne pour la Formation en Travail Social (CASWE-ACFTS).
KEY CONTACTS FOR BSW INSTRUCTORS

Fran Greene
- Fran is our receptionist at our General Office at St. John’s College. Fran is a wealth of information including how to make room bookings, printing suggestions, and who you might need to contact during the term – if Fran doesn’t have an answer she will do her best to find out who does! fmgreene@mun.ca

Kim Kelly
- Kim is our BSW Student Services Coordinator and Chair of our Admissions Subcommittee. Kim’s focus is to provide information, support, recommendations, and guidance to our BSW students. She is also an important resource for instructors when you have a question, concern, or you need information about a student in your class. kakelly@mun.ca
  - At the beginning of term, Kim is responsible to ensure that students settle smoothly into their classes. Therefore,
    - When students contact you wanting to join your course section or to switch out to another section, please instruct them to contact Kim. All requests need to go through Kim so the most equitable and fair decisions can be made given our class size limitations.

Ivy Burt
- Ivy is our MSW/PhD Student Services Coordinator. When Kim is away, please don’t hesitate to contact Ivy if you have any questions, concerns, or you need information about a BSW student in your class. iburt@mun.ca

Ashley Curnew
- Ashley is our Student Liaison Officer. As part of her work she is responsible for BSW registration and recruitment. While her focus is not about teaching concerns, she is a useful resource when Kim is away. If she doesn’t have an answer, she will do her best to find out who does! ahcurnew@mun.ca

Heather J Hair
- Heather is our Associate Dean for Undergraduate Programs (ADUG). An important part of her work is to ensure instructors are kept up to date with any information that could make a difference to your course preparation and teaching and/or effect student learning. As well, Heather wants to hear from you if you have any curriculum or teaching questions or concerns – if she doesn’t have an answer she will do her best to follow-up on what you need. Finally, Heather is the person who hears concerns from students about their learning experiences. She will address issues as seem appropriate and/or will provide resources to instructors and/or students for them to use. adeanugradswk@mun.ca
  - When Heather is not available or you want to book a meeting with her, please contact Brenda Collins, Secretary to the Associate Dean of Graduate Program and Research and the Associate Dean of Undergraduate Programs. bcollins@mun.ca
BUILDING ACCESS & SERVICES

Accessing St. John’s College (SJC) & Coughlan College (CL)
- The buildings are unlocked daily for 8:00am and locked at 5:00pm, except for evening classes, when the buildings remain open for entry until 10:00pm. For access after-hours, you need to use your “Prox” Card (see MUN ID Card below).
- There is no coffee shop or cafeteria in either building but these are available in the Engineering Building and the University Student Centre. Also located nearby in Field Hall is Bitters, a restaurant/pub operated by the Graduate Students’ Union.

Your MUN ID Card (AKA “Prox” Card)
- For additional information see www.mun.ca/student/answers/CampusCard/
- Your MUN ID Card is needed to access Library services and other university services. Further your Card is needed to access certain rooms in SJC and CL and to access the buildings after hours. Therefore, you need an activated MUN ID Card (i.e., a Prox Card).
- When you go to get your MUN ID, you need to request that the proximity technology of the card is activated – thus the name Prox Card. Currently, MUN Prox ID Cards are issued at the Student Information Center, Answers, in the University Center, Room 3005. You must present your employee number or a letter from the School of Social Work in order to obtain the card. You may also apply online for the card but need to supply your own photo and the process may take a bit longer. A piece of government issued ID (passport, driver's license, military ID) is required for card pick up.

MUN Email Address and Email Account
- You are required to have an active MUN email account. Information Technology Services (ITS) is responsible for creating your e-mail account once you have been issued an employee number from Human Resources. For information and/or to set up an account, contact www.mun.ca/cc/services/email/gettinganemailaccount.php
- You will be required to complete an application form, which can be obtained from ITS. When the application has been processed, the new e-mail account and setup instructions will be sent out to SJC via internal mail.

Mailboxes for On-Campus Instructors
- You are assigned a mailbox at the SJC General Office.

Parking
- You are responsible for making your arrangements for parking. The School cannot provide you with a visitor’s parking permit nor pay for your parking permit.
- You should be able to obtain a permit for Lot 22 by visiting the Campus Enforcement and Patrol, in the Facilities Management Building (office hours 8:00am-3:30pm) and completing the necessary paperwork. You will need your letter of appointment, vehicle registration and license plate number. You may also choose metered parking.
- Visitor parking permits are available for you and your guest speakers. Please see www.mun.ca/cep/parking/For_visitors.php for instructions.
- For additional information, please see www.mun.ca/cep/parking/Employees.php

WalkSafe Service
- The Memorial University of Newfoundland Students’ Union (MUNSU) has a WalkSafe service that is available to instructors and students of Memorial University. WalkSafe is a service that offers members of the campus community accompaniment when walking around campus after dark. You can request accompaniment by calling the WalkSafe office at 864-6464. For further information, please see www.mun.ca/facman/security/walk_safe.php or www.munsu.ca/services/safety/
ADMINISTRATIVE MATTERS

MUN Policies & Procedures
• Memorial University’s policies and procedures can be accessed through www.mun.ca/policy/site/az.php.

Internal Telephone Directory
• A School of Social Work telephone/email list is available from the General Office. Phone numbers for personnel within School can be obtained on the university web site at: www.mun.ca/socwrk/home/

Access to Campus Computers and Smart Boards
• You need a password to access classroom computers and SMART boards. This is something you want to have before your first day in class. To get a password and to address any other media needs contact Classroom Support: csupport@mun.ca

Photocopying
• For your own photocopying and scanning purposes of course related materials, you will need to get a code from the General Office.
• St. John’s College: A Xerox machine is available on the 3rd floor, room J3013.
• When a photocopier runs out of paper during office hours, visit the SJC General Office to obtain more. You are encouraged to do all your printing during regular office hours or call the General Office to see about alternative arrangements outside of regular hours.
• Material can also be left at the General Office or emailed to socialwork@mun.ca for copying.
• Anytime you need “urgent” work processed, you might wish to speak with General Office administrative staff so they are aware of the request. You should expect reasonable turnaround times since a number of instructors and professional staff request work from the General Office.
• A minimum of a 48-hour advance notice is needed for timely turnaround.

BSW/MSW Student Handbooks
• These handbooks are available on the School website http://www.mun.ca/socwrk/home/

On Campus Room Bookings
• Before each semester begins, rooms are booked for all on-campus classes. We do our best to have all social work courses taught in SJC or CL. Check with the General Office for your classroom location.
• Instructors occasionally need a different/additional space for their class, or need separate rooms to accommodate group exercises or activities. In order to make fair and efficient use of all available space, at the beginning of each term instructors at St. John’s College will be assigned one breakout space to go along with your classroom space. You are welcome to negotiate with other instructors if you want to switch spaces.
• For additional space you will need to contact Fran Greene. If your assigned breakout space will not be needed during the semester you teach, please notify Fran.

Your Campus Classroom
• At the end of each class, please be sure to:
  o return the desks to the format they were in when you entered the classroom,
  o dispose of all food or drinks left behind
  o shut and lock all windows, and
  o shut off the computer and LCD projector.
TEACHING RESOURCES

Office Space
- Office space in SJC is assigned to academic staff members, per course and term appointment instructors that includes a phone and computer with printer access.

Important Dates When Developing your Course Syllabus & Evaluation Plan
- In order to familiarize yourself with significant dates during the academic year, please see the University Diary: www.mun.ca/regoff/calendar/sectionNo=GENINFO-0086
- **Dates to note are:**
  - The date lectures begin and end for your teaching term.
  - The dates of no scheduled classes and semester breaks (e.g., Thanksgiving day) and how the academic schedule could change in the week following the break.
  - The last day of the term for students to drop courses without academic prejudice. Before this day you are required to mark and return work to students worth at least 20% of the final grade. Also see Regulation 6.7.6 Correction and Return of Student Work at www.mun.ca/regoff/calendar/sectionNo=REGS-0601#REGS-1504

Equipment in the Classroom
- All SJC classrooms are equipped with a computer and LCD projector.
- For information about Classroom Support, you are encouraged to explore: www.delts.mun.ca/faculty/classroomsupport/
- **Video Conferencing Services:** BlueJeans is a cloud-based video and/or audio service used at MUN to enable people to connect with each other any time, any place, and from any device. At the School of Social Work, the device used is the computer system installed in each classroom and in the boardroom. BlueJeans is handy for meetings when attendees are not able to be physically present. For example, you can arrange guest speakers from anywhere in the world to present to and engage with your students.
- If using BlueJeans interests you, please speak to any of the administrative staff and get further instructions about accessing BlueJeans. Alternatively, Skype is an option for accessing guest speakers.

Teaching Online Courses and Using Online Resources for on Campus Courses
- The Centre for Innovation in Teaching and Learning (CITL) (formerly DELTS) is Memorial’s lead on the delivery of the university’s online education offerings, and the use of educational technologies in teaching and learning.
- The website for faculty www.delts.mun.ca/faculty/ has many resource links such as http://blog.citl.mun.ca/technologyresources/
- Some of you might want to try out integrating online supports for your on campus courses (e.g., setting up a course shell in Desire2Learn (D2L)). There is plenty of help on hand (people to talk to and online support) that you can access on the CITL website.
- **When you are assigned an online section of a course, the course will already be developed through the CITL. Once you are assigned the course, you should be able to gain access. The content of the previous term the course was taught will be transferred to your course section.**
- If you have any questions don’t hesitate to contact the CITL Support Center (you will need your MUN ID and password) or you can phone: See http://delts.mun.ca/support/

Professional Development for Teaching
- CITL’s professional development activities provide instructional staff members, graduate students, postdoctoral fellows, per course instructors and faculty members opportunities to investigate matters related to teaching and learning, reflect on their teaching practice, and share and discuss ideas about best practices in teaching with educators from within the School and/or across the university. Through a variety of delivery strategies and multiple
integrated sessions participants will explore and develop valuable tools and techniques to enhance their teaching practice. See more information related to CITL’s professional development opportunities at: www.delts.mun.ca/faculty/workshopseminar/

Ordering Text Books
• Whenever possible, you are asked to order your texts a couple of months in advance of the semester in which you will need them. You should also order a desk copy of your text for your use. Texts and desk copies are ordered through the General Office. You will usually receive a notice about ordering texts but if you have questions contact the General Office (socialwork@mun.ca) to ensure your order is placed promptly.

Library Privileges for Instructors
• Faculty and per course instructors have many privileges at the QEII Library. Instructors are able to borrow books for up to four months and access journal articles online.
• More information on library privileges can be found by visiting www.library.mun.ca/qeii/borrowing/faculty.php#Privileges

Office of Aboriginal Affairs
• The Office of Aboriginal Affairs pursues a number of goals in response to “A Special Obligation”, the report of a 2009 Presidential Task Force on Aboriginal Initiatives, through collaboration with other university offices and personnel.
• The website has excellent resources for instructors looking to better integrate Aboriginal knowledge and practices into your curriculum and classroom activities.
• See https://www.mun.ca/aboriginal_affairs/

Aboriginal Support Office
• The Aboriginal Resource Office (ARO) is one of the units included in the collection of services under the title of Student Life www.mun.ca/student/
• The ARO is responsible for providing support services to Aboriginal students. The office also works to advocate and educate the general university population regarding inclusion of our unique Aboriginal peoples found within our province.
• The staff at the ARO also provide information and conversation to instructors wanting to better integrate Aboriginal knowledge and ways of learning into their course content and classroom activities.
• More information can be found at www.mun.ca/aro/about/
WORK RESPONSIBILITIES & EXPECTATIONS OF INSTRUCTORS

If you are an Academic Staff Member: Faculty & Field Education Coordinators (ASM)
• You are expected to familiarize yourself with the MUN-MUNFA Collective Agreement available at www.mun.ca/facultyrelations/. Particularly relevant to teaching responsibilities and expectations are Article 2: Academic Rights and Freedoms, Article 3: Duties and Responsibilities of Faculty Members, and Article 32: Distance Education.

If you are an ASM: Teaching Term Appointment Instructor
• You are an Academic Staff Member and, therefore, expected to familiarize yourself with the MUN-MUNFA Collective Agreement available at www.mun.ca/facultyrelations/, particularly the section in Article 23 about teaching term appointments. Articles relevant for teaching responsibilities and expectations are Article 2: Academic Rights and Freedoms, Article 3.02: Duties and Responsibilities of Faculty Members, and Article 32: Distance Education.

If you are a Per Course Instructor (PCI)
• You are expected to familiarize yourself with the MUN-LUMUN Collective Agreement available at www.mun.ca/facultyrelations/ particularly Article 14: Duties and Responsibilities and Article 20: Academic Rights and Freedoms.

NOTE: In this section, Collective Agreement information specific for ASMs (MUN-MUNFA) or PCIs (MUN-LUMUN) is identified by Article number.

General Expectations
• Your primary responsibilities are to provide classroom instruction, offer feedback to students, grade their work, and be available to students.
• The exercise of your academic freedom in the design and presentation of a course is in accordance with the School of Social Work policies and guidelines and is subject to MUN regulations (LUMUN: 14 & 20.04; MUNFA: 3.02).
• If you are an ASM: Upon request, you shall provide the Associate Dean of Undergraduate Programs (ADUG) with information describing your current course(s), which may include your course syllabus, instruments of evaluation, and student consultation arrangements (MUNFA:3.02(b)).
• If you are a PCI: By the end of the second week of classes, you will provide the ADUG with a course syllabus that includes your methods and planned schedule of evaluation, student consultation arrangements, and upon request, instruments of evaluation and any material required for external accreditation purposes (LUMUN:14.02(b)).

Additional Information for Instructors

Orientation & Addressing Your Teaching Related Questions/Concerns
• If you are a PCI: You are expected to participate in an orientation session and any support/consultation sessions during the semester with the ADUG. These meetings are organized by the ADUG to take place at mutually agreeable times (LUMUN:14.02(a)).
• You are encouraged to contact the ADUG if you have any questions or concerns about your teaching experience, the School of Social Work, or any related topic.
• Along with the ADUG you are encouraged to also talk with faculty and other instructors about teaching ideas. Instructors teaching different sections of the same course are encouraged to discuss course related ideas together.

Class Cancelations
• To cancel a class because of illness or weather, contact ‘Cancellations’ using the following email address: cancellations@mun.ca. Information regarding what should be included in your notification is available on the Cancellations website www.mun.ca/main/cancellations.php.
• Along with sending your email to Cancellations, also leave a voice mail message at the School’s General office (864-8165) so staff are able to communicate the information to students if they receive inquiries.
• The MUN website www.mun.ca/main/closures.php has helpful information should the university need to close and classes are cancelled (e.g., due to inclement weather). Please check www.mun.ca/main/closures.php

Meeting with Students
• If you teach on campus, you are expected to schedule and be available on campus for individual consultation with students at reasonable times outside of scheduled teaching hours for not less than two (2) hours per course per week. Alternative arrangements must be agreed to in writing by the ADUG. If you teach an online course, student meetings may be conducted using distance technology (LUMUN: 14.02(c); MUNFA: 3.02(c)).

Arrangement for Classes in your Absence
• If you arrange for someone to serve as a substitute for one of your classes, please let the ADUG know as well as leave a message at the General Office (864-8165). There have been instances in the past where a substitute did not show up and students made inquiries to the General Office or Associate Deans who had no information to provide or follow-up.

Students Switching Courses or Course Sections
• You will occasionally have students approach you and request entry to your class. Students are informed that all requests to switch sections of a course or to gain entry into a course must go through Kim Kelly, our Student Services Coordinator. Please do not give permission to a student without consulting with Kim first.
• In certain situations your signature will be needed if a student does need to register into or out of your class.

Changes to Class Schedules
• It is your responsibility to teach your assigned course(s) in accordance with course descriptions in the University Calendar and the schedule shown in the School approved timetable (MUNFA: 3.02(a)).
• By mutual consent between yourself and the class, class meeting times may be adjusted with the approval of the ADUG (MUNFA: 3.02(a)). It is important that you confirm that there is available space and no potential scheduling conflicts. Class agreement is best obtained in writing through a secret ballot process.

Course Evaluation Questionnaire (CEQ)
• At the end of term, students university-wide have the opportunity to complete the CEQ for each of their courses. The CEQs are available on-line (usually in the final two weeks of classes). You have the option to add your own questions. The feedback that students provide will be shared with you when the analysis has been completed by the university. Results are published, however, you can request an opt-out of published results.
• Providing time during class for students to complete the CEQ can increase response rate.
• In addition, you can also use your own self-designed feedback/evaluation questionnaires.
• More information on CEQs can be located at: www.mun.ca/ceq/

Copyright
• In order to comply with the Canadian Copyright Act, all copying at Memorial (paper, digital, or otherwise) must be either permitted by the relevant license, or covered under the educational exceptions or fair dealing provisions found in the Copyright Act.
• If you have any questions or need advice on how to use copyright materials without infringing copyright, contact the Copyright Office: 864-2089, nsimmons@mun.ca.
• The library staff are also knowledgeable about copyright policies. Please refer to the following website for more details: www.mun.ca/copyright/
ACADEMIC EXPECTATIONS OF OUR STUDENTS

NOTE: This section highlights information from the Memorial University Regulations (see www.mun.ca/regoff/calendar/)

Academic Integrity
Academic integrity is an important issue across campus. The School of Social Work upholds professional and academic integrity in our students. It is important that we are clear about our expectations and are consistent with our responses when we suspect students are not maintaining a high level of scholarly integrity.

- Become familiar with Regulation 6.12 Academic Misconduct which provides examples of Academic Offences and the Procedures for Resolution of Alleged Academic Offences. While none of us want to need this information, it is best to be prepared and to prepare our students. See www.mun.ca/regoff/calendar/sectionNo=REGS-0748.
- Any time you are wondering or you are concerned that a BSW student has engaged in academic misconduct, please do not hesitate to contact the ADUG.
- If a BSW student allegedly commits an academic offence on an assignment “worth 40% or more of the final grade,” then the matter cannot be resolved at the school level but must follow the Procedures for Resolution of Alleged Academic Offences by the Senate Committee on Undergraduate Studies. This point it worth considering when you are determining the values of each of your assignments.
- You are encouraged to have documentation in your course syllabus about academic misconduct, particularly plagiarism. For example: “Academic dishonesty includes, but is not limited to, cheating, impersonating another student or allowing oneself to be impersonated, plagiarism, theft of examination papers or other such material, use and/or distribution of stolen material, submitting false information and submitting work for one course which has been or is being submitted for another course without the express permission to do so. Any student found to commit academic misconduct will be dealt with according to the Faculty and University practices.”

Student Accommodations for Learning and Evaluation
- It is likely that during your teaching experience you will have at least one student in your class who approaches you about needing an accommodation in order to have an equitable opportunity to complete the course successfully. For each request, it is important that the student provides you with documentation from the Blundon Centre that will inform you about the student’s needs and the recommended solution(s).
- You are encouraged to become familiar with the Glenn Roy Blundon Centre (a part of Student Life), known as the “Blundon Centre” www.mun.ca/blundon/about/index.php
- The Blundon Centre website has excellent information and contact information to use should you want further information about your particular questions or concerns.
- As well, do not hesitate to contact Kim Kelly or the ADUG if you have any questions about how to best proceed with student accommodations.

Students’ Writing Abilities
- When you encounter students who are not writing at the level you expect, do not hesitate to use and/or recommend the Writing Centre www.mun.ca/writingcentre/ The Writing Centre is a free facility for the MUN community with the mandate to help university students become better writers and critical thinkers.

When Instructors have Academic Concerns about Students
- When conversation(s) with a student do not seem to get the results you were expecting or you are unclear about what actions or supports are possible, you are encouraged to have a conversation with Kim Kelly, our Student Services Coordinator. Between both of you a plan can be developed that ideally will include the student.
- Depending on the concern, it could be appropriate to also talk with the ADUG.
NON ACADEMIC EXPECTATIONS OF INSTRUCTORS & STUDENTS

According to The Memorial University of Newfoundland Code:
All members of the Memorial University of Newfoundland Community, which includes students, faculty, and staff, shall treat others with respect and fairness, be responsible and honest, and uphold the highest standards of academic integrity (See University Regulations).

Expectations of School of Social Work Instructors
• Instructors are expected to conduct themselves in a professional manner on campus, in the classroom and online courses, while doing research, and in the community when they are representing the School of Social Work. Therefore, instructors of the School of Social Work are expected to be familiar with and follow the following documents:
  o The Sexual Harassment Policy www.mun.ca/policy/site/policy.php?id=192
  o The MUN Non Academic Appeals Procedures www.mun.ca/main/non_academic_appeals.php

Expectations of School of Social Work Students
• Students are expected to conduct themselves in a professional manner on campus, in the classroom and online courses, during their practica, while doing research, and in the community when they are representing the School of Social Work. Therefore, students and instructors are expected to be familiar with and follow the following documents:
  o MUN School of Social Work Bachelor of Social Work Programs Suitability for the Profession Policy and Procedures www.mun.ca/socwrk/home/
  o MUN School of Social Work Social Media Policy and Guidelines for Social Work Students www.mun.ca/socwrk/home/
  o The MUN Student Code of Conduct www.mun.ca/student/conduct/
  o The MUN Non Academic Appeals Procedures www.mun.ca/main/non_academic_appeals.php

When Instructors have Concerns about Students
• When conversation(s) with a student do not seem to get the results you were expecting or you are unclear about what actions or supports are possible, you are encouraged to have a conversation with Kim Kelly, our Student Services Coordinator. Between both of you a plan can be developed that ideally will include the student.
• You may refer a student to Kim if you believe the student might need assistance with personal issues.
• Depending on the concern, it could be appropriate to also talk with the ADUG.
• NOTE: As per the MUN Non-Academic Appeals Procedures: When an employee wishes to make a non-academic complaint against a student, the policies and procedures outlined in that document shall apply mutatis mutandis to the processing of such complaints. (see www.mun.ca/main/non_academic_appeals.php)

When Students have Concerns about Instructors
NOTE: The following points are excerpts from the MUN Non-Academic Appeals Procedures information available at www.mun.ca/main/non_academic_appeals.php The Non-Academic Appeals Procedures describe how students may deal with inappropriate, unfair, or objectionable conduct by employees of the University. The procedures do not cover complaints concerning sexual harassment or academic judgment.
• Students who have a complaint of an academic nature should first speak to their instructor. If they are not satisfied with the instructor’s response, they may take their concerns to the ADUG. Students who are dissatisfied with decisions resulting from this approach can pursue the Academic Appeal Procedures in the General Academic Regulations (Undergraduate).
• Students with non-academic concerns about an instructor should always attempt to resolve their differences with the person informally when possible. If not, at the School of Social Work the student can bring informal complaints to the ADUG, who may confer with the Dean. The ADUG should, where feasible, attempt an informal resolution satisfactory to the student and the person about whom the complaint was made.
• Examples of complaints that might be made about instructors include:
  o being frequently late for class; taking up class time talking about topics not relevant to the course; changing an evaluation method from what is documented in the course syllabus without consultation with the class and approval of the ADUG.
• Students may commence a formal complaint about an instructor to the Director of Student Life without first attempting an informal resolution. Steps for informal and formal complaints and resolutions are at [www.mun.ca/main/non_academic_appeals.php](http://www.mun.ca/main/non_academic_appeals.php)

When Instructors have Concerns about Other Instructors

If you are Faculty, Field Education Coordinator, or Teaching Term Instructor
• The *MUN-MUNFA Collective Agreement* Article 3.05 states: In the exercise of their duties and responsibilities, members of Academic Units shall treat colleagues and students so that objectivity, fairness, respect for privacy and absence of harassment and discrimination are maintained in all deliberations, recommendations and decisions.

If you are a Per Course Instructor
• The *MUN-LUMUN Collective Agreement* Article 2.02s states: The parties recognize that it is in their common interest to promote and enhance the working relations between the University, the Union, and its members, consistent with the principles of mutual respect, cooperation, and academic freedom.

While mutual respect is a shared value at Memorial, there are times when colleagues experience unacceptable relational encounters. For those times when a resolution of differences is not possible, the following policy provides alternative processes:

• **The Respectful Workplace Policy** is available to support a climate of respect in the workplace where individuals or groups of individuals are free from harassment and discrimination; to promote awareness and create an understanding of what is considered harassment; to provide a mechanism to have harassment concerns and complaints addressed and eliminated from the workplace and learning environment; and to respond to Memorial University’s responsibility under the Newfoundland and Labrador Human Rights Act, SNL 2010.
  • The Respectful Workplace Policy has two associated Procedures:
    o Procedure for Early Resolution Of Respectful Workplace Concerns
    o Procedure for Resolution of a Formal Respectful Workplace Complaint
  • For further information see: [www.mun.ca/policy/site/policy.php?id=269](http://www.mun.ca/policy/site/policy.php?id=269)
COURSE PREPARATION AND DELIVERY

The Memorial University Calendar is a comprehensive volume of information and regulations about academic life at MUN. Each year the calendar is updated to reflect the most current content: www.mun.ca/regoff/calendar/

There are two sections of the MUN Calendar that are particularly important to the development of your course syllabus and the various aspects of undergraduate teaching life at the School of Social Work:

First, the General Academic Regulations (Undergraduate) (Section 6) are developed to “to ensure fair and equitable treatment for the entire University community.” www.mun.ca/regoff/calendar/sectionNo=REGS-0474

It is essential that you read Sections:
- 6.7 Evaluation of Student Work
  - www.mun.ca/regoff/calendar/sectionNo=REGS-0601
- 6.8 Final Examinations
  - www.mun.ca/regoff/calendar/sectionNo=REGS-0601
- 6.9 Grading
  - www.mun.ca/regoff/calendar/sectionNo=REGS-0661

Second, the section about the School of Social Work provides a thorough overview of the BSW programs including admissions and promotions regulations, the programs of study, and the listing of all courses. www.mun.ca/regoff/calendar/sectionNo=SCWK-0000

Should you have any questions or wonderings about any aspect of your teaching role, please do not hesitate to talk to colleagues, the Associate Dean of Undergraduate Programs, or check out the University Calendar online.

Before Classes Start: Developing a Course Syllabus

General Information
- Every social work course has a recent course syllabus saved in electronic format. You are encouraged to use the previous course syllabus, particularly if the course is new to you. Please check with Fran at the General Office to acquire a copy.
- For any courses taught in the classroom, instructors can make content and evaluation changes to a course syllabus as long as the course description in the MUN Calendar is fulfilled. See the School of Social Work Course Descriptions at www.mun.ca/regoff/calendar/sectionNo=SCWK-0130
- For courses taught online, instructors need permission of the faculty course developer in order to make any changes to the course content, readings, or evaluation methods. If the course developer is not available, please contact the ADUG.
- For on-campus courses, you can develop your own “course shell” (see Teaching Resources in this Handbook).
- It is a School of Social Work and a MUN expectation that registered students must complete their assigned courses: attend class, participate in projects, complete and submit all required assignments, and obtain an overall passing grade in the course in accordance with the prescribed evaluation procedures. See Regulation 6.5.8 Completing a Course: www.mun.ca/regoff/calendar/sectionNo=REGS-0524#REGS-1928
  - Therefore, you are encouraged to put in your course syllabus the following:
    NOTE: To successfully complete this course, you must complete and submit all assignments listed in this course syllabus.
Required Elements of a Course Syllabus as per Regulation 6.7.2

- See [www.mun.ca/regoff/calendar/sectionNo=REGS-0601](http://www.mun.ca/regoff/calendar/sectionNo=REGS-0601)
- **Before the end of the first week of lectures in any semester or session**, the course syllabus shall be made known to students. **The course syllabus shall include:**
  - the method of evaluation,
  - any required prerequisites or co-requisites,
  - any required textbooks or other resources which must be purchased,
  - information about the availability of the instructor for consultation (in-person and, where appropriate, by other means of communication) outside of class,
  - a statement of MUN’s commitment to accommodation of students with disabilities,
  - a statement regarding academic integrity, including a reference to the entry on [Academic Misconduct](http://www.mun.ca/regoff/calendar/sectionNo=REGS-0601) in the Calendar (see Regulation 6.12)
- The following shall be included in the explanation of the **method of evaluation**:
  - the allocation of marks for all parts of the evaluation, e.g., assignments, laboratory projects, presentations, tests, mid-term examinations, final examinations;
  - wherever possible, an explanation of the alternate evaluation which will be offered to students who are unable to complete a part of the evaluation due to acceptable cause, as described under [Exemptions from Parts of the Evaluation](http://www.mun.ca/regoff/calendar/sectionNo=REGS-0601); and
  - with the exception of the final examination, and in accordance with [Scheduling of Parts of the Evaluation](http://www.mun.ca/regoff/calendar/sectionNo=REGS-0601), the probable dates of all in-class parts of the evaluation, and the probable dates on which all take-home parts of the evaluation are due.
- The course syllabus shall be provided in paper form to students present in class, or in electronic form via a University approved email account or learning management system.
- As early as possible following the start of lectures in each semester or session, and no later than the end of the second week of classes, the course instructor shall file a copy of the course syllabus with the School of Social Work.
- Methods used for notification of grades earned in all parts of the evaluation and for the return of graded evaluative instruments will be in keeping with the Access to Information and Protection of Privacy Act (Government of Newfoundland and Labrador).

**Important Tips about Assignments and Evaluation**

**Changing your Method of Evaluation** (Regulation 6.7.4)
- See [www.mun.ca/regoff/calendar/sectionNo=REGS-0601#REGS-0615](http://www.mun.ca/regoff/calendar/sectionNo=REGS-0601#REGS-0615)
- The method of evaluation, as made available to the class in the first week of lectures, shall be changed only if:
  - exceptional circumstances warrant the change; and
  - the head of the academic unit (the ADUG) approves the proposed change; and
  - accommodation is made for students who demonstrate to the course instructor that they are disadvantaged by the change.

**Extensions for Assignments/Special Requests/When Documentation is Needed**
- Students will sometimes request extended deadlines for assignments and you must decide about approving these requests. It is recommended that any special arrangements be considered in the context of fairness to all students in the class. It is suggested that extensions only be granted for exceptional circumstances and for medical reasons. It is also recommended that you include a clear penalty for late assignments in your course outline, such as deducting a certain number of points per day (including weekends) for late papers (e.g., current practice varies between 1 and 5 points per day – the choice is yours).
- **IMP:** Regulation 6.7.5 ([www.mun.ca/regoff/calendar/sectionNo=REGS-0601#REGS-1949](http://www.mun.ca/regoff/calendar/sectionNo=REGS-0601#REGS-1949)) outlines how to address those times when students miss assignment deadlines due to illness or medical conditions, bereavement, or other acceptable causes.
Correction and Return of Student Work (Regulation 6.7.6)
- See www.mun.ca/regoff/calendar/sectionNo=REGS-0601#REGS-1949
- Throughout the term, instructors shall mark and return all work in a timely manner. In courses where evaluation includes a final examination, instructors shall make all reasonable efforts to mark and return all work before the beginning of the examination period, provided that students submit this work by the due date specified in the method of evaluation.
- Provided that students submit work by the due date outlined in the method of evaluation, instructors shall mark and return work that is worth a total of at least 20% of the final grade before the last day to drop courses without academic prejudice. See the MUN University Diary: www.mun.ca/regoff/calendar/sectionNo=GENINFO-0086

Student Assignments – Collection and Distribution of Paper Copies
- Student papers will not be accepted, signed in, or distributed from the General Office.
- Students can submit hard copies of papers to you during your class or during regular office hours they can use the drop box located in the SJC front lobby. Administrative staff will put assignments left in the drop box in your mailbox. Staff are not responsible for missing assignments. Please encourage your students to confirm with you that they have received their assignments.
- You will have access to your SJC mailbox after-hours using your MUN Prox ID Card.

The Last Two Weeks of Class (Regulation 6.7.3.4)
- See www.mun.ca/regoff/calendar/sectionNo=REGS-0601#REGS-0615
- No form of evaluation shall take place or be due during the last two weeks of the lecturing period in any semester or the last week of the lecturing period in any session, with the exception of oral exams and presentations, laboratory exams and reports, grading on participation, and take-home work (i.e., papers) which has been made available to students prior to this part of the lecturing period.

When to Assign a Grade of “Incomplete” (Regulation 6.9.5)
- See www.mun.ca/regoff/calendar/sectionNo=REGS-0661#REGS-0692
- At the end of the semester, if, due to extenuating circumstances, you expect a student to submit additional work and the grade to subsequently be changed, please assign an “Incomplete.” This will avoid the practice where a final grade is given and then revised sometime later because additional work has been graded.
- If you want to discuss a particular student’s situation, don’t hesitate to contact the ADUG.

Notification of When to Submit Final Grades
- Near the end of each semester you should receive an email identifying when you need to have your final grades submitted either to an assigned Administrative Staff or you can enter the grades yourself via the Banner System.
- All grades must be approved by the ADUG before they are locked in the Banner system.
- Students obtain their final grades from the Registrar’s Office at the time specified by the university. Instructors do not provide students with their final grades.

Retaining Final Paper Assignments or Final Exams for a Minimum of One Year (Regulation 6.8.3)
- See http://www.mun.ca/regoff/calendar/sectionNo=REGS-0628#REGS-0656
- Please DO NOT return final papers/exams to students. The final papers/exams are the property of the University and the University retains full possession and control of the papers/exams at all times.
- All final exams/papers shall be retained by the School of Social Work for a minimum of one academic year.
  - For ASMs: This means storing exams/papers in their assigned offices.
  - For PCIs: All final exams/papers need to be submitted to the front office for storage.
• **IMP:** Students have a right to see their final exam/paper. To access a final exam/paper, students must make a written request to the ADUG. This request is subject to the following conditions:
  - Any such request must be made following the release of examination results for the semester in which the course was taken and within one month of the official release of grades by the University.
  - The final exam/paper must be viewed in the presence of the course instructor or other person delegated by the ADUG. Both the instructor and the student have the right to be accompanied by a registered student or a member of the faculty or staff of the University.
  - The final exam/paper must not be taken away or tampered with in any way.
• After one year student final assignments can be shredded.

**Assignment Reread Procedure** (Regulation 6.8.4)
- See [www.mun.ca/regoff/calendar/sectionNo=REGS-0628#REGS-0656](http://www.mun.ca/regoff/calendar/sectionNo=REGS-0628#REGS-0656)
- This reread process is only applicable to the final paper or exam (i.e., the last piece of individual work noted in the course syllabus).
- Students who want to have a final paper/exam reread must apply in writing to the Office of the Registrar within one month of the official release of grades by MUN.
- Students may request a reread of a final paper/exam whether or not they have obtained a passing grade in the course. Keep in mind that a reread can result in a lower grade, the same grade, or a higher grade.
- Once the application is processed by the Office of the Registrar, the reread application is sent to the Associate Dean of Undergraduate Studies. Upon receipt of the application for reread, the ADUG will:
  - Contact the course instructor who assigned the grade and request the following pieces of information from the instructor:
    - A copy of the final paper/exam (a clean copy is preferred)
    - A copy of the syllabus
    - The grading rubric (if applicable)
    - The answer key (if applicable)
    - A list of grades for all pieces of work submitted in the course by the student requesting the reread.
  - Assign the reread to a faculty member who has taught the course in the past or who has expertise in the content area.
  - Arrange for all identifying information and instructor comments to be redacted from the final paper/exam.
  - Give the faculty member assigned to do the reread the final paper/exam, the syllabus, and the grading materials.
  - Obtain the revised grade for the final paper/exam from the faculty member.
  - Recalculate the final grade.
  - Submit the revised grade to the Office of the Registrar.
  - Notify the student and course instructor that the re-read process is complete.

**Ownership of Student Papers**
- It is important to note that student papers and projects (except for the final paper/exam) are the property of the student and you must obtain the permission of the student if you wish to use their material for any purpose.