



TEXAS A&M UNIVERSITY-SAN ANTONIO  
Department of Counseling, Health & Kinesiology

**EDHS 3322 Introduction to Human Services**  
**Fall 2025**  
**CRN 11559- Section 001**

**Instructor: Ijeoma Onyeagucha**

**E-mail & Phone:** Ijeoma.Onyeagucha@tamusa.edu

**Days & Time:** Tuesdays & Thursdays 12:30-1:45pm

**Class location:** Classroom Hall Room 319

**Office Hours:** 30 minutes before /after class **OR** By appointment

**Office Location:** Classroom Hall Room 214J

**Required ebook/ Textbook:**

M.R. Woodside & T. McClam (2019). *An Introduction to Human Services* (9th ed.).  
Brooks/Cole Cengage Learning

**MindTap is required courseware that will be utilized in this course, and will give you access to additional support materials.** You can purchase MindTap at the bookstore or directly from Cengage when you register your course materials.

For access to your book, you have the option to purchase Cengage Unlimited access from the bookstore or directly from Cengage. With Cengage Unlimited access, all Cengage course materials for this term are provided with your subscription for all courses that have required Cengage materials. No additional purchase is required. **Please note if the total cost for Cengage course materials for all your courses in one semester exceeds \$119.99, then Cengage Unlimited is the best value for this course.** [www.cengage.com/unlimited](http://www.cengage.com/unlimited)

**Recommended Textbooks:**

N/A

**Course Description:**

This 3-hour course will provide students an introduction into the human services profession. This will include topics such as a history of human services, populations who may use these services, and a variety of agencies that utilize human services professionals such as non-profit, community, and government sectors.

**Student Learner Outcomes:**

- ✓ Understand and articulate the history of human services



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Department of Counseling, Health & Kinesiology  
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- ✓ Understand and articulate the goals of human service professionals
- ✓ Understand and articulate the populations and agencies who utilize human service professionals
- ✓ Identify motivation, values, and qualities of human services professionals.
- ✓ Apply the code of ethics and the ethical decision-making model to an ethical dilemma.
- ✓ List the challenges faced by human service organizations/helpers in providing services to diverse populations in various life span stages.
- ✓ Identify barriers to clients seeking help.
- ✓ List mission, goals and challenges of human services agencies including resources, referrals, and networking.

**Class Policies:**

A student has the right to expect competent, well-organized instruction for the full number of clock hours allotted for a course; to sufficient written assignments, graded fairly and with reasonable promptness to show the student's academic standing in the course at least before mid-semester; to have ample opportunity to confer with the instructor at published office hours and to review graded written work; to freedom from ridicule, discrimination, harassment or accusations in the presence of other students or faculty members; and to an avenue for appealing to higher academic authority in case of alleged unfairness by an instructor.

**Student Rights and Responsibilities:**

The purpose of the following statement is to enumerate the essential provisions for the student freedom and responsibility to learn at Texas A&M University-San Antonio. All students are required to follow all policies and regulations as set forth by The Texas A&M University System. This includes the [A&M-San Antonio Student Code of Conduct](#).

*Students' Rights*

1. A student shall have the right to participate in a free exchange of ideas, and there shall be no university rule or procedure that in any way abridges the rights of freedom of speech, expression, petition and peaceful assembly as set forth in the U.S. Constitution.
2. Each student shall have the right to participate in all areas and activities of the university, free from any form of discrimination, including harassment, on the basis of race, color, national or ethnic origin, religion, sex, disability, age, sexual orientation, genetic information or veteran status in accordance with applicable federal and state laws.
3. A student has the right to personal privacy except as otherwise provided by law, and this will be observed by students and University authorities alike.
4. Each student subject to disciplinary action arising from violations of university student rules shall be assured a fundamentally fair process.





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*Students' Responsibilities*

1. A student has the responsibility to respect the rights and property of others, including other students, the faculty and the administration.
2. A student has the responsibility to be fully acquainted with the published University Student Rules found in the Student Handbook, Student Code of Conduct, on our website, University Catalog and students must comply with them and the laws of the land.
3. A student has the responsibility to recognize that student actions reflect upon the individuals involved and upon the entire university community.
4. A student has the responsibility to recognize the University's obligation to provide an environment for learning.
5. A student has the responsibility to check their university email for any updates or official university notification.

We expect that students will behave in a manner that is dignified, respectful, and courteous to all people, regardless of sex, ethnic/racial origin, religious background, sexual orientation or disability. Behaviors that infringe on the rights of another individual will not be tolerated.

**Cheating and Plagiarism:**

Students are expected to do their own course work. Simple cases of first offense cheating or plagiarism by an individual student may be handled by the instructor after consultation with the department chair. For more serious cases, such as those involving repeated offenses, conspiracy with other students or the theft and selling of examination questions, a report should be made by the instructor via the department chair and college dean to the provost and vice president for Academic Affairs for disciplinary action. Expulsion from the University is a normal penalty for such offenses.

- Bribery: Providing, offering or taking rewards in exchange for a grade, an assignment or the aid of academic dishonesty.
- Cheating: Intentionally using or attempting to use unauthorized materials, information, notes, study aids or other devices or materials in any academic exercise to give an unfair advantage to the student. Examples include, but are not limited to:
- Copying from another student's paper or receiving unauthorized assistance during an assignment, quiz, test or examination;
- Having another person other than oneself attempt to complete an assignment or exam.
- The acquisition, without permission, of tests or other academic material belonging to a member of the University faculty or staff;
- Unauthorized collaboration on assignments and exams; even thru electronic means
- Using unauthorized assistance such as books, notes or other devices (e.g. calculators, cell phones, or computers, etc.);
- Using, Selling, giving or exchanging completed exams to a student who has not yet taken the test;





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- Collusion: Intentionally or knowingly helping or attempting to help another to commit an act of academic dishonest. This includes, but is not limited to, the unauthorized collaboration with another individual in progressing forward on academic assignments.
- Lying: The deliberate falsification with the intent to deceive in written or verbal form as it applies to an academic submission.

Plagiarism is a serious violation of academic integrity, and students who engage in plagiarism are subject to disciplinary action. The type of disciplinary action will depend on the severity of the plagiarism but may ultimately lead to the student's expulsion from the program and/or revocation of a student's degree if the student has already graduated. Please review the Student Handbook for a complete description of the process.

### **Class Attendance:**

A vital part of every student's education is regular attendance of class meetings. Any absences tend to lower the quality of a student's work in a course, and frequent or persistent absences may impact financial aid and performance in class.

- If you are going to be absent, email me.
- The student is expected to attend all classes. It is important to understand that class attendance can be used by the instructor as one criterion for grading; accommodations will be provided during this semester when provided documentation.

**Office hours are not intended to catch students up on missed work/administrations or answer questions explained repeatedly in class. They are not for one-on-tutoring or scoring because individuals did not attend class, or participate/ask questions or have their client's results completed for discussion when scored during class time.**

### **Research on Human Subjects:**

Any research that involves human subjects must be approved by the Institutional Review Board for the Protection of Human Subjects at A&M-San Antonio prior to any data collection. Specific forms, instructions, and additional information are provided online:

<http://www.tamusa.edu/graduatestudiesandresearch/irb/irbforms.html>





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## IMPORTANT POLICIES AND RESOURCES

Academic Accommodations for Persons with Disabilities: The Americans with Disabilities Act Amendments Act (ADAAA) of 2008 and the Rehabilitation Act of 1973 are federal anti-discrimination statutes that provide comprehensive civil rights protection for persons with disabilities. Title II of the ADAAA and Section 504 of the Rehabilitation Act require that students with disabilities be guaranteed equal access to the learning environment through the provision of reasonable and appropriate accommodation of their disability. If you have a diagnosed disability that may require an accommodation, please contact Disability Support Services (DSS) for the coordination of services. The phone number for DSS is (210) 784-1335 and email is [dsupport@tamusa.edu](mailto:dsupport@tamusa.edu)

Academic Learning Center: The Academic Learning Center provides free course-based tutoring to all currently enrolled students at Texas A&M University-San Antonio. Students wishing to work with a tutor can make appointments through the Brainfuse online tutoring platform. Brainfuse can be accessed in the *Tools* section of Blackboard. You can contact the Academic Learning Center by emailing [tutoring@tamusa.edu](mailto:tutoring@tamusa.edu), calling (210) 784-1307, or visiting the Central Academic Building, room 202.

Counseling/Mental Health Resources: As a college student, there may be times when personal stressors interfere with your academic performance and/or negatively impact your daily functioning. If you are experiencing emotional difficulties or mental health concerns, support is available to you through the Student Counseling Center (SCC). To schedule an appointment call 210-784-1331 or visit Modular C, Room 166 (Rear entrance).

All mental health services provided by the SCC are free and confidential (as the law allows). The Student Counseling Center provides brief individual and group therapy, crisis intervention, consultation, case management, and prevention services.

**Crisis support is available 24/7 by calling the SCC at 210-784-1331 (after-hours select option '2').** For more information and self-help resources, please visit [www.tamusa.edu/studentcounseling](http://www.tamusa.edu/studentcounseling)

### **Statement of Harassment and Discrimination:**

Texas A&M University-San Antonio is committed to the fundamental principles of academic freedom, equality of opportunity and human dignity. To fulfill its multiple missions as an institution of higher learning, A&M-San Antonio encourages a climate that values and nurtures collegiality, diversity, pluralism and the uniqueness of the individual within our state, nation, and world. All decisions and actions involving students and employees should be based on applicable law and individual merit. Texas A&M University-San Antonio, in accordance with applicable federal and state law, prohibits discrimination, including harassment, on the basis of race, color, sex, religion, national origin, age, disability, genetic information, veteran status, sexual orientation, gender identity, or gender expression.







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Individuals who believe they have experienced harassment or discrimination prohibited by this statement are encouraged to contact the appropriate offices within their respective units. Texas A&M University-San Antonio faculty are committed to providing a safe learning environment for all students and for the university as a whole. If you have experienced any form of sex- or gender-based discrimination or harassment, including sexual assault, sexual harassment, domestic or dating violence, or stalking, know that help and support are available. A&M-San Antonio's Title IX Coordinator can support those impacted by such conduct in navigating campus life, accessing health and counseling services, providing academic and housing accommodations, and more. The university strongly encourages all students to report any such incidents to the Title IX Coordinator. Please be aware that all A&M-San Antonio employees (other than those designated as confidential resources such as counselors and trained victims' advocates) are required to report information about such discrimination and harassment to the university. This means that if you tell a faculty member about a situation of sexual harassment or sexual violence, or other related misconduct, the faculty member must share that information with the university's Title IX Coordinator ([titleix@tamusa.edu](mailto:titleix@tamusa.edu), 210-784-2061, CAB 439K). If you wish to speak to a confidential employee who does not have this reporting responsibility, you can contact the Student Counseling Center at (210) 784-1331, Modular C.

**Emergency Preparedness:** JagE Alert is Texas A&M University-San Antonio's mass notification. In the event of an emergency, such as inclement weather, students, staff and faculty, who are registered, will have the option to receive a text message, email with instructions and updates. To register or update your information visit: <https://tamusa.bbcportal.com/> More information about Emergency Preparedness and the Emergency Response Guide can be found here:

<https://www.tamusa.edu/uploadfile/folders/sdbowen23/pdf/pdf-635073426137928167-10.100.20.116.pdf>

**Financial Aid and Verification of Attendance:** According to the following federal regulation, 34 CFR 668.21: U.S. Department of Education (DoE) Title IV regulation, a student can only receive Title IV funds based on Title IV eligibility criteria which include class attendance. If Title IV funds are disbursed to ineligible students (including students who fail to begin attendance), the institution must return these funds to the U.S. DoE within 30 days of becoming aware that the student will not or has not begun attendance. Faculty will provide the Office of Financial Aid with an electronic notification if a student has not attended the first week of class. Any student receiving federal financial aid who does not attend the first week of class will have their aid terminated and returned to the DoE. Please note that any student who stops attending at any time during the semester may also need to return a portion of their federal aid.

**Meeting Basic Needs:** Any student who has difficulty affording groceries or accessing sufficient food to eat every day, or who lacks a safe and stable place to live, and believes this may affect their performance in the course, is urged to contact the Dean of Students ([DOS@tamusa.edu](mailto:DOS@tamusa.edu)) for support. Furthermore,



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please notify the professor if you are comfortable in doing so. This will enable them to provide any resources they may possess.

**Military Affairs:** Veterans and active-duty military personnel are welcomed and encouraged to communicate, in advance if possible, and special circumstances (e.g., upcoming deployment, drill requirements, disability accommodations). You are also encouraged to visit the Patriots' Casa in-person room 202, or to contact the Office of Military Affairs with any questions at [military@tamusa.edu](mailto:military@tamusa.edu) or (210)784-1397.

**Religious Observances:** Texas A&M University-San Antonio recognizes the diversity of faiths represented among the campus community and protects the rights of students, faculty, and staff to observe religious holidays according to their tradition. Under the policy, students are provided an opportunity to make up any examination, study, or work requirements that may be missed due to a religious observance provided they notify their instructors before the end of the second week of classes for regular session classes.

**Respect for Diversity:** We understand that our students represent diverse backgrounds and perspectives. When we are equity-minded, we are aware of differences and inequalities and are willing to discuss them so we can act to resolve them. The University is committed to building cultural competencies, or the attitudes, skills, and knowledge that enable individuals and organizations to acknowledge cultural differences and incorporate these differences in working with people from diverse cultures. Respecting and accepting people different than you is vital to your success in the class, on campus, and as a future professional in the global community. While working together to build this community we ask all members to:

- Share their unique experiences, values, and beliefs.
- Be open to the views of others.
- Honor the uniqueness of their colleagues.
- Value each other's opinions and communicate respectfully.
- Keep confidential discussions that the community has of a personal (or professional) nature.
- Use this opportunity together to discuss ways in which we can create an inclusive environment in this course and across the A&M-San Antonio community.

**Message for pregnant and parenting students:**

Title IX of the Education Amendments of 1972 ("Title IX"), 20 U.S.C. 1681 et seq., protects students in all of the academic, educational, extracurricular, athletic, and other programs or activities of universities. This includes prohibiting discrimination against pregnant and parenting students. A student who is pregnant or parenting is entitled to special services. Texas A&M University-San Antonio is committed to implementing all provisions of Title IX. For availing of special services available to students whose curricular and co-curricular work is impacted by





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pregnancy and parenting related issues contact Dr. Joni Baker, Associate Vice President for Student Engagement and Success.

**No Use of Generative AI Permitted**

**EDHS 3322: Introduction to Human Services** assumes that all work submitted by students will be generated by the students themselves, working individually or in groups. Students should not have another person/entity do the writing of any portion of an assignment for them, which includes hiring a person or a company to write assignments and/or using artificial intelligence (AI) tools like ChatGPT. Use of any AI generated content in this course qualifies as academic dishonesty and violates Texas A&M San-Antonio's standards of academic integrity.

**Dropping a Course:**

Each student is responsible for knowing the drop date for any given semester. Professors are not responsible, under any circumstances, for “dropping” a student from a course. Please be aware that if you do not formally drop a course and fail to fulfill the academic requirements, the professor will submit the earned grade.

**The Six-Drop Rule:**

Students are subject to the requirements of Senate Bill (SB) 1231 passed by the Texas Legislature in 2007. SB 1231 limits students to a maximum of six (6) non-punitive course drops (i.e., courses a student chooses to drop) during their undergraduate careers. A non-punitive drop does not affect the student's GPA. However, course drops that exceed the maximum allowed by SB 1231 will be treated as “F” grades and will impact the student's GPA.

**Technical Support**

Student who need help assessing Blackboard, resetting a password, using student email, or any technology problems can contact the campus IT helpdesk:

**ITS Location:** Central Academic Building (CAB) Room 233

**Hours /Days of Operation:** Monday –Thursday 7:30 am – 8pm; Friday- 8:00 am – 5 p.m.

**ITS Help desk phone:** 210-784-4357

<https://www.tamusa.edu/information-technology-services/index.html>

**Grading Scale:**

Final grades will be based on the cumulative percentage of all activities







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A = 90 – 100%

B = 80 – 89%

C = 70 – 79%

D = 60 – 69%

F = below 60%

**Course Requirements:**

| Assignment               | Percentage | Date |
|--------------------------|------------|------|
| Exam I                   | 10%        | TBD  |
| Midterm Exam             | 10%        |      |
| Comprehensive Final Exam | 20%        |      |
| Chapter Quizzes          | 20%        |      |
| Writing Project          | 20%        |      |
| Class participation      | 20%        |      |
| Total                    | 100%       |      |

**Assigned Chapter readings:** All assigned chapter readings must be completed before class meeting.

**Written Assignment Project:** The student will visit a human service agency and conduct an interview with a knowledgeable staff representative. Prior to your visit, you must set-up an appointment with them for the interview and create standard questions you want to cover for the interview. The selected agency must be approved by the instructor. Agency approval should be done through e-mail with a copy of the confirmed approval attached to the submitted paper.

The student will produce a paper (minimum 4 pages of text) discussing the interview, the agency, their impressions, and why they were initially selected. The student will also provide two articles related to the agency's population or services (optional). The paper is to be in APA





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format with references (minimum four pages of text, **not** including cover page and references). The student should be prepared to discuss their paper in class.

**The final paper must be submitted in Microsoft Word format or Pdf. Document; assignments submitted in any other format will not be accepted.**

**APA Style:** As students in this program, most of your papers are required to be in accordance with APA formatting standards. The main reason for this is so papers and presentations can be standardized. Not all student assignments in this course will lend themselves to this format. Regardless, students are encouraged to become familiar with the APA Manual; both content and format are important.

The top APA style requirements, that are worthy of attention are:

1. Citations & References (agreement and format)
2. Cover page
3. Abstract
4. Page numbers (top right corner starting on cover page)
5. Margins (1 inch all sides)
6. Font size (11-point Calibri, 11-point Arial, or 12-point Times New Roman)
7. Proper use of quotes and documenting them correctly

Grading criteria for the project includes:

1. Submission on time
2. Cover page
3. Instructor approval of agency interviewed (obtained prior to interview)
4. Attached questions used for interview (created prior to interview)
5. Description of agency mission, goals, and their purpose/function
6. Description of agency funding
7. Description of clients/communities served
8. Discussion regarding multicultural or diversity needs addressed by agency
9. Discuss the barriers faced by the clients/populations served by the agency
10. Discuss the two related articles and how they support, or enhance the understanding of the agency's services or populations served (optional)
11. Discuss volunteer and employment opportunities
12. Length (4 pages of text minimum)
13. References (minimum 2 professional articles related to the agency's services)
14. References and citations– APA style
15. APA style paper with appropriate content



Writing, Language, and Digital Composing Center: The Writing, Language, and Digital Composing Center supports graduate and undergraduate students in all three colleges as well as faculty and staff. Tutors work with students to develop reading skills, prepare oral presentations, and plan, draft, and revise their written assignments. Our language tutors support students enrolled in Spanish courses and students composing in Spanish for any assignment. Our digital studio tutors support students working on digital projects such as eportfolios, class presentations, or other digital multimedia projects. Students can schedule appointments through JagWire under the Student Services tab. Click on “Writing, Language, and Digital Composing Center” to make your appointment. The Center offers face-to-face, synchronous online, and asynchronous digital appointments. More information about what services we offer, how to make an appointment, and how to access your appointment can be found on our website at <https://bit.ly/WLDCCenter>.

**Important Dates:**

*The complete academic calendar is available online:*

<https://www.tamusa.edu/academics/academic-calendar/index.html>