



# School of Communication Sciences and Disorders



## **GRADUATE STUDENT HANDBOOK** **Master of Arts in Communication** **Sciences and Disorders**

Revised 2019-2020



It's my pleasure to welcome you to the School of Communication Sciences and Disorders at the University of Central Florida. As a new graduate student, you are beginning a journey of personal and professional growth at an institution offering more than 50 years of excellence and distinction.

In this handbook, you will find information to help you start your academic experience at UCF. Please visit our website (<https://healthprofessions.ucf.edu/csd/>) to learn about our high-quality educational programs, meet our dedicated faculty and staff, and learn about the exciting teaching, research and service activities in which we are involved in collaboration with our valued colleagues within and outside of the university. Above all, we want to communicate our commitment to children, adolescents and adults with communication and related disorders. Everything we do is in service to that commitment.

We are proud to be ranked among the top 100 speech-language pathology programs in the nation, with our rank steadily increasing. We are a large program, enjoying the benefits that come with size, importantly a large, diverse faculty with many different subspecialties that span the field of communication sciences and disorders. If you look at our faculty directory you will notice the names of many internationally and nationally known experts in a variety of areas. We are also unique in that many of our faculty members provide clinical education and clinical care in our state-of-the-art Communication Disorders Clinic (<https://healthprofessions.ucf.edu/cdclinic/>). Our hard-working and talented staff is another reason for celebration. We could not operate all the moving parts in our School without them. They don't come any better than our faculty and staff!

And we feel the same way about our students. We have outstanding students who excel in a number of areas. Check out the accomplishments of our faculty and students on our website. No doubt you will be impressed. We are always on the move, trying to make life better for individuals with communication and related disorders by preparing the best practitioners, leaders, researchers and scholars to serve them. UCF Stands for Opportunity and opportunities abound in the School of Communication Sciences and Disorders.

Warmest regards,

*Richard I. Zraick, Ph.D., CCC-SLP, ASHA Fellow*  
Professor and Chair, School of Communication Sciences and Disorders



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# PURPOSE OF THE HANDBOOK

The purpose of the *Graduate Student Handbook* is to provide you with information about the policies and procedures of the School of Communication Sciences and Disorders and to assist you in steering your way through your program of study, your clinical experience, including your externship and the certification process. This Handbook is the primary source of information regarding policies, regulations, and academic and clinical requirements necessary to complete the master's degree, certification by the American Speech-Language-Hearing Association (ASHA), certification by the Florida Department of Education (FLDOE), and licensure by the State of Florida. The *Master's Student Handbook* is not meant to be an exhaustive collection of all UCF and School policies; instead, it serves as a supplement to the UCF *Graduate Catalog*, the *Thesis and Dissertation Manual*, *The UCF Golden Rule*, and other official UCF policies and procedures documents pertaining to students. Copies of this Handbook are available on the School website at <https://healthprofessions.ucf.edu/csd/>

You should also review the UCF Graduate Catalog <http://catalog.ucf.edu/index.php?catoid=4> which is the final source regarding University policies on graduate programs. While enrolled in the program, you are responsible for being informed about all rules, regulations, and procedures required for graduate studies, in general, and the master's program in communication sciences and disorders, in particular.

We have attempted to cover school policies and procedures as completely as possible; however, the Handbook is a living document and may be modified, with notice, at the discretion of the School. Additionally, the application of policies to particular cases may vary with the special circumstances related to individual students. As you progress through your program, you may experience additional questions and concerns that are not addressed formally in School or University publications. In these cases, we encourage you to seek information from your academic advisor, faculty advisors, clinic advisor, the Master's Program Director, the Clinic Director or the School Director. Other academic and clinical faculty members are also available for advice, guidance, and consultation regarding all academic and clinical requirements, policies, and procedures.

*UCF-3.001 Non-Discrimination; Affirmative Action Programs.*

*Authority: BOG Regulation 1.001. History—New 10-8-75, Amended 1-10-82, 1-9-83, 12-27-83, 12-27-84, Formerly 6C7-3.01, Amended 3-27-86, 1-6-93, 3-16-03, 11-07-07, 07-10-08. Formerly 6C7-3.001, Amended 3-25-00, 1-3-11, 10-26-17.*

[https://regulations.ucf.edu/chapter3/documents/3.001Non-DiscrimAffirmActionsProgramsFINAL\\_July17.pdf](https://regulations.ucf.edu/chapter3/documents/3.001Non-DiscrimAffirmActionsProgramsFINAL_July17.pdf)





# School of Communication Sciences and Disorders

The School of Communication Sciences and Disorders is part of the College of Health Professions and Sciences (CHPS). The School has a current enrollment of approximately 751 bachelor's-level majors and 211 master's-level majors. With 30 full-time faculty and numerous affiliated faculty, the School offers students a broad academic curriculum, comprehensive clinical experiences, and ongoing research opportunities in human communication sciences and disorders.

## Vision Statement

The School is a community of scholars and clinicians collaborating to achieve excellence in education, research and regional service, and for a diverse society. Working together in a collegial and student-centered environment, we foster university and community partnerships, opportunities for lifelong learning, and respect for all people. Our goal is to enhance the quality of services for speech, language, hearing, and associated disorders.

## Mission Statement

The faculty and staff of the School of Communication Sciences and Disorders at the University of Central Florida are dedicated to empower our students to achieve their greatest potential as clinicians, scientists, scholars, and professionals. By providing the foundations of our discipline and through the use of innovative technology, we enable our graduates to be leaders who positively impact individuals and their communities.

## Accreditation

The Master of Arts in Communication Sciences and Disorders education program in Speech-Language Pathology at the University of Central Florida is accredited by the Council on Academic Accreditation in Audiology and Speech-Language Pathology (CAA) of the American Speech-Language-Hearing Association, 2200 Research Boulevard, #310, Rockville, MD 20850, 800-498-2071 or 301-296-5700.



### School of Communication Sciences and Disorders

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AMERICAN  
SPEECH-LANGUAGE-  
HEARING  
ASSOCIATION

# Eligibility Requirements and Essential Functions

## PREAMBLE

The Council on Academic Accreditation in Audiology and Speech-Language Pathology (CAA) of the American Speech-Language-Hearing Association (ASHA) accredits graduate programs that prepare individuals to enter professional practice in audiology and/or speech-language pathology. The School of Communication Sciences and Disorders (SCSD) at the University of Central Florida (UCF) has an accredited program in speech-language pathology. All students admitted to the master's program in the SCSD are bound by the professional standards needed to successfully engage in the speech-language pathology profession. The knowledge and skill standards of the profession are defined by ASHA in Standard IV-A through IV-G and Standard V-A through V-C of *The Standards for the Certificate of Clinical Competence in Speech-Language Pathology* (<http://www.asha.org/Certification/2014-Speech-Language-Pathology-Certification-Standards>). Beginning January 1, 2020, the 2020 Standards and Implementation Procedures for the Certificate of Clinical Competence in Speech-Language Pathology will go into effect. These updated standards can be viewed at <https://www.asha.org/Certification/2020-SLP-Certification-Standards/>.

In order to acquire the knowledge and skills required by ASHA in the practice of speech-language pathology, to function in a wide variety of clinical situations, and to render many different kinds of client services, students enrolled in the Communication Sciences and Disorders (CSD) program at UCF must have skills and attributes in six specific areas, called “essential academic/clinical requirements”:

- Communication
- Intellectual/Cognitive
- Health/Vitality
- Motor
- Sensory/Observational
- Behavioral/Social

These essential academic/clinical functions enable a student to meet graduate and professional requirements as measured by state licensure and national certification (i.e. the Certificate of Clinical Competence of the American Speech-Language-Hearing Association). Many of these skills can be learned and developed during the course of the graduate program through coursework and clinical experience. The starred items (\*) in the expanded lists below are skills and attributes that should be present **when a student begins** the program.

Academic faculty and clinical faculty are charged with evaluating students with respect to their performance on the essential academic/clinical requirements presented below. To be qualified for the study of speech-language pathology in the CSD program at the UCF, students must be able to meet both our eligibility requirements and essential academic and clinical requirements with or without reasonable modifications. A modification is viewed as a means of assisting students with disabilities to meet essential standards by providing them with an equal opportunity to participate in all aspects of each course or clinical experience (Reasonable modifications are not intended to guarantee that students will be successful in meeting the requirements of any one course or clinical education).

The SCSD acknowledges its responsibility to provide reasonable modifications to individuals with disabilities per the requirements of Section 504 of the Vocational Rehabilitation Act of 1973 (U.S. Department of Education, 2010; see <https://www2.ed.gov/policy/speced/reg/narrative.html> and Title II of the Americans With Disabilities Act (see [https://www.ada.gov/ada\\_title\\_II.htm](https://www.ada.gov/ada_title_II.htm) ). However, the burden is on the student to demonstrate that he/she can meet the essential academic/clinical requirements of the program. If students feel they are unable to meet these standards due to a disability, it is their responsibility to register as a student with a disability with the UCF Student Accessibility Services (SAS) Office <http://sas.sdes.ucf.edu/> on campus (see additional information below on Students with Disabilities) and to contact the appropriate faculty member (s) to seek reasonable modifications.



# Eligibility Requirements and Essential Functions

## **Procedure:**

Upon admission to the School of Communication Sciences and Disorders Program all students must sign a form acknowledging that they have read and understand the essential functions.

Students who may have concerns about meeting these expectations are advised to meet with the Master's Program Coordinator.

If a student feels that he/she requires reasonable accommodation for didactic and/or clinical components of the program, he/she must register as a student with a disability with the UCF Student Accessibility Services (SAS) Office <http://sas.sdes.ucf.edu/> on campus, and contact the Master's Program Director and the appropriate faculty member (s) to seek reasonable accommodations.

Due to the time it takes to properly evaluate a student's needs and to implement reasonable accommodations, it is recommended that students request accommodations as early as possible. While it is possible that need for reasonable accommodation may arise unexpectedly, it is preferable to make a request for accommodation at least 30 days before the start of a course or clinical education experience. The student should also contact the Master's Program Director to discuss reasonable accommodations.

## **COMMUNICATION**

A student must possess adequate skills to communicate in both oral and written Standard American English in order to engage in all clinical activities appropriately and independently, including accurate assessments, effective intervention, consultation to patients/clients, caregivers of patients/clients, and health care professionals and other related functions associated with professional practice.

- Engage in professional dialogue coherently with clients, colleagues, other healthcare professionals, and community or professional groups.
- Convey information accurately with relevance and cultural sensitivity.
- Demonstrate appropriate communication (non-verbal and verbal) for culture and context.
- Modify communication style to meet the communication needs of clients, caregivers, and other persons involved in service delivery.
- Utilize detailed oral and written information in order to make unique and dependent decisions.
- Speak intelligibly in Standard American English.
- Write discipline-specific papers, clinical reports and other required professional products in Standard American English.

## **INTELLECTUAL / COGNITIVE**

A student must possess adequate intellectual and cognitive skills to comprehend, retain, integrate, synthesize, infer, evaluate and apply oral and written information sufficiently to meet academic and clinical demands:

- Self-evaluate and communicate limits of one's own knowledge and skill and utilize resources in order to increase knowledge.
- Analyze, synthesize, and interpret ideas and concepts in academic and diagnostic/treatment settings.

# Eligibility Requirements and Essential Functions

- Apply academic information in clinical contexts.
- Critically evaluate information, solve problems, reason, and make sound clinical judgments in client assessment, diagnostic and therapeutic plan and implementation.
- Maintain attention and concentration for sufficient time to complete academic and clinical tasks (e.g. up to 4-hour blocks of time in clinical practice with one or two breaks.)
- Retain information over time.
- Schedule and prioritize activities, and provide documentation in a timely manner.
- Comply with administrative, ethical, legal, and regulatory policies.

## HEALTH/VITALITY

A student must possess the physical health and stamina needed to carry out the speech-language pathology program. The student must be able to:

- Provide for one's own personal hygiene.
- Sustain necessary physical activity level in required academic and clinical activities.\*
- Continuously sit or stand for several hours.
- Maintain adequate physical health to complete academic and clinical requirements and in order to not put at risk clients and others in the work/academic environment.

## MOTOR

A student must have sufficient motor abilities to attend class, to engage in the routine activities related to knowledge and skill demonstration and use in academic and clinical settings, and perform all the responsibilities expected of students in clinical/internship placements (e.g., schools, hospitals). A student must possess motor skills to:

- Move independently to, from, and in academic/clinical/work setting.
- Access transportation to and from clinical and academic learning settings.\*
- Participate in activities for the defined workday.\*
- Efficiently manipulate screening/diagnostic materials, including completion of screening/evaluation protocols without violation of testing protocol and within best practice parameters.
- Manipulate patient-utilized equipment (e.g. durable medical equipment to include AAC devices, hearing aids, etc.) in a safe and effective manner.
- Access technology for clinical management (i.e. billing, charting, therapy programs, etc.).
- Effectively manage the treatment environment and materials, including the process of data collection.
- Respond quickly to provide a safe environment for clients in emergency situations including fire, choking, etc., and in application of universal precautions.\*



# Eligibility Requirements and Essential Functions

## **SENSORY/OBSERVATIONAL**

A student must possess adequate sensory skills involved in vision, hearing, touch, and smell to observe effectively in classroom, laboratory, and clinical settings, identify normal and disordered speech, language, hearing, and swallowing, abilities, identify the need for alternative modalities of communication, and recognize when a client or client's family does not understand the clinician's written or verbal communication. A student must possess adequate sensory skills to:

- Acquire knowledge and skills required by the program and master information presented in course work through lectures, and recorded audio signals, including subtle discriminations involving individual phonemes, phoneme sequences, words, larger language segments, and suprasegmental features of speech.
- Assess, counsel, and treat individuals with communication disorders (e.g. sufficiently assess speech-related structures and functions).
- Discriminate text, numbers, tables, and graphs associated with diagnostic instruments and tests.
- Maintain and use technology related to communication assessment and therapy
- Recognize and respond appropriately to emergencies that potentially affect clients and others (e.g., know when there is a fire alarm and safely evacuate self and client).
- Monitor client responses and materials.
- Make accurate judgments about speech and/or acoustic signals.

## **BEHAVIORAL/ SOCIAL**

A student must possess adequate behavioral and social attributes to conduct themselves in a manner consistent with professional standards:

- Display mature empathetic and effective professional relationships by exhibiting compassion, integrity, and concern for others.\*
- Show respect for individuals with disabilities and for individuals of different ages, genders, race, religions, sexual orientation, and cultural and socioeconomic backgrounds.\*
- Adapt to changing academic and clinical environments which includes maintaining mature and professional demeanor while participating in a variety of settings.
- Manage the use of time effectively to complete professional and technical tasks within realistic time constraints.
- Accept appropriate suggestions and constructive criticism and respond by modification of behavior.
- Dress appropriately and professionally.
- Maintain composure and emotional stability in demanding situations.
- Respect supervisory authority.
- Abide by the university's academic integrity policy.

# Eligibility Requirements and Essential Functions

**University of Central Florida  
College of Health Professions and Sciences  
School of Communication Sciences and Disorders**

**Eligibility Requirements and Essential Functions**

I, \_\_\_\_\_ (please print your full name) have read and understand the purpose and guidelines of the “Essential Functions Statement”.

I understand the successful completion of the Communication Sciences and Disorders program is contingent upon my ability to perform the skills, with or without accommodations, listed in the Essential Functions Document.

I understand that if an accommodation needs to be requested, I must assume the responsibility to register as a student with a disability with the UCF Student Accessibility Services (SAS) Office (<http://sas.sdes.ucf.edu/>) on campus and contact the appropriate faculty member (s) to seek reasonable accommodations prior to the initiative of any academic or clinical experiences.

I understand that reasonable accommodations in the academic setting and reasonable accommodations in the clinical setting differ.

Once admitted and enrolled in the master’s program in the School of Communication Sciences and Disorders, I understand that if I have any questions following enrollment, I should contact the Director of the SCSD, the Master’s Program Director or my designated Faculty Advisor.

I understand that should I fail to meet and/or maintain the Essential Functions, I may be subject to action against me by the program and University, including but not limited to dismissal from the Communication Sciences and Disorders master’s program at the University of Central Florida.

\_\_\_\_\_  
Student Signature

\_\_\_\_\_  
Date



# MASTER OF ARTS DEGREE

## **Programs of Study**

In the Master of Arts program in Communication Sciences and Disorders, the plan of study includes a minimum of 72 credit hours of graduate-level coursework, including 38 credit hours of core academic courses, 9 credit hours of electives, and 25 credit hours of clinical practice.

The **Traditional Track** is a full-time, year-round program completed in six consecutive semesters, including two summers. See the Graduate Catalog for your catalog year to review the sequence of courses.

**Out-of-field** students complete additional prerequisite coursework. See the Graduate Catalog for your catalog year to review the sequence of courses and the following page for more information.

The **Consortium Track** is a five-year, “Summers Mainly” program, including five consecutive summers of full-time enrollment and occasional enrollment during Fall or Spring semesters. See the Graduate Catalog for your catalog year to review the sequence of courses.

The **Accelerated Track** enables highly qualified current UCF undergraduate majors in communication sciences and disorders to achieve the master's degree in one less semester than students in the traditional track. Students are able to enroll in 16 credit hours of graduate-level courses while completing the bachelor's degree. See the Graduate Catalog for your catalog year to review the sequence of courses.

Your prescribed program of study will consist of a range of academic, clinical, and research experiences that you must complete satisfactorily to fulfill degree requirements and graduate. The specific academic courses, clinical practicum/internship and research you undertake during your program will be determined by your interests, UCF requirements, ASHA and Florida Department of Education certification requirements, and Florida State Licensure Requirements.

During your first semester of enrollment, you will sign your Graduate Plan of Study (GPS). Once created, the GPS may not be altered solely due to poor academic performance, and you must maintain satisfactory progress as defined in all courses. The GPS serves as an agreement between you, the School, and the University. Therefore, you may not deviate from your GPS without appropriate approval.

Throughout the program you must meet with your faculty advisor to update your plan, select elective options, discuss research opportunities, and to make sure you are on track to graduate. Consult with your faculty advisor if you are experiencing academic difficulties or need to request a leave of absence from the program. Changes to the GPS will only be approved under extraordinary circumstances and must be approved either by the Master's Program Director or the School Director.

# MASTER OF ARTS DEGREE

## **ASHA Prerequisites**

To be certified to practice by the American Speech-Language-Hearing Association, **all** students must have transcript credit, which could include course work, advanced placement, CLEP, or examination equivalency, for each of the following areas:

- biological sciences
- physical sciences (chemistry or physics)
- social/behavioral sciences
- statistics

Courses may consist of any number of credits and must be taken outside the discipline. Statistics is a prerequisite to SPA 6805 Research in Communication Disorders.

**You will be required to successfully complete these prerequisites as part of your graduate plan of study if you do not meet these requirements at the time of admission. Most students complete this requirement as part of their bachelor's degree.**

## **Out-of-Field Prerequisites**

If you majored in a degree program other than communication sciences and disorders or speech-language pathology and audiology, you are considered an out-of-field student. Out-of-field students require an additional 32 to 35 credit hours of prerequisite course work that may be completed in approximately two semesters once admitted. You must also obtain at least 25 observation hours prior to the start of your clinical assignments. Please consult with your instructor of SPA 6551 Foundations of Clinical Practice I to arrange for the completion of your observation hours.

Out-of-field students must complete the following undergraduate prerequisite courses or their equivalents:

- LIN 3713 Language Science (3 credit hours)
- LIN 3716/3716L Language Development and Lab (5 credit hours)
- SPA 3101 Physiological Bases of Speech and Hearing (3 credit hours)
- SPA 3104 Neural Bases of Communication (3 credit hours)
- SPA 3112/3112L Basic Phonetics and Lab (4 credit hours)
- SPA 3011/3011L Speech Science I: Production and Lab (4 credit hours)
- SPA 3123/3123L Speech Science II: Perception and Lab (4 credit hours)
- SPA 4032 Audiology (3 credit hours)
- SPA 4326 Hearing Across the Lifespan (3 credit hours)

# MASTER OF ARTS DEGREE

## Traditional Program of Study

Course Prefix and Number	Course Name	Credit Hours	Semester	Year	Grade
<b>Semester 1</b>					
SPA 6204	Advanced Articulation/Phonological Disorders	3			
SPA 6496	Language Disorders in Children and Adolescents	6			
SPA 6805	Research in Communicative Disorders	3			
SPA 6551	Foundations of Clinical Practice I	1			
<b>Semester 2</b>					
SPA 6225C	Fluency Disorders	4			
SPA 6410	Aphasia and Related Disorders	3			
SPA 6559	Augmentative and Alternative Comm. Systems	3			
SPA 6503	Foundations of Clinic II-Seminar	1			
SPA 6503L	Foundations of Clinic II-Application Lab	1x2			
<b>Semester 3</b>					
SPA 6565	Feeding and Swallowing Disorders	3			
SPA 6327	Aural Habilitation/Rehabilitation	3			
SPA 6211C	Voice Disorders	4			
SPA 6942	Foundations of Clinic III-Seminar	1			
SPA 6942L	Foundations of Clinic III-Application Lab	1x2			
SPA 6553L*	Clinical Practice in Differential Diagnosis in SLP	1			
<b>Semester 4</b>					
SPA 6474	Assess. & Mgmt. of Cult. & Ling. Diverse Popul.	3			
SPA 6236	Motor Speech Disorders in Adults and Children	3			
SPA 6943C	Clinical Practice-Level I	3			
	Elective	3			
<b>Semester 5</b>					
SPA 6946	Clinical Practice-Level II (Part-Time Internship)	3			
	Elective	3			
	Elective	3			
SPA 6553L*	Clinical Practice in Differential Diagnosis in SLP (taken 2x)	1			
<b>Semester 6</b>					
SPA 6946	Clinical Practice-Level III (Full-Time Internship)	10			
<b>Total Credit Hours</b>		<b>72</b>			



# MASTER OF ARTS DEGREE

## Elective Requirements

Electives may be selected from those offered through the School of Communication Sciences and Disorders or from courses offered in related disciplines such as reading education, exceptional education, early childhood education, psychology, and gerontology. **Only one elective can be completed outside of the department and you must receive approval prior to registering for the outside elective.**

9 credit hours of elective coursework is required for the master's degree. Students complete one elective in the 4th semester of the program and two electives in the 5th semester of the program.

The following electives are offered by the department on a regular basis:

- SPA 6245 Communication Disorders in Cleft Palate-Velopharyngeal Dysfunction
- SPA 6401 Language Disorders in Infants and Toddlers
- SPA 6417 Cognitive-Communicative Disorders
- SPA 6432 Issues in Autism
- SPA 6453 Management of Cognitive Communication Disorders in Traumatic Brain Injury
- SPA 6057 Methods in School Speech-Language Pathology
- SPA 6569 Management of Upper Airway and Aerodigestive Disorders
- SPA 6843 Severe Language-Based Reading and Writing Disabilities

# MASTER OF ARTS DEGREE

## THESIS OPTION

The Thesis Option is designed specifically for those of you who are interested in conducting research and/or who wish to pursue doctoral studies or careers as research scientists and assistants. This program option requires a serious commitment to the research process and should only be undertaken with the notion of engaging in a project from the beginning stages of conceptualization to the ending stages of manuscript preparation, presentation and possible publication. The Thesis Option will provide you with hands-on research experiences under the mentorship of a faculty advisor and committee who will guide you through the entire process. When completed with the right spirit, the Thesis Option can be one of the most growth-producing experiences of your master's program. Without a doubt, this option will prepare you for advanced study and the completion of a doctoral dissertation. The following is a suggested sequence of activities for getting started and completing the thesis process (Adapted heavily from the UCF *Thesis and Dissertation Manual*).

### Selecting a Topic

First, you need to select a topic. This is a multi-step process in which you begin by thinking about general areas in which you have an interest. You may also review assignments from previous classes, old papers, or collaborative group projects. You can review key research articles in your interest area, too. Most research articles typically include suggestions for further research. In SPA 6805 Research in Communicative Disorders you will learn about the research process and you will develop a proposal based on your interests.

As you consider various areas of interest, you may wish to talk with faculty members who conduct research in this area. They will help you refine your idea, or they may suggest new ideas. They may even invite you to work on a project that they are already researching. At this stage, it is likely that you will talk with more than one faculty member. It is appropriate to let each of them know that you are talking with several faculty members, because you are undecided about which topic you would like to pursue. Choosing a topic is a significant decision. You are going to be living with your choice for many months. So, it is important that you choose a topic that you like and enjoy and want to learn more about.

### Selecting a Thesis Advisor

Selecting a topic goes hand in hand with selecting a thesis advisor. An advisor should be someone who shares your interest in the topic, someone who is familiar with your work, and someone whose work style you find compatible. Preferably, the Advisor should be someone you have studied with before, someone whose writing style you respect, and someone you trust. After all, your Advisor is going to be responsible for guiding the direction of the thesis, advising you about its development, and providing feedback on research and writing. You should contact a professor in the School and discuss whether or not he/she would be interested in directing you as a thesis student. This person can be a Full, Associate, or Assistant professor in the School of Communication Sciences and Disorders. As soon as you decide upon a topic and a thesis advisor, which should be done early in your graduate studies, it is courteous to thank the other faculty members you have talked with for their guidance and to let them know the topic you have decided to research and the mentor who you have chosen. Preferably, by the beginning of the second semester of graduate studies, you should know the area that is of major interest to you and have an initial idea about the topic you would like to investigate. These early decisions are necessary, because it usually requires at least a year to complete a thesis. Thus, it is important to get started early.

# MASTER OF ARTS DEGREE

## Selecting a Thesis Committee

Once you have selected a thesis topic and an advisor, you're ready to select thesis committee members. A thesis committee minimally consists of three members. At least two of the three committee members need to be full-time faculty members of the School of Communication Sciences and Disorders. Again, your choice of a topic determines the composition of your committee. First, you should discuss potential committee members with your advisor and carefully consider some of the following questions: Whom have I worked with successfully in the past? What do I consider to be the most important characteristics in a committee member? Who do I know that has a background or interest in my research topic? Who do I know that could bring a fresh perspective to my research topic? Who do I know that could challenge my thinking? Who do I know that could add expertise in a related area such as statistical analysis? After you and your thesis advisor discuss the selection of thesis committee members, you typically contact potential members in order to determine if they are willing to serve on the committee.

Finally, you need to fill out the School's *Thesis Committee Membership Form* (see Appendix); have it signed by the thesis advisor, committee members, and the School chair; and, place it on file with the Coordinator of Academic Support. This document is an agreement between you and your committee to engage in research on the thesis topic proposed.

If you should decide not to write a thesis or to change your topic, you must inform your thesis advisor immediately. Your advisor will discuss the situation with you and assist you with next steps. If you are no longer interested in your current topic, you will need to engage in the exploration phase of developing a new topic. This should only be undertaken after a discussion with your advisor. After developing your new topic and selecting a new chair and committee, you will need to file another *Thesis Committee Membership Form* with the Master's Program Director.

## Developing a Prospectus

The prospectus is a research proposal that provides sufficient information to allow committee members to determine whether the proposed research fulfills a need and will make a contribution to the literature. You and your advisor will discuss the process for developing the thesis prospectus. Although advisors require different Prospectus formats, typically the Prospectus should include an introduction, an abbreviated or full review of the literature, a statement of purpose, research questions, and a substantial methods section. The methods section should include a description of participants and selection procedures, equipment and materials used in data collection, and procedures. In addition, the research design and data analysis procedures should appear in the methods section. Typically, you will begin with a review of the literature pertinent to your chosen topic. Then, you and your thesis advisor will discuss the current status of the research in the proposed area of study to determine whether the research fills a need or will make a contribution to the body of literature in the area. Based on your determination of need and contribution, you will either move forward with your topic or modify it. A well-developed prospectus can serve as the first draft of some thesis sections.

## Meeting about the Prospectus

The purpose of the Prospectus Meeting is to evaluate the proposal and discuss the viability of the proposed questions and research methodology. Once your advisor has approved your prospectus, you will schedule a Prospectus Meeting with all committee members and provide them with a copy of the prospectus at least two weeks prior to the meeting. This will give committee members sufficient time for careful review and consideration of the proposed investigation.



# MASTER OF ARTS DEGREE

At the Prospectus Meeting, you will make a brief presentation. Then, the committee members will be invited to ask questions about the proposed study and to recommend modifications that will strengthen the study. If general agreement is reached with respect to the purpose, design, and methodology of the study, the committee members will sign the Thesis Prospectus Approval Form (See Appendix) stating that they give their approval for you to conduct the investigation as proposed.

## Conducting the Research Study

Now that you are ready to conduct your research investigation, you will need to seek approval from UCF's **Institutional Review Board (IRB)**. The IRB reviews all research proposals involving human participants in order to ensure that their welfare is protected throughout the investigation. Information detailing the application process for IRB approval, along with appropriate forms, may be found at: <http://www.research.ucf.edu/Compliance/irb.html>. As part of the IRB approval process, you must take the online CITI course for the Protection of Human Research Subjects. Once you have received approval from the IRB, you may proceed with data collection, analysis, and interpretation.

## Writing the Thesis

As you are conducting the study, you will be refining the initial sections of the thesis manuscript, beginning with the Introduction (review of the literature) and Methods. Each section will likely require several drafts before your advisor determines that the content and style meet expected levels of quality and professionalism. Once data collection and analysis are complete, you will discuss the results with your advisor prior to writing the sections on Results, Discussion, and Summary and Conclusions.

As you are preparing the manuscript, you must pay careful attention to **avoid plagiarism**--the "intentional or accidental misrepresentation of someone else's work, ideas, or words as your own" (UWC). The best way to avoid plagiarism is to use appropriate citation procedures for any material that you have quoted or paraphrased from specific sources. The **University Writing Center** (<https://uwc.cah.ucf.edu/>) has style guides, handouts, and web pages that can help you in correctly documenting your work. The APA Manual also contains some of the same information on citations. Finally, you **must** check your work for plagiarism prior to submitting your manuscript to your committee members. UCF uses a service called Turnitin.com which will analyze your manuscript for originality. The University now requires you to submit your manuscript to Turnitin.com prior to distributing it to committee members. If more than 24 percent of the manuscript, excluding the bibliography, quotations, and other common sections, is duplicated from other sources, you will need to rewrite the duplicative sections, taking extra care to avoid plagiarism.

For detailed information regarding the thesis and dissertation process and policies, resources, deadlines, final semester checklists, thesis and dissertation manual, etc., you can consult the UCF College of Graduate Studies electronic thesis and dissertation (ETD) gateway at <https://graduate.ucf.edu/thesis-and-dissertation/>. In Communication Sciences and Disorders, APA style is typically the style used by most journals.

## Defending the Thesis

When your advisor approves the final draft of your thesis, you are ready to set a date for your oral defense. You must request a date and time at least six weeks before the last day of classes (See *ETD*) and provide a final copy of the thesis to the committee members a minimum of two weeks prior to the defense. Please check with your advisor relative to the date by which the Dean's

# MASTER OF ARTS DEGREE

office needs to receive a copy of your thesis. This is typically 3 weeks prior to the deadlines published by the College of Graduate Studies. The CHPS Graduate Coordinator will advertise your thesis defense by means of an electronic announcement to all Schools and schools in the College. Other members of the community (e.g., students) and family members are welcome to attend the defense in addition to the committee members.

The format of the oral defense resembles a research presentation at a professional conference. You will prepare a brief presentation of your study which will be followed by a question and answer period. Many students design a Power Point presentation to accompany their remarks. According to protocol, committee members ask questions first and then the floor is open to questions and comments from other attendees. Once the defense is over, all attendees except the committee members will leave, so that the committee can deliberate about the acceptability of the thesis as partial fulfillment of the requirements for the master's degree. If all committee members agree that the thesis has been satisfactorily completed and defended, they will sign the "Approval" form (See *ETD and Appendix*). You and your advisor will also fill out the "Thesis and Dissertation Attachment" which deals with the dissemination of your thesis. The final copy of the thesis must now be submitted electronically to the College of Graduate Studies. Please consult the College of Graduate Studies website for information on Electronic Thesis and Dissertation submission procedures. Students should become very familiar with the [Formatting the ETD](#) page and the [Thesis and Dissertation Manual](#).

As you proceed through the thesis process, you are encouraged to address questions or concerns with your thesis advisor, the School Chair, the Master's Program Director, or any faculty member. We all want you to be successful in completing this process. Engaging in a thesis can be one of the most rewarding experiences of your master's program. Throughout the process, you will grow immensely in independence, critical thinking, professional writing, and self-confidence. We wish you the best in your pursuit of this scholarly endeavor

# ADVISING

The School of Communication Sciences and Disorders offers a full range of advising services, including academic, professional, and personal advisement. The department provides you with two types of advisors: **Academic Advisors** and **Faculty Advisors**.

**Academic Advisors** are non-faculty, professional staff members who are knowledgeable about departmental program requirements and university policies and procedures.

**Faculty Advisors** are full-time professors in the School of Communication Sciences and Disorders. When you enter the master's program, you will be assigned to a faculty advisor who will be responsible for academic and professional advising. Contact your faculty advisor in the first semester. To assure successful progress through the program, you will be required to meet with your Faculty Advisor each semester to affirm that you are "on track" for completion of the program.

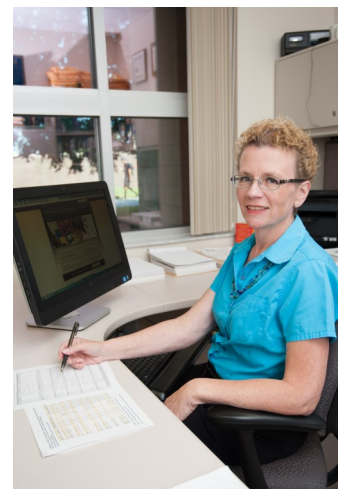
As you move through the program, you will follow a prescribed sequence of courses. This sequence can only be changed under extraordinary circumstances. See your faculty advisor, academic advisor, or the Master's Program Director if you need to request a change in your Graduate Plan of Study. A request to change a Graduate Plan of Study will be granted only for the most significant and serious reasons.

## **Advising Appointments**

Your faculty advisor may only be available during select days/times or by appointment. Ask your faculty advisor for their office hours at the start of each semester. Email your faculty advisor or academic advisor at least 2 business days in advance of your requested appointment.

Some advising questions or concerns may not be addressed immediately if faculty or staff members are already addressing other concerns or emergencies for the department or another student. If you have an urgent concern, contact the front desk at 407-823-4798.

**Reminder: All students are required to have a Knight Email address as the official means through which the University communicates with students.**





# ADVISING

## **Override Requests**

Email [csdgraduate@ucf.edu](mailto:csdgraduate@ucf.edu) to request a course override. The e-mail should include:

- your name, PID, and semester the course is offered
- course title, prefix, number, and section number (e. g., – SPA 6211C - Voice Disorders)
- type of override request (e. g., - course is closed; unknown computer error; or, a prerequisite not taken)

When requesting overrides, you must allow three to five business days for the request to be reviewed by departmental advisors and Master's Program Director. We ask that you not e-mail duplicate requests or call the office regarding a submitted request as repeated e-mails and phone calls slow down the response time for all students. Override requests will only be approved for courses on your current graduate plan of study.

## **Elective Approval**

Only one elective can be completed outside of the department and you must receive approval prior to registering for the outside elective. To request approval, email the Academic Advisor and Master's Program Director the following information:

- your name, PID, and semester the course is offered
- course title, prefix, number, and course description (including prerequisites)
- reason why you want to complete the course as an elective and how it relates to your studies

## **Leave of Absence Request**

The master's program is a full-time, year-round program. Any requests to take time off (leave of absence) must be approved by the Master's Program Director prior to the start of the semester in which you will be absent. Leave of absence requests are only approved for extenuating circumstances.

To request a leave of absence, you must submit the Special Leave of Absence Form from the College of Graduate Studies website to the Master's Program Director and Academic Advisor. The Master's Program Director will then set up a meeting to discuss your request. If approved, you will sign an updated plan of study to reflect this change and your expected date of return. It is your responsibility notify the Academic Advisor at least three (3) weeks prior to re-enrollment. An extension to a leave of absence must be requested using the same process as an initial request.

Any student on leave should pay particular attention to the continuous enrollment policy for graduate students. See [www.graduatecatalog.ucf.edu](http://www.graduatecatalog.ucf.edu).

Please note: consortium track students are required to enroll in only in the summers. Enrollment in any other semester requires approval from the Master's Program Director.

# STUDENT ADVISING

## **Types of Advisement**

Below is a list of common reasons to see the various types of advisors in the School.

### **Faculty Advisors**

- development of mentor relationships with students
- discussion of potential topics for thesis and research
- selection of electives
- review of program requirements
- consultation relative to completion of the CSAR
- request changes to your graduate plan of study

### **Academic Advisor**

- submission of graduate plan of study
- graduate plan of study hold
- request for a course override (SPA courses only)
- submission of PRAXIS examination scores
- completion of ASHA or certification paperwork after graduation
- course substitutions/transfer

### **Master's Program Director**

- consultation relative to failing Comprehensive exam or Praxis scores
- consultation relative to completion of the CSAR
- consultation relative to poor academic performance (including grades of 'C', 'D', or 'F')
- discussion of program concerns or concerns not resolved between a student and a faculty member
- review of proposed changes to an academic plan of study
- completion of ASHA or certification paperwork after graduation

### **Clinic Director**

- clinical assignment
- consultation relative to poor clinical performance
- consultation relative to completion of the CSAR

### **Clinic Advisor**

- orientation for new graduate students starting their practicum at the clinic
- track graduate students' clinical progress
- assist graduate students with the completion of ASHA certification and state licensure documentation
- tracks clinical benchmarks for progression across experiences from entry-level to full-time internship

### **Coordinator of Internship**

- placement into an internship site
- discussion of concerns with on-site supervisor or working conditions at the internship
- consultation relative to completion of the CSAR

# STUDENT ORGANIZATION - NSSLHA

The National Student Speech Language Hearing Association (NSSLHA) is a student association for graduate and undergraduate students interested in the study of normal and disordered human communication. For more information, visit <http://www.asha.org/nsslha/> and <https://www.facebook.com/UCFNSSLHA>.

The UCF Chapter of NSSLHA provides members with opportunities to gain further experience within the major as well as make lifelong memories. NSSLHA hosts monthly meetings, socials, volunteer opportunities and fundraisers for members to become involved.

The CSD program **requires** that students join National NSSLHA and the UCF Chapter during their first semester of admission into the program and remain a member throughout all semesters that you are enrolled in the UCF CSD graduate program. **You are required to submit proof of membership and continuation of membership** by emailing the Master's Program Director a copy of the membership to [Linda.Rosa-Lugo@ucf.edu](mailto:Linda.Rosa-Lugo@ucf.edu).

Local and national membership provides benefits that help students stay current on advancements in the field, enhance their academic knowledge, find internships and employment, network with other students with similar interests, and save money on products and services.

Facebook: <https://www.facebook.com/UCFNSSLHA>



# SATISFACTORY ACADEMIC PROGRESS

After admission, the School of Communication Sciences and Disorders, with assistance from the College of Graduate Studies, reviews your academic progress each semester. To maintain satisfactory academic progress and to pursue further study in the program, you must first satisfy any conditions or restrictions of your admission. Additionally, you must meet the academic standards of the School and the University following each semester of enrollment. See [http://www.graduatecatalog.ucf.edu/content/policies.aspx?id=5700#Academic\\_Progress\\_and\\_Performance](http://www.graduatecatalog.ucf.edu/content/policies.aspx?id=5700#Academic_Progress_and_Performance) for more information.

The minimum Department and University standards for satisfactory academic performance to continue graduate study and fulfill degree requirements are:

1. A GPA of 3.0 in all graduate courses specified in the academic program of study
2. No grades of D+ (or below) or U grades in graduate-level coursework or graduate program of study
3. No more than two grades or six semester credit hours, whichever is greater, of C+ (or lower) in graduate-level coursework or graduate program of study
4. Maintenance of academic and professional integrity expected in the discipline and program

The undergraduate prerequisites courses are part of the graduate program of study. Out-of-field students must also meet the minimum standards for satisfactory academic progress and must not earn more than two grades or six semester credit hours, whichever is greater, of C+ grades (or lower) in the undergraduate courses.

At the end of each semester the program receives a “Low Grade Report” from the College of Graduate Studies. Any students earning less than a ‘B’ grade will be required to meet with the Master’s Program Director to discuss the low grade and progression through the program.



# SATISFACTORY ACADEMIC PROGRESS

## **Maximum Hours of Unsatisfactory Grades.**

A student may apply a maximum total of six semester credit hours of "C" grades (C, C+, C-), or the "C" grade credits associated with at most two classes, whichever is greater, to satisfy degree program requirements. Receiving grades of D+ (or lower), grades of U, more than two grades of C+ (or lower), or failing to resolve grades of "I" may be grounds for dismissal from the program. In consultation with the advisor and Master's Program Director, students may petition to repeat courses in which an unsatisfactory grade was achieved. The opportunity to repeat courses is at the discretion of the School and the University and will not be granted to dismissed students. In cases where courses are repeated, both grades are factored into the graduate GPA.

## **Remediation**

See the Academic and Clinical Progress Monitoring section in this handbook for an explanation of the remediation procedures.

## **Probation**

In any term where the GPA drops below 3.0 in a program of study, you will be placed on probationary status for a maximum of 9 credit hours. See [www.students.graduate.ucf.edu/policy/probation/](http://www.students.graduate.ucf.edu/policy/probation/) for the full probation policy.

## **Dismissal**

Students whose graduate status GPA falls below 2.0 will be dismissed from the degree program. See [www.students.graduate.ucf.edu/policy/dismissals/](http://www.students.graduate.ucf.edu/policy/dismissals/) for the full policy. Appeals regarding dismissal should be filed first with the Master's Program Director. Dismissed students will not be allowed to take additional courses in The School of Communication Sciences and Disorders.

A degree program may dismiss any student at any time when, in its judgment, the individual is deemed incapable of successfully performing at required standards of excellence. Additionally, the program reserves the right to dismiss a student after admission to the program if, in the judgment of the faculty, the student fails to demonstrate and/or uphold the ASHA Code of Ethics (<http://www.asha.org/code-of-ethics/>) during coursework and/or practice in the field. If a student is dismissed, reinstatement to graduate student status in the same program can occur only through a formal appeal process.

# CLINICAL ASSESSMENT OF LEARNING (CALIPSO)

Information about the 2017 ASHA Standards for Speech-Language Pathology are available on the ASHA website at <https://caa.asha.org/reporting/standards/2017-standards/>. The 2014 standards for the Certificate of Clinical Competence in Speech-Language Pathology are now in effect as of September 1, 2014. We recommend that you become familiar with these standards during your first semester of graduate study and review the standards periodically throughout your program.

As you progress through the program, you will have multiple opportunities to complete competencies across the scope of practice with individuals across the lifespan and to record the attainment of these competencies.

The following is a summary of purposes and procedures for tracking the acquisition of knowledge and skills as they are met as well as an explanation of remediation procedures.

The School of Communication Sciences and Disorders uses the **Clinical Assessment of Learning, Inventory of Performance, and Streamlined Office-Operations (CALIPSO)** to track student academic and clinical competencies. CALIPSO is a web-based application (<https://www.calipsoclient.com/ucf/account/login>) that manages key aspects of academic and clinical education designed specifically and exclusively for speech-language pathology graduate preparation programs.

**There is a one-time fee to be able to access CALIPSO.**

## **Policy**

All incoming graduate students must register with CALIPSO by the established university tuition and fee payment deadline in the semester of admission.

## **Procedures**

- The student is required to follow procedures for CALIPSO registration as provided in the mandatory student orientation meeting of newly admitted graduate students.
- Students will receive a PIN number via email for CALIPSO registration. Students must complete online CALIPSO registration by the established university payment deadline. This deadline can be found on UCF's Academic Calendar (<http://registrar.sdes.ucf.edu/calendar>).
- Students are required to pay the fee online directly to CALIPSO at the time of registration.
- Students who are not able to register as directed due to extenuating circumstances will need to meet with their faculty advisor.
- Students who have not registered by the stated deadline will not be able to enroll in clinical courses. The department cannot determine if the student has the competencies necessary to engage in clinical practice until CALIPSO registration has been completed by the student.
- Non-degree seeking students will need to discuss CALIPSO registration with the Master's Program Coordinator.

# ACADEMIC PROGRESS MONITORING

1. All syllabi for academic courses include learning outcomes (LOs) linked to specific ASHA certification standards.
2. LOs (competencies) are listed by course in the electronic student record within CALIPSO.
3. At the end of each semester, your instructor will notify the department and specify which competencies you have met through the course. You may review your record by signing into CALIPSO from any computer with internet access.
4. Each semester, the achievement of ASHA standards will be updated in CALIPSO.
5. In rare instances, you may pass a course, but not meet one or more of the competencies in that course. In these cases, the instructor will develop a written **remediation plan** with you. This plan will specify alternative opportunities for you to demonstrate satisfactory attainment of the knowledge or skill(s) in question. In other instances, you may achieve a “C” in a course but meet so few of the competencies that the remediation plan requires you to repeat the course in its entirety. In both cases, you will receive a signed and dated copy of the remediation plan with the stated deadline for you to meet the requirements stated in the plan. A copy will be placed in your academic records. You will be responsible for satisfactorily completing the remediation plan as prescribed and providing appropriate documentation to the course instructor by the prescribed deadline. Failure to do so may prevent you from proceeding through the program.
6. Satisfactory completion of a remediation plan will not result in raising the course grade in which the competency was unmet, but it will serve as documentation that you have attained the target competency. When a remediation plan has been fulfilled and the competency met, the course instructor will submit written documentation to the Master’s Program Director indicating that you have now met the competency in question. Your attainment of the competency will be entered into your individualized ASHA summary. If you fail to demonstrate a ‘knowledge’ or ‘skill’ competency at the completion of remediation activities, the course instructor will meet with you to determine the next course of action to ensure that you demonstrate the specific unmet competencies. The remediation plan will be revised by the instructor and continue to be in effect until the instructor determines you have attained the competency or are dismissed from the program. In the event that a remediation plan is not met, and the instructor deems the student to have been negligent fulfilling the requirements in the time prescribed, or the student fails to communicate with the instructor regarding the missed deadline, the instructor can refer the student to the Master’s Program Director and recommend the student be put on academic probation.
7. If a student appears on the Low-Grade Report at the end of a semester due to an unsatisfactory grade (B– or lower, or a “U” grade) in either an academic or clinical course/lab, the student will be placed on academic probation. The terms of probation will be determined in coordination with the course instructor, the Master’s Program Director, Clinic Director and the School Director. A remediation plan will be written according to item #6 above. Should the terms of probation not be satisfactorily met, the student will be dismissed from the program.



# ACADEMIC PROGRESS MONITORING

8. When you fail to successfully remediate a competency based on a course remediation plan, you may have an opportunity to address the competency either through another course or through a clinical experience. Some ASHA standards are addressed in more than one graduate course or in courses as well as in clinic. If you must demonstrate your competence through this alternative route you and your instructor will document on your remediation plan other courses or clinical experiences in your plan of study that may allow you to address a standard that has not been met. It is the responsibility of the instructor to monitor the successful completion of remediation plan.
9. Most course instructors will provide remediation plans to be completed during the semester that a specific course is due to be offered and by a specific deadline. You should not defer remediation of competencies as you progress through your coursework. Failure to meet all ASHA Standards as tracked in CALIPSO will affect your eligibility to apply for the Certificate of Clinical Competence and may also impact your completion of the master's program.
10. You are also responsible for regularly tracking your attainment of ASHA Standards and outcomes by reviewing your individual CALIPSO record and then initiating meetings with your academic, faculty, and/or clinical advisors to assure that they know which standards have been met.
11. It is also your responsibility to maintain evidence of your achievement of knowledge and skill competencies associated with specific courses such as course projects, research papers, examinations, assignments, and/or records of clinical skill evaluation. When you apply for the Certificate of Clinical Competence (CCC), you are expected to have supporting documentation that you have met the competencies as defined by ASHA.
12. If you fail to meet the expected competencies that support achievement of the ASHA Standards, you will not be recommended for graduation and the Certificate of Clinical Competence.



# CLINICAL PROGRESS MONITORING

1. All syllabi for clinical courses include learning outcomes (LOs) linked to specific ASHA certification standards.
2. Throughout each practicum and internship experience, you will engage in a series of formative assessments of your clinical skills with your clinical educators. During each of these assessments, you will identify strengths as well as skills in need of improvement. You will also receive verbal and/or written feedback specifying recommendations for improvement.
3. At mid-term and at the end of each semester, your clinical educator will evaluate formally your clinical performance using the CSD Clinical Skills Acquisition Rubric (CSAR). If you demonstrate skills below expectations, your clinical educator will develop a **Clinical Support Plan** outlining the specific goals, suggested resources, and a reasonable timeframe for completion. You will receive a signed and dated copy of the support plan, and a copy will be linked in your student records.
4. When you fulfill the obligations of the support plan and achieve the specified competencies, your clinical educator will submit written documentation to the Clinic Director. Your attainment of the competencies will be reflected on the finalized support plan and your clinical practicum privileges will continue. If you fail to demonstrate a competency at the completion of the remediation activities, your clinical educator will submit a written report to the Clinic Director indicating that the competency continues to be unmet. Unsatisfied Clinical Support Plans will prevent you from progressing through the clinical sequence as noted on your plan of study and will result in unsatisfactory grade for that clinical experience. You will receive a copy of this documentation for your personal files, and a copy will be in your student records.
5. Failure to demonstrate skills at expected levels for two consecutive clinical practicum is considered to be evidence of inadequate clinical performance. You will be recommended for dismissal from the program.
6. At the conclusion of each practicum or internship experience, you will receive verbal and written feedback from your clinical educator about your attainment of clinical skills based on the CSAR. Your clinical educator will provide two copies of the CSAR, which are signed and dated, and specify which competencies you have met via the practicum or internship. You are to maintain one copy for your personal files and the other will be placed in your clinical folder.
7. You are responsible for regularly tracking your attainment of the ASHA Standards, by reviewing your individual CALIPSO record and then initiating meetings with your faculty and clinical advisors to assure that they know which competencies have been met and which are still in progress.
8. It is also your responsibility to maintain evidence from your clinic practicum and internship experiences that documents your achievement of all clinical competencies across the graduate program. To document your acquisition of clinical competencies, you are encouraged to maintain a professional portfolio. Each semester, you will add documents to the portfolio that demonstrate your increasing skills in performing clinical activities such as administering and scoring assessment instruments, preparing an evaluation report, completing appropriate billing information, developing short- and long-term goals, designing a lesson plan, preparing a SOAP note, or implementing a specific treatment strategy. We recommend that you assemble a portfolio that includes electronic copies of the final (de-identified) versions of all clinical assignments identified as meeting ASHA Standards as well as paper copies of critiqued assignments. You are urged to periodically save back-up versions of this information.
9. If you fail to meet the ASHA Standards, you will not be recommended for Graduation.
10. Students will enter their accrued clinical clock hours in CALIPSO after each session and your clinical educator (s) will approve the hours entered by the student on a weekly basis. CALIPSO will provide an individual report for all clock hours earned and approved.

# PROFESSIONAL PORTFOLIO

A professional portfolio is an organizational tool that provides you with a means to document your progress toward achieving professional competence as a speech-language pathologist. Your portfolio is a personal representation of your journey through the master's program in communication sciences and disorders and should reflect what you have learned along the way, (i.e. formative assessment) about the practice of speech-language pathology as well as what you know and can do (i.e. summative assessment) by the conclusion of the program. The portfolio may include a variety of artifacts that demonstrate your knowledge, your skills, and your beliefs or attitudes about the practice of speech-language pathology. Just as an artist's portfolio shows the evolution of the artist's craft over time, your portfolio should demonstrate your growth and development as a speech-language pathologist. Those who access your portfolio should have a clear understanding of your current knowledge and skill levels and an impression of how you arrived at where you are today.

We recommend that you begin to collect artifacts from your courses and clinical practicum as soon as you begin taking classes. For both formats, you should date the completion of all materials, include any grading rubrics or instructor's comments, and remove identifying information for all individuals other than the author. You may want to store your artifacts in a three-ring binder or album. The portfolio should be designed so that you can add, delete, or edit materials easily. It is suggested that you organize information clearly with tabs or section dividers. Additionally, clear plastic sleeves or page protectors will allow for easy editing, as well as addition or removal of materials, as you make changes to the portfolio throughout your educational program.

The following is a list of suggested materials that could be included in your portfolio:

1. Informational Data Sheet (Name, Address, E-mail address, Phone number)
2. Table of Contents
3. Resume
4. Supervisory evaluations of all practicum and internships
5. Artifacts: "tangible evidence of knowledge that is gained, skills that are mastered, values that are clarified, or dispositions and attitudes characteristic of you" (Campbell, 2003). All artifacts must be the original work of the student. If an artifact has been modified, the original source must be cited. All artifacts must respect confidentiality by not disclosing names or any other identifying information. If artifacts contain photographs, videos, audio recordings, or student work, the candidate must have obtained a letter of consent /assent.

Research Papers  
Journal Article Critiques  
Service-Learning Projects  
Evaluation Reports  
Lesson/session plans  
Photographs of teaching and learning environments  
Documentation of pure-tone screening and audiogram  
Observation form (completed by mentor)  
Intervention management philosophy and plan

Research Proposals  
Research Presentations  
Case Studies  
Progress Reports  
Treatment plans  
Sample of student work  
Letters of recommendation  
Communication to parent/caregiver  
SOAP notes

# PRAXIS EXAMINATION

The School of Communication Sciences and Disorders requires that master's degree students in Speech-Language Pathology complete the Praxis Examination in speech-language pathology prior to their date of graduation. Students complete the exam in the second to last semester of the program.

Students who do not pass the Praxis Exam in speech-language pathology in the second to last semester in their program must contact the Master's Program Director to discuss the following options to insure on-time graduation: (1) retaking the Praxis Exam in either their second to last semester or last semester or (2) passing the Departmental Comprehensive Exam in their final semester.

## **Registration Information**

Online registration for Praxis is completed with the Education Testing Service ([www.ets.org](http://www.ets.org)). All test scores must be sent to the department code listed below to satisfy requirements for graduation.

**Test Name:** Praxis Speech-Language Pathology

**Test Code:** 5331

**Time:** 2 hours

**Number of Questions:** 120

**Format:** Multiple-choice questions / Computer-based

**Passing Score:** 162 (required for ASHA certification)

**Department Code:** RA0051

**ASHA Code:** R5031

**FL DOH Code:** R7115

**NOTE:** The program will not accept Praxis scores earned prior to enrollment in the second to last semester and the completion of all required core academic coursework.





# COMPREHENSIVE EXAMINATION POLICY

The School of Communication Sciences and Disorders requires that master's degree students in Speech-Language Pathology pass the CSD Comprehensive Examination in partial fulfillment of the master's degree in Communication Sciences and Disorders. This requirement will be waived if the student successfully passes the Praxis Examination in speech-language pathology prior to their date of graduation.

## **Procedure**

You are required to complete the Praxis Exam in your second to last semester in the Master's program. Students who do not pass the Praxis Exam in speech-language pathology in the second to last semester in their program must contact the Master's Program Director to discuss the following options to insure on-time graduation: (1) retaking the Praxis Exam in either their second to last semester or last semester or (2) passing the Departmental Comprehensive Exam in their final semester.

## **Registration**

Online registration for Praxis is completed with the Education Testing Service ([www.ets.org](http://www.ets.org)).

## **CSD Comprehensive Examination**

The CSD Comprehensive Examination requires that you integrate knowledge across the curriculum. The examination time will be limited to a maximum of 2 ½ hours and is to be completed in a single session in a designated classroom.

Students registered with the Office of Student Disability are eligible for test accommodations. In addition, if you are a non-native English speaker approved by the Educational Testing Service (ETS) to take the Praxis with special arrangements, you can also request test accommodations for the comprehensive examination. Documentation from ETS must be submitted to the Master's Program Director at the time of registration for the comprehensive examination.

## **Pass/Fail**

A passing score on the comprehensive exam is a 70%.

## **Unsuccessful Performance on the Departmental Comprehensive Examination**

Students who do not pass the CSD Comprehensive Examination will be required to retake the exam in the following semester and graduation will be postponed. Graduating students must be enrolled at UCF during the term of graduation (see UCF Graduate Catalog (<http://www.graduatecatalog.ucf.edu/content/policies.aspx?id=5700#Enrollment>)). Prior to retaking the examination, you will need to meet with the Master's Program Director to discuss area(s) of weakness. Procedures to register for the examination will be provided.

You will be allowed no more than two attempts to pass the departmental comprehensive examination. If you do not pass the Comprehensive Examination after two attempts, you will be dismissed from the Master's program.

**NOTE:** The program will not accept Praxis scores earned prior to enrollment in the second to last semester and the completion of all required core academic coursework.

# FINAL SEMESTER EXIT MEETINGS



All students are required to attend program exit meetings in their final semester of the program. Students will be notified approximately one month prior to the date of the meetings.

## **Clinic Exit Meeting**

The final clinic exit meeting will be an individual meeting with a designated clinical educator. After notification of the date of the exit meeting, students must call the clinic to set up an appointment for the clinic exit meeting. The purpose of the meeting is to verify that students have met all clinical competencies and required clinical clock hours.

The designated clinical educator will confirm that all clinical competencies have been met by initialing the ASHA Program Director Verification Checklist in the clinic areas. The clinic will collect these forms and deliver them to the Academic Advisor and Master's Program Director for completion. The ASHA Program Director Verification Checklist is the last page of the ASHA application; graduates must submit the original, signed copy when applying for ASHA Certification. The forms are completed and sent out graduates 4-6 weeks after graduation.

## **Academic Exit Meeting**

In the final semester, all students are required to attend a group meeting after the last day of internship. This meeting will be held the same day as the clinic exit meetings. The purpose of the meeting is to review important information related to graduation and the completion of the degree program. Students must complete the Master's exit survey prior to the meeting.

# Graduate Teaching Assistantships

## Graduate Student Assistant (GAs)

The School of Communication Sciences and Disorders and the UCF Communication Disorders Clinic employ graduate student assistants throughout the semesters contingent on funding. These students assist with advising and clinical operations and provide general faculty support in teaching and research. If interested, students must file an application with the school.

## Graduate Teaching Assistants (GTAs) and Tuition Waivers

Teaching assistantships are available through the School of Communication Sciences and Disorders contingent upon funding. The GTAs typically require between 10 (.25 FTE) and 20 (.50 FTE) hours of work per week and pay a stipend commensurate with the number of hours worked. Full-stipend students (20 hrs/wk) receive a minimum stipend of \$10,000 per academic year (fall and spring semesters) require students to perform assistantship assignments for a minimum of 20 hours per week and half-stipend (10 hrs/wk) students receive a minimum of \$5,000 per academic year. All Graduate Teaching Assistants are eligible for tuition waivers. Graduate Teaching Assistants with .25 FTE assignments receive a waiver for half of their tuition each semester. All Graduate Assistants with a .50 FTE appointment are eligible for health insurance. Specific questions concerning the amount of tuition included with Graduate Teaching Assistantship appointments may be directed to the UCF College of Graduate Studies at <https://graduate.ucf.edu/fellowships/>.

GTAs may become Graduate Teaching Associates, Assistants, or Graders and perform some of the following duties:

- Preparing materials for classroom presentations
- Monitoring and grading examinations
- Providing classroom demonstrations and presentations
- Teaching laboratory sections for phonetics, speech science and language development
- Conducting library research
- Holding office hours for students
- Providing review sessions for course material or examinations

You are encouraged to apply for positions as Graduate Student Workers or Graduate Teaching Assistants at the time of application to the program by obtaining an application from the School and submitting it to the front desk receptionist (See Appendix). In the application, you should note any special skills and experiences that you have had that would assist you in performing the duties of GTAs. On occasion, additional assistantships will be available as you progress through the program. Therefore, we encourage you to check back with us to determine if there are openings.

**Determination of Offers and Continuation of Appointments** Most fellowship awards and/or assistantships (GA, GTA, GRA) are for one-year and are made at the beginning of your graduate program. To continue to receive a fellowship award and/or assistantship, you must be in good standing and make satisfactory academic progress. To be considered in good standing, you must maintain the following standards:

- You must be fully accepted into a graduate degree program at UCF.
- You must be enrolled as a full-time graduate student.
- You must maintain a minimum graduate grade point average of 3.0 each term of the award.
- You must receive a satisfactory progress report from your academic advisor each term of the award.
- You cannot receive a grade of incomplete (I).
- You cannot be assigned a remediation plan.
- You cannot be in your final semester (full-time externship).
- You cannot be in non-compliance with the Golden Rule or ASHA Code of Ethics. (Look up language for OSC)

# Graduate Teaching Assistantships (continued)

Failure to meet any one of these standards will cause cancellation of the fellowship and/or assistantship. In rare instances, the College of Graduate Studies may grant exceptions to this policy after reviewing evidence of mitigating circumstances.

Each semester, your faculty mentor will evaluate your performance based on your assigned responsibilities. Continuation in your position will be based on satisfactory performance of all duties, recommendation of your faculty mentor, and satisfactory progress in your academic program.

## Other Financial Assistance Opportunities

There are a number of scholarship and fellowship opportunities available from professional, philanthropic, and other organizations. The following is a partial list of these opportunities:

AMBUCS Scholar Program	<a href="http://www.ambucs.com">www.ambucs.com</a>	April 15
ASHA	<a href="http://www.asha.org">www.asha.org</a>	Check website
Bilingual Therapies, Inc. Scholarship	<a href="http://www.bilingualtherapies.com">www.bilingualtherapies.com</a>	July 15 Novem-
FLASHA Graduate Student Scholarship	<a href="http://www.flasha.org">www.flasha.org</a>	March 15
Progressus School Therapy Career Vision Scholarships	<a href="http://www.progressustherapy.com">www.progressustherapy.com</a>	February 28 September 30
Sertoma Communicative Disorders Scholarship Programs	<a href="http://www.sertoma.org">www.sertoma.org</a>	March 30

# UCF COMMUNICATION DISORDERS CLINIC



The UCF Communication Disorders Clinic is the clinical centerpiece of the undergraduate and master's programs in the School of Communication Sciences and Disorders. The Communication Disorders Clinic has a threefold purpose:

- (a) to provide a quality clinical education for undergraduate and master's students in the UCF Communication Sciences and Disorders program;
- (b) to serve the needs of children and adults with communication and other associated disorders in the Greater Orlando area and region; and,
- (c) to provide a laboratory for student and faculty research in communication and related disorders.

To this end, the CDC offers a full range of services that address pressing community needs. One of the Clinic goals is to provide low cost services for individuals who are underinsured, uninsured or who have exhausted their insurance benefits. Therefore, it is the Clinic's policy to serve all individuals regardless of their ability to pay. Thus, with hardship applications and approvals, no clients are turned away because of an inability to pay.

At the UCF Communication Disorders Clinic, master's students evaluate and treat clients with various communication disorders under the direct supervision of certified, master's and doctoral level speech-language pathologists and audiologists. Each semester, the Clinic provides speech, language, and hearing services to over hundreds of children and adults from the Greater Orlando area, including Orange, Seminole, and Brevard, Osceola, Volusia and Lake counties. In addition, student clinicians and faculty participate in numerous community outreach activities, such as speech, language, hearing screenings for preschool children and adults. The UCF Communication Disorders Clinic houses specialty services provided by the Florida Alliance for Assistive Services and Technology, Inc. or FFAST Center, the Aphasia House, and the UCF Listening Center.



# UCF COMMUNICATION DISORDERS CLINIC

Currently, the UCF Communication Disorders Clinic provides services including but not limited to the following areas:

Aphasia	Assistive Technology
Aural (Re) Habilitation	Audiology
Bilingual Language	Augmentative and Alternative Communication
Child Language	Dementia
Dialect	Dyslexia
Feeding and Swallowing	Fluency
Dysphagia	Dysarthria
Literacy	Phonology
Traumatic Brain Injury	Severe Reading and Writing Disabilities
Voice	Articulation

## **Other Affiliated Facilities**

The following facilities serve as extensions of the UCF Communication Disorders Clinic. University faculty serve as the primary clinical educators. In all of the facilities, the clinical educators guide the students' development following the same standards as those embraced at the UCF Communication Disorders Clinic.

The services provided by these facilities are as follows:

- Area early childhood centers: speech, language and hearing screenings for preschoolers
- Brain Fitness: evaluation and therapeutic management of adults with early to moderate dementia

# SPECIALTY CLINIC CENTERS AND LABS

## **The Aphasia House**

The Aphasia House is located in Suite 300 of the Innovative Center. The Intensive-Comprehensive Aphasia Program (ICAP) was founded by Dr. Janet Whiteside, Ph.D., CCC-SLP, Clinical Educator. The ICAP is an innovative and intensive 6-week therapy program for stroke survivors. This life-enhancing program was offered for the first time during the 2008 summer session.



## **FAAST Center**



The Florida Alliance for Assistive Services and Technology Grant supports a service and resource center within the Communication Disorders Clinic. Augmentative and alternative communication devices as well as assistive technology resources are housed within the FAAST Center. These resources are available for trialing with clients, members of the community and students in the Department of Communication Sciences and Disorders. Materials are loaned out by following prescribed protocols, accessible in the FAAST Center. The FAAST Center is located in the Innovative Center, in Suite 250.

## **Fluency Clinic**

The Fluency Clinic offers services designed to assist speakers who may exhibit stuttering, cluttering, or other fluency disorders. Our Speech-Language Pathologists (SLPs) use self-report tests as well as observational data to aid in making appropriate diagnostic decisions. These diagnostic decisions lead to the recommendation of a treatment program that is unique for each individual. The lead faculty member in this area is an ASHA Board Recognized Certified Fluency Specialist.

## **Listening Center**

The UCF Listening Center serves children and adults who are deaf and/or hard of hearing as well as their families in aural (re)habilitation. The center offers access to listening and spoken-language services as early as possible in a child's development. The center also provides a unique opportunity for students to gain valuable experience in providing auditory-oral services and is a training ground for Listening and Spoken Language Specialists.



## **Voice Lab and Voice Clinic**

The Voice Clinic is located within the Communication Disorders Clinic. Equipment such as videolaryngoscopy, acoustic, aerodynamic and fiber-optic endoscopic evaluation systems are utilized for clinical teaching and research initiatives. The Voice Lab provides services to community members, students, staff and faculty requesting voice evaluations. Additional voice and resonance instrumentation is also available. The Voice Lab is located at 3275 Progress Drive, Suite A, adjacent to the main clinic building.

## **The Center for Upper Aerodigestive Functions**

The CUAF offers comprehensive upper aerodigestive evaluation and treatment services for patients and their families. Evaluations include FEES, VFS, MBS and upper airway evaluation. Intervention programs may incorporate exercise-based rehabilitation using MDTP, lingual resistance therapies using the IOPI and neuromuscular electrical stimulation (NMES) as well as other treatments.

# CLINICAL EDUCATION

## **Philosophy and Goals**

Supervised clinical practice is an integral part of the master's program in communication sciences and disorders. It provides you with an opportunity to apply academic knowledge to the evaluation and management of individuals with a wide variety of communication disorders. The primary goal of clinical education is to prepare speech-language pathologists who demonstrate general competence across the scope of practice in nine communication disorders areas that the American Speech-Language and Hearing association (ASHA) has identified, from infancy to the elderly. The nine disorders areas are: articulation, voice, fluency, receptive and expressive language, communication modalities, social communication, cognitive communication, swallowing, and hearing. Through sequenced clinical experiences and assignments, you will learn to:

- Analyze, synthesize and evaluate an extensive body of knowledge in communication sciences and disorders;
- Apply evidence-based practices in the selection of evaluation and treatment ;
- Achieve competency in prevention, screening, diagnosis, and treatment of clients with varied communication disorders;
- Communicate effectively and professionally;
- Employ self-evaluation strategies that lead to development of new and improved skills; and,
- Demonstrate ethical and responsible professional conduct with varying ethnic cultures.

The ultimate goal of clinical education is to provide you with the knowledge and skills to practice as speech-language pathologists in diverse educational, healthcare, and rehabilitation settings.

## **Clinical Practicum and Internship Experiences**

You will complete three clinical practicum and a diagnostic practicum in the UCF Communication Disorders Clinic and other affiliated facilities, as well as two internships (part-time and full-time) in schools, hospitals, rehabilitation centers, skilled nursing facilities, long-term care facilities, community clinics, and private practices. Through the practicum and internships, you will obtain a minimum of 375 clock hours of supervised clinical experience in accordance with the guidelines outlined by the American Speech-Language-Hearing Association (ASHA). Clinical practicum and internships vary in length and do not always coincide with the academic calendar. Upon completion of the master's level clinical education program, you will meet all of the requirements for certification by ASHA and the Florida Department of Education, and Licensure by the State of Florida. The following is a list of clinical courses:

- SPA 6551 Foundations of Clinical Practice: Level I (1 credit hour)
- SPA 6503 Foundations of Clinical Practice: Level II (1 credit hour)
- SPA 6503L Foundations of Clinical Practice: Level II Application (1 credit hour, taken twice)
- SPA 6553L Clinical Practice in Differential Diagnosis in SLP (1 credit hour, taken twice)
- SPA 6942 Foundations of Clinical Practice: Level III (1 credit hour)
- SPA 6942L Foundations of Clinical Practice: Level III Application (1 credit hour, taken twice)
- SPA 6943C Clinical Practice: Level I (3 credit hours)
- SPA 6946 Clinical Practice: Level II Part-Time (3 credit hours)
- SPA 6946 Clinical Practice: Level III Full-Time (10 credit hours)

# CLINICAL EDUCATION

## **Clinical Education Requirements**

Student clinic assignments provide opportunities to apply the knowledge and skills learned in the classroom to the evaluation and management of individuals with a wide variety of communication disorders. Thus, students are assigned to clients in disorder areas they have already covered in coursework, or on some occasions, are currently covering in coursework. We assign your first practicum experience during your second semester in the program. In this way, you will already have taken or currently be enrolled in the following courses:

- SPA 6204 Articulation/Phonological Disorders,
- SPA 6496 Language Disorders in Children & Adolescents
- SPA 6211C Voice Disorders
- SPA 6551 Foundations of Clinical Practice: Level I

By front loading your coursework, we are attempting to provide you with maximum knowledge and skill before your first clinical experience.

At the CDC and other affiliated facilities, clinical educators provide supervision in accordance with ASHA standards. We provide supervision of 25 percent of all treatment sessions, at a minimum; however, the amount of supervision is dependent upon the students' knowledge, clinical skills and experience related to the specific client or group of clients. We typically schedule our clients so that clinical educators may adjust the amount of supervision depending on your proficiency and the difficulty of the case. In addition to direct supervision, clinical educators schedule individual and group conferences to assist in planning for client management and to provide feedback relative to your performance. All practicum labs are scheduled with a coordinating weekly seminars to provide additional information about the management of the communication disorder area to which you have been assigned. Attendance at these seminars is mandatory and are a part of your clinical practicum obligation. Failure to attend will result in lowering your grade in the course and possibly revocation of your Clinic privileges.

## **Transfer of Clinical Clock Hours**

To satisfy the requirements for the Master of Arts degree in Communication Sciences and Disorders, you must complete a minimum of 400 clock hours of supervised clinical experience in the practice of speech-language pathology, including 25 hours of clinical observation and 375 hours of direct client/patient contact. The Department permits you to transfer all 25 hours of clinical observation and a maximum of 50 hours of direct client/patient contact from another college or university under the following conditions:

1. You submit an official record of your clock hours, signed by your clinical educator, to the Clinic Director at the UCF Communication Disorders Clinic.
2. The clinical educator must hold the Certificate of Clinical Competence in Speech-Language Pathology from the American Speech-Language-Hearing Association.
3. The clinical educator must have provided supervision during a minimum of 25% of your therapy hours and 50% of your diagnostic hours.
4. You must have received a grade of "B" or better if letter grades were assigned or a "Pass" if the experience was graded pass/fail.

# CLINICAL EDUCATION

## Clinic Expectations

Enrollment in clinic coursework and internships will place significant time demands on you during the week. For each 1 credit-hour lab assignment, you should be prepared to devote approximately 3 to 5 hours per week to planning, implementing, documenting and evaluating your clinical experiences. **Failure to do so will result in an incomplete. It is the student's responsibility to monitor the number of accrued hours each semester.**

It is important to remember that the welfare of our clients is just as important as your clinical education needs. In preparing for clinic, you must hold paramount the welfare of the clients you serve. Thus, you must always be prepared, provide your services competently, and act professionally by demonstrating the following:

- Abide by the ASHA Code of Ethics (<http://www.asha.org/default.htm>). Ethical violations may result in permanent dismissal from practicum placement opportunities and may also subject you to dismissal from the CSD program.
- Adhere to HIPAA guidelines (<http://www.hhs.gov/ocr/privacy/>). It is essential to protect the confidentiality of clients served at the UCF Communication Disorders Clinic and other affiliated facilities. Participation in clinic should be viewed as a privilege rather than a right.
- Maintain professional attire and demeanor at all times. Unprofessional conduct within the clinic or conduct that compromises the quality of the services provided to clients, may result in dismissal from clinical practicum placements and from the academic program. All students must maintain background clearance in compliance with regulatory standards for professional practice.

## Clock Hours

In accordance with the ASHA 2014 Standards for Certification, specifically Standard V-C, *The applicant for certification in speech-language pathology must complete a minimum of 400 clock hours of supervised clinical experience in the practice of speech-language pathology. Twenty-five hours must be spent in clinical observation, and 375 hours must be spent in direct client/patient contact.* (Council for Clinical Certification in Audiology and Speech-Language Pathology of the American Speech-Language-Hearing Association. (2013). 2014 Standards for the Certificate of Clinical Competence in Speech-Language Pathology. Retrieved 09/21/2015 from <http://www.asha.org/Certification/2014-Speech-Language-Pathology-Certification-Standards/>.)

- Beginning in the Fall semester, 2015, clock hours will be tracked in alignment with the Big Nine.  
**See Exhibit A**
- Students who enrolled in the program prior to Fall 2015 will have their clock hours tracked according to the previous designations. **See Exhibit B**



# CLINICAL EDUCATION

## Exhibit A (Students beginning in the program in the Fall 2015 and after)

### Required Hours for permission to start internship

BIG NINE	TARGET MINIMUM HOURS
ARTICULATION	Target: 30 hours/5 child/5 adult/6 DX
LANGUAGE	Target: 30 hours/5 child/5 adult/8 DX
COMMUNICATION MODALITIES	Target: 10 hours
COGNITIVE	Target: 10 hours
HEARING	Target: 10 hours
VOICE	Target: 3 hours
FLUENCY	Target: 3 hours
SWALLOWING	Target: 2 hours
SOCIAL	Target: 10 hours
TOTAL	Target: 108 hours (minimum)

**Re-**

### quired Hours for Graduation

In order to graduate, students are required to meet the minimum 375 clock hours (and 25 observation hours) with hours distributed across the Big Nine areas. Additionally, students must demonstrate they have met the competencies by obtaining a grade of Satisfactory (“S”), B- or better, as applicable, in all of their clinical practicum and internship courses.



# CLINICAL EDUCATION

## Exhibit B (Students beginning in the program prior to Fall 2015)

### Required Hours for permission to start internship

Adult Hours/Child Hours

AREA	Dx	Tx	Dx	Tx
Speech	10	15	10	15
* Articulation				
* Voice				
* Fluency				
Language	10	15	10	15
* Rec/Exp Language				
Total	20	30	20	30

mission to start internship is 10 hours. \*\*\*Required hours in Audiology for per-

Grand Total 100\*\*

### Required Hours for graduation

Adult Hours/Child Hours

AREA	Dx	Tx	Dx	Tx
Speech	20	20	20	20
* Articulation				
* Voice				
* Fluency				
Language	20	20	20	20
* Rec/Exp Language				
Total	40	40	40	40

10 \*\*\*Required hours in Audiology for graduation is hours.

\*\* The chart above indicates minimum of hours for the designated areas.

375 clock hours (and 25 observation hours) are required for graduation from the program.

# CLINICAL EDUCATION

## Communication Competence

The procedures described below, adopted by The School of Communication Sciences and Disorders faculty, assure that master's students exhibit speech and language skills adequate for satisfactory performance as professionals working with individuals with communication disorders.

All master's students enrolled in The School of Communication Sciences and Disorders Program will be screened for hearing acuity, oral/written speech and language competency during their first semester. Screening is performed by master's student clinicians enrolled in practicum SPA 6943C. Students identified by this screening process or by individual faculty members as having potentially disordered speech or language are requested to have a complete speech and language evaluation. If speech/language therapy is recommended, the student may elect to receive these services, at no cost, through the Communication Disorders Clinic.

All master's students must have oral language skills that will allow them to model, demonstrate, and describe the oral language targets needed by clients. Oral and written language skills must be sufficient to allow master's students to effectively explain, describe, and interpret evaluation results, treatment plans, and therapy activities to clients. If a student is identified by the screening or a faculty member as having oral or written language abilities that could interfere with the clinical aspects of training, a conference will be scheduled with the student and the faculty member or advisor and the Clinic Director.

The purpose of the conference will be to develop a plan to assist the student in acquiring the oral or written language skills needed. Master's students who are working toward acquiring effective oral and written language skills may only enroll in clinical practicum upon the approval of the Clinic Director. Master's students who are working toward acquiring effective oral and written language skills and are allowed to enroll in clinical practicum may have their clients selected or limited to those for whom the master's student clinician has the oral and written language skills to work effectively with them.

## Insurance

The University of Central Florida maintains a student practice liability insurance policy for all clinicians registered for clinical practicum through the School of Communication Sciences and Disorders. No student is allowed to accrue client contact hours in Clinic without being registered for the appropriate clinical practicum. All clinicians complete a Student Liability Insurance form when they pick up their semester assignment on the first day of the new semester. **It is expected that clinicians maintain their own health insurance coverage either through a private healthcare plan or through the Student Health Services.**

# CLINICAL EDUCATION

## **Clinical Assignments**

Clinical assignments are made so that each student will meet the requirements for certification by ASHA. Each student is responsible for completing the Clinician Schedule Form and turning it in by the deadline date to ensure timely assignment.

Clinical assignments are disseminated to the students on the first day of each semester. Students are to verify days and times for therapy with each client and make an appointment with their assigned clinical educator.

## **Mandatory Meetings**

During the first week of the semester, mandatory master's clinician meetings are held to present the requirements for the clinical semester for all clinicians registering to participate in clinical education in the on-campus Clinic. All master's clinicians are expected to attend the mandatory Clinic meetings. The times and locations are announced via email notices and postings of the meetings in the Clinic. Additional clinical meetings may be called during the semester.

Affiliated practicum sites, such as Orange County Public Schools, may require meetings prior to beginning the assignment. If a student misses the required meetings, then it is at the discretion of the clinical educator to allow the student into the practicum. Student clinicians are responsible for attending meetings as part of their clinical education.

All clinicians assigned clients during any semester are expected to meet with their assigned clinical educator prior to the provision of speech-language and hearing services. These meetings include SPA 6503 Foundations II, SPA 6942 Foundations III, and SPA 6943C Clinical Practice I.

## **Rooms**

Rooms are assigned for each session at the beginning of the semester. Any changes need to be communicated to the clinical educator and front office staff. Each of the treatment rooms is furnished with a table and four chairs. If furniture must be removed or substituted during a session, the clinician returns it to its proper place at the end of the session. All rooms must be cleaned following each session following the policies and procedures.





# CLINIC DRESS CODE

The Communication Disorders Clinic provides services to the community for reimbursement. Participation in clinic is viewed with importance equal to that of a job. Student clinicians are expected to conduct themselves professionally and to dress for a professional business environment.

The School of Communication Sciences and Disorders has a mandatory uniform. The approved attire is:

- Black polo (polyester or cotton) with the approved logo (School of Communication Sciences and Disorders)
- Black or khaki slacks (no denim, stretchy, or tight fitting materials)
- Black knee-length skirt unless a longer skirt is a religious requirement

Students are responsible for making sure the uniform tops and bottoms do not leave skin exposed (excessive cleavage, tops of undergarments at the waist, etc.).



**Pur-**

## **chase Information:**

The approved vendor for the UCF/CSD Polo is Promoversity ([www.promoversity.com](http://www.promoversity.com)).

Contact: Sarah Carnes

[sarah@promoversity.com](mailto:sarah@promoversity.com) / (877) 737-7137 phone / (413) 282-9591 (fax)

Bulk purchase of pre-ordered shirts will be arranged through the clinic at the close of each semester in preparation for the upcoming semester. Should you elect to purchase on your own, the following vendor information is included.

- Contact Maggie at (877) 737-7137
- State that you are calling from UCF regarding the CSD polo program
- Provide style # of preferred shirt
- Provide payment information (e.g. credit card or check and billing address)
- Provide your home shipping address



# CLINIC DRESS CODE

## **The uniform must be worn for the following:**

- All activities conducted in any area of the UCF Communication Disorders Clinic whether students are providing client services or visiting the student workroom area. (Including the FAAST Center and the Aphasia House.)
- All service learning activities on and off campus.
- Any activities in which you, as a student, are representing the Department (Voice Day, preschool screenings).
- All UCF clinic outsourced sites (Brain Fitness, Friday Only Club outings, etc.).
- Any part or full-time internship site unless an alternate uniform is required at that site/location.

## **What is considered acceptable and unacceptable dress is noted below:**

ACCEPTABLE DRESS	UNACCEPTABLE DRESS
Sandals and low heeled shoes Slacks, including Dockers Polo Shirts	Blue jeans/denim pants of any kind (5 pocket pants are considered denim) Skin tight pants or tops, including leggings and spandex pants Shorts of any type Flip-flops, rubber sole shoes with laces, athletic shoes, combat boots, Toms or Toms-like shoes Hats/head coverings, unless used for religious purposes

### **HAIR:**

Hair, including facial hair, must be clean, neatly groomed and well-maintained taking consideration to ensure it is not a distraction. Messy up-dos with buns or clips are not acceptable. Unnatural colors of hair dye are not permitted.

**JEWELRY AND BODY ADORNMENT:** Facial piercings and piercings other than ear piercings, should not be worn as it is not acceptable business attire. Gauges are not acceptable. Jewelry should not be distracting. Large bracelets that “clang” on the table should be removed. Tattoos must be covered at all times in the clinic.

**SHOES:** Although sandals are acceptable in clinic, shoes must be clean and in good condition. Backless shoes may be worn, provided they do not slip off of the foot easily and pose a potential cause of injury. Shoes must have a leather or leather-like sole. Rubber soles as in flip-flops, sneakers, Converse or other athletic shoes are not permitted. Color choices for shoes should coordinate with recommended attire: black, dark brown or khaki. Off-site placements may require soft-soled, closed shoes and students are required to comply.

**HOSE/SOCKS:** Hose and socks should complement the colors of your uniform.

**FOR WARMTH:** Student clinicians may wear a short-sleeved or long-sleeved tee shirt under their polo and/or a solid colored sweater over the polo. Color choices for tee-shirts/sweaters include: black, gold, white, dark brown, khaki or other color that complements the color of the uniform. Hooded jackets (hoodies) and hooded sweaters are NOT to be worn in clinic or while performing clinical responsibilities.

Please note, the Clinical Educators in charge reserves the right to make final decisions concerning appropriate dress.

# CRIMINAL BACKGROUND CHECKS

Departmental policy requires background checks to be obtained by all entering master's students in The School of Communication Sciences and Disorders program, beginning Fall 2007. During the mandatory orientation of newly admitted master's students, information regarding the background checks will be shared and disseminated. Students will have the opportunity to complete their fingerprinting during their first semester in the program, on-site in the clinic, on a predetermined scheduled date. If the student is not able to attend on the day of the fingerprinting, it is the student's responsibility to obtain the necessary fingerprinting at a local facility that is certified to complete the background check.

All graduate students in The School of Communication Sciences and Disorders work with vulnerable populations in the provision of speech, language and hearing services and have access to confidential client information. Therefore, the Department requires you to sign a form every year stating that your status, documented on the criminal background check, has not changed. Changes to your status may serve as grounds for denial of enrollment in clinical courses and placement at clinical sites, removal from clinical courses and sites, or ultimately in dismissal from the program.

**Off-Campus Practicum and Internship Placement:** Prior to placement in practicum and internship sites, you may be required to comply with additional background check requirements for a specific site.

## **Appeals Process**

If you commit a criminal offense other than a minor traffic violation after admission to the graduate program, you must notify the Graduate Program Coordinator within 72 hours of the offense. Failure to notify the Department may result in immediate dismissal from the program. The appeals process for reinstatement in clinical courses, clinical placements, or the graduate program is as follows:

- Contact the Clinic Director to discuss the offense.
- Submit the following documents to the Executive Committee in one packet:
  - \* Arrest and court records of the offense (s), including the final disposition (s). Every page of the court records must have a court seal. If the official records are not available, you must submit a letter from the court and/or law enforcement agency on official letterhead with the court or agency seal on it stating that the record has been purged.
  - \* Proof of the restoration of your civil rights if they were taken away due to an offense.
  - \* A letter that explains the offense, the circumstances surrounding it, and how you propose to rehabilitate your reputation and standing in the profession.
  - \* Letters of recommendation from three people, including one from a current or most recent employer, who can endorse you as a future health provider. Letters from family members will not be accepted.
- Present your appeal to the Executive Committee of the School in person, if you elect to do so. The committee will review all documents, discuss the appeal with you if you choose to be present, render a decision, and send a letter to you with the result of the appeal.

# SOCIAL MEDIA POLICY

ASHA and the School of Communication Sciences and Disorders recognizes that social media have become important and influential communication channels for our community. Blogging and other social media applications have become increasingly important arenas for the kind of engagement and communicating we encourage. Online social media enables individuals to communicate their insights, express their opinions and share information within the context of a globally distributed conversation. Each tool and medium has proper and improper uses. While ASHA and the School encourages all of its members to participate in a global conversation, it is important for members who choose to do so to understand what is appropriate, recommended, expected and required when they discuss ASHA-related topics, whether at work/school or on their own time.

The overall goal of this social media policy is to help clarify how best to enhance and protect the personal and professional reputations of our students, faculty, staff, and clients when participating in social media. It is important to keep in mind the privacy concerns inherent in using social media websites. Any information posted on them can be made public, even when information has been deleted by the user in some cases. Information can be shared with many people with just a click of the mouse. Therefore, the experts encourages all those participating on the sites associated with the School to exercise caution and responsibility when using social media sites.

It is highly recommended that graduate students utilize and implement the highest privacy settings on social media sites. In today's world, it is not uncommon for parents of clients and or personnel from off campus settings to look up a potential graduate student on social media. Please make sure this is attended to prior to beginning the graduate program.

**Purpose/Intent:** This policy provides guidance regarding the appropriate use of the internet and social networking websites for communication.

**Summary:** Inappropriate internet and social networking communication is unprofessional. If a student is found to engage in inappropriate internet and/or social networking activities, and specifically any communication that involves client protected health information, there will be serious consequences. Action will be taken in accordance with HIPAA Policies up to and including dismissal from the program.

The School supports the proper use of social media and recognizes the need to manage the use of social media in the workplace to protect the reputation of the College, as well as to ensure the privacy of their staff, faculty and clients that we serve in the UCF Communication Disorders Clinic, to include clients in off-site clinical assignments and affiliated externships.

**Definition of Social Media:** Social Media includes but is not limited to blogs, online discussion boards, online communities, social networks, microblogs, photo and video sharing sites. Examples include, but are not limited to Facebook, Instagram, LinkedIn, Twitter, Flickr, YouTube and online comments sections.

# SOCIAL MEDIA POLICY

**General Information:** Students need to be cognizant that when posting content online, they are representing the university and the Communication Disorders Clinic. Students are subject to the University Use of Information Technology and Resource Policy 4-002. Students should be aware that:

- All material published on the internet should be considered public and permanent.
- Any information posted on a social networking site may be disseminated (whether intended or not) to a larger audience, and that the post may be taken out of context or remain available in perpetuity.
- There is no expectation of privacy when using institutional computers and electronic devices.
- Students should carefully consider and implement the privacy settings on all social networking sites; however, designating your personal account as “private” does not limit one’s liability or culpability for adhering to the social media policy.
- Limit internet use for social networking to your personal time only and by utilizing your personal equipment.

**Professionalism:** The tone and content of all electronic conversations should remain professional and respectful. To use social media and social networking sites professionally students should:

- Refrain from posting unprofessional images or behavior that may tarnish their professional image and impair their ability to practice effectively, become licensed, and/or participate in positions of trust and responsibility within an institution or within the community.
- Never post any material that is obscene, defamatory, profane, libelous, threatening, harassing, abusive, hateful, or embarrassing to another person or any other entity.
- Never use social media to discriminate or harass any individual based on race, color, gender, religion, national origin, disability, age, veteran status, genetic information or any other characteristic protected by state or federal law.
- Never use social media to impersonate another user or mislead a recipient about one’s identity.

**Protecting Privacy/Confidentiality:** In any and all settings, patient privacy and confidentiality must be protected at all times, especially on social media and social networking websites. Online communications are held to the same laws and policies as offline communications.

- Privacy and confidentiality between clinician and client are of the utmost importance. All health care providers have an obligation to maintain the privacy of health information as outlined by the Health Insurance Portability and Accountability (HIPAA).
- Identifiable protected health information (PHI) should never be published/posted on the internet. This applies even if no one other than the client is able to identify him/herself from the posted information. Client images should be only obtained with written consent, and then only using institutional hardware, and never using student’s personal equipment. Client images must be stored and/or transmitted only using institutional hardware, and never on personal equipment or posted online.

# SOCIAL MEDIA POLICY

- Each individual is responsible for the content of his/her own posts and blogs, including any legal liability incurred (HIPAA or other).
- Students should never mention clients' names, refer to them by code names, post pictures of them, or post any identifiable information of clients.
- Personal phones, personal cameras, iPads and other personal devices shall not be used to photograph, film or record clients or to receive, store or transmit individually identifiable information about clients.

## **Respecting Copyright laws**

- Students must avoid discussing any sensitive, proprietary, confidential, or financial information about any institution. Any material posted by a student that identifies an institution in which the student has worked or is working should have prior written authorization by the appropriate official of that institution.
- Unauthorized use of institutional information or logos is prohibited, including but not limited to UCF and affiliates.
- No institutional phone numbers, email addresses, or web addresses may be posted to a website without written permission from an authorized institutional official.

## **Interacting with Patients:** To maintain appropriate professional boundaries and compliance with HIPAA:

- Students should not “friend”, “Connect with”, or “follow” clients on any social networking site or review clients profiles on these sites.
- It is never appropriate to provide specific professional advice to a client on a social networking site.

**Posting with Caution:** Postings within social networking sites are subject to the same professionalism standards as any other personal interaction. Remember that online activities, even those that seem private, can become public if content is copied, forwarded or printed. Text, images and video can remain on the internet even after efforts have been made to remove them. Students should routinely monitor their own “internet presence” to ensure that their personal and professional information posted by them or others is accurate and professional. This includes making an effort that they are not “tagged” in images posted by others that might be seen as portraying them in an unprofessional manner. Students should ensure that they have implemented appropriate privacy settings to avoid inadvertent dissemination of personal information to others outside of their control. **Students are strongly encouraged to take a moment to reflect before every posting to a social media site to consider if the posting could potentially violate any client privacy laws and/or the content of this policy. If there is any doubt, students should not continue with the posting.**

**Policy Violations:** Failure to comply with the provisions of this policy, as well as the HIPAA policy, will result in corrective action up to and including termination from the program.



# CLINICAL SKILLS ASSESSMENT

The Clinic uses the **Clinical Skill Acquisition Rubric (CSAR)** form for assessment of the clinician's interpersonal, written, oral, evaluative, and intervention skills observed during the course of therapy interactions. The student completes the CSAR self-rating during the first three weeks of the semester as the entry point for formative assessment. Clinicians receive feedback following each therapy session in written and oral forms, addressing strengths and weaknesses observed.

At the midterm point of the semester, the clinical educator provides formal assessment, using the CSAR form, and completes the first part of the formal cycle of formative and summative assessment. Feedback to strengthen or improve observed areas of weakness is provided by the clinical educator, as is feedback about the clinician's strengths. Both individuals are expected to sign and date the midterm CSAR in the area designated on the form.

If the clinical educator feels a student may be at risk for failing to meet expected competencies, a clinical support plan will be implemented. See the Clinical Progress Monitoring section of handbook for more information about the remediation process.

At the close of the semester, the clinical educator provides summative assessment information, again using this CSAR form, and completes the summative assessment. Feedback to strengthen or improve observed areas of weakness is again provided by the clinical educator, as is feedback about the clinician's strengths. This exchange occurs during the final conference between the clinician and the clinical educator. A grade is assigned for the clinician's work during the semester. Both the student and clinical educator sign and date the CSAR in the area designated on the form.

The original CSAR form becomes part of the student's permanent clinical record; a copy of the CSAR form is provided to the clinician at midterm and final points of the semester upon request. The clinical educator enters midterm and final grade assessments in the clinician's CSAR electronic portfolio.



# CLINICAL SKILLS ASSESSMENT

The Clinic uses the CSAR-D (Diagnostics) form for assessment of the clinician's interpersonal, written, oral, and evaluative skills observed during diagnostic sessions. The CSAR-D is provided by the student during the initial meeting with the clinical educator and serves as the entry point for formative assessment. Clinicians receive feedback following each diagnostic session supervised by the clinical educator in written and oral forms, addressing strengths and weaknesses observed. The clinical educator enters grading for the clinician's diagnostic following completion of all report requirements, thus completing the summative portion of this process. Both are expected to sign and date the diagnostic CSAR in the area designated on the form.

The original diagnostic CSAR form becomes part of the student's permanent clinical record; a copy of the CSAR form is provided to the clinician following entry of the assessment data in the clinician's CSAR electronic portfolio.

The UCF School of Communication Sciences and Disorders Program has adopted CALIPSO as a method to collect, track, analyze, and report student's achievement of the ASHA standards and accumulation of clinical clock hours. CALIPSO is a web-based application and provides an efficient and secure system that is available 24/7 to faculty and students.

Once enrolled in clinical practicum, students will enter the clinical clock hours earned during a practicum experience. During end-of-semester exit interviews, clinical faculty will approve the saved clock hours and place a hard copy in the student record.



# CLINICAL SUPERVISION

## **Supervisory Conferences**

Initial clinical educator/clinician conferences are used to define responsibilities for lesson plans, evaluations, videotaping, observations, reports and other clinical matters. Generally, each clinical educator and clinician will schedule a weekly conference or meet briefly after a session. These meetings allow for the evaluation of past therapy sessions to identify areas of strengths and weaknesses, to discuss proposed plans, to communicate upcoming responsibilities or jointly work on personal goals established by you.

## **Supervisory Approaches**

Clinical educators may use one or more of these supervisory approaches with you during your education at the Clinic:

**Samples:** The clinical educator may provide examples of lesson plans, session analysis, SOAP notes or reports.

**Joint Planning:** The student and the clinical educator may write a lesson plan and/or objectives together. The student may formulate step-by-step strategies for conducting the therapy activities.

**Role Playing:** The student and the clinical educator may role play therapy procedures as each one assumes the client or clinician stance.

**Demonstration Therapy:** The clinical educator models a part of, or entire therapy sessions while the student observes and analyzes specific intervention techniques.

**Structured Observations:** The student may arrange to observe another clinician who demonstrates strong clinical skills in specific areas, particularly those in which you are experiencing some difficulty. During the observation, the student should gather ideas and strategies that could be implemented in his/her therapy sessions. Data collection may be practiced as well.

**Videotape and/or Audiotape:** Reviewing of video and audio taped sessions may be completed by the student and/or the clinical educator in order to identify the strengths and weaknesses of the session. In addition, the student and the clinical educator can view tapes together. Together concrete solutions and strategies may be identified.

**Script Taping:** The student and/or the clinical educator may transcribe directions and models given during the therapy session to be further analyzed and evaluated. The clinical educator should provide specific feedback regarding alternatives to the students' choices or implementation of strategies.

**Observation by Other Clinical Educators:** Other clinical educators may be asked to observe a student in order to provide additional specific feedback based on the data collected during observation.

**Joint Evaluation:** The student and the clinical educator may evaluate your session through written analysis. These evaluations would be shared and compared to obtain clinical educator-clinician accuracy and agreement.



# CLINICAL SUPERVISION

The relationship between a graduate student clinician and a clinical educator is a complex one. The clinical educator has many roles: teacher, mentor, and supervisor. It is the clinical educator's responsibility to integrate these roles in a way to help a graduate student clinician develop into an effective professional. The clinical educator is also ultimately the professional responsible to the client. Therefore, it is important for the graduate student clinicians to strive to implement changes in the clinical practice when recommended by the clinical educator. It is also important for the graduate student clinician to take responsibility of his/her own clinical development. This requires frank and open discussion with the clinical educator about additional support or explanation that may be needed for success.

## **Lines of Communication: Protocols for Filing Grievances**

In the event that the student has a concern regarding the clinical education support of their practicum experience, including supervision, formative or summative evaluation, the following steps should be taken:

**Step 1:** The student should directly discuss the concern with the supervising clinical educator. A discussion with the clinical educator should include information about individual learning styles and suggestions about the most beneficial supervisory style for the individual student clinician.

*If the concern is not resolved:*

**Step 2:** The student should contact the Clinic Director who will, in turn, hold a meeting with the clinical educator and student. The Coordinator of the Board of Clinical Educators acts as a facilitator during the meeting.

*If the concern is not resolved:*

**Step 3:** The student should contact the Graduate Student Advisory who may contact the School Director of the Department of Communication Sciences and Disorders and the student's faculty advisor. Additional meetings with the aforementioned faculty may take place. The Department's Ex executive Committee may also be advised if asked by the Director of the Department of Communication Sciences and Disorders.

*If the concern is not resolved:*

**Step 4:** The student should follow formal university grievance or appeals procedures.



# HIPAA POLICY

## **Confidentiality Policy and Procedures**

The University of Central Florida's Communication Disorders Clinic is a covered entity under the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and the individually identifiable health information relevant to a client's record is considered protected health information. In accordance with HIPAA, use of client records is restricted to only those individuals directly involved with the client. Only those persons in the Communication Disorders Clinic needing access to protected health information to carry out their duties are allowed access to a client chart.

The Communication Disorders Clinic conducts HIPAA awareness training for all personnel including faculty, staff, graduate assistants, and work-study students. The Clinic provides training prior to clinician, faculty and staff members' initial assignments and thereafter on an annual basis or within a reasonable period of time following any material change in the Clinic's policies or procedures, whichever is earlier. The training sessions include all students in clinical practicum. Written documentation of training sessions for faculty and staff and other personnel is filed with the Clinic Director.

### **Confidentiality Procedures**

1. Client files and information must be kept confidential. At no time, should the file or any part of the file be removed from the Clinic. Students may use the file in the Clinic only in the designated work area.
2. Client files (reports, lesson plans, etc.) may not be copied for any reason. The student may take notes on any part of the client's file, but use only the de-identified client code.
3. When emailing reports, use the designated de-identified client code.
4. At the end of the semester, DELETE all de-identified notes and reports from your electronic records. No protected health information (PHI) can be contained in any electronic form on any personal devices. Non-compliance with this procedure could result in failure of a practicum.
5. Client documentation may not be worked on in any public locations, including other campus labs.
6. Student clinicians may NOT work on reports at home, unless designated de-identification procedures are followed. Photocopying/photos or imaging of any information in client charts is strictly prohibited.
7. Student clinicians may not use personal devices (phones, iPads, laptops) to take pictures or record clients. Additionally, student clinicians must follow confidentiality procedures in regard to social media (See Social Media Policy page 42-44).
8. Procedure for finalizing reports with PHI:
  - Obtain permission from your Clinical Instructor that no further edits are necessary.
  - Check out an encrypted drive from front desk with your driver's license.
  - Using only the workroom desk top computers, you may finalize a report (diagnostic or progress) with the client's full name and any other identifying information. You must print this final report on the workroom printer.
  - Save final version on the encrypted drive and return it to the front desk. After the drive has been returned, your driver's license will be returned to you.
9. Student clinicians may not contact clients personally for any reason outside of their clinical responsibilities.

In accordance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and the ASHA Code of Ethics, all information concerning past and present clients is strictly confidential. The following information is not to be divulged to anyone without express and written permission:

- Name of client
- Nature of the problem
- Family information
- Audio recordings of the client's speech
- Lesson plans
- Test results



# HIPAA POLICY

## HIPAA Violations

A HIPAA violation occurs when one or more of the outlined procedures from the clinics' Policy and Procedures and the Master's Student Handbook is breached or when an act/breach is deemed a violation by the Clinic Director in consultation with the School Director, Master's Program Director, and UCF General Counsel.

When violations occur, the following consequences and actions will be taken:

- \* Violations will be reviewed by the Clinic Director, School Director, and Master's Program Director.
- \* Violations will be classified as intentional or unintentional based on:
  - a.) the nature of the breach
  - b.) the prior knowledge a student clinician had regarding the type of information involved and/or the student's prior knowledge of the client's authorization to share protected information.

An intentional breach of HIPAA confidentiality will result in immediate review of the circumstances by the Clinic Director, School Director, and Master's Student Handbook. A student who has engaged in an intentional breach will be recommended for dismissal from the program.

First time offenders of a breach in confidentiality, if occurred unintentionally, will result in a warning and discussion of the incident with the Clinic Director.

A second breach in confidentiality will result in the recommendation of the student's grade being lowered by one letter grade for the clinical experience. Due to the nature of the offense, the Clinic Director and Master's Program Director will be informed and will bring forward to the Chair of the Department. The Clinic Director, Master's Program Director and the School Director will make the final determination as to the recommended grade change.

Any student who should have a third offense in breach of confidentiality will fail for that semester in Clinic receiving an "F" for the grade. Determination as to the student's continuation in the graduate program will be at the advisement of the Clinic Director, Master's Program Director and the School Director. Determination as to accrued clinical hours during that practicum will be at the advisement of the Clinic Director, Master's Program Director and the School Director.

**Violations will be cumulative throughout one's graduate program.**

# CLIENT INFORMATION

## **Scheduling and Attendance Policy**

It is the policy of the Communication Disorders Clinic to schedule clients for services based on their waiting list order. This order is determined by the date on which the Intent to Participate form is returned to the Clinic .

Exemptions are occasionally made to this policy. Exemptions may take into consideration the nature and severity of certain communication disorders, research/grant needs and the clinical requirements of students as reflected by the accreditation policies of the American Speech-Language-Hearing Association.

If a client is being dismissed but the clinician and clinical educator feel a re-evaluation is appropriate in 3-6 months, the client completes the Intent for Evaluation form, specifies the service need and turns this form in to the Clinic Secretary for follow up at the time specified on the form.

If a client is absent for two or more treatment sessions are missed per semester, continuation of services may be discontinued at the discretion of clinic management. Failure for the client to notify the clinic of a cancellation may result in a \$25.00 charge (no call, no show) per incident. Inconsistent attendance may place the continuance of services in jeopardy.

## **Child Information (including parent observation)**

The Clinic asks that parents/guardians escort their child into the building, unless the child drives himself or herself to the session or unless prior written arrangements are made with the clinical educator in charge of the case. The child sits in the waiting room with the parent or the parent delivers the child to the clinician for treatment. Parents are expected to pick up children **immediately** upon the completion of the therapy session. Children will not be allowed to wait for parents outside the building or to remain in the building unattended. Failure to comply with these rules may result in dismissal from treatment.

## **Safety Information and Procedures**

All clients certify that their health status allows them to visit the Clinic for services. Each client should have on file at the Clinic an emergency contact name and (cellular) telephone number for use in contacting a family member, guardian or caregiver in the unlikely event of an emergency. Minor children should not be left unattended in the Clinic or without prior arrangements being made for an alternate caregiver in the absence of the responsible parent or guardian.

## **Client Feedback Procedures**

At the end of each semester all clients or their families are provided with an opportunity to give feedback on the quality of services received in the Clinic that semester. The clinical educator in charge of supervising the case distributes the Consumer Satisfaction Survey to adult clients and to parents/guardians of child clients. The survey is anonymous and is returned to the locked box at the Front Desk of Suite 500 by the last day of therapy services. Feedback is critical in maintaining the quality of the Clinic and its services.

# CLIENT INFORMATION

Students should avoid the following circumstances that may lead to violations of confidentiality:

- Conversations with other professionals not involved with the client
- Taking materials pertinent to a client out of the Clinic
- Reports, lesson plans, or materials left in a notebook, on a computer screen, or on a table where others may read them
- Conversations in the Clinic which may be overheard by other people, including other clinicians

## Client Records

Active client records are stored in the main Clinic office in a locked file cabinet. These records are for clients who are being served, whether in diagnostic or management for speech, language and hearing services. The records are accessible by clinicians, clinical educators or observation students involved with a given client, however, in order to obtain the information, students need to sign the file out from the front office.

Under no circumstances are files or client documents to be removed from the Clinic.

**Inactive charts are held for a period of seven years.**



# FACILITY INFORMATION

The Communication Disorders Clinic is the clinical extension of the School of Communication Sciences and Disorders within the College of Health Professions and Sciences at the University of Central Florida. Faculty offices for the Communication Disorders Clinic are located in the Innovative Center - Suites 500 and 300. The School of Communication Sciences and Disorders is located in the Health and Public Affairs II building, Room 101 where academic faculty maintain their offices. Classrooms are found throughout the campus and are assigned each semester by the University. Room assignments are found in the online semester class schedule. Additional facilities are described below.

## **Clinic Front Office**

The Clinic Front Office contains the case files, forms, records, and other information necessary for client intake, scheduling and billing. Questions concerning clinic office operation are directed to Clinic Staff. The Clinic Front Office is located in Suite 500 of the Innovative Center.

## **Resource Rooms**

Diagnostic materials are stored in room 532 across from the front desk and in the Aphasia House. Students reserve diagnostic materials in the "Future Reservation Log" located at the front desk. Diagnostic materials are to be checked out at the front desk in the resource check in/check out binder. Protocols for testing materials are obtained from the front desk staff in Suite 500.

## **Audiology Suite**

This room contains a fully equipped audiology test suite that is used for student audiological experience. Audiometers, books and other materials related to hearing, aural rehabilitation and anatomy are stored in this area. The Audiology Suite is located in room 528.

## **Toys**

Books, toys, kits, and materials for both evaluations and therapy are kept in the Student Work Room. Materials are marked and should be returned to the proper shelf or bin after use. If you have difficulty finding a specific material, locate Clinic staff or a graduate assistant for help. The Student Work Room is located in room 538.

## **Laptop Computers and Software**

Laptop computers are available for check-out at the front desk for use within the clinic. There are a number of diagnostic and therapeutic software programs available for use.

## **Observation Areas**

The clinic has an observation room for the family members of the clients. The observation room is room 539. Viewing access requires front desk personnel to sign onto the computers to view sessions. Undergraduate/graduate observations may occur in the clinic on a limited basis, and students are required to sign up for available times in order to attend.

## **Student Work Room**

This room is set aside for students to use when preparing for therapy and diagnostics or when developing lesson plans and reports. Announcements regarding clinical activities are posted in this room. Students have the responsibility for maintaining the files, forms, and records of evaluations and therapy under the direction of their supervising clinical educator. There are 8 computers and 2 laptops in the main Student Work Room in room 538. Please be sensitive to your fellow clinicians and keep talking to a minimum in order to maintain a quiet work environment.

## **Student Mailboxes**

Mailboxes for all clinical students registered in the graduate program are located in the student work room. There is a list of mailbox numbers and persons assigned to that mailbox number on the shelving unit. Be sure to check this list at the beginning of each semester because each semester your mailbox number may change.

# FACILITY INFORMATION

## Therapy and Diagnostic Materials

1. Materials (books, therapy aids, tests, etc.) are kept in the Resource Room, room 532 across from the front desk.
2. All materials stored in the clinic must be checked out. All items must be returned at the close of the clinic day. ***Do not give the test or materials to another student without changing the name in the check in/ check out binder. Each student will be held responsible for materials they check out.***
3. Tests may be checked-out overnight after 5pm and must be returned by 9am the following day. Check the black “Reservation” binder to make sure an item has not been reserved for early morning use. The same procedure for checkout as noted above is used.
4. Test protocols are kept on file in the Clinic Front Office. **Do not enter the Clinic Front Office area to obtain protocols.** The Front Office staff will assist you.
5. Materials may be used in the planning and execution of therapy. Therapy materials are not to be taken out of the Clinic, as other clinicians may need them.
6. Picture cards must be put back in the box in the proper order and category.
7. Toys, games, etc. are kept in the room 538 in the Student Work Room. Care should be taken to return them in the same condition, and to the same place they were found. Clean items prior to returning them.

**At the end of each week the clinic staff will check for any unreturned items. A notice will be emailed to students with unreturned items. It is the responsibility of the student to return that item within 24 hours.**



# FACILITY INFORMATION

## **Clinical Billing Policy**

A fee schedule form is mailed to each client at the time of initial contact for scheduling of all evaluation services and explained as needed at the time of initial contact. Fees are charged for all clinical services provided by the UCF Communication Disorders Clinic.

Fees are subject to a sliding fee scale, upon request of the client. Clients may be considered for fee reductions under the UCF Communication Disorders Clinic's Sliding Fee Scale following a financial interview with the Office Manager and the Clinic Director.

Clients who meet Medicaid or Medicare eligibility need to make arrangements for billing with the Clinic Front Office. The UCF Communication Disorders Clinic accepts some insurance plans. A current list is available with the Office Manager or Clinic Biller.

The Clinic Director will work with clients if payment of established fees (per initial interview) becomes difficult. Every reasonable effort will be made to remedy the situation.

Clients pay for services at the time service is rendered for all services offered at the clinic. It is the responsibility of the clinical educator and student to make sure financial arrangements have been made prior to the client leaving the diagnostic session.

The Office Manager or Clinic Biller bills clients once a month for speech, language and hearing treatment services. Super Bills, with current ICD10 and CPT codes, are completed any time fees are charged. It is the responsibility of the student and clinical educator to sign the Super Bill after each session and to turn in weekly to the front office staff.

If a student needs to cancel a session, he/she needs to notify the client, clinical educator and clinic office. Efforts should be made to re-schedule cancelled session at a time convenient for the client, clinical educator and student.



# FACILITY INFORMATION

## Cleaning Procedures

### **Work Practice and Hand Washing**

Each clinician is responsible for cleaning toys and materials at the end of a session. Alcohol-based wipes are kept in every therapy room. Hands are always washed before and after contact with clients. Hands are washed even when gloves have been used. If hands come in contact with blood or body fluids, they are immediately washed with soap and water. Hands are also washed after sneezing, coughing, or wiping a nose. **Cleaning details are posted in each therapy room, as well as, in the student work room. Please refer to these instructions for the specific detailed cleaning instructions.**

### **Work Area Restrictions**

Students do not eat, drink, apply cosmetics or lip balm, or handle contact lenses in treatment areas, or in the waiting room areas. No test taking for courses is allowed in student work areas. All clients, students, faculty and staff are expected to observe a smoke free environment policy.

Any student with a draining lesion, an acute lower respiratory tract infection, and/or febrile diarrhea should not attend the diagnostic or therapy session. The student must contact their clinical educator if he or she cannot attend. For students with a slight cold or other illness, masks are available in the Clinic Resource Room. Students are encouraged to use a mask to avoid passing the illness to a patient or clinical educator.

### **Safety and Emergency Procedures**

Given the possibility of injury, no child should be left unattended, either in a therapy room, hall, or waiting areas. The clinician should verify an adult has assumed the responsibility for a child upon the completion of an appointment visit.

If a client has a known problem requiring specific medical intervention methodology or treatment, the parent or caregiver must be present during all interactions with the client. Clinic personnel cannot perform medical intervention procedures, which are not within the scope of practice of a speech-language pathologist or audiologist.

If a student or client is involved in an accident, a clinic staff member calls 911. Under no circumstances will a student or client place themselves in a situation where contact with the blood of a client or student could occur. If blood is present clinic staff and/or faculty may provide assistance in emergency situations while observing universal precaution protocols.

# INTERNSHIP OVERVIEW

The graduate curriculum in The School of Communication Sciences and Disorders provides a generalist orientation to the practice of speech-language pathology, providing future practitioners with the knowledge and skills to work with clients across the lifespan who demonstrate a variety of communication disorders. Students who successfully complete the graduate curriculum achieve a Master of Arts degree in Communication Sciences and Disorders, meet the academic and clinical requirements for the Certificate of Clinical Competence in Speech-Language Pathology (CCC-SLP) through the American Speech-Language-Hearing Association (ASHA), and meet state licensure requirements for the practice of speech-language pathology in Florida. Additionally, students are strongly encouraged to meet requirements for Florida Department of Education certification in speech-language pathology. The graduate program in Communication Sciences and Disorders at the University of Central Florida (UCF) has been accredited by the Council of Academic Accreditation (CAA) of ASHA since 1986 and complies with all standard set forth by the Council.

As part of the graduate program, the off-campus internship experiences are vital to the advanced skill acquisition of graduate student clinicians. These experiences provide students with opportunities to apply information learned in the classroom and through textbooks to service delivery in real educational and health settings. Graduate students complete off-campus placements during their last two semester of study in a variety of settings, such as schools, hospitals, rehabilitation centers, skilled nursing facilities, assisted living facilities, community clinics, and private practices. In each of these settings, the goals for the experience include guided learning, improved clinical competency, and progressive independence.

Students will be placed at community sites and will remain with the supervising SLP for the agreed time period as stated in the contract letter. The contract letter also contains information concerning roles and responsibilities for supervisors/students, dates when specific externship forms are due, and any holiday information pertaining to the student.

Internship students may earn clock hours only for the portion of time they are actively participating in service delivery to clients. To meet clinical program requirements, students must accrue diagnostic and treatment hours in the off-campus placements and receive supervision by an ASHA-certified professional in accordance with standards of the ASHA. ASHA standards require at least 25 percent supervision of all therapy and diagnostic sessions. “ASHA-Standard IV “ (same as on contract). Any SLP that supervises a student must provide ASHA # on all relevant documentation forms. The clinical supervisor for the off-campus site will sign verify completion of clinical clock hours. The Community supervisor’s ASHA Certification and State Licensure will be verified by the UCF Clinic office.

In addition, beginning January 1, 2020, clinical supervisors and clinical supervisors and clinical fellowship mentors for ASHA certification must have at least 9 months of full-time work experience and complete 2 hours of professional development/continuing education in clinical instruction/supervision after being awarded the CCC-SLP and prior to supervising or mentoring.

# INTERNSHIP PLACEMENTS AND REQUIREMENTS

Internship is the clinical capstone experience of the graduate program in Communication Sciences and Disorders. It plays a critical role in the continued clinical skill acquisition and allows the application of theoretical principles and management strategies learned in classes and clinical coursework to real-world work settings. Internships should be a time of guided learning, improved competency, and progressive independence. There are three main purposes of the internship requirement:

- To provide a continuing series of practical experiences geared to current level of clinical expertise.
- To demonstrate how to assume professional roles in clinical settings while becoming accustomed to a variety of organizational structures, working relationships, and job expectations.
- To develop student's professional identification as a speech-language pathologist and to gain experience in fulfilling a role as a team member working with other professionals and families in the treatment process.

Students will have internship experiences typically during the last two semesters in the program. The last semester will be a full-time internship. The part-time internship precedes the full-time internship, except in some cases where students must reverse these experiences to complete the full-time internship in a school setting. Internships provide expanded opportunities to develop proficiency in the practice of speech-language pathology.

The University and School of CSD has affiliation agreements with many hospitals, skilled nursing facilities, long term care units, rehabilitation centers, private practices and schools in the greater Orlando area and throughout the state of Florida to provide students with a variety of quality experiences in the community. Typically, internships last 15 weeks during the Fall and Spring semesters, and 12 weeks in the Summer, unless an internship site requires a different schedule. Clinic experiences must include sufficient variety across disorders and the life span. The student must be present at the internship site for a minimum of 20 hours per week during the part-time internship and 40 hours per week during the full-time internship. Unprofessional conduct, conduct which compromises the quality of services to clients, client safety, or violates facility rules or regulations may result in dismissal from the internship placement and from the academic program.

# PRACTICUM VS. INTERNSHIP

Graduate students in the School of Communication Sciences and Disorders complete five semesters of clinical practicum including 2 semesters of internship. Practicum experiences occur at the UCF Communication Disorders Clinic on campus, affiliated facilities off campus, at internship sites around central Florida, and in some cases outside of central Florida. Students accumulate a minimum of 108 clinical clock hours in practicum at the UCF Communication Disorders Clinic.

Internship is the clinical capstone experience of the graduate program and provides students with opportunities to apply concepts and skills learned in the classroom and practicum to real-world work settings. To meet ASHA standards, students must engage in clinical experiences across the lifespan.

## **Typical prerequisites prior to enrolling in the final internship include:**

Completion of required courses in Communication Sciences and Disorders with no “I” grades in any course

Satisfactory completion of Foundations of Clinical Practice I, II, & III: SPA 6551, 6503, & 6942

Satisfactory completion of all Foundations of Clinical Practice Labs: SPA 6503L(x2), & 6942L(x2)

Completion of Clinical Practice Level I: SPA 6943C with a grade of B or better

Satisfactory completion of academic coursework on nature and needs of the assigned clients’ communication disorder:

SPA 6204: Advanced Articulation/Phonological Disorders

SPA 6946: Language Disorders in Children and Adolescents

SPA 6211C: Voice Disorders

SPA 6225C: Fluency Disorders

SPA 6410: Aphasia and Related Disorders

SPA 6559: Augmentative and Alternative Comm. Systems

SPA 6565: Feeding and Swallowing Disorders

SPA 6327: Aural Habilitation/Rehabilitation

SPA 6805: Research in Communicative Disorders

SPA 6474: Assess. & Mgmt. of Cult. & Ling. Diverse Populations

SPA 6236: Motor Speech Disorders in Adults and Children

Submission of class and work schedule (when applicable)

Acceptable security clearance background check (and any other site-specific requirements, e.g., proof of immunizations, PPD, etc.)

Certification in Basic Life Support for Healthcare Providers

Completion of at least 108 clinical clock hours of graduate practicum

Approval of the Communication Sciences and Disorders Program faculty

Achievement of no more than 6 credit hours or two courses, whichever is greater, of “C” grades in required and elective course work

Achievement of an overall GPA of 3.0 or above in the graduate program

Placement of current and correct Graduate Plan of Study on file with the department



# PRACTICUM VS. INTERNSHIP

Students may not continue in their clinical plan of study until they have met these criteria. In the event that the student does not maintain the criteria between the time of submitting the documents and the beginning of the next semester, it is the student's responsibility to contact the Coordinators of Academic Support and Internship Coordinators. It is the student's responsibility to drop his/her registration for part-time internship, and add any coursework required to bring their academic/clinical plan into compliance. Students failing to take this action before the end of the add/drop period can be withdrawn from their internship placement by the School without benefit of tuition reimbursement or waiver of late fees for late add/drop. Academic deadlines are found on-line on the UCF website <https://calendar.ucf.edu>

Internships last 15 weeks during the fall and spring semesters and 12 weeks in the summer semester. Students must be present at the internship site for 20 hours during the part-time experience and 40 hours during the full-time experience.

# PURPOSES OF INTERNSHIP

## ***For Students:***

- ⇒ To provide a continuing series of practical experiences, adapted to students' levels of expertise, that provide opportunities for application of principles, knowledge and skills previously acquired in classes and clinical practicum.
- ⇒ To learn how to assume professional roles in clinical settings while becoming accustomed to a variety of organization structures, working relationships, and job expectations.
- ⇒ To develop a professional identity as a speech-language pathologist.
- ⇒ To gain experiences in the role of a team member when working with other professionals and families in the treatment process.

## ***For Participating Sites:***

- ⇒ To provide opportunities for input into the development of the university program, thereby sharing in the education of future speech-language pathologists.
- ⇒ To serve as a catalyst for growth for participating speech-language pathologists through interaction with students.
- ⇒ To provide participating sites an opportunity to recruit new employees.

## ***For the University:***

- ⇒ To establish an outside measure of students' abilities to function efficiently and effectively as speech-language pathologists.
- ⇒ To facilitate continuous evaluation of the curriculum's relevance and effectiveness, leading to modifications when necessary.
- ⇒ To provide more diverse clinical experiences for students

# INTERNSHIP EXPECTATIONS

**The following are some, if not all, of the experiences in which internship students will be able to participate:**

- Observing of the organization and administration of a speech-language pathology program.
- Evaluating and diagnosing of communication disorders.
- Scheduling of treatment sessions.
- Completing forms and other types of documentation used by clinics and school systems in reporting, record keeping, and so on.
- Understanding reimbursement procedures in a variety of health care and educational settings.
- Treating, both individual and group, with a variety of communication disorders/delays.
- Writing lesson plans that include appropriate goals, logical task sequences, clear conditions and criteria for achieving goals, types and amounts of reinforcement and appropriate selection of materials and activities.
- Exploring and selecting Evidence Based Practice (EBP) to support clinical decisions.
- Conferencing with teachers, family members and other professionals.
- Learning and implementing a variety of materials and instrumentation.
- Delivering in-service education programs for clinicians.
- Attending at IFSP or IEP meetings, staffing's, interpretive conferences and other professional meetings.
- Observing and/or participating in special programs of hospitals, rehabilitation centers, skilled nursing facilities, school systems and other settings.

## **Clinical Internship Skills**

Graduate student clinicians in off-campus internships will bring skills already mastered during previous clinical courses and practicums. Students will leave the internship with many more skills, which must be mastered, before completing that internship. During the internship, students should demonstrate competence in the following skills:

- Working cooperatively with other professionals
- Conducting diagnostic evaluations
- Explaining test results to clients and families.
- Developing recommendations based on test results.
- Writing accurate and concise reports.
- Planning and implementing a speech-language program based on the needs and abilities of clients.
- Collecting and analyzing data.
- Understanding and stating the rationale for any treatment plan, approach and procedure used.
- Motivating clients to improve their communicative skills.

# INTERNSHIP EXPECTATIONS

- Using diagnostic and treatment time efficiently.
- Identifying and managing client behaviors and responses.
- Meeting clients' and families' needs in flexible manner.
- Planning treatment sessions and choosing appropriate materials for clients.
- Self-evaluating clinical skills objectively.

## **Site Selection**

Internship Coordinators select all internship sites. The sites represent a wide variety of settings and experiences, including public schools, private practices, skilled nursing facilities, medical centers and specialized programs. The Internship Coordinators consider the following characteristics when selecting new sites.

- Breadth, depth, and diversity of clinical population.
- Supervisors' interests and experiences in clinical education
- Positive climate for clinical education.
- Welcoming and helpful administrative and professional staff.
- Availability of appropriate diagnostic, treatment and related opportunities.

## **Responsibilities**

### ***For Students:***

1. Conform to the rules and regulations of the internship site.
2. Maintain regular attendance at the site during hours arranged for the placement. Absences must be reported to Internship Coordinators and lost time must be made up. Internship students are normally entitled to the regular vacation and holiday leave granted by the site. Students may also take two additional days of leave upon arrangement with the community supervisor for such things as illness, meetings, emergencies and interviews. These are not to be used for vacations.
3. Maintain regular and timely attendance at supervisory conferences for which major responsibilities include clarifying issues, asking questions, seeking out learning opportunities and exposing problems that may be experienced.
4. Fulfill, in a professional manner, all duties and responsibilities assigned by the supervisor. Special emphasis is placed on abiding by the personnel policies of the site, maintaining confidentiality with regard to sensitive information gained in the work environment, and following all health and safety guidelines of the facility.
5. Participate openly and honestly in the evaluation process.

# INTERNSHIP EXPECTATIONS

6. Seek out and, with the clinical supervisor's approval, engage in any learning opportunity appropriate to interest, previous experience and academic preparation.
7. Report any inappropriate situations or unresolved matters to the lead supervisor or the Internship Coordinator.

## ***For Participating Sites:***

1. Assign an ASHA-certified supervisor to work directly with graduate student clinicians, to insure that students achieve the educational goals of the internship and to assign appropriate work duties.
2. Determine work space for students.
3. Provide students with an orientation to work-site duties, hours and site expectations.
4. Adjust the nature and amount of clinical supervision to the experience and ability of students; see contract.
5. Schedule regular meetings with students and provide appropriate evaluations of students' performance.
6. Assist students in integrating theory and practice within the profession with the implementation of EBP. All major decisions regarding evaluation and treatment should be implemented or communicated only after approval by supervisors.
7. Evaluate students' performance in writing, providing copies to students and returning all forms to Internship Coordinators by the dates specified.
8. Provide a safe, secure workplace at which students can meet the educational objectives of clinical externship.
9. Make available at all times, when graduate student clinicians are providing clinical services, a supervisor holding an appropriate credential to assist with clients.
10. Provide Internship Coordinators with advance notice of any internship program or site change, such as shifting the student to a new supervisor not previously agreed upon.

## ***For the University:***

1. Provide students with an interview with the community supervisor.
2. Acquire affiliation agreements and approve all off-campus settings to be used by students.
3. Provide off-campus supervisors with a summary of students' academic and clinical experiences, and particular needs, if requested.
4. Provide support for the off-campus experience through site visits, e-mail and telephone contact with the community supervisor at least once a semester.
5. Provide participating sites with appropriate instruments for evaluating students.
6. Collect site data through students' evaluations and reporting forms.



# INTERNSHIP EXPECTATIONS

## **Role of Supervisor**

The supervisor plays a critical role in the internship experience, taking responsibility for guiding relatively inexperienced graduate student clinicians to becoming competent professionals. Those supervisors who are willing to provide the time, effort and energy required of this endeavor are to be commended. They must be willing to allow students to make mistakes, use critical thinking skills and to move to independent care of clients all in one semester. They must also be able to honestly critique students' therapy skills, to help them identify weaknesses and to guide them to address their weaknesses.

## **Procedure for Community Supervisor Feedback**

1. Students will complete an online evaluation of their site and community supervisor.
2. The information from the evaluation will be collected each semester by the Clinic Director or designee and shared with the Internship Coordinators.
3. The feedback will be summarized and verbally communicated to community supervisors as needed.

## **Assuming Clinical Responsibility**

Students should begin taking responsibility for the assigned caseload as soon as possible. It may be desirable for students to observe one or two clients before assuming responsibility. Once responsibility is assumed, the goal is for the student to move toward independence as quickly as possible.

## **Internship Site Orientation**

One of the first responsibilities of supervisors is orientation to the physical facilities of the internship site. Students need to know the following:

- ♦ Organization and structure of the facility
- ♦ Protocols followed at the facility, including dress requirements, hours of work, use of the phone and other pertinent information.
- ♦ Availability of materials and equipment for use in diagnostics and therapy.
- ♦ Forms required by the internship site.
- ♦ Introductions to other staff members with an explanation of their roles.
- ♦ Requirements for the setting, including in-service training, immunizations needed and presentations to staff.
- ♦ Duties and competencies expected of student clinicians.

# INTERNSHIP EXPECTATIONS

## Absence Policy

Once schedules are established at the internship site, the student is expected to be in attendance at all scheduled times, except in the event of illness or other unavoidable circumstances. In the event of illness, students **must call and email** their supervisors and the assigned Internship Coordinator **prior to their scheduled arrival time**. Students need to call/email **each day** they are ill/absent.

Other than for illness, absences will only be permitted if the circumstances are clearly unavoidable. In the event of frequent absences, even if for illness, tardiness or unexcused absences, the supervisor at the site should contact the Internship Coordinator immediately.

Students are allowed two days of excused absences for such things as illnesses, emergencies, meetings and interviews; **not for vacations**.

Students are encouraged to attend various workshops and presentations as part of professional development. Community Supervisors and Internship Coordinators, however, are responsible for deciding if a workshop or presentation should be attended. The decision to excuse should depend on the number of absences the student has had during the semester and how much the absence would affect clients at the site. Students must discuss these issues with the supervisor to arrive at a decision concerning attendance.

## Speech-Language Pathology Internship Forms/Information

The following forms and information used by students and supervisors are included in webcourses:

- Internship Guide
- Syllabi 6946 (part-time)
- Syllabi 6946 (full-time)
- Contract and Student Objectives
- Statement of Responsibility
- CSAR and CSAR Professional Addendum
- CSAR Summary/Grade Sheet
- CSAR FAQ
- CALIPSO registration for the approval and maintenance of clinical clock hours
- Non-expiring Certificate of Protection

# INTERNSHIP EXPECTATIONS

## **Inclement Weather**

Students will need to come to an understanding with the supervisor concerning the procedures to follow in case of inclement weather. Lives should not be endangered to get to a placement, but the weather should not be used as an excuse for not fulfilling obligations. Students are responsible for making these arrangements for inclement weather, which may include, but are not limited to:

- ⇒ Not going to a placement
- ⇒ Waiting to see weather conditions
- ⇒ Making-up session at a later date
- ⇒ Counting the missed day as one absence.

## **Holiday and Vacations**

Unless the setting has an extended break, such as Spring Break in the schools, students should take the break at the site and not the university break. **Students in externships are expected to take any vacation or holiday offered by the site. Students do not take the University holidays.**

## **Evaluation of Student Performance**

Informal evaluations of performance should be made on a regular basis in both written and oral formats. This will allow the student to become aware of strengths and weakness in clinical practice. The informal evaluation should be made during the community supervisor's observation time. The forms in the appendices may be used to provide written feedback relative to student performance. This feedback becomes part of the formative assessment of students. Midterm and final grades must be reviewed with students. Supervisors should provide students with copies of all written feedback.

## **Professional Liability Insurance**

All internship students must be covered by a student liability policy each year during the internship experiences. The policy is purchased by the University of Central Florida and the Department assures that insurance coverage is current and up-to-date at all times during the internship assignments.

## **HIPAA Training**

All internship students receive HIPAA awareness training before beginning the first semester in internship and thereafter on an annual basis or within a reasonable period of time following any material change in the Clinic's policies or procedures, whichever is sooner. Written documentation of the training sessions will be filed in your permanent clinical records. Students also are knowledgeable regarding Universal Precaution practices. Written documentation of this training is also filed in your permanent clinical record.

# DISMISSAL FROM INTERNSHIP SITE

Occasionally students may have difficulty with a particular site or placement. In the unlikely event a student is unable to cope with the requirements of a site or engage in behavior that substantially disrupts a program or poses a risk of injury to clients, other students, or staff, the community supervisor will contact the Internship Coordinator immediately. Disruptive and/or unprofessional behavior will result in dismissal from the site.

The supervisor should be responsible for meeting with the student and explaining the reason (s) for dismissal. The Internship Coordinators will provide assistance with all problems encountered by the site.

Termination from an internship site will result in an “F” letter grade for the internship course and the loss of all contact hours for the course. The student may be recommended for dismissal from the program.

Students must achieve a grade of B or better and meet ASHA requirements to successfully complete the internship course. If a student does not successfully complete an internship experience after being placed a second time for any reason, he/she will be dismissed from the program.





# INTERNSHIPS IN THE SCHOOLS

## GUIDELINES FOR INTERNSHIPS IN THE SCHOOLS

1. The school supervisor must be a speech-language pathologist who is certified by the American Speech-Language-Hearing Association.
2. Attendance expectation: Students should follow the school, not the University, calendar.
3. Students are expected to be at school on the days public schools are in session, including teacher workdays. Students are expected to stay at school all day and participate in what the supervisor does, including any optional school duties. Students should not leave early to attend a class unless prior arrangements have been made. If there are optional workdays for teachers, you are expected to be present if the supervisor is present.
4. There are two days written in the calendar for sickness or emergencies for the entire school internship period. If an absence is necessary, you must call the supervisor as early as possible. If ill beyond one day, students need to contact the supervising SLP again. Students also must e-mail or call the Internship Coordinator. If you are absent more than two days, then arrangements may be made to extend the school internship to make up the days.
5. The student will need to come to an understanding with the supervisor concerning the procedures to follow in case of inclement weather. Students are not to endanger their lives to get to a school, but the weather should not be used as an excuse for not fulfilling obligations. If there are make-up days during the school internship, you are expected to make up those days, even on a Saturday or a holiday.
6. The Communication Sciences and Disorders internship students may not substitute for the speech-language pathologist in their absence due to illness, civic duty or accident.
7. Students must complete mandatory evaluations of their internship coordinator and community supervisor online prior to end of semester.





# CLINICAL CLOCK HOUR REQUIREMENTS

Graduate student clinicians are responsible for working with the Clinic Director or Internship Supervisor to ensure that clock hour requirements are met. Overall, students need to accumulate 400 clinical clock hours across the lifespan with experiences in all of ASHA's nine disorder categories (Big 9). This is only a minimum requirement and most students usually earn more hours during their graduate program. Specific clinical education needs of students, maintaining the welfare of clients, and completion of internship responsibilities at particular sites are all important considerations in site assignments. The duration of students' clinical internships will be determined by department course requirements, the quality of performance, and meeting competencies; not by the completion of the minimum requirement for clinical clock hours or acquiring well-over the required hours.

Students are expected to have knowledge and skills in the prevention, evaluation and treatment of the following disorders:

**Articulation**  
**Voice and resonance**

**Hearing**  
**Cognitive-communicative**  
**Communication modalities**

**Fluency**  
**Receptive and expressive language**  
**Swallowing**  
**Social aspects of communication**

Additionally, students must have knowledge regarding standards of ethical conduct, principles of evidenced-base practice, contemporary professional issues and credentialing process.

## **Amount of Supervision**

According to Standard IV-E of the SLP Certification Handbook: *"Direct supervision must be in real time and must never be less than 25% of the student's total contact with each client/patient and must take place periodically throughout the practicum. These are minimum requirements that should be adjusted upward if the student's level of knowledge, experience, and competence warrants."*

The implementation language further states that *"The amount of supervision must be appropriate to the student's level of knowledge, experience, and competence. Supervision must be sufficient to ensure the welfare of the client/patient."*

Also see the ASHA document, Quality Indicators for Professional Service Programs in Audiology and Speech-Language Pathology, which includes information about supervision. In addition, facilities, payers, and other regulatory agencies may have requirements regarding supervising student clinicians that may impact the amount of supervision provided. The Clinical Clock Hour Log forms allow the supervisor to indicate the amount of time spent in direct observation of students.

## **Recording Clinical Clock Hours**

Students are expected to maintain complete and accurate clinical clock hour records. During the semester, students maintain a running record of clinical clock hours. Students utilize CALIPSO to record all clinical contact hours and their supervisors must verify. Clinical clock hours will not be accepted unless properly approved and sufficient amount of supervision is documented.

For Departmental records, the ASHA account number of the primary clinical supervisor must be included on all clinical forms. If it is necessary for another speech-language pathologist to cover for the primary supervisor, then the ASHA number of that individual must be submitted for departmental records. All clinical supervisors must hold the CCC-SLP and meet any other ASHA, CAA and/or CFCC requirements before involving them in an internship experience.

# FLORIDA LICENSURE

## **Licensing Requirements for a Speech-Language Pathologist for the state of Florida.**

Masters degree or completion of the academic requirements of a doctoral program, with a major emphasis in speech-language pathology.

- \*Applicants enrolled in an approved program prior to January 5, 2005, must complete a minimum of sixty (60) semester hours at least thirty-six (36) hours must be earned in graduate level courses.
- \*Applicants enrolled in an approved program after January 5, 2005, must complete a minimum of seventy-five (75) semester hours at least thirty-six (36) hours earned at the graduate level.
- \*300 clock hours of supervised experience with at least 200 of the 300 hours in the area of speech-language pathology

- Nine (9) months of professional employment experience (Clinical Fellowship)
- Passage of the Educational Testing Services Praxis Series Examination
- One (1) hour of HIV/AIDS education (visit [www.CEBroker.com](http://www.CEBroker.com) for approved providers)
- Two (2) hours in Prevention of Medical Errors education (visit [www.CEBroker.com](http://www.CEBroker.com) for approved providers)

## **Process**

- Applicant must submit application with the appropriate fees to the board office.
- All supporting documentation that is submitted will be reviewed to determine compliance with current requirements. If additional documentation is required to complete the application, a deficiency letter will be sent.
- Once the application has been deemed complete, a license is issued within 4-7 working days.

Website: <http://floridasspeechaudiology.gov/licensing/>

Email: [MQA\\_SpeechLanguage@doh.state.fl.us](mailto:MQA_SpeechLanguage@doh.state.fl.us)

Applicant F.A.Q.s: <http://floridasspeechaudiology.gov/applicant-faqs/>

# ASHA CERTIFICATION

“The American Speech-Language Hearing Association (ASHA) is the nation’s leading professional, credentialing, and scientific organization for speech-language pathologists, audiologists and speech/language/hearing scientists.” (asha.org) ASHA has been certifying professionals since 1952.

Becoming a certified speech-language pathologist means the professional has obtained the Certificate of Clinical Competence (CCC). This certification is a nationally recognized credential of excellence in the fields of Audiology and Speech-Language Pathology. Achieving ASHA certification designates the professional as one who has met rigorous academic and professional standards above the minimum requirements for state licensure. The CCC designates the professional as a high-quality provider of clinical services and confirms his/her engagement in ongoing professional development in the field. For more information on certification, go to <https://www.asha.org/certification/AboutCertificationGenInfo/>

## Applying for Certification

It is important to understand the standards that are in effect when you apply for certification. ASHA considers the applicant to be under the standards that are in effect at the time the application is received by ASHA and is not based on the standards that are in effect at the time of one’s graduation.

The 2014 Standards for Certification in Speech-Language Pathology will be in effect through December 31, 2019. Beginning January 1, 2020, new standards will be in effect for all who apply for the CCC-SLP. For more information or to apply online, visit the ASHA website <https://www.asha.org/Certification/SLPCertification/>

## Maintaining Certification

ASHA Certification Maintenance Standards require that all certificate holders (CCC-A and CCC-SLP) must accumulate 30 Certification Maintenance Hours (CMHs) of professional development during each 3-year certification maintenance interval to maintain their ASHA Certificates of Clinical Competence (CCC). <https://www.asha.org/certification/maintain-ccc/>

<http://www.asha.org/certification/SLPCertification.htm>

[actioncenter@asha.org](mailto:actioncenter@asha.org)

# STUDENT COMPLAINT PROCESS

The Golden Rule (<http://goldenrule.sdes.ucf.edu/>) is a compilation of various policies and procedures from different UCF departments and was specifically created to provide the answers to many of your questions regarding University rules and regulations. This publication attempts to define your rights and responsibilities and give you a better understanding of your role as a member of the UCF community.

## **The School of Communication Sciences and Disorders**

The School of Communication Sciences and Disorders prepares students as professionals who are qualified to serve as practitioners in a variety of clinical, research, and academic settings. If you believe the school or its faculty/staff have been negligent in fulfilling responsibilities regarding instruction, research, or professional standards, you have the right to file a complaint with the department, the University, and/or the accrediting body – the Council of Academic Accreditation of the American Speech-Language-Hearing Association (ASHA). The following outlines the appropriate complaint procedure.

For academic complaints, it is advisable for students to begin the complaint process with the particular instructor involved. If, after discussing the concern with the instructor, you believe that the issue has not been resolved satisfactorily, you may meet with the Master's Program Director to seek additional assistance. The Master's Program Coordinator will guide you through the next steps. The issue may be resolved at this level via mediation by the Master's Program Director, or it may be necessary to seek assistance from the School Director or to pursue resolution through a formal grievance or appeals procedure.

For clinical complaints, begin the process by discussing your concerns with the clinical faculty member involved. If resolution of the concern is not achieved through this discussion, then you may pursue assistance with resolution by meeting with the Chair of the Board of Clinical Educators. Should resolution not be obtained through discussion with the Chair of the Board, you may seek assistance from the School Director and finally, if necessary, proceed through formal university grievance or appeals procedures found on the UCF website.

## **College of Health Professions and Sciences (CHPS)**

For complaints that are not resolved to the student's satisfaction by the School Director, students may proceed to the appropriate associate dean in CHPS for a hearing and resolution by an administrator or for a hearing by a panel of faculty and students.

## **University Academic Grievance Procedure**

UCF College of Graduate Studies allows for petitions of university requirements and their academic matters. Academic matters are those involving instruction, research, or decisions involving instruction or affecting academic freedom. The academic grievance procedure is designed to provide a fair means of dealing with graduate student complaints regarding a specific action or decision by a faculty member, program or college, including termination from an academic program. Procedures for initiating an academic grievance can be found in The Golden Rule. Academic misconduct complaints associated with sponsored research will invoke procedures outlined by the Office of Research and Commercialization.

## **ASHA Complaint Procedure**

Complaints about programs must: (a) relate to the standards for accreditation of education programs in audiology and speech-language pathology, and (b) include verification. If the complaint is from a student or faculty/instructional staff member, the complainant must have exhausted all institutional grievance and review mechanisms before submitting a complaint to the Council on Academic Accreditation (CAA).

All complaints must be signed and submitted in writing to the Chair, Council on Academic Accreditation in Audiology and Speech-Language Pathology, American Speech-Language-Hearing Association, 2200 Research Boulevard, Rockville, MD 20850-3289. The complaint must clearly describe the specific nature of the complaint and the relationship of the complaint to the accreditation standards, and provide supporting data for the charge. The complainant's burden of proof is a preponderance or greater weight of the evidence. Complaints will not be accepted by email or fax. Please visit the ASHA website at [www.asha.org](http://www.asha.org) for more information .

### Student Resources

UCF Organizations and Resources (<https://guides.ucf.edu/c.php?g=78150&p=513728>)

Career Services and Experiential Learning (CSEL) (<https://career.ucf.edu/>)

Communication Disorders Clinic (<https://healthprofessions.ucf.edu/cdclinic/>)

Counseling Services (<https://caps.sdes.ucf.edu/>)

Psychology Clinic (<http://sciences.ucf.edu/psychology/psychclinic/>)

Multicultural Academic and Support Services (<https://mass.sdes.ucf.edu/>)

Center for Multicultural Multilingual Studies (at UCF Global) (

<https://global.ucf.edu/>)

Student Accessibility Services (<https://sas.sdes.ucf.edu/>)

Student Health Services (<https://studenthealth.ucf.edu/about/>)

Victim Services (<http://victimservices.ucf.edu/>) (24 hours a day at (407) 823-1200).

For additional student resources, you may consult the Graduate Catalog.

UCF Global (<https://global.ucf.edu/>)



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**AMERICAN  
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HEARING  
ASSOCIATION**





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