TK20 by Watermark
Community Service Experience Application Student Guide

WCU TK20 Office
Recitation Hall
610-436-2085
Tk20@wcupa.edu
http://www.wcupa.edu/education-socialWork/tk20.aspx

Watermark Helpdesk
1-800-311-5656
support@watermarkinsights.com

April 2019 v.9.1.9

Tk20 has now united with LiveText and Taskstream under the new company name of Watermark.
WHAT IS TK20?

The College of Education and Social Work (CESW) uses TK20 by Watermark as a comprehensive online data management system for assessments of student learning outcomes and field placements. Tk20 by Watermark establishes electronic documentation for continuous improvement of our programs and accreditation. Students will use this system to complete key unit and program course assignments, field applications, field experience binders, surveys, and portfolios.

All students enrolled in College of Education and Social Work programs that are accredited by a professional agency (CAEP, CSWE and CACREP) are required to have a Tk20 by Watermark subscription. This includes graduate and undergraduate programs that lead to licensure/certification, endorsement, and certificate. Effective August 1, 2018, students that do not have an active account, are required to subscribe to Tk20. If required, students can purchase an account for $103 ($100 plus a $3 processing fee) via credit card, money order, or cashier’s check from the Tk20 login page. Accounts are accessible for seven (7) years after the date of purchase. Note: This fee is subject to change within the time span of one’s University career.

TK20 - BEST PRACTICES

- **Recommended Internet Browser:** We recommend that you use Google Chrome or Safari browsers while working in the TK20 environment. Please make sure that you are using one of the latest two versions for optimal performance within the tool. Do not use Internet Explorer.

- **DO NOT use the browser back button.** Instead, navigate using the tabs and menus within TK20.

- **DO NOT sign into TK20 in multiple tabs or windows.**

- Wait until a page fully loads before taking a subsequent action. Look for the spinning circle.

- Always log out of TK20 when you are done working in the system.

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<tr>
<th>WCU TK20 Office</th>
<th>TK20 Helpdesk</th>
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<tbody>
<tr>
<td><strong>Hours:</strong> M – F (7:30am – 4:00pm)</td>
<td><strong>(M – Th, 8am – 9pm, F - 8am – 7pm, Sun 5pm – 10pm)</strong></td>
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<tr>
<td>Recitation Hall</td>
<td>Email: <a href="mailto:support@tk20.com">support@tk20.com</a></td>
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HOW TO ACCESS TK20

To login to Tk20:

1. Type in [https://wcupa.tk20.com](https://wcupa.tk20.com) into your internet browser. Click on the blue “new Faculty Student login page” link. Do not login using the top portion of this page.

2. Enter your WCU email and password. This is the same credentials that you use to access MyWCU, D2L, and Webmail. If you are having trouble with your password, please contact the IT Helpdesk at 610-436-3350.
   
   i. Username = WCU email
   
   ii. Password = WCU password
HOW TO COMPLETE COMMUNITY SERVICE EXPERIENCE APPLICATION (CSE)

Prior to or during your initial meeting with Candidate Services, you must create a Community Service application in Tk20. To do this, you must have a paid Tk20 account.

STEP 1:

1. From within Tk20, click on the “Applications” tab on the left side panel.
2. If you have already created an application, it will be listed. To create a new application, click on the green “Create New Application” button.
3. In the Create New Application section, select “Community Service Experience” from the dropdown menu and click on the green “Next” button.
4. Your name, id and major will be pre-populated. Enter your WCU email and phone number. You do not need to complete any other fields at this time. Scroll to the bottom of the page and click “Save”.


Step 2:

1. Once your application has been approved, you may start your community service project.
2. When you have completed your community service, log back into Tk20 to complete your Community Service Experience application.
3. From within Tk20, click “Applications” tab on the left side panel and then click on the blue link to open your existing application.

4. Complete the application as directed. Note that items marked with an (*) are mandatory fields. Upload your Community Service Experience Reflective Statement, signed Community Service Experience Verification Form, and your Community Service Experience Timesheet. You may upload multiple files if necessary.

5. When you have completed your application, you have 3 options:
   a. **Submit**: If you are finished with your application, click “Submit” for final review.
   b. **Save**: Click this at any time to save your progress and return at a later time to finish the application.
   c. **Close**: Exit the application without saving or submitting any changes.

6. Once you submit your application, you will receive an auto-generated confirmation email from tk20@wcupa.edu
RECALL A SUBMITTED APPLICATION

If you need to make a change to a submitted application that has not yet entered the review stage:

1. Click on the “Applications” tab on the left side panel to display a list of all application forms that you have created.
2. Select the name of the application you need to recall.
3. Click the “Recall” button on the bottom of the page.
4. When you are finished editing, click on “Save” or “Submit”.

Note: Once an application review has started, the application will be locked from editing. If your application is locked, it must be given an extension. Please contact the Candidate Services for assistance.

If you have any questions about the Community Service Experience, please contact Candidate Services at 610-436-2999 or dmeikle@wcupa.edu.

If you need technical assistance with TK20, please contact the WCU TK20 Office at 610-436-2085 or Tk20@wcupa.edu.

VIEWING APPLICATION FEEDBACK

If your application has been reviewed, and it is determined that your application needs changes, you will be provided with feedback. You can view this feedback by navigating to your Tk20 messages.

1. On the Tk20 home screen, you will see a message indicating that feedback has been provided on your Community Service Experience application. Click on the link to view the feedback.
2. Click “here” to view feedback on your application.

![Feedback form]

3. View the feedback and then click the “Recall” button.

![Community service experience form]

4. Make any necessary edits to your application. When finished, click “Submit” on the bottom right.
CHECK TO SEE IF YOUR APPLICATION IS COMPLETE

1. Click on “Applications” on the left side panel.
2. From here you will see a list of applications you have created. If your application is complete, and does not need any other changes, under the “Final Result” column will read as “Application Completed”.

3. Once your application is completed, you may review the Community Service Experience Pre-Approval form, Community Service Experience Verification form, and Community Service Experience Reflective Statement rubric associated with your application. Click on the “Review” tab and then the form you would like to view.