TK20 by Watermark
Counselor Education
Field Experience Faculty 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

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WHAT IS TK20 BY WATERMARK?

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. 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.

Once your account has been activated, you will receive an email confirmation from studentac@watermarkinsights.com. Note: It can take up to 2 – 3 business days to activate your Tk20 by Watermark account. If do you do not receive an email confirmation, be sure to check spam/junk mail folders. Once your account is activated, you can log into Tk20 by Watermark with your WCU log in credentials or via a link in your D2L course.

TK20 by Watermark - 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.**

- **When uploading a file, do not** include special characters such as (*,’, “, &,) in the name when you save the file for upload in Tk20.

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<tr>
<th>WCU TK20 Office</th>
<th>Tk20 by Watermark Helpdesk</th>
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<td>Hours: M – F (7:30am – 4:00pm)</td>
<td>Hours: (M – Th, 8am – 8pm, F 8am-7pm)</td>
</tr>
<tr>
<td>Recitation Hall</td>
<td>Phone: 1-800-311-5656</td>
</tr>
<tr>
<td>Phone: 610-436-2085</td>
<td>Email: <a href="mailto:support@watermarkinsights.com">support@watermarkinsights.com</a></td>
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<td>Email: <a href="mailto:TK20@wcupa.edu">TK20@wcupa.edu</a></td>
<td><a href="http://helpdesk.Tk20.com/">http://helpdesk.Tk20.com/</a></td>
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HOW TO ACCESS TK20 BY WATERMARK

Students and faculty can log into TK20 via the TK20 Homepage:

1. Type “wcupa.tk20.com” into your internet browser. We recommend the use of Google Chrome or Safari. **Do NOT use Internet Explorer.**
2. Click on the blue **“Faculty Student login page”** link. **Do not login the top portion of this page.**

3. Enter your WCU email and password. These are the same credentials used to access MyWCU, D2L, and Webmail. **If you are having trouble with your password, please contact the IT Helpdesk at 610-436-3350.**
   a. Username = WCU email
   b. Password = WCU password
4. You may come to an **“Information to be Provided to Service”** page. Select **“Do not ask me again”** and click **“Accept”**.
HOW TO COMPLETE THE MID-SEMESTER FIELD BINDER

1. Click ‘Field Experience’ on the left side panel.

2. Click the student’s name next to the ‘Counseling Mid-Semester Field Binder’.

Note: If you are trying to access a student’s field binder after the last day of the semester, you will need to click on ‘Previous Field Experience Assessments’ and then select the semester using the drop down menu. Then, you can click on the student’s name. Once the semester ends, Field Experience Binders are automatically moved to this tab.
3. After clicking the student’s name, a split screen will appear:
   a. The left side of the screen will display tabs with the binder description, due dates, site/placement information and student submissions.
   b. On the right side of the screen, you will be able to view your assessments, the site supervisor’s assessment, and grant due date extensions.

4. You can view your student’s submissions by clicking on the tabs on the left side of the screen. Students will submit a Site and Supervisor Evaluation and a Student Signature- Site Supervisor Evaluation form.

5. On the bottom right, underneath ‘Site Supervisor Forms’, you will see the Site Supervisor’s name. To view the site supervisor’s evaluation, click on the ‘EDC Evaluation of Practicum/Internship Student – Site Supervisor Mid Semester Evaluation’ link underneath the Site Supervisor’s name.
6. If you wish to print this evaluation, you can do so by clicking on the ‘Print-Friendly View’ link on the top right.

7. After you have reviewed the site supervisor’s evaluation, click the ‘Back’ button within the binder to return to the previous screen. **DO NOT use the browser back button.**

8. Next, click on the blue ‘EDC University Supervisor Signature: Mid-Semester’ link on the top right side of the screen.
9. Enter your name (signature) and date. You should NOT enter a grade. When you are finished, click the green ‘Complete’ button on the bottom right.

10. Next, click the green ‘Submit’ button on the top right of the binder.
HOW TO COMPLETE THE END OF SEMESTER FIELD BINDER

1. Click ‘Field Experience’ on the left side panel.

![Image of Tk20 by Blackbaud interface]

2. Click on the student’s name next to the ‘Counseling End of Semester Field Binder’.

![Image of ASSESSMENTS interface with Demo Student, Tk20 and Training - Counseling End of Semester Binder selected]

Note: If you are trying to access a student’s field binder after the last day of the semester, you will need to click on ‘Previous Field Experience Assessments’ and then select the semester using the drop down menu. Then, you can click on the student’s name. Once the semester ends, Field Experience Binders are automatically moved to this tab.

![Image of ASSESSMENTS interface with Previous Field Experience Assessments tab highlighted]
3. After clicking the student’s name, a split screen will appear:
   a. The left side of the screen will display tabs with the binder description, due dates, site/placement information and student submissions.
   b. On the right side of the screen, you will be able to view your assessments, the site supervisor’s assessment, and grant due date extensions.

4. You can view your student’s submissions by clicking on the tabs on the left side of the screen. Students will submit a Site and Supervisor Evaluation, Practicum/Internship Summary Sheet, Time Log, Student Signature- Site Supervisor Evaluation form, and a Student Signature-University Supervisor Evaluation form.

5. Within each tab, click on the blue hyperlink to review the student’s submission. If no blue hyperlink is available, the student has not completed this assignment. Please take note of the status.
6. To complete the evaluation of the student, on the top right side of the screen, click the blue ‘EDC Evaluation of Practicum/Internship Student – University Supervisor: End of semester evaluation’.

7. Complete the evaluation for your student by typing directly into the spaces provided. For the rubric section, select the appropriate rating for each item.

8. You can ‘Save’ your evaluation and return to complete it at another time. When you are finished, click the green ‘Complete’ button at the bottom right corner of the form.

9. Next, you will review the Site Supervisor’s evaluation of the student. On the bottom right, click on the blue ‘EDC Evaluation of Practicum/Internship Student – Site Supervisor: End of Semester Evaluation’ link.
10. If you wish to print this evaluation, you can do so by clicking on the ‘Print-Friendly View’ link on the top right.

11. After you have reviewed the site supervisor’s evaluation, click the ‘Back’ button within the binder to return to the previous screen. **DO NOT use the browser back button.**

12. Next, click on the blue ‘EDC University Supervisor Signature: End of Semester’ link on the right side of the screen.
13. Enter your name (signature) and date. You should NOT enter a grade. When you are finished, click the green ‘Complete’ button on the bottom right.

14. When you have completed both the Evaluation and the Signature Page, click the green ‘Submit’ button on the top right of the binder. Note that you cannot submit until both assessments have been completed.
HOW TO UNLOCK STUDENT’S FIELD EXPERIENCE BINDER

Once a student submits an assignment, if either the University Supervisor or the Site Supervisor has started their assessment, the field experience binder becomes locked. This means that the binder is now in a view-only mode and cannot be edited by the student. The student will not be able to “recall” their field experience binder to make edits. If the student needs to make changes to a locked field experience binder, faculty may grant an extension. There are two possible scenarios for faculty to grant an extension:

I. Grant an Extension – Faculty already started and saved their assessment, but DID NOT click Submit.

1. Click ‘Field Experience’ on the left side panel.

2. Click on the student’s name next to the binder for which you would like to grant an extension.
3. You now see a split screen. On the right side, click on ‘Due Date’ tab. Select the check box for the tab of the assignment(s) you would like to reopen. Then, click on the Edit Due Date icon.

4. Enter a new due date and time, then click the green ‘Update’ button.

5. Click ‘Close’ on the top right. **DO NOT** click ‘Submit’, as this will lock the student out of the binder again.
II. Revoke Assessment and then Grant an Extension – Faculty completed their assessment and clicked Submit

1. Click ‘Field Experience’ on the left side panel.

2. Click on the student’s name next to the binder for which you would like to grant an extension.

3. You will now see a split screen. Click ‘Revoke’ on the top right.
4. Next, on the right side, click on the ‘Due Date’ tab. Select the check box for the tab of the assignment(s) you would like to reopen. Then, click on the Edit Due Date icon.

5. Enter a new due date and time, then click the green ‘Update’ button.

6. Click ‘Close’ on the top right. DO NOT click ‘Submit’, as this will lock the student out of the binder again.
FIELD EXPERIENCE REPORTS

Faculty have access to two field reports:

1. ‘Comprehensive Report on MY Field Experience Binder Content’ - This report provides the status of student submissions and faculty/site supervisor assessments within field binders.
2. ‘Field Experience 076: Comprehensive Report on My Assessments in a Field Experience Binder’ - This report shows all the assessments faculty have made for their students within the field binder.

To access the ‘Comprehensive Report on MY Field Experience Binder Content’ report:

1. Click on ‘Field Experience’. Then, click ‘Reports’.
2. Click on the blue link for ‘Comprehensive Report on MY Field Experience Binder Content’.
3. Enter the appropriate term, course and section. You have the option to search individually by student. Be sure to change the parameter visibility to ‘Include’ if you wish to search by student and enter the appropriate search values. If you wish to search by class, change the parameter visibility to ‘Ignore’ for Student First Name, Last Name, and PID. Once you have entered your parameters, click ‘Generate’. The report will generate in a separate tab. Be sure that you have disabled your pop-up blocker to see the generated report.

To access the ‘Field Experience 076: Comprehensive Report on My Assessments in a Field Experience Binder’ report:

1. Click on ‘Field Experience’. Then, click ‘Reports’.
2. Click on the blue link for ‘Field Experience 076: Comprehensive Report on My Assessments in a Field Experience Binder’.

3. Enter the appropriate term, course and section. Once you have entered your parameters, click “Generate.” The report will generate in a separate tab. Be sure that you have disabled your pop-up blocker.
HOW TO COMPLETE THE INTERPERSONAL SKILLS AND DISPOSITIONS INVENTORY (ISDI)

Please Note: Students do not have access to view their ISDI form via Tk20.

1. Click on ‘Courses’ on the left side panel. Then click ‘Coursework’, then ‘Observations’.

2. Note the Title, Term, Course, and Section columns.

3. Click on the blue title of the course observation you want to complete.
4. You will see the names of your students listed to the left. To complete the observation for a student, click on the green plus (+) button to the right of their name.

5. Read the instructions and complete the observation form.

6. **DO NOT** enter anything in the Grade section at the bottom of the form.

7. If you wish to save the observation and return to it at a later time, click on the ‘Save’ button. Then, scroll back to the bottom and click the ‘Close’ button to return to the previous screen that listed all of your students.

8. If you are finished with the observation, click the green ‘Submit’ button. This will take you back to the screen listing all of your students.
9. Next, click on the green ‘Save’ button at the bottom of the screen listing all of your students to be sure you do not lose any of your work.

10. If, after submitting, you need to make changes to your observation, first click on the name of the observation form in blue.

11. Then, scroll all the way to the bottom of the form and click the ‘Revoke’ button.

12. Then, click on the name of the form in blue again to make edits to your observation. When you are done, click either ‘Save’ or ‘Submit’.

13. If you wish to print the observation form, be sure you are using either Google Chrome or Safari for optimal printing. Use your browser’s printer function to print the form.