TK20 by Watermark
Counselor Education
Field Experience 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

November 2018 v.9.1.7

Tk20 has now united with Livetext and Taskstream under the new company name of Watermark.
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.

<table>
<thead>
<tr>
<th>WCU TK20 Office</th>
<th>Watermark Helpdesk</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hours: M – F (7:30am – 3:30pm)</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>
</tr>
<tr>
<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>
</tr>
<tr>
<td>http://www.wcupa.edu_academics/coe/Tk20.aspx</td>
<td></td>
</tr>
</tbody>
</table>
HOW TO ACCESS TK20 by Watermark

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 “new 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”.

---

[Images of login and information to be provided pages are shown here]
Completing Your Mid-Semester Field Evaluation

Once the mid semester field evaluation is set up in Tk20, you will be able to access the mid-semester field experience binder.

1. From within Tk20, click “Field Experience” on the left side panel.

2. Click on the blue link for the Counseling Mid-Semester field evaluation.

3. You will need to review your Site Supervisor’s evaluation and complete a Signature Page form. Click on the “Assessment” tab and then click on the link for the Site Supervisor: Mid-Semester Evaluation.
You can print this evaluation by clicking on the “Print-Friendly View” link. Be sure you are using Google Chrome or Safari for optimal printing.

<table>
<thead>
<tr>
<th>Training Counseling Mid-Semester Field Evaluation</th>
</tr>
</thead>
<tbody>
<tr>
<td>EVALUATION OF PRACTICUM/INTERNSHIP STUDENT BY SITE SUPERVISOR</td>
</tr>
<tr>
<td>Instructions: Please meet with your practicum/internship student and complete this evaluation. Note: Fields marked with an (*) are mandatory and must be completed in order to “Submit” the evaluation.</td>
</tr>
</tbody>
</table>

| Student name: |
| Ti20 Student 3 |

| Student ID: |

4. Once you have reviewed your Site Supervisor’s assessment, click on the “Student Signature” tab. Then, click “Select” to open the form.

5. Complete the form by entering your name and the date completed. Then, click “Add.”

6. When you are finished, click the green “Submit” on the bottom right of the binder.
Completing Your End of Semester Field Evaluation

Once the end of semester field evaluation is set up in Tk20, you will be able to access the end of semester field experience binder.

1. Click “Field Experience” on the left side panel.

2. Click on your Counseling End of Semester field evaluation.

3. Click on the “Site Supervisor Evaluation” tab. Then, click “Select” to open the form. **Note: this form is not visible to your site supervisor.**
4. Complete all mandatory fields. Mandatory fields are marked with an asterisk (*). Select the appropriate radio button for each item on the four field site rating rubrics. When you are finished, click the green “Add” on the bottom right. Always remember to save your work each time you complete a tab by clicking “Save” on the bottom right of the binder.

5. Click on the “Practicum/Internship Summary Sheet” tab and then click “Select.”

6. Click the green (+) sign to enter hours completed during academic term spent at your Practicum or Internship Site. Click the "Calculate" button to calculate total cumulative hours. Complete the rest of the fields within the form and then click “Add.”

7. Click on the “Time Log” tab and then click “Select.”
8. Upload a copy of your signed time log(s) by clicking on the green “Select File(s)” button. You may add multiple files. Then, click “Add.”

7. Just like the first half of the semester, you will need to complete the **Student Signature** form. First, click on the “Assessment” tab and then click on the link for the Site Supervisor: End of Semester Evaluation.

You can print this evaluation by clicking on the “Print-Friendly View” link. Be sure you are either using Google Chrome or Safari for optimal printing.

9. After you have reviewed the evaluation, click on the “Student Signature” tab to complete the form. When you have completed the form, click “Add.”
10. Once you are certain that you have completed all requirements of this binder, scroll to the bottom of the binder and click the green “Submit” button.

11. Click on the checkbox for each tab to confirm your submission of your binder. Then, click “Submit” again.

Recall Submission of Field Experience Binder

If you submitted your field experience binder and neither your University Supervisor nor Site Supervisor started their portion of the evaluation, you can recall (rescind) the binder to make edits.

1. From within TK20, click on the “Field Experience” tab on the left side of the page.

2. Place a checkmark next to the field experience binder you want to edit, then click on the Recall icon.

3. You will be asked which tab you wish to recall. Click on the checkbox next to the tab and then click “Recall.”

4. A red flag will appear to the left of the binder name to indicate that it is open for editing. Click on the evaluation and make any necessary changes.
5. Click on the blue link for the form that you wish to change. **Do not click on the minus sign (-)** next to the link as this will clear out all of the contents within the form.

Note: *If assessment of your field experience binder has already begun, you will receive a message indicating that you cannot recall the binder. In this case, you will need to contact your instructor or the WCU TK20 office to see if it is possible to reopen your field experience binder for editing.*