TK20 by Watermark
Counselor Education
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

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Outline of Field Paperwork Requirements on Tk20

- **Mid-term/Final Evaluation of Student by Site Supervisor**- sent to site supervisor via link at mid-term and end of semester. Students and instructors will need to review and complete a signature page in the field experience binder in Tk20.

- **Evaluation of Student by University Supervisor**- completed in Tk20 by the instructor at the end of the semester. Students will need to review and complete a signature page on Tk20.

- **Evaluation of Site and Supervisor by Student**- completed in Tk20 by the student at mid-semester and at the end of the semester. **NOTE:** The Site Supervisor does not have access to see this evaluation.

- **Summary Sheet**- completed in Tk20 by the student at the end of the semester. The paper form with all of the signatures will need to be uploaded in the space provided.

- **Excel Time Log**- student will need to upload their entire signed time log (all 15 weeks) into Tk20 at the end of the semester. The last page of the log should match the summary sheet.
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 – 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>
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<tr>
<td>Phone: 610-436-2085</td>
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<tr>
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<td><a href="http://helpdesk.Tk20.com/">http://helpdesk.Tk20.com/</a></td>
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</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 “Faculty Student login page” link. **Do not login using 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”.

Click here to purchase your student account.
COUNSELOR EDUCATION FIELD APPLICATIONS

Counselor Education applications for field placement have to parts:

- **Application to Enroll in Practicum/Internship – (PART 1)** For School Counseling, *Part I* is due September 20th for Spring placements and February 10th for Fall placements. For Clinical Mental Health Counseling, *Part I* is due October 5th for Spring placements and February 10th for Summer and Fall placements. This form is how students get permission to enroll in all of the field courses.

- **Site Supervision Agreement for Internship/Practicum– Part II.** For both School Counseling and Clinical Mental Health Counseling, *Part II* is due November 28th for Spring placements and April 21st for Summer and Fall placements.

**HOW TO COMPLETE COUNSELOR EDUCATION FIELD APPLICATIONS**

1. From within Tk20, click “Applications” on the left side panel. If you have already created an application, it will be listed. To create a new application, click on the green “Create a New Application” button.

2. In the Create New Application section, select the application you are required to complete from the dropdown menu and then click the green “Next” button.

![Tk20 Application Creation](image)

*Note: If you do NOT see the name of the application you need to complete, the application may not yet be available or you may be attempting to complete an application AFTER its due date has passed. Please contact your field director for assistance.*

3. Complete the application as directed. **Note:** Any fields that are marked with an (*) must be completed before you can submit.
4. To upload a file where required, click on the green ‘Select File’ button to select a file from your computer. Alternatively, you can drag and drop the file from your computer to the gray box labeled ‘Drag and drop files here’.

5. Once you select the file, be sure that you see ‘Upload Success’ in green on the right side of the file upload box. This means that your file has correctly uploaded to the application. After uploading, if you realize you have uploaded the wrong file, simply click on the (X) icon. This will remove the file from the application. Then, you can upload the correct file.

6. Once you have started an 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. You will lose any changes or updates you just made.

7. Once you have successfully submitted, you will receive a confirmation email from tk20@wcupa.edu to your WCU email account.

HOW TO RETURN TO A SAVED APPLICATION

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 edit.

   ![Application tab](image)

3. When you are finished editing, click “Save” or “Submit.”

   ![Recall button](image)

**HOW TO RECALL/REMOVE 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 your field director for assistance.*
COUNSELOR EDUCATION FIELD EXPERIENCE BINDERS

There are three (3) required field experience binders for Counselor Education:

- Counseling Liability Insurance & Confidentiality Agreement Binder
- Counseling Mid-Semester Field Binder
- Counseling End of Semester Field Binder

HOW TO COMPLETE LIABILITY INSURANCE & CONFIDENTIALITY AGREEMENT BINDER

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

2. Click on the blue link for the ‘Counseling Liability Insurance & Confidentiality Agreement Binder’.

3. Click on the Liability Insurance tab. Then, click ‘Select’ to upload your membership card or certificate of insurance.
4. Next, click on the green ‘Select File’ button to select a file from your computer. Alternatively, you can drag and drop the file from your computer to the gray box labeled ‘Drag and drop files here’.

5. Once you select the file, be sure that you see ‘Upload Success’ in green on the right side of the file upload box. This means that your file has correctly uploaded to the application. After uploading, if you realize you have uploaded the wrong file, simply click on the (X) icon. This will remove the file from the application. Then, you can upload the correct file.

6. Click on the green ‘Add’ button on the bottom right corner to complete the attachment of your file to your portfolio.

7. You should now see a blue link containing your uploaded file where the select button previously was. Click ‘Save’ at the bottom right of the portfolio to save your work.

Note: You should always save your work each time you complete a tab. DO NOT click ‘Submit’ until you are completely done the entire binder.
8. If you need to update or replace your file, click on the blue link. Then, click on the (X) icon on the far right of the file upload box. This will remove the file from the portfolio. Then, you can upload the correct file.

9. Once you have uploaded the correct file, click the green ‘Update’ button at the bottom right. Then, be sure to save your work again.

10. Next, click on the ‘Confidentiality Agreement’ tab. Then, click ‘Select’ to upload your signed confidentiality agreement.

11. To upload your file, follow Steps 4-7 above.

12. If you need to update or replace your file follow Steps 8 & 9 above.

13. Once you are completely finished, click the green ‘Submit’ button on the bottom right corner of the binder.
14. You will be asked which tabs you would like to submit. If you have completed both the Liability Insurance and the Confidentiality Agreement tabs, then select both check boxes. If you would like to submit one tab, select just the check box next to the one you want to submit. Then, hit the green ‘Submit’ button. If you submit one at a time, you will be able to go into your binder and edit the tab that you did not submit at a later time.

15. Then, when prompted, click the blue ‘OK’ button.

HOW TO COMPLETE MID-SEMESTER FIELD Binder

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 Binder’.

3. Click on the ‘Site and Supervisor Evaluation’ tab. Then, click ‘Select’ to open the form.

4. Complete the form. All 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’ button on the bottom right of the form.

5. Then, save your work by clicking ‘Save’ on the bottom right of the binder.
Note: You should always save your work each time you complete a tab. DO NOT click ‘Submit’ until you are completely done the entire binder.

6. Next, to review your evaluation, click on the ‘Assessment’ tab and then click on the blue link for the ‘Evaluation of Practicum/Internship Student - Site Supervisor: Mid-Semester Evaluation’.

Tip: If you would like to print an evaluation, you can do so by clicking on the ‘Print-Friendly View’ blue link. Be sure you are using Google Chrome or Safari for optimal printing.

7. Once you have reviewed your Site Supervisor’s evaluation, click on the ‘Student Signature – Site Supervisor Evaluation’ tab. Then, click ‘Select’ to open the form to complete the signature page.

8. Complete the form by typing your name and entering the date completed (this acts as your electronic signature). Then, click the green ‘Add’ button.
9. Don’t forget to save your work by clicking ‘Save’ on the bottom right of the binder.

10. Next, click the green ‘Submit’ on the bottom right of the binder.

11. You will be asked to select the tab you want to submit. Select the check boxes next to both ‘Site and Supervisor Evaluation’ and ‘Student Signature – Site Supervisor Evaluation’ and then click the green ‘Submit’ button.

12. Then, when prompted, click the blue ‘OK’ button.
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. From within Tk20, click ‘Field Experience’ on the left side panel.

2. Click on the blue link for the ‘Counseling End of Semester Field Binder’.

3. Click on the ‘Site and Supervisor Evaluation’ tab. Then, click ‘Select’ to open the form.

   **Note:** This form is NOT visible to your site supervisor.

4. Complete the form. All 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’ button on the bottom right of the form.

5. Then, save your work by clicking ‘Save’ on the bottom right of the binder.

![Save button](image)

**Note:** You should always save your work each time you complete a tab. DO NOT click ‘Submit’ until you are completely done the entire binder.


![Select button](image)

7. To upload your completed Summary Sheet (which should contain the signatures from you, your Site Supervisor and your instructor), click on the green ‘Select Files’ button to select a file from your computer. Alternatively, you can drag and drop the file from your computer to the gray box labeled ‘Drag and drop files here’. Complete the rest of the fields in the form.

![Drag and drop](image)

8. **IMPORTANT:** Please be sure to upload your file to the top file upload section of the form, NOT the lower on underneath ‘DO NOT UPLOAD DOCUMENTS BELOW’.
9. Once completed, click the green ‘Add’ button at the bottom right of the form.

10. Then, don’t forget to ‘Save’!


12. To upload your completed Time Log, click on the green ‘Select Files’ button to select a file from your computer. Alternatively, you can drag and drop the file from your computer to the gray box labeled ‘Drag and drop files here’. Then, click the green ‘Add’ button.

**Tip:** If you would like to print an evaluation, you can do so by clicking on the ‘Print-Friendly View’ blue link. Be sure you are using Google Chrome or Safari for optimal printing.

14. After you have reviewed the evaluations, you will need to sign a form verifying that you have viewed each. To do so, first click on the ‘Student Signature – Site Supervisor Evaluation’ tab. Then, click ‘Select’.
15. Complete the form by typing your name and entering the date completed (this acts as your electronic signature). Then, click the green ‘Add’ button.

16. Next, don’t forget to save!

17. Next, click on the ‘Student Signature – University Supervisor Evaluation’ tab. Then, click ‘Select’.
18. Complete the form by typing your name and entering the date completed (this acts as your electronic signature). Then, click the green ‘Add’ button.

19. Next, don’t forget to save!

20. Once you are certain that you have completed all the requirements for this binder, scroll to the bottom of the binder and click the green ‘Submit’ button.

21. Click on the checkbox for each tab to confirm your submission of your binder. Then, click the green ‘Submit’ button.
22. Then, when prompted, click the blue ‘OK’ button.

**HOW TO RECALL SUBMISSION OF A FIELD EXPERIENCE BINDER**

If you submitted your field experience binder and neither your University Supervisor nor Site Supervisor have started their portion of the evaluation, you can recall 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.’

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. The WCU Tk20 office cannot open a student’s binder without written permission from the faculty.

4. A red flag 🟡 will appear to the left of the binder name to indicate that it is open for editing. Click on the binder name to 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.

6. Once you have made your changes to the form, click on the green ‘Update’ button at the bottom right corner.

7. Then, once you have finished updating, click the green ‘Submit’ button.
8. Click on the check box next to the name of the tab that you just recalled and edited. Then click the green ‘Submit’ button.

9. Then, when prompted, click the blue ‘OK’ button.