Technical Standards for Human Services Technology

Our program technical standards have been developed to help students understand nonacademic standards, skills, and performance requirements expected of a student in order to complete this particular curriculum.

If an accommodation is necessary to participate in the program, it is imperative to identify a reasonable accommodations to those students who qualify under the Americans with Disabilities Act (ADA). Reasonableness is determined by Accessibility Resources and the program on a case-by-case basis utilizing the program technical standards. The accommodation needs to be in place prior to the start of the program, or it may delay your ability to start the program. It is the student's responsibility to contact Accessibility Resources and request accommodations.

Skills	Description	Specific Examples
Motor Skills	Students must possess physical ability to navigate in the classroom, intern site and community	- Attend class and complete required number of hours during internship. - Attend and perform safely and satisfactorily in the classroom and in a human/social services agency/organization. - Meet the physical demands of internship placement, including demands related to the use of sensory and motor skills.
Vision	Must have sufficient visual skills for observation, assessment and supporting a safe environment	- Accurately observe clients to effectively assess their situations. - Have sensory abilities to carry out necessary assessment activities (i.e. be able to evaluate clients' communication and behaviors).

Skills	Description	Specific Examples
Hearing	Must have sufficient auditory skills for observation, assessment and supporting a safe environment	• Accurately listen to clients to effectively assess their situations. • Have sensory abilities to carry out necessary assessment activities (i.e. be able to evaluate clients' communication and behaviors).
Technological	Skills sufficient to learn and utilize typical office technology.	• Have abilities to use typical office technology use as telephone, desktop computers, fax machines, copiers. • Ability to use and navigate the internet, Microsoft Office products, Blackboard. • Have abilities to interact and enter data in digital forms. • Locating, opening, closing files. • Using a word processor to create, edit, and save documents. • Uploading and downloading files. • Using an internet browser to conduct searches. • Communicate professionally with email.
Communication	Communication skills sufficient to communicate in class and in human service agencies/organizations.	• Communicate effectively with other students, faculty, clients and other professionals. • Have a willingness to listen attentively. • Communicate effectively through presentations, written assignments, small group settings, and through electronic means. • Perceive and interpret nonverbal communication.

Skills	Description	Specific Examples
		• Demonstrate competency in writing skills. • Convey information in a clear, professional and timely manner. • Listen and respond to others in an accepting and respectful manner. • Understand spoken and written English in classroom and field settings.
Critical Thinking/ Problem Solving	Demonstrate remembering, understanding, applying, analyzing, evaluating and creating skills.	• Think critically, analyze and interpret objective and subjective data. • Apply effective problem solving skills. • Respond appropriately to constructive feedback.
Interpersonal Skills	Capacity to work with individuals, families and groups as well as colleagues from a variety of social, emotional, cultural and intellectual backgrounds and the agencies/organizations that support them. Demonstrate a willingness to examine self.	• Resolve ethical dilemmas that emerge in class scenarios, internships and the practice of human services. • Understand how one's values, attitudes, beliefs, emotions and past experiences affect thinking, behavior and relationships. • Demonstrate appropriate use of self-disclosure. • Examine and change behavior when appropriate. • Work effectively with individuals in subordinate positions as well as those in authority. • Practice appropriate self-care and stress management.
Environmental Tolerance	Must possess abilities to professionally deal with issues and conditions specific to working and interacting with the public in	Professional Human Services environments may include: • Exposure to loud noises • Exposure to odors.

Skills	Description	Specific Examples
	a professional Human Services environment.	• Work in areas of potential physical violence. • Working in confined locations or in close contact with others. • Managing traumatic events. • Processing events that could trigger stress.
Other	Support the Ethical Standards for Human Services Professionals (NOHS)	• Comply with applicable ethical and legal standards of privacy and confidentiality as they relate to clients, class activities and internship placements.

This document is intended to serve as a guide regarding the physical, emotional, intellectual and psychosocial expectations placed on a student. This document cannot include every conceivable action, task, ability or behavior that may be expected of a student. Meeting these technical standards does not guarantee employment in this field upon graduation. Ability to meet the program's technical standards does not guarantee a student's eligibility for any licensure, certification exam, or successful completion of the degree program.