



**College of Education &
Human Development**

DEPARTMENT OF HUMAN DEVELOPMENT & FAMILY SCIENCES

Human Relations Administration
Student Handbook
2021-2023

www.hdfs.udel.edu

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1. HDFS Mission Statement

The Department of Human Development and Family Sciences (HDFS) is an interdisciplinary, applied academic unit that prepares undergraduates for practice or graduate studies; and graduate students to be scholarly and professional leaders in the human services, broadly defined. Our faculty and students integrate theory, research, practice, policy and service into all we do. We believe in excellence, diversity, inclusion and the positive development of all children and adults in the rapidly changing contexts in which they live.

HDFS:

- 1) Prepares scholarly and professional leaders and practitioners who design, implement and evaluate practices, programs and policies that enhance the development of all children, adults and families;
- 2) Engages in activities that build, strengthen and improve supports and services for all people;
- 3) Sensitizes and prepares students for the rapid globalization of our world; increases awareness and sensitivity; and provides tools for our graduates to effectively interact with an increasingly diverse American population as well as the cultures and diversity of other nations;
- 4) Will remain a leader in developing educational approaches and programs that stress new and emerging models of teaching, learning and service which serve as examples to others;
- 5) Incorporates actual contemporary problems and issues for children, adults and families in our teaching, learning, research and service and translates research into practice.

2. Human Relations Administration Major: An Overview

Students in the Human Relations Administration (HRA) major complete coursework and field placements in preparation for careers in the growing field of human resources in both for-profit and not-for-profit sectors. The major is designed to provide students with the skills necessary to facilitate critical workplace training and development, manage employee relationships, enhance staff motivation and navigate important legal aspects of workplace administration including diversity and inclusion.

The curriculum includes courses in several academic disciplines including business, communications, human development, interpersonal relationships, and mentorship/counseling. This curriculum and an additional required program of study approved by an advisor, provides a unique blend of courses and skills to make graduates marketable candidates upon entering the workforce. With up to 450-hours of internship experience, students will also have on-the-job training in a human

resources organization and a two-credit seminar focused on professional development and professional issues in the field.

Starting with the Fall 2021 catalog, students can choose to complete either the Organizational and Community Leadership minor, or the Social Innovation and Entrepreneurship minor, or alternative program of study approved by the advisor. Requirements for the majors and approved alternative programs are available in the undergraduate catalog found at catalog.udel.edu.

Students are encouraged to join the Society for Human Resource Management Student Chapter (SHRM) Registered Student Organization to learn more about the field of human resources and to connect with peers and enhance their professional development.

3. Internal Transfer Admission Policy

- a. General Information: We welcome transfer students into this major. It is the policy of the University of Delaware that no person shall be subjected to discrimination on the grounds of race, color, religion, sex, national or ethnic origin, age, handicapped or veteran status. Because the Human Relations Administration major is a restricted major, we require that you must first [contact the HDFS department](#) to meet with an advisor to discuss your interests, career plans and any special needs. We want to ensure that our major is a good fit with your academic goals. **Please note that not all students meeting the minimum criteria for admission are guaranteed acceptance due to capacity of the program**, as noted below.
- b. Process to change your major: To begin the internal transfer process from another major at U.D., contact the HDFS department to request an appointment to discuss the major and the transfer policies. During that meeting you'll discuss your academic goals, course history and remaining requirements in the major. You'll complete an application for internal transfer and be given information about next steps, should you wish to apply to the major. All supporting materials must be submitted for the Review Committee to make a decision; students are typically notified of the Committee's decision within one week of receipt of the application. Students must complete HDFS 201 or HDFS 202 with a C or better, have at least 15 credits completed at the University of Delaware and a minimum overall GPA of 2.75.

- c. Department Information about internal transfers:
- i. The HRA Internal Transfer Committee reviews applications and, based on availability of space, admits students who show the most promise of successfully completing the degree. The principle criterion for selection is academic performance. If accepted, students must process the electronic change of major form on UDSIS and, once completed, are assigned to an academic advisor.
 - ii. The number of students who can be accepted into the Department of Human Development and Family Sciences is limited by the current student enrollment in a particular major, course demands, availability of advisors/supervisors, and clinical placements.
 - iii. Not all students meeting the minimum requirements are guaranteed admission.
 - iv. Given the recent demand for many courses, non-majors may have difficulty accessing certain courses. Under no circumstances will a non-major be admitted to a “majors only” course. Students are encouraged to explore alternative majors since enrollment in major courses in the hope of gaining admission may not lead to admission into the Human Relations Administration major.
 - v. No credit by examination is available for HDFS courses and many courses within the HRA major. Transfer credits are not accepted for HDFS 449. For non-HDFS courses within this major, students must follow the re-evaluation process with each specific department.

4. Required Course Work

- a. Graduation requirements
- i. Students must meet the graduation requirements specified by the University, the College of Education and Human Development and the Department of Human Development and Family Sciences. Students can review the Undergraduate Catalog for specific course requirements.
 - ii. A grade of C- or better must be earned in all University requirements, courses in the Organizational and Community Leadership minor and all courses listed on the right column of their HRA Planning Guide, based on their Catalog Year (along with any corresponding pre-requisite courses). A student failing to meet the minimum required grade of C- when taking a required course for the second time will not be permitted to remain in an HDFS major requiring that course. The student may submit a letter of appeal to the Undergraduate Coordinator who will forward the case to the appropriate screening committee.

iii. Students should work with advisors in HDFS for guidance with the HRA major courses and with advisors in School of Public Policy for guidance and questions related to the completion of the required minor in Organizational and Community Leadership.

b. Field Placements

- i. Students engaging in a field placement may need to clear background check procedures prior to starting their placement, depending on their placement location, according to policies established by [the Office of Clinical Studies](#). Students will be responsible for completing the necessary clearances based on deadlines established by the department and the Office of Clinical Studies. Failure to meet the deadlines may result in an inability to remain enrolled in the field placement courses.
- ii. **HDFS 334 - Experiential Education:** All HRA students are required to successfully complete a 50-hour service learning placement in HDFS 334; with the exception of those taking HDFS 334 in a study abroad context, students will identify and secure their own field placement which meets approval of the instructor for the course. Students can access the HDFS internship database to explore current opportunities. The username and password for the database will be provided by the Clinical Coordinator during a mandatory Orientation Meeting. Students should be prepared to finalize their site selection prior to the deadline provided by the Clinical Coordinator in the respective Orientation meeting for which they are registered for HDFS 334.
- iii. **HDFS 449/465 – Internship and Internship Seminar:** During one of the final two semesters, students in the HRA major have the option to enroll in HDFS 449 (10 credit hours, pass/fail) for which they will engage in a full semester, 400 hour (minimum) field experience in a business setting (typically 25-30 hours per week), assuming a student meets the eligibility requirements. In addition, the student intern must concurrently enroll in HDFS 465 (a two-credit seminar related to the field experience). It is recommended that students take no other courses at this time or limit themselves to a maximum of one additional evening or distance learning course (with the instructor’s permission). Starting with the Fall 2019 catalog, the HDFS 449/465 courses are optional and instead, students can choose from a list of restricted electives to fulfill those credits.

One year prior to completing the HDFS 449/465 courses, students must submit an Internship Eligibility Form and the semester prior to completing these courses, students must attend required orientation meetings. While students can identify internship placement sites meeting their interests, coordination/approval of formal placement will be managed through the HDFS

office. In order to be eligible for the Internship/Seminar courses, students must have a minimum overall GPA of 2.5 and a major GPA of 2.75 and a C- or better in the following courses:

HDFS 201: Life Span Development

HDFS 202: Diversity and Families

HDFS 339: Adult Development and Aging

HDFS 333: Development of Human Relationships

HDFS 334: Experiential Education

COMM 212 or LEAD 209

HDFS 428 or HDFS 316 (at least one)

At least twelve credits of restricted electives and business electives

At least 3 credits from: HDFS 330, HDFS 332 or HDFS 346

In certain instances, there may be compelling reasons as to why a student cannot meet the academic conditions specified for enrollment in the HDFS 449/465 Internship. A petitioning process exists for students who believe that they can justify their acceptance despite failure to meet the criteria. Students in this situation should submit a petition letter to the Undergraduate Coordinator who will forward it to the appropriate screening committee.

- c. Students in the HRA major will create a digital portfolio which documents their developing knowledge, skills and professional values. This ePortfolio also provides the vehicle for evaluating students' attainment of the University's General Education Goals. ePortfolio reflections are typically submitted in the following courses:

HDFS 316 – Learning and Development in HRA

HDFS 428 – Diversity and Inclusion in the Workplace

HDFS 334 – Experiential Education

HDFS 449/465 – Internship and Internship Seminar

5. Internship Related Information

a. Pre-Placement Requirements

- i. Two semesters prior to the expected HDFS 449 placement, notify the department and complete the Internship Eligibility Form.
- ii. Complete all necessary clearances per the [Office of Clinical Studies](#) during designated time periods prior to the internship. Without this clearance, pre-service interns may not pursue interviews for placements requiring said clearances.

- iii. Attend mandatory orientation sessions the semester prior to the expected placement.
- b. Registration
 - i. Students will be registered for both HDFS 449 and HDFS 465 concurrently once they have successfully completed all pre-placement requirements.
- c. Course Requirements
 - i. HDFS 449 – Students work an average of 25-35 hours per week for a minimum of 400 hours over the course of the term in a previously approved placement site. The Site Supervisor and Intern agree upon the exact schedule.
 - ii. HDFS 465 – Students attend a seminar course at the University of Delaware campus. The seminar provides an opportunity for students to discuss issues affecting them in their placement and to explore professional development topics such as their role in a professional setting, the supervisory relationship, problem-solving skills, ethical issues, values clarification, working with diverse populations, post-graduate options and more. The course includes reflective writing assignments and an ePortfolio assignment, which reflects a culmination of the intern’s academic work and field placements.
- d. Responsibilities
 - i. The student intern will:
 - i. Prepare and submit a résumé to the site supervisor.
 - ii. Provide her/his own transportation to and from the workplace.
 - iii. Follow a work schedule similar to other full-time employees.
 - iv. Perform the duties and responsibilities specified by the site supervisor in a professional manner.
 - v. Be appropriately dressed.
 - vi. Support the agency’s philosophy, methods, leadership, and programs.
 - vii. Consult with the site supervisor when problems or questions arise.
 - viii. Complete required forms and course requirements in a timely manner.
 - ii. The site supervisor will:
 - i. Interview and select a student in conjunction with the UD Internship Coordinator. (Assign a qualified staff member to serve as supervisor if different from interviewer.)
 - ii. Interpret the internship program to the agency’s staff and help the intern gain acceptance as a staff member.
 - iii. Orient, introduce, and identify the student intern as a staff member in order to encourage courtesy, consideration, and respect from colleagues and clients.
 - iv. Provide the student with information and materials about the agency relative to the organization and its administration, facilities and equipment, programs, long-range planning, personnel policies, etc.
 - v. Provide appropriate opportunities for the student that contributes to her/his growth according to his/her ability and progress.

- vi. Support and guide student during the experience.
- vii. Evaluate student progress, using the following evaluation tools to help determine the student's final internship grade:
 1. Complete, sign and submit bi-weekly, mid-term and final evaluation forms
 2. Discuss progress with student.
- viii. Report any problems and concerns to student (when appropriate) and/or to the UD Internship Coordinator before any definitive action is taken.
- ix. Avoid subjecting student to hazards in the workplace.
- x. Be available for consultation with the student and/or faculty supervisor as needed.
- xi. Reimburse the intern for any placement-related expenses beyond her/his transportation to and from the site's home base.
- iii. The UD Internship Coordinator and Course Instructor will:
 - i. Serve as a major link between agencies and the University to provide support in carrying out educational goals.
 - ii. Represent the University and the program to the community.
 - iii. Determine and approve the student's eligibility for participating in the internship.
 - iv. Match prospective Interns with cooperating internship agencies
 - v. Provide a copy of the Human Relations Administration Handbook to the site supervisor.
 - vi. Discuss the student intern's responsibilities with the site supervisor.
 - vii. Prepare the Student Intern for the placement (e.g., expected experiences, reports, conduct, and evaluation).
 - viii. Visit and/or communicate with site supervisor at least once during the semester; observe when possible; confer with the student intern and placement supervisor; and suggest changes, if appropriate.
 - ix. Coordinate seminar course with the internship experience.
 - x. Evaluate the student's internship performance and determine final grade.
 - xi. Provide the student with an assessment of his/her strengths and areas for growth noted during the internship and seminar.
 - xii. Provide on-going support and guidance to the student.
 - xiii. Communicate to students any change in course offerings that may affect the completion of their internship.
 - xiv. Maintain files with up-to-date agency information.
 - xv. When appropriate, provide in-service training to new site supervisors.
- e. Procedure for resolution of Field Problems
 - i. The internship can be a rewarding experience but there may be times when a placement is incompatible with student needs/expectations, or a site supervisor may have some concerns about the intern's conduct or level of performance. Although such occasions have been infrequent, alternative placement may be

appropriate in order to permit the student intern to complete the requirements of the course in a timely manner.

- i. The intern and site supervisor should first attempt to resolve the problem, following agency protocol, as appropriate. If this is not successful, each is to inform the other of his/her intention to seek additional help from the UD staff.
- ii. If the site supervisor finds the student intern's conduct or work performance less than desirable, the concerns should be discussed with the student intern. If such difficulties are serious enough to warrant termination of the placement, the site supervisor should contact the UD Internship Coordinator or course instructor and provide written documentation to support the action.
- iii. The UD staff members will examine the evidence to determine whether an alternative placement is appropriate and will confirm the final outcome in writing.
- iv. With sufficient cause and evidence, the UD Internship Coordinator has the right to remove a student if he/she is unable to function within the agency structure.
- v. In the event of behavior deemed particularly egregious, the student intern MAY face removal from the internship program, based on recommendations of the site supervisor, the UD Internship Coordinator and/or the University of Delaware [Student Code of Conduct](#).

f. Liability Information

- i. All University students are insured against third-party liability claims when participating in a Field Experience program. Students are not classified as professionals or employees and cannot be held responsible for a professional/employee level of performance. Any questions or concerns regarding liability should be forwarded to the Risk Management Office (<http://sites.udel.edu/vpfinance/departments/risk-management/>), 220 Hullahen Hall, 302-831-2107.
- ii. Students who receive pay are covered under the Worker's Compensation Law. Information regarding the University's Worker Compensation Policy can be found in the University of Delaware Policies and Procedures Manual at: <http://sites.udel.edu/generalcounsel/policies/workers-compensation/>
- iii. Any questions or concerns regarding Worker's Compensation should be forwarded to the Labor Relations Office, 413 Academy Street, 302-831-2171.

g. Field Placement Hours

- i. With the possibility of some exceptions, students will follow the same hours as those kept by the agency.
- ii. Regular schedules are worked out and agreed upon between the student and site supervisor.

- iii. The site supervisor, intern, and the UD Internship Coordinator/course instructor should work out variations, when necessary, including allowing interns to work on projects outside of the placement site or normal business hours, if necessary.
- h. Absences/Late Arrivals
 - i. Students are expected to be in the field on a regular schedule and are expected to notify the site supervisor promptly in case of late arrival or absence.
 - ii. The UD staff should also be informed in case of an absence.
 - iii. Subsequently, an appropriate plan must be negotiated with the site supervisor for making up the work.
 - iv. In the event of a prolonged absence, the site supervisor should notify the UD staff as soon as possible
- i. Reimbursement for Field Placement Related Expenses
 - i. Interns assume responsibility for their own round-trip transportation costs from their local residence to their placement's home base.
 - ii. However, agencies are expected to reimburse interns for agency-related transportation costs required by field assignments away from the base office and similar petty cash expenses as may be incurred in the course of carrying out agency services.
 - i. Students must follow agency procedures for documenting and requesting any reimbursement.
 - ii. If this policy represents a problem, the site supervisor should discuss it with the UD Internship Coordinator as soon as possible in order to determine alternate options (e.g., alternate placement; revision in responsibilities/expectations).

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