LiveText FAQs

1.) What is LiveText?

LiveText is a tool that the Department of Counselor Education and Family Studies uses to log all of our students Practicum and Internship hours, as well as fulfill all of the assessment requirements for faculty, site supervisors, and students. This tool will be used by the student, faculty supervisor and site supervisor(s) (referred to as the "mentor" by LiveText). Mentors will fill out a midterm and final evaluation of students using the LiveText site. These evaluations take the place of paper evaluations that the student previously turned in via Blackboard. With the use of LiveText students will also input all of their Practicum/Internship hours using the "Time Log" and will complete other assignments throughout the semester.

2.) How do I purchase LiveText?

LiveText may be purchased through Liberty University's [online] bookstore, MBS or directly from the LiveText website.

3.) Which version of LiveText should I purchase?

You must purchase the Fieldwork Experience Management (FEM) edition.

4.) How much will LiveText cost?

The price for LiveText changes semester to semester. Please refer to our website for up to date pricing.

http://www.liberty.edu/index.cfm?PID=33372

5.) What do I do after I purchase LiveText?

Go to the LiveText website and register your account. You will be placed with your site within Week 1 or Week 2 of the semester you are enrolled in. Please have your account set up prior to the start of the semester. NOTE: When you register your account please be sure to select "LIBERTY UNIVERSITY" as your school. If you select a different institution (or no institution) our university will not be made aware that you purchased LiveText and will be unable to place you.

6.) If I purchased LiveText last semester do I need to purchase it again?

No, once you purchase a LiveText account it is good for five years.

7.) What email address should I use to register for LiveText?

Please register with your Liberty University email address. If you would like to additionally use an alternate email address you will have the option to do so.

8.) What is a LiveText placement?

Your placement assigns you to your Practicum or Internship site, as well as assigns you to your site supervisor.

9.) What is a mentor?

Your mentor is LiveText's way of referencing your site supervisor.

10.) What is a supervisor?

Your supervisor is LiveText's way of referencing your Liberty University professor.

11.) How does my mentor access LiveText?

Your mentor will receive an email once you have registered and been placed in LiveText.

12.) How will my mentor be notified of my registration and placement?

Your mentor will be notified through the email address that you provided during the Practicum or Internship application process. Please ensure that the email that you submitted for your mentor is up to date with the DCEFS Practicum and Internship Department.

13.) Will my mentor have to pay for LiveText?

No, this is a service provided to the mentors by Liberty University.

14.) How do I log my hours in LiveText?
To add an entry to your LiveText Time Log (located under Placements, which is under Field Experience), click on your placement and then on the right-hand side you will see "add hours". Click the "add hours" button and you will be able to input your information. Select the date of the entry, the number of hours spent, and a description of the category and activity. Please use the log to input all hours completed per quarter. (You will find that the end of each quarter matches up with the due date of each assessment/evaluation.) You will need to keep a personal log of all hours earned as you move throughout the semester. You can total these hours (per type of hour) and input them into LiveText.

At the midterm point and at the end of the semester, you will also be required to complete the "Summary of Hours Spreadsheet" (which is tab 1 of the Summary and Verification of Hours Excel document) assignment located in LiveText. This spreadsheet shows a total of your hours at that point in the semester. At the end of the semester you will also be required to upload the "Verification of Hours" form which you will find in the assignment portal of LiveText (this is tabs 2 and 3 of the Summary and Verification of Hours Excel document).

All three tabs of the Summary and Verification of Hours Excel document are to be completed and uploaded to the shared workspace in your placement by the end of the semester.

Please note that failure to complete any of the above steps may negatively affect the progression and completion of your 698, 699, 998, OR 999 course. Without this information, the Internship Office may be unable to verify your hours once you apply for licensure.

15.) Can I edit and delete hours that I already added to LiveText?

Yes you may.

16.) What are the assignments in LiveText?

TYPE OF ASSIGNMENET	NAME OF ASSIGNMENT	WHO IT'S ASSIGNED TO
Assessment	CCS-R (Faculty)	Faculty Supervisor
Assessment	Counseling Competencies Scale-R	Site Supervisor
Assessment	Counseling Competencies Scale-R Midterm	Site Supervisor
Assessment	Supervisor's Evaluation of CEFS	Site Supervisor
Assessment	Student's Evaluation of Site / Supervisor	Student
Time Log	Input of hours into LiveText Hours Log (This is done quarterly)	Student
Time Log	Approval of hours student put into Hours Log (approved quarterly)	Site Supervisor
Assignment	Summary of Hours Spreadsheet (completed at midterm and end of semester) – uploaded into shared workspace in placement	Student
Assessment	Approval and grading of Summary of Hours Spreadsheet (reviewed at midterm and final points of the semester)	Site Supervisor & Faculty Supervisor (Final Only)
Assessment	Ethics Quiz/Suicide Risk Assessment	Faculty Supervisor
Assessment	Biweekly or Quarterly Contact by Faculty Supervisor	Faculty Supervisor
Assessment	Case Presentation (699 only)	Faculty Supervisor

17.) Can I receive an extension on completing work in LiveText?

Assignments, assessments, and time logs must be completed by the due date. However, students can work directly with their professors if they need to request an extension for an assignment.

18.) How do I change my site and/or my site supervisor?

Please contact the Practicum/Internship office. Also please refer to the Practicum or Internship manual regarding the procedure to add or change a site and/or site supervisor. Once paperwork has been submitted and approval has been authorized, the LiveText Coordinator will update your site and/or site supervisor in LiveText.

19.) How long will I have access to LiveText?

You will have access to LiveText for five years from the date purchased.

20.) How long will my mentor have access to LiveText?

Your mentor (site supervisor) will have access to LiveText 60 days after the Practicum or Internship has ended.

21.) Who do I contact if I am experiencing difficulty using LiveText?

You may contact the DCEFS LiveText office at counlivetext@liberty.edu. You may also contact LiveText at support@livetext.com.

The following sites also provide LiveText support:
https://www.livetext.com/c1_help/for_students/
https://www.livetext.com/c1_help/glossary/