



**DEPARTMENT OF COUNSELOR EDUCATION
AND FAMILY STUDIES**

**LiveText Field Experience Manual
Practicum & Internship**

2020-2021

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I. Introduction

What is LiveText?

LiveText (www.livetext.com) is an online tool that must be purchased by all 60 Hour Professional Counseling, Clinical Mental Health Counseling and Marriage and Family Counseling students who are enrolled in COUN/CMHC 698 & 699, as well as COUC 998 & 999. This tool will be used by students, faculty members and site supervisors in order to log all hours earned in the 698/699 and 998/999 experience as well as complete all assessments and evaluations. The tool may be used for additional purposes, at the discretion of the professors and the department.

Why is LiveText required?

LiveText is a requirement for students in COUN/CMHC 698 & 699, as well as COUC 998 & 999. The Department of Counselor Education and Family Studies (here after referred to as DCEFS) will not be accepting paper evaluations of students after the fall 2015 semester. Any evaluation for COUN/CMHC 698 & 699 and COUC 998 & 999 must be completed in LiveText. LiveText is a course requirement and failure to purchase, activate, and use the tool could have negative implications on the student's progress in the course.

How long will a LiveText account remain active?

A LiveText account will remain active for five years. If the student has purchased an account in the past (and it has not exceeded the five year mark) they will not need to purchase one again. For example, if LiveText was purchased for COUN 698 the student would be able to use the same account for COUN 699.

II. How To Purchase LiveText?

a. MBS

Students may purchase a LiveText key code through MBS when purchasing their other required textbooks.

- The purchase price on MBS will range from \$130-140. Pricing is subject to change. (The current cost for LiveText can always be found on the Liberty University DCEFS LiveText Website: <http://www.liberty.edu/index.cfm?PID=33372>)
- When purchasing through MBS students must ensure that they purchase the FEM (Field Experience Management) version of LiveText. MBS will then

provide the student a 16-digit key code that the student will be responsible for registering on www.livetext.com.

Note: If the student purchases the key code but fails to register it with LiveText, it will count as not having an activated LiveText account and could have negative implications on the student's progress in the course.

b. LiveText Website

Students may alternatively purchase LiveText directly through the LiveText website (www.livetext.com).

- The purchase price on LiveText.com can range from \$130-140. Pricing is subject to change. (The current cost for LiveText can always be found on the Liberty University DCEFS LiveText Website: <http://www.liberty.edu/index.cfm?PID=33372>)
- When purchasing LiveText directly through the company's website students must ensure that they purchase the FEM (Field Experience Management) version of LiveText. LiveText will direct the student to register their account as part of the purchasing process.

III. How To Register An Account?

a. If purchased through MBS

In order to register their account the student will log on to www.livetext.com and click "Register" on the top right-hand side of the screen. The student will then click "Register" once more and will be prompted to choose their role (student or faculty member). The student will need to select "Student" and will be directed to enter their 16-digit key code. Once the key code is entered the student will be automatically directed to the "Personal Information" page. On this page the student will be asked for information such as first & last name, date of birth, email address (both school email as well as alternate personal email), institution information, and anticipated graduation date. Students will also be provided the opportunity to create their username and password as well as select a security question for their account. Once the form has been filled out completely students must click "Register My Membership Account".

b. If purchased directly through LiveText.com

When purchasing LiveText directly through the company's website students will be directed to register their account as part of the purchase process. Students will be asked for information such as first & last name, date of birth, email address (both school email as well as alternate personal email), institution information, and

anticipated graduation date. Students will also be provided the opportunity to create their username and password as well as select a security question for their account. Once the form has been filled out completely students must click “Continue”.

c. Important information to keep in mind

- Students must ensure that they enter their first and last name as they wish for them to appear in LiveText. (i.e. If a student enters their name in all caps, the name will display in LiveText in all caps.)
- When entering their email address students must be sure to use their Liberty University email as their primary address. For further instruction on proper communication, use of a LU email account please refer to the Practicum or Internship Manual.
- Students need to take caution when inputting “Institutional Information.” Students must be sure to select “United States” as the country and “Virginia” as the state in which the institution is located. They will then be provided a drop down menu with a list of institutions. The student should carefully select “Liberty University” from the drop down menu and review their selection before moving forward. If the student accidentally selects a different institution the DCEFS will not be alerted of their LiveText purchase, which could have negative implications on their performance in the course.
- While it is not required that students input their Student ID, the DCEFS does request that students include this information when registering their account.

IV. How To Navigate LiveText

a. How to log in

In order to log into their LiveText accounts students will use the username and password they created during the registration process. If students have forgotten their username and password they can click “Forgot Password” located under “Login” and can choose to either gain access to their account using their security question, or can have their account reset via email.

Note:

- If the student selects to have their password reset via email, the email will go to their Liberty University email address.
- If the student selects to have their password reset via email and does not see an email from LiveText in their inbox, the student should check their spam folder before calling LiveText Tech Support (866) 548-3839.

b. “Dashboard”

Once logged into LiveText students will be able to see the home page (referred to in LiveText as the “Dashboard”). On the home screen students will see all upcoming assignments due for their course(s) in LiveText.

c. “Field Experience” Tab

In order for students to find their placement(s) they must click on “Field Experience” on the left-hand side of the screen (directly under the LiveText logo). Once students click this link they will see their “Active Placement(s)” in LiveText.

Note: Students will have one placement per site.

d. “Placement Details” Screen

Students can click the “View Placement” link on the right-hand side of the screen to be taken to the “Placement Details” screen. On this page students will see the following information:

- On the left-hand side of the screen students will see the details of their placement. This includes the students name, their supervisor (the LU faculty member teaching their course), their site-supervisor, the start and end date of their placement and the name and address of their Practicum or Internship site. If the student scrolls down they will see their section of COUN/CMHC 698 or 699 (or COUC 998/99) posted under “Academic Details”.

Note: The dates for placement in LiveText will not reflect the dates of the LU term in Blackboard/Asist. Please note that the start date in LiveText is the date that the DCEFS placed the student at the site in LiveText. The end date will always reflect several weeks after the actual end of the semester, in order to give the faculty member time to review the student’s placement and post final grades in Blackboard.

- In the middle of the screen students will see a detailed list of all assessments due throughout the semester for this placement, as well as who the assessment is assigned to and when it is due. Assessments listed in red have not yet been submitted. However, assessments listed with a green link have been completed. If the student has been provided access they may click the green link and review the assessment.
- On the right-hand side of the screen students will see the LiveText “Time Log”. This is where students will log all hours (quarterly) throughout the semester. Instructions on how to log hours will be provided in Section “VI”.

- If the student scrolls down to the bottom of the page they will see the “Attachments” section. This section is often referred to as the shared workspace. Students will upload attachments here throughout the semester so that their supervisor (faculty member), site-supervisor and the DCEFS can view them.
- If a student wishes to have a profile picture in LiveText they may click on the grey box located above “Placement Details” and they will be provided the opportunity to upload a photo into the placement.

Note:

- Students should “choose a professional picture that is appropriate to share with prospective employers, because this photo will be viewable by professors, Site-supervisor(s), and others.”
- Please keep in mind the Liberty Way when choosing a profile picture for LiveText.
- If a student clicks on the “Profile” tab located under the words “Field Experience” at the top of the page they will be provided the opportunity to add details such as education, experience, activities and interests to their profile in LiveText.

e. Past Placements

If students wish to see past placements they may do so by clicking “Completed” under the “Active Placement(s)” tab in “Field Experience”.

V. Placement Details

Placements will be not be created until the end of the add/drop deadline of the semester. Barring any changes made to the student’s site or supervisor, students can expect to see their placement in LiveText by the end of the week following the add/drop deadline. Once a student’s placement has been created, the student, supervisor (faculty member) and site-supervisor will receive an email from LiveText with the information related to the placement. This information will include the student’s name, site name, supervisor (faculty member) name, and site-supervisor name as well as the start and end date of the placement.

- When the student receives the email from LiveText, with the information about their placement, it is their responsibility to log on to www.livetext.com and review the placement details for accuracy. If for any reason there is a discrepancy with any of the information (i.e. site name, site-supervisor name, site-supervisor email address,

etc.) it is the student's responsibility to alert the LiveText Coordinator in the DCEFS so that the discrepancy can be corrected.

Note: Discrepancies can cause the student or their site-supervisor the inability to log on to LiveText, and complete time logs or assignments. This could have negative implications on the student's progress in the course.

VI. How To Log Hours in the LiveText "Time Log"

a. LiveText "Time Log"

The "Time Log" in LiveText is located on the "Placement" tab under "Field Experience" (please follow the directions in Section IV to find this tab). Students will log their hours in the LiveText "Time Log" at the end of every quarter. There are 4 quarters in one semester. Students will find the end date of each quarter in their Summary of Hours Spreadsheet, as well as their LiveText Calendar. The spreadsheet has notes in the boxes to remind students when to log their hours in the LiveText "Time Log". Once students have logged their hours, their site-supervisor will be able to review and approve hours.

b. Directions

Students will log the total number of hours they completed for each category for that quarter. At the end of the course students should only have 16 to 20 entries in their LiveText "Time Log".

- Four quarters x five possible entries each quarter 1) total direct hours, 2) total individual supervision, 3) WebEx faculty supervision, 4) total related/indirect activities completed that quarter = 16 to 20 possible entries
- Student's must follow the directions below in order to log hours in the LiveText "Time Log":
 1. Sign into www.livetext.com
 2. Click "Field Experience"
 3. Scroll to "Active Placements" and click "View Placement"
 4. Students will now be directed to the "Placement Details" screen where they will see their "Placement Details", "Assessments", and "Time Log"
 5. Click add hours under the "Time Log"
 6. Make sure to include a colon (:) in between the hour and minute and document the time in a two digit format

Ex. 10:30= 10 hours and 30 minutes
02:15= 2 hours and 15 minutes

7. This process will only be completed at the **end of each quarter**

c. Students with two sites

Students with 2 sites (2 placements) will need to log their hours completed at each site separately. Students must NOT combine their hours and document them all in one “Time Log” if they were completed at different sites. If students have 1 site and 2 site-supervisors, they will only have one placement and either site-supervisor can approve their hours in the LiveText “Time Log”.

d. How to edit/delete hours

Students will click on the blue edit or delete button next to the hour(s) that they wish to edit or delete. Any time students edit or delete hours that have been approved by their site-supervisor, an automatic email notification will be sent to their site-supervisor and supervisor regarding the changes.

e. Faculty Group Supervision

Beginning in the spring 2018 semester all faculty group supervision hours in the Time Log will be approved by the faculty supervisor. The other hours (i.e. Direct Client Contact, Individual Supervision, and Related Activities) will be approved by the site supervisor.

f. Logging previous semester(s) hours

Students will not log hours from a previous semester(s) in the LiveText “Time Log”. Students will only log hours for the semester in which they are currently enrolled. Any hours from a previous semester(s) will be documented in the Verification of Hours spreadsheet (See section VIII).

VII. How To Complete & Upload The Summary of Hours Spreadsheet (Tab 1)

a. Summary of Hours/Verification of Hours/Site Information Spreadsheet Description

- Students are required to download this Excel document, **which contains three tabs of spreadsheets**. This includes the Summary of Hours spreadsheet, the Verification of Hours spreadsheet and the Site Information sheet.
- This spreadsheet can be located and downloaded from Blackboard, the Liberty University LiveText website and the Dashboard in LiveText.
- The Summary of Hours sheet is the **first tab** in this Excel document, and will be discussed more in detail in this section.

b. Summary of Hours Spreadsheet Requirement

- Students are required to submit their completed Summary of Hours Spreadsheet in LiveText during Midterm and Final. This tab of the Excel document allows the DCEFS to verify hours for successful completion of the course.

c. Where To Locate the Summary of Hours Spreadsheet (Tab 1)

- The spreadsheet can be found in the student’s LiveText account by following these directions:

1. Sign into www.livetext.com
2. The home screen is the “Dashboard” with the Summary of Hours Spreadsheet listed as an assignment
3. Click “Continue Assignment”
4. The following screen is titled “Assignment Details”
5. Click on the link to download the Summary of Hours Spreadsheet
6. Students will save the spreadsheet on their computer and fill out the information detailed in each section

Note: Students only need to download the spreadsheet once, and will be uploading it twice (Midterm & Final) into LiveText.

- The spreadsheet can also be found on the DCEFS’s LiveText webpage.

d. How To Complete the Summary of Hours Spreadsheet (Tab 1 of the Summary and Verification of Hours Excel Document)

The student will log their hours weekly in the spreadsheet, under each category. The Summary of Hours is the first tab in this Excel spreadsheet. The spreadsheet will automatically calculate the hours entered. Students should **NOT** place any hours in the boxes where there is a 0 present. Students can find more information regarding the different types of categories, requirements, and the minimum for each in the Practicum or Internship manual.

Note: Comments have been added to the boxes in the spreadsheet. By placing the cursor over the box, students will be able to see comments that can assist them in completing the spreadsheet. The comments also include due dates of when their hours are due in LiveText.

- Students are required to download this spreadsheet once and upload it twice into LiveText. (Once at the Midterm and the Final evaluation points.)
- Hours will be added to this Excel spreadsheet tab in a standard hours and minutes format. The time **does not** need to be rounded up. Students must **always** enter a number for both the hours and minutes, with a colon separating the two.

Examples:

- 3 hours and 18 minutes = 3:18
- 1 hour and 43 minutes = 1:43

- 30 minutes = 0:30

e. How To Upload the Summary of Hours Spreadsheet into LiveText

- Students must follow the directions below to upload this spreadsheet into LiveText:
 1. Once the spreadsheet has been completed and saved on the student's computer, the student will need to log back into their LiveText account
 2. After logging in the student will see the home screen ("Dashboard") and will click on "Field Experience"
 3. Students should scroll down the page until they see the section "Active Placements"
 4. Click "View Placement" (students with 2 sites will have 2 placements)
 5. On the "Placement Detail" screen students should scroll down the page until they see a box titled "Attachments" (as a reminder this is often referred to as the shared workspace.)
 6. Click "Add Attachments"
 7. A box will appear and the student will click the "Add Attachments" tab
 8. Click "Upload New File"
 9. Students should locate where they saved their completed spreadsheet on their computer and select that file
 10. Students should not close the window until the box indicates upload "Completed"
 11. Once the box indicates upload "Completed", click close
 12. Students can now scroll down the page to the box titled "Attachments"
 13. If students can see their spreadsheet in the "Attachments" box, they have successfully completed the assignment

f. Students with two sites

Students with two sites will have two active placements, and will need to go into each placement separately to upload the spreadsheet with the hours that they completed for that particular site. Students must **NOT** combine hours for both sites into one spreadsheet. Students will have two Summary of Hours spreadsheets, one for each site, which will be uploaded separately under the corresponding placement.

VIII. How To Complete and Upload the Verification of Hours & Site Information Spreadsheet (Tabs 2 & 3 of the Summary and Verification of Hours Excel Document)

a. Verification of Hours & Site Information spreadsheet requirement

The Verification of Hours spreadsheet is used to verify a student's hours for successful completion of the course, and potential licensure in the future. This spreadsheet will indicate all of the hours that a student has accrued throughout Practicum and Internship. Just like Summary of Hours tab, the hours will need to be entered in a **standard hours and minutes format**. Once the hours are entered, they will be automatically calculated for the student.

b. Where to find the Verification of Hours and Site Information Sheets (Tabs 2 & 3)

- Students can locate this spreadsheet in the “Dashboard” section of LiveText. Please see the instructions under Section “VII” regarding how to find documents listed as assignments in the “Dashboard” tab. **It will be in the same Excel document as the Summary of Hours sheet which was described in previous sections of this manual.**
- **Please note that the Verification of Hours and Site Information spreadsheets are found in the same Excel document as the Summary of Hours spreadsheet. They are the second and third tabs in this document.**

c. How to complete the Verification of Hours & Site Information Spreadsheet (Tabs 2 & 3)

- For the Verification of Hours tab, students will write the total number of hours they completed for each category under the Practicum and Internship columns.

Note: Students with more than one semester of Internship will also need to use the semester 2 or semester 3 Internship columns.

- On the Site Information tab, students will write the name of their Practicum and Internship site(s) and the name of their Practicum and Internship site supervisor(s). In addition, students will indicate the dates that they were in residence at their site(s).

Note: Students will use these sheets to document their entire fieldwork experience (Practicum & Internship). Each semester they will update these two spreadsheet tabs to reflect the most updated information.

d. How to upload the Verification of Hours spreadsheet into LiveText

Students can find directions on how to upload this Excel document into LiveText by following the same directions provided in Section VII under, “How do I upload my Summary of Hours Spreadsheet into LiveText?”

Note: Students will need to have these two completed spreadsheets filled out in their entirety and uploaded in LiveText once at the end of every semester.

IX. How To Complete Assessments

a. What are assessments?

Assessments are “assignments” that have either been assigned to the student, the site-supervisor, or the supervisor. The assessments include evaluations, competencies scales, and verifications. Assessments can be found in “Placement Details” under “Field Experience”.

b. Assessment due dates

The assessment due date is displayed in the “Assessments” column. The due dates for assessments will also be listed on the LiveText Calendar for students (Appendix F) and site-supervisors (Appendix G).

c. How to complete the assessment

To complete assessments to which they are assigned, students will click “Begin Assessment”. Assessments will have the name of the person to whom they are assigned indicated at the top of the assessment.

Note: Once the site-supervisor and supervisor have completed their assigned assessments, the student can view the completed assessments by clicking on “Assessment Completed”.

d. Late Assessments

It is the students’ responsibility to kindly remind their site-supervisor(s) or supervisor that they have an assessment that is due. Students should be checking their LiveText account frequently, in order to take note of the assessment due dates, and to whom they have been assigned.

e. Paper Assessments

Paper assessments will NOT be accepted. ALL assessments must be completed and submitted electronically in LiveText.

X. Site-supervisor Information

a. What is a site-supervisor?

The word “site-supervisor” is LiveText’s way of referring to a student’s site-supervisor.

b. LiveText description for site-supervisors

Please refer to section “I.” to review “What is LiveText”. Site-supervisors can also find a site-supervisor training manual on the DCEFS LiveText website (<http://www.liberty.edu/index.cfm?PID=33372>) as well as in the addendums of this manual.

c. Site-supervisor’s LiveText account

Access to a LiveText account is provided to site-supervisors for free by Liberty University DCEFS and LiveText as part of the responsibilities of site-supervisor.

- When the student’s placement has been completed by the DCEFS LiveText Coordinator the site-supervisor will receive an email alerting them of the placement. If the site-supervisor has not previously been a Liberty University site-supervisor they will also receive information regarding how to log into their account.

1. Site-supervisors who do not receive emails

- Students should check their site-supervisor’s email address listed in LiveText for accuracy.
- The site-supervisor can log onto www.livetext.com and click “Login”. Under the login section the site-supervisor will see a link called “Forgot Password”. If the site-supervisor clicks this link they will be instructed to either gain access to their account using the security question (if the site-supervisor has not previously set up a LiveText account this option will not work) or to have their account reset via email. The site-supervisor should choose option two and input the email address that the student provided to the DCEFS on the Practicum or Internship application. LiveText will then send the site-supervisor an email with login information.
- If the site-supervisor still does not receive the email from LiveText or wishes to have the DCEFS LiveText Coordinator correct the issue for them, they may contact the LiveText Coordinator by using the following email address: counlivetext@liberty.edu.

- If the site-supervisor prefers to speak to LiveText Tech Support they may be reached at (866) 548-3839.

2. Site-supervisors with a LiveText account

Site-supervisors will need to save their LiveText account information in a secure place so that they can use it to gain access to their accounts from semester to semester. Site-supervisors will only have one account in LiveText (even if they are functioning as a site-supervisor for a student at another university or program at Liberty University).

Note: If the student's site-supervisor is a faculty member at Liberty University or another institution with a LiveText account the site-supervisor will need to provide the DCEFS LiveText Coordinator an alternate email account.

d. Two site-supervisors

If a student has two site-supervisors they will both receive access to a LiveText account, and will be required to approve hours and complete assessments.

e. Navigating LiveText for site-supervisors

When site-supervisors log on to LiveText they will see a list of their "Placements" as well as the assessments due for each student. If the site-supervisor clicks "View Placement Details" they will be taken to the "Placement Details" page. Please refer to section "IV. b. ii" for an overview of the "Placement Details" page.

f. Site-supervisor's Requirements

Site-supervisors are responsible for filling out assessments/evaluations on the students that they supervise. Site-supervisors are also responsible for approving hours that students have completed at their site.

- Site-supervisors will see all assessments that are due on their home page in LiveText. They can click the red link to begin the assessment. Site-supervisors can also see this information by clicking on "View Placement" next to the student they wish to review. The site-supervisor will then be taken to the "Placement Details" page where they can view detailed information about their student's placement.

Note: if a site-supervisor is a site-supervisor for one student with multiple sites (i.e. Student Thomas Jefferson works at Thomas Road Counseling Center as well as Liberty University Student Counseling Center with George Washington serving as his site-supervisor at both sites) the site-

supervisor will have to fill out assessments for each site (referred to in LiveText as a “Placement”).

- Once students have documented their hours at the end of each quarter into LiveText, site-supervisors are responsible for logging into the site and approving these hours.

1. To review hours a site-supervisor will log in to www.livetext.com and click “View Placement Details” next to the student that they wish to review.

Note: If a student has more than one site connected to this site-supervisor, the site-supervisor will need to approve hours for each site separately).

2. Once the site-supervisor clicks “View Placement Details” they will be taken to the “Placement Details” page where they will see the “Time Log”. The site-supervisor will confirm that these hours match the records that they have on file for their student, and click the box on the far right-hand side under the “Approve” column. Once each box is clicked the site-supervisor will select the “Approve Hours” button at the bottom of the screen. If any hours are incorrect the site-supervisor will NOT approve them, and will communicate with the student to correct the hours in LiveText before they can be approved.
3. At the mid-term and final evaluation points of the semester, site-supervisors will also be responsible for approving the hours that students upload in their Summary of Hours Spreadsheet. This spreadsheet can be found in the shared workspace portion of LiveText. Site-supervisors can find the shared workspace by clicking “View Placement Details” next to the student that they wish to review. This will bring the site-supervisor to the “Placement Details” page. If the site-supervisor scrolls to the bottom of the page they will see a section for “Attachments”. This is referred to as the shared workspace. Site-supervisors can click on the attachment to download and review it. Once the attachment has been reviewed, site-supervisors will complete the necessary assessment to confirm that the hours in the spreadsheet match the “Time Log” in LiveText, as well as the records that they have on file for the student.

g. Contact information for site-supervisors

- If site-supervisors have questions related to the student, placement, assignments, assessments, evaluations or hours logs they can contact the Liberty University DCEFS LiveText Coordinator at counlivetext@liberty.edu.
- If the site-supervisor has a technical question regarding LiveText or is having difficulty with their account they may contact LiveText Tech Support at (866) 548-3839.

XI. LiveText “Lingo”

The verbiage that LiveText uses does not always coincide with the language that is used in the Liberty University DCEFS. Below students will find a glossary of words and their definition.

- **Student:** Any user within LiveText that purchased a student membership; (Student) will appear next to their name when logged in.
- **Intern:** This refers to the student in the COUN/CMHC 698 & 699 or COUC 998/999 course. The DCEFS understands that the “intern” may be in either Practicum or Internship.
- **Site-supervisor:** Refers to the student’s on- or off- site-supervisor, and may also be referred to as “mentor”.
- **Supervisor:** Refers to the faculty member teaching the 698, 699, 998, or 999 course.
- **Internship:** The fieldwork experience course in which the student is placed. The DCEFS understands that the student/intern may be in either a 698 (Practicum), 699 (Internship), 998 (PhD Practicum) or 999 (PhD Internship) course.
- **Placement:** The placing of a student with their site and site-supervisor.

XII. Liberty University DCEFS LiveText Website

a. Liberty University DCEFS LiveText website

The Liberty University DCEFS LiveText website can be found by going to www.liberty.edu/counseling and clicking on the link for “Current Students” on the left-hand side of the page. This link will direct the student to a page that lists all DCEFS degree options. The student should scroll down to the option that matches their Degree Completion Plan and click the blue link for “LiveText” which will direct the student to the Liberty University DCEFS LiveText webpage.

- The DCEFS LiveText website includes the following information:

1. Training Video on how to use LiveText as well as complete assessments and log hours.
2. Student Training Manual provided by LiveText
3. Site-supervisor Training Manual provided by LiveText
4. LiveText FAQ's
5. LiveText Manual provided by Liberty University DCEFS
6. Necessary documents for use in LiveText

Note: Users can also locate the Liberty University DCEFS LiveText webpage by using the following link:

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

b. Liberty University DCEFS LiveText Coordinator

The Liberty University DCEFS LiveText Coordinator can be contacted using the contact information on the left-hand side of the DCEFS LiveText Webpage.

- Email: counlivetext@liberty.edu.
- When emailing the LiveText office please be sure to keep professional email practices in mind. This includes only sending emails from the provided Liberty University email address as well as students signing their names to all emails. Additionally, students should include whether or not they are in a section of COUN/CMHC 698 or 699 or COUC 998/999, as well as their section number and student id in each email sent to the DCEFS LiveText Coordinator.

Note: the DCEFS LiveText Coordinator will return all emails within 24-48 business hours. Business hours for the LiveText Coordinator are M-F 8am-4pm (EST). (Excluding national holidays.)

XIII. LiveText Technical Support

Students, Site-supervisors and Supervisors can contact LiveText Technical Support using the following information:

- LiveText Help Center: https://www.livetext.com/c1_help/
- Email: support@livetext.com
- Phone: (866) 548-3839

Note: the Tech Support hours of business are M-T 7am-9pm (CDT), Fri 7am-6pm (CDT) and Sun 12pm-9pm (CDT). (Excluding national holidays.)

XIV. Frequently Asked Questions

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 “site-supervisor” by LiveText). Site-supervisors will fill out quarterly evaluations 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. Once you have registered the DCEFS LiveText Coordinator will be notified to place you at a site. 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 site-supervisor?

Your site-supervisor 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 site-supervisor access LiveText?

Your site-supervisor will receive an email once you have registered and been placed in LiveText.

12. How will my site-supervisor be notified of my registration and placement?

Your site-supervisor 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 site-supervisor is up to date with the DCEFS Practicum and Internship Department.

13. Will my site-supervisor have to pay for LiveText?

No, this is a service provided to the site-supervisors 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.

What are the assignments in LiveText?

<u>TYPE OF ASSIGNMENT</u>	<u>NAME OF ASSIGNMENT</u>	<u>WHO IT'S ASSIGNED TO</u>
Assessment	CCS-R (Faculty)	Faculty Supervisor
Assessment	Counseling Competencies Scale-R	Site Supervisor
Assessment	Counseling Competencies Scale-R Midterm	Site Supervisor
Assessment	1 st Quarter Evaluation by Site Supervisor	Site Supervisor
Assessment	3 rd Quarter Evaluation by Site Supervisor	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

16. 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.

17. 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.

18. How long will I have access to LiveText?

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

19. How long will my site-supervisor have access to LiveText?

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

20. 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/

XV
Addendums

Addendum A

Summary of Hours Spreadsheet Example

CMHC/COUN/COUC Course				Sample Semester										
Student: John Doe		Site Name: Horizon Therapy		Key Code:										
Faculty Supervisor: Professor John Smith		Site Address: 2457 Maple Street		1st Quarter		3rd Quarter								
Site Supervisor: Jane Anne Doe		Centralville, VA 24500		2nd Quarter		4th Quarter								
WEEK	Date	Direct Contact Hours	Total Direct Hours	Supervision Hours			Total Supervision Hours	Related Activities Hours				Total Indirect Hours	Weekly Total Hours	Description of "Other Related Activities Hours"
				Web/Ex-Faculty Supervision	Individual Site	Group Site Supervision		Administrative	Research/Reading	Observation	Other			
1		8:26	8:26	1:25	1:45	0:30	3:40	1:45	2:15	2:15	2:15	8:30	20:36	
2		0:25	0:25	1:25	1:45	1:45	4:55	0:30	1:45	0:30	0:30	3:15	8:35	
3		0:38	0:38	1:25	2:15	0:30	4:10	1:10	1:45	0:30	0:00	3:25	8:13	
4		24:15	24:15	1:25	0:30	2:15	4:10	1:45	1:10	1:10	2:15	6:20	34:45	
5		3:35	3:35	1:25	1:45	0:30	3:40	1:45	1:10	0:45	0:00	3:40	10:55	
6		2:45	2:45	1:25	0:30	1:45	3:40	0:45	1:10	0:45	2:15	4:55	11:20	
7		1:00	1:00	1:25	1:45	0:30	3:40	1:45	2:15	0:45	0:00	4:45	9:25	
8		22:37	22:37	1:25	2:15	1:10	4:50	1:45	0:45	1:45	0:00	4:15	31:42	
9		1:35	1:35	1:25	1:10	2:15	4:50	2:15	0:45	0:30	0:00	3:30	9:55	
10		3:55	3:55	1:25	1:45	1:10	4:20	1:45	0:00	0:30	0:00	2:15	10:30	
11		0:35	0:35	1:25	0:30	1:45	3:40	1:45	0:00	1:45	0:00	3:30	7:45	
12		0:08	0:08	1:25	0:30	0:45	2:40	0:30	0:00	1:45	0:00	2:15	5:03	
13		2:45	2:45	1:25	0:45	1:45	3:55	0:30	1:45	0:00	2:15	4:30	11:10	
14		13:45	13:45	1:25	1:45	0:45	3:55	1:45	1:45	2:15	0:45	6:30	24:10	
15		1:25	1:25	1:25	0:45	2:15	4:25	0:30	0:00	0:00	0:45	1:15	7:05	
Semester Totals		87:43	87:43	21:15	19:40	19:35	60:30	20:10	16:30	15:10	11:00	62:50	211:09	
Semester Total Direct Hours			87:43	Semester Total Supervision Hours			60:30	Semester Total Indirect Hours				62:50		
Semester Total Hours:							211:09							

Addendum B

Verification of Hours for Licensure Example

Verification of Hours

Type of Activity (Hours)	Practicum	Practicum Total	Internship Semester 1	Internship Semester 2	Internship Semester 3
Student name: John Doe					
Date Submitted:					
Direct Client Contact	65:30		45:35	38:25	75:25
Individual Supervision	45:00		25:15	55:05	27:06
Faculty WebEx Supervision	25:55		15:30	12:00	8:07
Site Group Supervision	5:00		8:00	14:15	38:22
Indirect Hours (Related Activities)	125:00		152:00	145:15	137:25
	Totals for Each Column		266:25	246:20	265:00
Notes:					1064:10

Addendum C
 Site Information Spreadsheet Example

Directions: Please input all information pertaining to your practicum and internship site(s).												
Practicum Site(s): Horizon Therapy - 2457 Maple Street, Centralville, VA 24500												
Practicum Supervisor(s): Jane Anne Doe												
Dates at Site(s):												
Internship 1 Site(s):												
Internship 1 Supervisor(s):												
Dates at Site(s):												
Internship 2 Site(s):												
Internship 2 Supervisor(s):												
Dates at Site(s):												
Internship 3 Site(s):												
Internship 3 Supervisor(s):												
Dates at Site(s):												

Addendum D

Training Manual: FEM Site-supervisors/Cooperating Teachers

To access your Field Experience activities in LiveText, you will first need to retrieve the message sent to your school/district email address. The message should read like this:

*“Dear **YOUR NAME**,*

Thank you for agreeing to be a field experience site-supervisor. You have been added to a list of available site-supervisors and will be notified when a placement is made. During this placement, assessments and other activities will be managed through an online application called LiveText. To log in, go to www.livetext.com and enter the following username and password:

*User name: **[YOUR USERNAME]***

*Password: **[YOUR PASSWORD]***

*Thank you for the contributions you will make to your mentee's professional development.
“*

Visit the website www.livetext.com and log in with the username and password provided to you.

You will be asked to select a security question. This is in case you ever forget your username and/or password and need helping logging in. Your LiveText username will never change, but you have the **OPTION** to change the password by:

1. Clicking **My Account** in the upper right corner
2. Clicking **Change Password**. You will be asked to enter the old password first, then to enter and confirm the new password.

Account Information

General	
Name	Gerry Mentor
Username	GMentor
Email Address	gerrymentor@lt.edu
Password	Change password
Security Question	What is the name of your favorite childhood friend?

Under the **Placements** tab you will see all students assigned to you. Basic details about the placement will appear below the student's name. Click the "View Placement Details" button to see all activities associated with this placement. You may also click **Begin Assessment** or **Continue Assessment** to go directly to your assessment.

Field Experience

Field Experience

Placements Profile

Bonnie Vince [email](#)

Internship: Co-Teaching Full Semester
Site: Roberto Clemente Community Academy
Supervisors: Wally Tineif [email](#)

Start Date: 03/17/2013
End Date: 12/31/2013

[View Placement Details](#)

Name	Assessment	Date	
Bonnie Vince	Community Knowledge and Engagement Rubric	11/27/2013	In Progress
Wally Tineif	Community Knowledge and Engagement Rubric	11/27/2013	(Not Started)
	Community Knowledge and Engagement Rubric	11/27/2013	View Completed Assessment
Bonnie Vince	Lifelong Learning Rubric	11/06/2013	View Completed Assessment
Wally Tineif	Lifelong Learning Rubric	11/06/2013	(Not Started)
	Lifelong Learning Rubric	11/06/2013	Continue Assessment

You will be directed to a page called **View Placement**. From this page, you can access all the key activities for your Field Experience Placement.

Placements Profile

Bonnie Vince

Placement Details 1
Status: Active
Email All 3
Student: Bonnie Vince [email](#)
Supervisor: Wally Tintel [email](#)
Start date: 03/17/2013
End date: 12/31/2013

Internship Site
1212 N. Western Ave , Chicago, IL-60622
View Demographics 2

Assessments 4
Community Knowledge and Engagement Rubric
[View Completed](#) 11/27/2013
Lifelong Learning Rubric
[Continue](#) 11/06/2013
Lesson Observation Form
[View Completed](#) 11/20/2013

By **Bonnie Vince**
Community Knowledge and Engagement Rubric
In Progress 11/27/2013

By **Wally Tintel** 5

Time Log
Required Hours:600

Date	Class Info	Activity	Hrs:Mn	Apprv
03/21/13	Lesson Planning	For History	02:00	✓
03/28/13	Name here	Unit plan	08:00	✓
04/03/13	xyz	description	02:30	✓
04/26/13	African American History	Group learning	01:00	✓
06/14/13	Demo	Description	02:00	
Total:			15:30	

Approve Hours 6

1. Basic details about the placement will display to the left.
2. To view and enter demographic information about the school and classroom, click **View Demographics**.
 - a. **School Demographics** may already have been added by the college or university.
 - b. Click in the boxes next to each category in "Classroom Demographics" and type in a number.

Demographics x

Site: Roberto Clemente Community Academy
District: CPS 299

Site Demographics

Total Students	0	Special Programs	#
Ethnic Distribution	#	English Language Learners	<input type="checkbox"/>
African American	<input type="checkbox"/>	Bilingual Education and ESL	<input type="checkbox"/>
American Indian	<input type="checkbox"/>	Compensatory Education	<input type="checkbox"/>
Asian	<input type="checkbox"/>	Extended Day Kindergarten	<input type="checkbox"/>

3. To write an email to the student, supervisor, or both click the corresponding email icon or link.
4. To fill out your assessment rubric(s), click on the **Begin Assessment** or **Continue Assessment** link.
 - a. Click the cells to highlight the level of performance achieved in each area.
 - b. Add comments to any row of the rubric by clicking the **Add Comment** icon and typing in the text box.
 - c. Add comments for the *entire* assessment using the text box at the top of the rubric.

Comments And Feedback: Overall comments...

3

Foundations and Skills [Show/Hide Rubric Descriptions](#)

	4 Capstone (4 pts)	3 Milestones (3 pts)	2 Milestones (2 pts)	1 Benchmark (1 pts)
Curiosity Edit	<input checked="" type="radio"/> Explores a topic in depth yielding a rich...	<input type="radio"/> Explores a topic in depth, yielding insight...	<input type="radio"/> Explores a topic with some evidence of depth....	<input type="radio"/> Explores a topic at a surface level, providing...
Initiative Edit 2	<input type="radio"/> Completes required work, generates and pursues...	<input checked="" type="radio"/> Completes required work, identifies and pursues...	<input type="radio"/> Completes required work and identifies...	<input type="radio"/> Completes required work.
Independence Edit	<input type="radio"/> Educational interests and pursuits exist and...	<input checked="" type="radio"/> Beyond classroom requirements, pursues...	<input type="radio"/> Beyond classroom requirements, pursues additional...	<input type="radio"/> Begins to look beyond classroom requirements...
Transfer Edit	<input checked="" type="radio"/> Makes explicit references to previous learning... 1	<input type="radio"/> Makes references to previous learning and shows...	<input type="radio"/> Makes references to previous learning and...	<input type="radio"/> Makes vague references to previous learning but...
Reflection Add	<input type="radio"/> Reviews prior learning (past experiences inside...	<input type="radio"/> Reviews prior learning (past experiences inside...	<input type="radio"/> Reviews prior learning (past experiences inside...	<input type="radio"/> Reviews prior learning (past experiences inside...

[Submit](#) [Save](#) [Cancel](#)

5. To open any attachment uploaded by the student, click its title in the **Attachments** area.

6. You may view the student's **Time Log** on the right side of the screen. Hours are entered by the student. To approve the student's entries, check the box next to the entry and click **Approve Hours**.

Addendum E

LiveText Disclaimer

LiveText is a web-based data management system that the Department of Counselor Education and Family Studies uses to collect data for the purpose of assessment, evaluation and accreditation. LiveText is an integral part of all fieldwork courses within the Department of Counselor Education and Family Studies. Initial and advanced fieldwork candidates are expected to have an activated “LiveText Field Experience Management” account. Throughout the Practicum & Internship coursework, candidates will complete assignments, assessments & time logs, which require an activated account. There are no exceptions to this policy.

* Students on the 60-hour Professional Counseling, Clinical Mental Health Counseling, and Marriage and Family Counseling degree and Ph.D. in Counselor Education and Supervision completion plans are required to purchase and activate LiveText with Field Experience as part of their materials for 698, 699, 998 and 999. LiveText is used for students to log their hours and for approved supervisors to complete evaluations of the students’ counseling skills.

LiveText is a one-time only purchase that is good for 5 years. Once purchased, LiveText must be activated to ensure placement. Students **DO NOT** need to purchase and activate LiveText a second time for 699 Internship if they have purchased it for 698 Practicum. Please understand there will be negative implications if students do not purchase LiveText.

Email: COUNlivetext@liberty.edu

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

Addendum F

LiveText Calendar for Students

Example 20xx – 698 & 699 Student LiveText Schedule

Dates	Assessments
Week 1 – First Quarter	<ul style="list-style-type: none"> • Please familiarize yourself with LiveText and review the LiveText Manual. • Ethics/Assessment Quiz – due on _____
Week 2 – First Quarter	
Week 3 – First Quarter	
Week 4 – First Quarter	<ul style="list-style-type: none"> • First Quarter Supervisor Evaluation – due on _____ • Log your FIRST QUARTER internship hours into the LiveText Time Log (in a quarterly style, by category) by _____
Week 5 – Second Quarter	
Week 6 – Second Quarter	<ul style="list-style-type: none"> • Please confirm that your site supervisor (mentor) has approved all of your FIRST QUARTER entries in the LiveText Time Log
Week 7 – Second Quarter	
Week 8 – Second Quarter	<ul style="list-style-type: none"> • Log your SECOND QUARTER internship hours into the LiveText Time Log (in a quarterly style, by category) by _____ • Midterm Summary of Hours Spreadsheet – due on _____ • Midterm CCS-R – due on _____
Week 9 – Third Quarter	
Week 10 – Third Quarter	<ul style="list-style-type: none"> • Please confirm that your site supervisor (mentor) has approved all of your SECOND QUARTER entries in the LiveText Time Log
Week 11 – Third Quarter	
Week 12 – Third Quarter	<ul style="list-style-type: none"> • Log your THIRD QUARTER internship hours into the LiveText Time Log (in a quarterly style, by category) by _____ • Third Quarter Supervisor Evaluation – due on _____
Week 13 – Fourth Quarter	
Week 14 – Fourth Quarter	<ul style="list-style-type: none"> • Student Evaluation of Site & Supervisor – due on _____ • Supervisor Evaluation – due on _____
Week 15 – Fourth Quarter	
Week 16 – Fourth Quarter	<ul style="list-style-type: none"> • Final Counselor Competencies Scale-R (CCS-R) – due on _____ • Log your FOURTH QUARTER internship hours into the LiveText Time Log (in a quarterly style, by category) by _____ • CONFIRM that your site supervisor has APPROVED ALL LOGGED HOURS in the LiveText Time Log by _____ • Final Summary of Hours Spreadsheet – due on _____ • CCS-R Faculty due on _____

Addendum G

LiveText Calendar for Site-supervisors

Example 20xx – CMHC/COUN 698 & 699 Mentor LiveText Schedule

NOTE: Assessments & approvals that are highlighted below are assigned to you, the mentor.

Dates	Assessments
Week 1 – First Quarter	<ul style="list-style-type: none"> Please familiarize yourself with LiveText and review the LiveText Manual thoroughly. Ethics/Assessment Quiz – due on _____
Week 2 – First Quarter	
Week 3 – First Quarter	<ul style="list-style-type: none"> First Quarter Supervisor Evaluation – due on _____
Week 4 – First Quarter	<ul style="list-style-type: none"> Students are due to log all of their first quarter hours into the LiveText Time Log by _____ – please review and approve all valid entries
Week 5 – Second Quarter	
Week 6 – Second Quarter	<ul style="list-style-type: none"> Please complete approving all VALID first quarter hours that have been submitted in the LiveText Time Log by _____
Week 7 – Second Quarter	
Week 8 – Second Quarter	<ul style="list-style-type: none"> Students should log all of their second quarter hours in the LiveText Time Log by _____ – please review and approve all valid entries Midterm Summary of Hours Spreadsheet – due on _____ Midterm CCS-R – due on _____
Week 9 – Third Quarter	
Week 10 – Third Quarter	<ul style="list-style-type: none"> Please complete approving all VALID second quarter hours that have been submitted in the LiveText Time Log by _____
Week 11 – Third Quarter	<ul style="list-style-type: none"> Third Quarter Supervisor Evaluation – due on _____
Week 12 – Third Quarter	<ul style="list-style-type: none"> Students should log all of their third quarter hours in the LiveText Time Log by 8/6 – please review and approve all valid entries
Week 13 – Fourth Quarter	
Week 14 – Fourth Quarter	<ul style="list-style-type: none"> Student Evaluation of Site & Supervisor – due on _____ Supervisor Evaluation – due on _____ Students should log their fourth and FINAL quarter hours in the LiveText Time Log by _____ – please review and approve all valid entries
Week 15 – Fourth Quarter	<ul style="list-style-type: none"> Final Counselor Competencies Scale-R (CCS-R) – due on _____ Final Summary of Hours Spreadsheet – due on _____ CCS-R Faculty - due on _____ Bi-Weekly/Quarterly Assessment – due on _____ Please complete approving all VALID hours (from all quarters, if applicable) that have been submitted to the LiveText Time Log by _____

*Please note that your course syllabus and the Practicum & Internship Manuals are the final authority on what assessments you need to complete in order to successfully complete your course. If you have any questions regarding additional assessments, please refer to these documents or reach out to your professor.