



Tevera Handbook

Department of Counselor Education & Family Studies



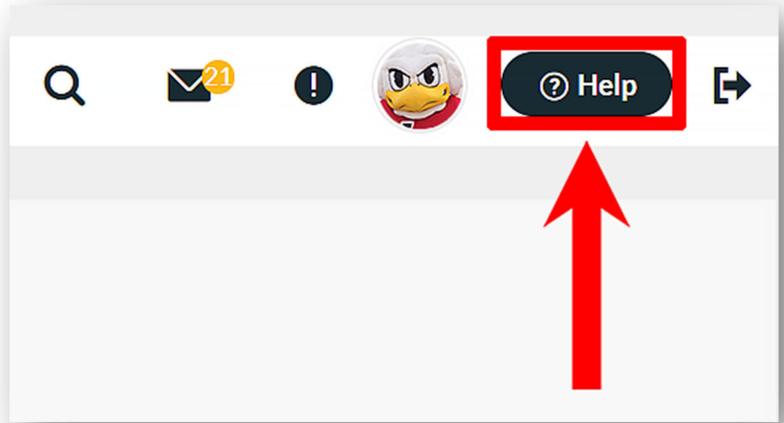
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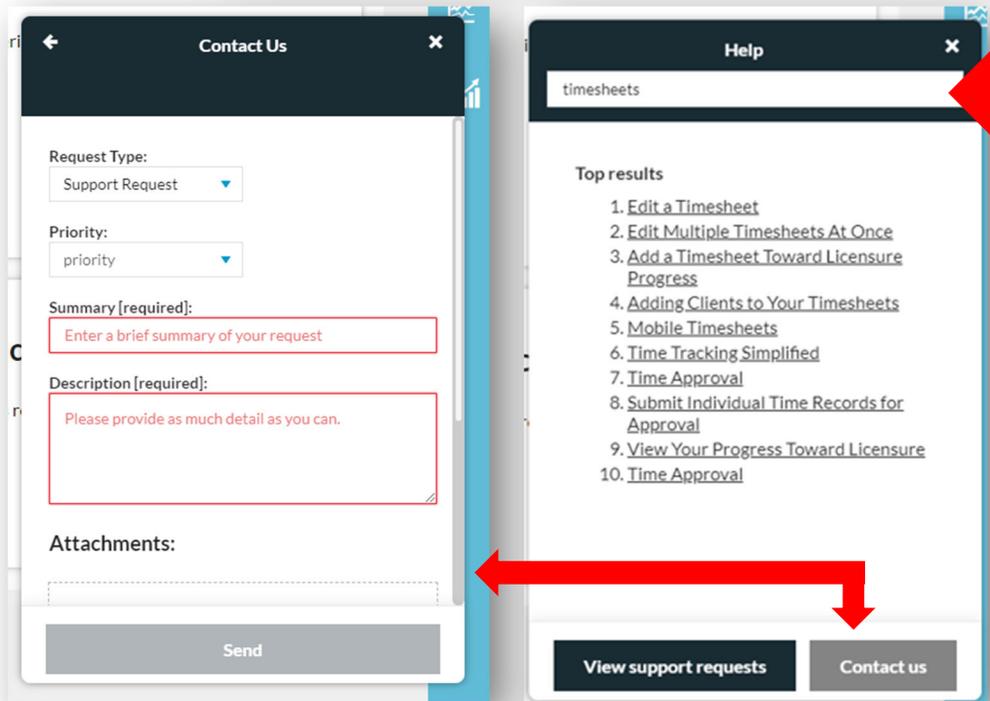


### Students: Tevera Support Page

The Tevera Support Page can be accessed through the student and faculty Tevera Profile by clicking the “Help” icon and then searching a key word (i.e. “timesheets”). The links will open instructions on the Tevera Support website.



Additionally, the “Contact Us” button can be selected in order to fill out and submit a support request to Tevera. Response time by Tevera Support to requests is 24-48 hours.



The Tevera Support Page can also be accessed with the following link and clicking “Support”:

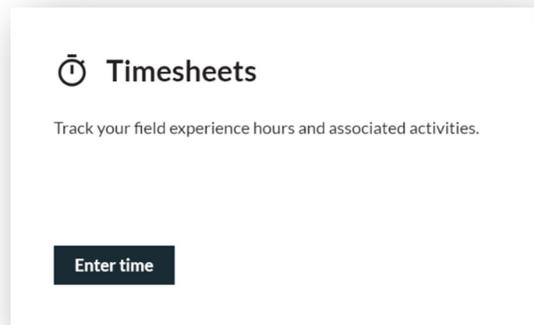
<https://knowledge.tevera.com/site/home>



## Students: Timesheets

Students will log all hours earned during their site placement in the timesheets tool within Tevera.

The display below is how the Timesheets tool in Tevera will appear to the student. It is important that the student assure the timetrack (practicum or internship), program, site, and supervisor are correct when logging hours. If a student has multiple sites or supervisors, there will be pull-down options available.



Timesheets

Month Week Day Agenda **Track**

Aug 16 - 22, 2020

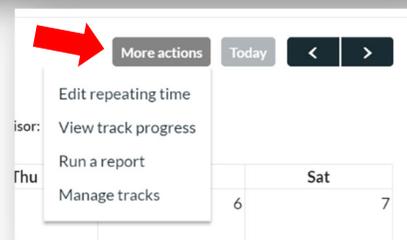
More actions Today < >

Liberty Counseling Program - Practicum Program: Test Program Site: 10002 Test Placement Site Supervisor: Barbara Jackson (17005) Tags:

	Sun Aug 16	Mon Aug 17	Tue Aug 18	Wed Aug 19	Thu Aug 20	Fri Aug 21	Sat Aug 22	Weekly	Total
<b>Total Hours</b>									
<b>Direct Clinical Hours</b>									
Individual Counseling	0	0	0	0	0	0	0		
Couples Counseling	0	0	0	0	0	0	0		
Family Counseling	0	0	0	0	0	0	0		
<b>Child &amp; Adolescent Counseling</b>									
Group Counseling	0	0	0	0	0	0	0		
Intake Sessions	0	0	0	0	0	0	0		
Other (provide description to faculty supervisor)	0	0	0	0	0	0	0		
<b>Supervision</b>									
Supervision - Individual/Triadic	0	0	0	0	0	0	0		
Supervision - Faculty Group	0	0	0	0	0	0	0		
<b>Indirect Clinical Hours (Related Activities)</b>									
Site Group Supervision	0	0	0	0	0	0	0		

**NOTE:** Students must assure they are always logging their hours in the correct timetrack (Practicum or Internship).

**NOTE:** Students can track their progress toward their hour goals using the “View Track Progress” tool in Timesheets.





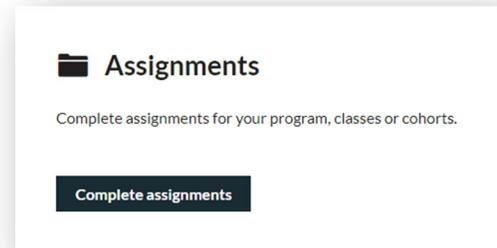
# Tevera

## Students: Assignments

Students will complete several assignments in Tevera throughout the semester. These assignments will require the student to begin them and then be approved by their faculty supervisor and/or site supervisor.

*NOTE:* Students with multiple supervisors and/or sites will complete duplicates of various assignments in Tevera. The duplicates are denoted with a “2”.

Below are the instructions to two of the Tevera assignments, The Midterm / Final Hours Report and the Midterm / Final CCS-R.



### *Midterm / Final Hours Report*

1. Click on "Complete Assignments".
2. Click on Midterm / Final Hours Report.
3. Click "Start".
4. Input the start date and the end date.
5. Make sure the Clinical Trainee is YOU and the site is correct.
6. Make sure to click the correct program.
7. Scroll down to the section that states “Time Tracks”
8. Click “Liberty Counseling Program-Practicum” OR "Liberty Counseling Program-Internship” for the track.
9. Click “Site Supervisors” and click on your site supervisor’s name.
10. Click “Faculty/Staff” and click on your professor’s name.
11. Click “Send for Signatures”.
12. Input your Tevera password OR sign using your mouse.
13. Click “Sign & Send”.

### *Midterm / Final CCS-R*

1. Log into Tevera and click on the “Assignments” tab (located on the left side-4 down with the little file icon)
2. Click “Midterm CCS-R” or the “Final CCS-R”
3. Click “Start”
4. Assign to your supervisor
5. Click “Submit”

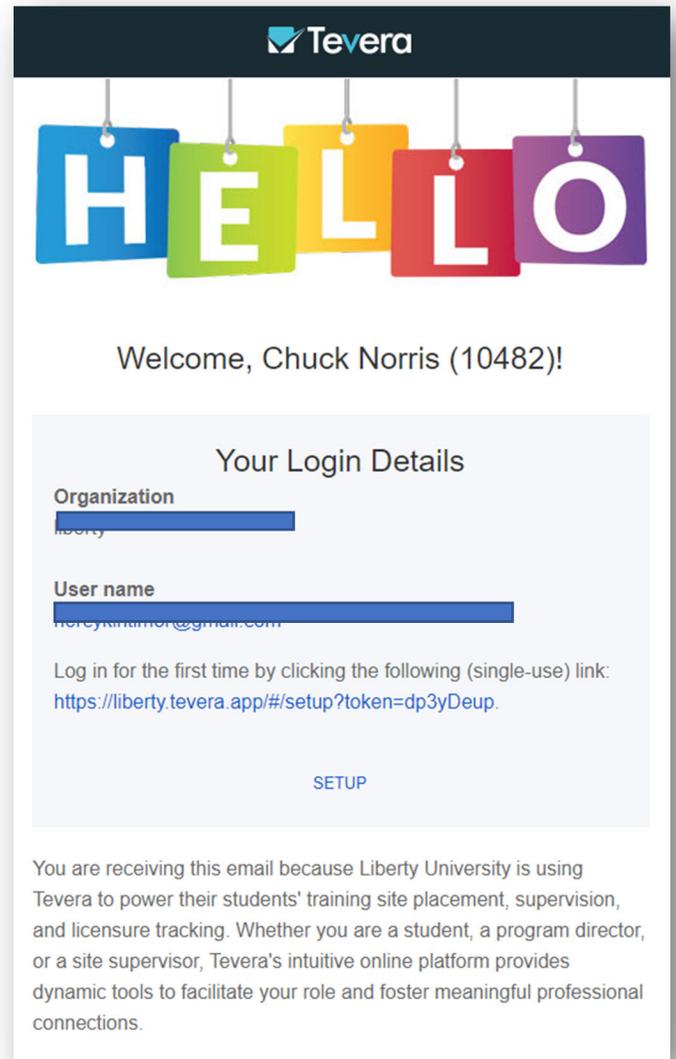


### Site Supervisors: Tevera Invitations

Tevera will send each site supervisor an invitation to the email they provided during the approvals process. The email should resemble the image to the right on this page.

If a site supervisor does not receive an invitation for Tevera, it is important the supervisor check the spam or junk folder of their email inbox. If the invitation is not there, email [COUNtevera@liberty.edu](mailto:COUNtevera@liberty.edu) for support as one of the following issues may have occurred:

- ✓ The supervisor's email address may have been misspelled in the Tevera system and needs to be corrected.
- ✓ The invitation email may have been blocked by an internet server and further action is required to resolve the issue.





### Site Supervisors: Assignments

Site supervisors will fill out and/or approve assignments for their students throughout the semester. Students will send these assignments to their site supervisor(s) and alert them. Site supervisors will find these assignments in their student “Tasks” section in Tevera.

**Holly Albert (10095)**  
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✉ Holly.albert@mailinator.com  
📍 101 Wyndale Dr Lynchburg VA 24501

Below are the instructions to two of the Tevera assignments, The Midterm / Final Hours Report and the Midterm / Final CCS-R.

#### *Midterm / Final Hours Report*

1. Click on “Clinical Trainee Tasks” (on the left side-3<sup>rd</sup> one: person icon).
2. Click “View” by the section that says Sign (Student’s Name)’s Summary of Hours.
3. Click “Sign Here”.
4. Input site supervisor’s Tevera password.
5. Click “Sign”.

#### *Midterm / Final CCS-R*

1. Click on “Clinical Trainee Tasks”
2. Click on “Sign” (blue button on the right side) beside the “Midterm CCS-R” or “Final CCS-R”
3. Complete the assignment
4. Click “Site Supervisor” for the question “Who is the Evaluator?”
5. Click “Practicum” / “Internship” for “Phrase”
6. Type your name
7. Click “sign here” and input your Tevera password”
8. Click “Sign”
9. Click “Submit”
10. Make 1<sup>st</sup> to the student’s name
11. Then click “submit”



## Faculty Supervisors: Assignments

Faculty supervisors will utilize Tevera throughout the semester to grade student assignments and track student progress.

Faculty Supervisors can click on the icons of any student assignment to view its progress toward completion, request changes, approve, or mark as complete.

*NOTE:* An answer key to what each icon represents can be found at the bottom of the screen.

### Assignments

View and create assignments for the programs, classes, or cohorts that you supervise. See the status of each and who it's waiting on. Create, review, and sign assignments.

[Manage assignments](#)

**Assignments** | Internship Test Class 1 | All stu

<a href="#">Internship Time Track</a>	✓	
<a href="#">Midterm Hours Report</a>	⊖	
<a href="#">Midterm Site Supervisor CCS-R</a>	⊖	
<a href="#">Final Hours Report</a>	⊖	
<a href="#">Final Site Supervisor CCS-R</a>	⊖	
<a href="#">Faculty CCS-R</a>	⊕	⊕
<a href="#">Site Evaluation of Internship</a>	⊖	
<a href="#">Student Evaluation of Site</a>	⊖	

Bill Norris  
BN

#### Midterm Hours Report

Internship Test Class 1

The assignment is a(n) report: 522 - Summary of Hours. It can be started at any time. It is required for all assignees.

⊖ Not Started ▾ [View history](#)

⊖ Not Started
▶ In Progress
⏸ Waiting On
🕒 Waiting On Me
🔄 Changes Requested
✓ Completed
🚫 Student not registered



### Tevera FAQs

Question	I have a question or a problem that has not been addressed in this handbook, what should I do?
Answer	Email <a href="mailto:COUNtevera@liberty.edu">COUNtevera@liberty.edu</a> for support.

Question	I am experiencing technical difficulties with Tevera, what should I do?
Answer	Submit a ticket via the “Help” function within Tevera or email Tevera directly via the address <a href="mailto:support@tevera.com">support@tevera.com</a> .

Question	I am in multiple classes that require Tevera, do I need to purchase Tevera more than once?
Answer	No, Tevera is a onetime purchase for the entirety of a student’s degree program.

Question	Do I have access to Tevera when my degree is complete?
Answer	Yes, Tevera is available for life to the student.

Question	A Tevera subscription is a substantial expense, do I need to purchase it if it appears on my required course materials?
Answer	Yes, Tevera is a component of multiple courses in Liberty’s degree programs

Question	If I purchase Tevera is it possible to receive a refund?
Answer	No, a Tevera subscription is nonrefundable. However, a student may appeal this policy by contacting Tevera directly.

Question	I have earned Overage Hours during my Practicum, where should the hours be logged?
Answer	Your Practicum Overage Hours must be logged in the Practicum Timetrack. Those hours will at no time be placed in the Internship Timetrack.

Question	I am a Site Supervisor and I do not see any “Tasks” for my student in Tevera. Where are the assignments?
Answer	Your student has not sent you an assignment to complete/approve in Tevera. Please reach out to your student for clarification.



Question	I do not see my current course in Tevera; how can I activate the course?
Answer	Students activate their enrollment in a course in Tevera by selecting the “Tevera Access Link” under the Course Overview Module in Blackboard/Canvas. This step must be completed for each course that utilizes Tevera.