



**DIVISIÓN ACADÉMICA DE ARTES LIBERALES  
PROGRAMA DE TRABAJO SOCIAL – BACHILLERATO**

---



**Student's Handbook**

**Social Work Baccalaureate Program**



**DIVISIÓN ACADÉMICA DE ARTES LIBERALES  
PROGRAMA DE TRABAJO SOCIAL – BACHILLERATO**

---

This document may not reproduce or shared in any form or mechanism, or used for any other purpose, but for which it created, without the written permission of the Universidad Ana G. Méndez and the Liberal Arts Division.

This document is subject to changes. La Universidad Ana G. Méndez reserves the right to modify and correct it in part or completely, when it deems necessary.

**Copyrights © Ana G. Méndez University System**

**Universidad Ana G. Méndez**



**DIVISIÓN ACADÉMICA DE ARTES LIBERALES  
PROGRAMA DE TRABAJO SOCIAL – BACHILLERATO**

---

## **EXPLANATORY NOTE**

In the Social Work Program, we promote inclusive language and visibility. However, in this handbook the male voice has continued to be used to facilitate reading. However, its use refers to any gender, equitably, not preferentially, or unequally.

**DIVISIÓN ACADÉMICA DE ARTES LIBERALES  
PROGRAMA DE TRABAJO SOCIAL – BACHILLERATO**

**Table of Content**

Introduction	5
I. Social Work Baccalaureate Program	7
II. Council on Social Work Education Social Work Competencies	11
III. Social Work Baccalaureate Program Curriculum	12
IV. Admissions requirements	17
V. Readmissions conditions	22
VI. Transfer students	23
VII. Course validations	24
VIII. Field practice admission requirements	25
IX. Standards for academic progress	27
X. Academic and professional advising policies and procedures	31
XI. Policy and procedures for termination of student enrollment	35
XII. Professional performance	39
XIII. Policy and process for filing complaints	42
XIV. Graduation requirements	44
XV. Student's participation	45
XVI. Student's rights and responsibilities	46
XVII. Institutional policies	47

## **Introduction**

The Social Work Baccalaureate Program of Universidad Ana G. Méndez (UAGM) Gurabo Campus has the commitment to prepare undergraduate students with the theoretical, methodological and ethical base of knowledge that will enable them to enhance the human well-being and the wellbeing of society. The National Association of Social Workers, states that “the primary mission of the social work profession is to enhance human well-being and help meet the basic human needs of all people, with particular attention to the needs and empowerment of people who are vulnerable, oppressed, and living in poverty” (NASW, <http://www.socialworkers.org/pubs/code/code.asp>).

According with NASW, the fundamental focus of the social work’s attention is to the environmental forces that create, contribute to, and address problems in living. Given the context of our society, a professional practice guided by freedom, transformation, and emancipation of people is valued. This practice will work towards the satisfaction of human needs, with the objective to promote the integral well-being and the full development of people and social groups. (Social Work Professionals of Puerto Rico Code of Ethics, 2017). Available at: <http://cptspr.org/wp-content/uploads/2016/11/Co%CC%81digo-de-E%CC%81tica-2017-REV050317web.pdf>

**DIVISIÓN ACADÉMICA DE ARTES LIBERALES  
PROGRAMA DE TRABAJO SOCIAL – BACHILLERATO**

---

The curriculum of the social work program provides a base of knowledge of the relationship and influence of bio psychosocial and spiritual factors in social systems, the social policies that frame the professional practice and allows the critical analysis of the structural and functional aspects of systems and the manifestations of oppression and human diversity in these scenarios. The students will identify the phases and purpose of the helping process from a Generalist Perspective, and identify the ethical principles that guide social research and the possible dilemmas that may arise. The Social Work Baccalaureate Program emphasize in the application of the models of intervention with individuals, families, groups and communities, the critical analysis of their structural and functional aspects, and the manifestations of oppression and human diversity of systems, guided by the ethical principles of the profession.

This Social Work Baccalaureate Student's Handbook describes the Social Work program history, our mission, goals and objectives. We include the Council on Social Work Educational Competencies, the process and requirements for the admission to the program, the student's rights and responsibilities and a curriculum that consist of 122 credits. Universidad Ana G. Méndez Gurabo Campus, Liberal Arts Division and our Social Work Baccalaureate Program have a commitment with the students of the Social Work Association. Also, facilitates the development of leadership in students with active participation in processes that respond to their interests, strengthen their commitment to



**DIVISIÓN ACADÉMICA DE ARTES LIBERALES  
PROGRAMA DE TRABAJO SOCIAL – BACHILLERATO**

---

the profession and their leadership abilities. In this Manual we describe the board of the association. Finally, we include Universidad Ana G. Méndez institutional policies.

## **I. Social Work Baccalaureate Program**

### **A. History**

The Academic Division of Liberal Arts of the UAGM Gurabo Campus, through the Program of Social Work, offers the Bachelor's degree in Social Work, which responds to the needs of social and human transformation of Puerto Rico and the Caribbean. The Program integrates the theoretical and philosophical currents used in the profession, both from the United States and from Latin America.

In 1991, the University of Turabo filed with the Higher Education Council a request to amend the current license to offer a concentration in social work in the baccalaureate of arts. The concentration began in 1994 with the purpose of "satisfying the need to create and promote educational programs that contribute to the prevention, attention and solution of social problems that affect our community, through the professional training of students in the area of Social Work" (Report of Findings, 1992).

Since 2012, the Social Work program has the specialized accreditation of the Council on Social Work Education (CSWE). At the beginning of 2019, the Universidad del Turabo changed its name to Universidad Ana G. Méndez (UAGM). The



**DIVISIÓN ACADÉMICA DE ARTES LIBERALES  
PROGRAMA DE TRABAJO SOCIAL – BACHILLERATO**

---

concentration courses are offered at the Gurabo Campus of the UAGM, in the locations (Cayey, Ponce, Yabucoa) and at the Branch Campuses in the Continental United States. In 2021, a curricular change was made as part of the integration process of the Universidad Ana G. Méndez.

**B. Mission**

The Social Work Baccalaureate Program of the Liberal Arts Division at Universidad Ana G. Méndez (UAGM) Gurabo Campus seeks to prepare competent social workers committed to pursue social, environmental and economic justice and the prevention of conditions that limit human rights. We prepare undergraduate students with an international and global perspective, respect for human diversity, and the theoretical, methodological and scientific inquiry base of knowledge, that will enable them to promote human and community well-being and enhance the quality of life for all persons, locally and globally.

**C. Vision**

Develop professionals who integrate the purposes, values, knowledge and skills of the profession based on the knowledge of the human being in general, of specific groups, including minority and oppressed populations; and of themselves, as agents of change.



#### **D. Goals**

Based on the University and program's mission, the Baccalaureate Program in Social Work has developed the following goals:

1. Prepare competent and ethical social workers with knowledge of the fundamental components of the Social Work profession; committed with the enhancement of their professional practice, and in compliance with academic and professional standards of excellence through the program options.
2. Development of knowledge and skills in generalist social work practice from micro to mezzo to macro levels, emphasize the dimensions of diversity, differences, and value principles as applied to general practice.
3. Prepare professional practitioners to deliver innovative and effective *social* work services to diverse groups and settings with a commitment to promote social, environmental and economic justice and human and civil rights.
4. Prepare students with a global perspective to develop scientific inquiry knowledge and its contribution to social work practice.
5. Prepare students to be able to engage in the policy practice process and to be capable critically analyze the impact of social welfare policies and social

**DIVISIÓN ACADÉMICA DE ARTES LIBERALES  
PROGRAMA DE TRABAJO SOCIAL – BACHILLERATO**

---

services in Puerto Rico, United States, and other societies across the World.

6. Prepare competent professionals with education based on a body of knowledge in liberal arts, and theoretical framework in human behavior and social environment to promote human and community well-being.

**E. Objectives**

1. Demonstrate knowledge of profession's history, purposes and philosophy.
2. Demonstrate commitment with continuous professional development and professional behavior.
3. Apply social work ethical principles to guide its practice and use conceptual frameworks to lead the process of engagement, assessment, intervention, and evaluation at multiple levels.
4. Demonstrate effective oral and written communication in working with individuals, families, groups, organizations, communities, and colleagues.
5. Examine the structural, functional and evolutionary aspects of social systems and the influence of oppression, discrimination, human and cultural diversity on professional practice.

**DIVISIÓN ACADÉMICA DE ARTES LIBERALES  
PROGRAMA DE TRABAJO SOCIAL – BACHILLERATO**

---

6. Apply theoretical and methodological knowledge and skills in the generalist intervention with individuals, families, groups, organizations and communities; emphasizing human well-being, human rights, social and economic justice.
7. Demonstrate knowledge of evidence-based in interventions and scientific social research process.
8. Demonstrate knowledge, skills, ethical principles and social work values base in the implementation of evidence-based in interventions.
9. Identify social policies related to professional practice and apply conceptual frameworks in the social policy process of formulation, planning, implementation and evaluation; incorporates social justice practices.
10. Demonstrate knowledge in liberal arts.
11. Analyze the influence of bio-psychosocial and spiritual factors in social systems, and the theories related to human behavior.

**II. Council on Social Work Education social work competencies**

- Competency 1: Demonstrate Ethical and Professional Behavior
- Competency 2: Engage Diversity and Difference in Practice
- Competency 3: Advance Human Rights and Social, Economic, and Environmental

**DIVISIÓN ACADÉMICA DE ARTES LIBERALES  
PROGRAMA DE TRABAJO SOCIAL – BACHILLERATO**

---

- Competency 4: Engage in Practice-informed Research and Research-informed Practice
- Competency 5: Engage in Policy Practice
- Competency 6: Engage with Individuals, Families, Groups, Organizations, and Communities
- Competency 7: Assess Individuals, Families, Groups, Organizations, and Communities
- Competency 8: Intervene with Individuals, Families, Groups, Organizations, and Communities
- Competency 9: Evaluate Practice with Individuals, Families, Groups, Organizations, and Communities

### **III. Social work baccalaureate program curriculum**

The Social Work Baccalaureate Program prepare students to serve as representatives of the social work profession, its mission, and its values. A general education base needed in order to understand and integrate advanced knowledge. BSW undergraduates expected to develop a solid foundation of knowledge, and professional values and ethics. Social work education needs grounded in liberal arts. In addition, because it is a service profession, it is broad in terms of the multiple systems



**DIVISIÓN ACADÉMICA DE ARTES LIBERALES  
PROGRAMA DE TRABAJO SOCIAL – BACHILLERATO**

---

that it attempts to serve. It includes not only technologies of social intervention, but knowledge about individual, families, groups, organizations and communities and the possibility of empowerment and strengthens their quality of life. Therefore, effective generalist social work practice is the result of the combination of applied social sciences and applied humanistic values. In order to prepare students to meet social work professional practice standards, social work education needs to complement a generalized body of knowledge with universal humanistic fundamentals. As a result, Universidad Ana G. Méndez, BSW students are required to take 122 credits hours, 63 credits hours in general and medullar courses and 53 credits hours in concentration courses. Finally, they take 6 credit hours in direct concentration elective courses.

The field education program is an integral component of the BSW curriculum. The purpose of the fieldwork is to prepare students for the skills, values, knowledge, and cognitive and affective process application. The field based on a generalist practice intervention, and taught from a holistic point of view. The client system viewed as part of its environment and the social systems it interacts. The emphasis is on the individual and his/her environment, that is, family, peers, the agency or organization, the community and all other systems with which he/she interacts. It is not enough to be there for the client or constituencies; the social worker has to respond effectively and

**DIVISIÓN ACADÉMICA DE ARTES LIBERALES  
PROGRAMA DE TRABAJO SOCIAL – BACHILLERATO**

---

efficiently, providing the best service to the community. Below we present the Social

Work Baccalaureate Program curriculum:

**Academic Division: Liberal Arts  
Social Work Program  
Effective: August 2021**

**CURRICULAR CONTENT  
General Education Courses - 36 credits**

<b>Courses</b>	<b>Credits</b>	<b>Title</b>	<b>Prerequisite</b>
SPGS 152*	3	Foundations of reading and writing	
ENGS 152*	3	Foundations of oral communication, reading and writing I	
MAGS 120 (I)	3	Introductory algebra	
ENGS 153	3	Foundations of oral communication, reading and writing II	ENGS 152*
SCGS 200	3	Science, technology and society	
HIGS 201	3	Puerto Rico history and culture	
HUGS 101	3	World culture I	
SPGS 250	3	Writing techniques	SPGS 152*
SOGS 201	3	The human being and social consciousness	
INGS 201	3	Introduction to information, research and writing skills	
SOGS 202	3	State-government and the human being	SOGS 201
HUGS 102	3	World culture II	HUGS 101

**DIVISIÓN ACADÉMICA DE ARTES LIBERALES  
PROGRAMA DE TRABAJO SOCIAL – BACHILLERATO**

**Medular Courses - (27) credits**

<b>Courses</b>	<b>Credits</b>	<b>Title</b>	<b>Prerequisite</b>
PSYC 123	3	General psychology	
PSYC 225	3	Social psychology	PSYC 123 o PSYC 121
ECON 123	3	Economic principles and problems	
STAT 300	3	Stat Items I	MAGS 120
GEOG 202	3	Human geography	
SOCI 358	3	Social problems of Puerto Rico	
POSC 380	3	Constitutional right	
SPAN 275	3	Advanced Writing in Spanish	SPGS 250
BIOL 115	3	Introduction to human biology	

**Concentration Courses - (53) credits**

<b>Courses</b>	<b>Credits</b>	<b>Title</b>	<b>Prerequisite</b>
SOWO 200	3	Introduction to social work	
SOWO 210	3	Human rights and social work	
SOWO 211	3	Human behavior and social environment I	SOWO 200
SOWO 212	3	Human behavior and social environment II	SOWO 200, SOWO 211, Concurrente con SOWO 311
SOWO 303	3	Social policy	SOWO 212
SOWO 311	3	Social work methodology	SOWO 200, SOWO 211,

**DIVISIÓN ACADÉMICA DE ARTES LIBERALES  
PROGRAMA DE TRABAJO SOCIAL – BACHILLERATO**

			Concurrente con SOWO 212
SOWO 312	3	Social Work Methodology I: Individuals and Families	SOWO 311
SOWO 313	3	Interview and writing	SOWO 212, SOWO 312
SOWO 314	3	Methodology in social work with groups	SOWO 312
SOWO 315	3	Methodology in social work with communities	SOWO 312
SOWO 320	3	Social research techniques	SOWO 212, STAT 300
SOWO 325	3	Social gerontology	SOWO 312
SOWO 330	3	Seminar: Current topics in social work	SOWO 312
SOWO 441	3	Practice Seminar I	SOWO 313, SOWO 314, SOWO 315, Corequisito SOWO 451
SOWO 442	3	Practice Seminar II	SOWO 441, SOWO 451, Corequisito SOWO 452
SOWO 451	4	Supervised Practice I	SOWO 312, SOWO 313, SOWO 314, SOWO 315, Corequisito SOWO 441
SOWO 452	4	Supervised Practice II	SOWO 441, SOWO 451 Corequisito SOWO 442



**DIVISIÓN ACADÉMICA DE ARTES LIBERALES  
PROGRAMA DE TRABAJO SOCIAL – BACHILLERATO**

**Directed Electives – (6) credits**

<b>Cursos</b>	<b>Créditos</b>	<b>Título</b>	<b>Prerrequisito</b>
SOWO 294	3	Social work and environmental issues	SOWO 210
SOWO 296	3	Health social work	SOWO 210
SOWO 430	3	Social work and gender perspective	
SOWO 495	3	Interventions in prevention and attention to children	
SOWO 488	3	Non-governmental organizations and social projects	

**IV. Admissions requirements**

The Social Work Program has a particular process for aspects related to program admissions. These are grounded in line with institutional policies. The following describes the process including the aspect of evaluation and notification to applicants.

<https://documento.uagm.edu/politicas/politica-admision.pdf>

Candidates for admission to UAGM Gurabo Campus must meet the following requirements:

- Have graduated from a secondary institution accredited by the Board of Postsecondary Institutions or its equivalent.
- Possess a cumulative general average (GPA) of 2.00 at the secondary level.
- Complete the application for admission.



**DIVISIÓN ACADÉMICA DE ARTES LIBERALES  
PROGRAMA DE TRABAJO SOCIAL – BACHILLERATO**

---

- Submit one of the following documents: transcript of credits, graduation certification, certification of approval of certification of equivalency to the General Education Diploma (GED)
- Submit a valid immunization certificate, if you are under 21 years of age.
- College schools may have specific program requirements. Please refer to the Ana G. Méndez University Catalog for more information.
- Write an essay

**Admission Procedures**

- Apply for admission. Submit a high school transcript or its equivalent. If the applicant has not graduated from high school, they must submit evidence of credits leading to completion of graduation requirements. Submit the results of the University Studies Admission Test, if the applicant is under 25 years of age.
- Candidates for admission may be interviewed by program representatives. Students who have degrees from other higher education institutions and wish to continue studies at UAGM Gurabo Campus must meet the requirements established by the institution. Students who submit incomplete applications or who do not meet the established requirements will be admitted on a conditional basis. The institution may invalidate a student's admission or invalidate his

**DIVISIÓN ACADÉMICA DE ARTES LIBERALES  
PROGRAMA DE TRABAJO SOCIAL – BACHILLERATO**

---

conditional enrollment. The student must submit all documentation within 45 days after the start of classes. Veterans and beneficiaries must submit all admission requirements before the first day of classes and not within 45 days after the start of classes.

**Admissions, transfers and reclassification process to the social work program**

1. The admissions office will receive the application for admission, transfer or reclassification of the student body.
2. After reviewing the application and records and identifying that they meet the general admission requirements, the student will be referred to the Program Director.
3. The Program Director will review the documents and convene the Program Admissions Committee. Said Committee will be made up of two (2) members of the Program's faculty. This Committee will be chaired by the Director of the Social Work Program. A quorum shall be constituted by a simple majority, with at least two members.
4. Performs meeting assessment of applications relating to the admission of the program, evaluating each admission criteria. These criteria are the following:
  - Grade point average

**DIVISIÓN ACADÉMICA DE ARTES LIBERALES  
PROGRAMA DE TRABAJO SOCIAL – BACHILLERATO**

---

- In the case of transfers, that come from a program accredited by the CSWE
- 5. Subsequently, the Committee forwards its recommendation to the Director of the Program, following the admission criteria already established. This will issue a communication to the Admissions Office certifying the admission or not to the Program.
- 6. Once the admission or non-admission of the candidate to the program is certified by the Director, the student's record is returned to the Admissions Office.
- 7. The Social Work Program will proceed to issue the letter of admission or denial to the applicant. In said letter, the applicant will be advised that their right to appeal is not accepted.

Apply the same processes requests for re admission, transfer and / or reclassification of students.

**Process to follow in case of students not accepted to the social work program:**

For students not accepted, they may appeal the decision to the committee to the Director of Social Work Program. The Director will review the committee's evaluation complying with the following procedure:

**DIVISIÓN ACADÉMICA DE ARTES LIBERALES  
PROGRAMA DE TRABAJO SOCIAL – BACHILLERATO**

---

1. The documents will be reviewed and report with the final decision of the Admission Committee.
2. The student will be interviewed.
3. All information will be evaluated, and a final decision will be made about the admission to the program.
4. The Director will issue her final decision to the Admissions Office. If the appeal is deemed not to proceed, those students who are not accepted will be encouraged to enroll in another specialty or related area or may reapply after their first year of study.

UAGM subscribes to a “*flexible admissions policy*” in order to serve a diverse student body. By “*flexible admission*”, **UAGM** means the availability of total open access to university level education while maintaining more specific and selective admission criteria in some designated academic areas. Admissions policies are nondiscriminatory to any eligible applicant regardless of age, race, color, national origin, religion, gender, marital status, academic or economic disadvantage, or disability

**Rights reserved**

The UAGM reserves the right to admit, readmit, or register any student for any class session, semester or part-of-term. It also reserves the right to suspend

**DIVISIÓN ACADÉMICA DE ARTES LIBERALES  
PROGRAMA DE TRABAJO SOCIAL – BACHILLERATO**

---

temporarily, partially, totally or permanently any student according to the by-laws of the Institution.

The requirements described above are part of UAGM Undergraduate Academic Catalog (2019-2021), which is currently under revision. The same is accessible to the university community and the general public through the following address:

<https://uagm.edu/es/estudiante-consumidor/academia/catalogo>

For its part, the Social Work Program, once students are officially admitted to the university and registered to start their first semester of study, it goes through an orientation process. During this process, the student is informed on the general policies of the Institution, the specific requirements of the program, the curriculum and it's sequential, the learning experience in service and the code of ethics that governs the social work profession in Puerto Rico. At the end of the guidance process, students sign a document in which they certify that they received an orientation with all applicable policies and procedures described above.

**V. Readmission conditions**

1. Have interrupted the studies for a semester or more.
2. Have an accumulated academic index equal to or higher than the retention rate.
3. Approve the percent of credits required and the total of credits attempted.

**DIVISIÓN ACADÉMICA DE ARTES LIBERALES  
PROGRAMA DE TRABAJO SOCIAL – BACHILLERATO**

---

4. Have completed the period of suspension due to academic index, credits accumulated or by disciplinary motive, if it were the case.
5. Have the authorization of the corresponding program coordinator.
6. Meet the requirements of the program at the time of applying for admission.

**VI. Transfer students**

Transfer students are considered for admission if they are pursuing a plan of study at an accredited postsecondary institution or university whose curricular content is comparable to the course offerings at the UAGM Gurabo Campus or is appropriate for a degree program. Access the document at

<https://documento.uagm.edu/catalogos/catalogo-uagm-2021-22.pdf>

Students can be admitted if they meet the following requirements:

- Have approved at least 6 credits out of twelve 12 attempted from an accredited university. The grade must be at least "C".
- The accumulated academic average.
- Letter of recommendation from the Dean of Student Affairs of the institution where you completed your last studies.
- Meet the admission requirements as established in each selected program.



**DIVISIÓN ACADÉMICA DE ARTES LIBERALES  
PROGRAMA DE TRABAJO SOCIAL – BACHILLERATO**

---

- Comply with the laws, regulations and rules established in the UAGM Gurabo Campus.
- Veteran students must submit a transcript of the training received. They will not be certified as student veterans until this requirement is met.

**Procedure for transfers**

- Request transfer
- Submit an official transcript from the institution from which the student is transferring.
- The student may be required to submit a copy of the home institution's catalog if the applicant studied at an institution outside the United States.

**VII. Course validation**

Transfer students have the option of validating courses taken no more than 10 years prior to admission for equivalent courses offered at Universidad Ana G. Méndez Gurabo Campus. The students must have a minimum grade of “C” in each course. The Social Work Program follows the academic standards of the Universidad Ana G. Méndez, which can find in the UAGM Undergraduate Programs Catalog. For the Social Work Program validate credit concentration:





**DIVISIÓN ACADÉMICA DE ARTES LIBERALES  
PROGRAMA DE TRABAJO SOCIAL – BACHILLERATO**

---

- The student must have begun their studies at a university accredited by the Council on Social Work Education. The courses must correspond to the curriculum of the program.
- It is the policy of the Social Work Program of the Universidad Ana G. Méndez Gurabo Campus that, **we do not grant social work course credit for life experience or previous work experience.**

**VIII. Field practice admission requirements**

- 1) A registered student majoring in Social Work.
- 2) The student cannot be in probationer academic status (see Academic Rules).
- 3) 2.25 Cumulative GPA.
- 4) 2.50 Major GPA.
- 5) Be a graduate candidate on May of the year in which they finish their Practicum.
- 6) Have the following Social Work Major's credits approved when starting the Practicum: SOWO 200, SOWO 211-212, SOWO 311-312, SOWO 313 and SOWO 314-315.
- 7) Not having an "Incomplete" in any of the major courses.

**DIVISIÓN ACADÉMICA DE ARTES LIBERALES  
PROGRAMA DE TRABAJO SOCIAL – BACHILLERATO**

---

- 8) Enroll in the Practicum Seminar (SOWO 441-442) and the Supervised Practicum (SOWO 451-452) at the same time.
- 9) The student must be available 15 hours per week during the assigned schedule
- 10) Attend orientation meetings regarding the Practicum as determined by the Coordinator and/or Practicum Professors.
- 11) Delivery of documents required by the program and agencies, such as but not limited to: Certificate of Health, Certificate of Criminal Record, Certificate of Verification of Criminal History of Providers of Care Services for Children and Elderly Persons of Puerto Rico (Law 300), Two 2x2 photos.
- 12) Demonstrate a high level of ethical and professional behavior, according to the Profession's Code of Ethics.
- 13) Supervised Practice Course of other universities and work experience cannot be validated.

In addition, it is the policy of the Department of Social Work of the Universidad Ana G. Méndez Gurabo Campus that the supervised practice courses established in the curriculum cannot be substitute by:



**DIVISIÓN ACADÉMICA DE ARTES LIBERALES  
PROGRAMA DE TRABAJO SOCIAL – BACHILLERATO**

---

1. Social Work practice courses of other university institutions without proper certification of compliance and certification of our program that the course meets the requirements established in our curriculum.
2. Previous or ongoing employment experiences.
3. Experiences of voluntary work related to Social Work.

**IX. Standards for academic progress**

There are three categories of regular students according to their grade point average and number of courses completed: students with excellent achievement, students with satisfactory achievement and students on probation. Students with a satisfactory academic progress are those with a grade point average equal to or higher than the established retention index and who satisfy the percentage of approved credit hours established by the academic standards.

At the end of each academic year, the Registrar will determine the grade point average (GPA) and the credit hours required of each student per academic year. This information will measure against the established retention standards in order to determine the academic status of the student. Academic progress of students admitted as transfer students will be evaluated for retention purposes at the end of their first year; credits and grade point average prior to that year will not be considered. Academic



**DIVISIÓN ACADÉMICA DE ARTES LIBERALES  
PROGRAMA DE TRABAJO SOCIAL – BACHILLERATO**

---

Probation Students whose academic achievement is below the established retention index or who do not complete the percent of approved credit hours required according to regulations will be placed on academic probation for one (1) year, during which time they will be eligible for economic assistance. Upon completion of the probation period, students must meet the required percentage of credit hours and grade point average as established by their academic degree program. Available at:

<https://documento.uagm.edu/uagm/politicas/politica-norma-progreso-academico-satisfactorio-npas.pdf>

### **Policies and Procedures of the Social Work Program**

For a student to remain active in the BSW program his/her academic progress should evidence the minimum progress of 2.25 GPA for the first 24 approved credits. For up to 49 approved credits, student should have attained a minimum of 2.30 GPA, increasing to 2.40 at the completion of 74 credits. When the student complies with 99 credits, the minimum GPA should be 2.50. The BSW Program establishes that, for a student to be eligible to apply for Supervised Practicum, his/her GPA should be 2.50 minimum.

Students who do not comply with the BSW academic standards will be referred to Liberal Arts Division academic advisor. The student record will be evaluated for recommendation on course repetitions to improve the GPA. If after one year the student

**DIVISIÓN ACADÉMICA DE ARTES LIBERALES  
PROGRAMA DE TRABAJO SOCIAL – BACHILLERATO**

does not meet the require GPA, he/she will be terminated. BSW students who terminated will keep the right of appeals according the University Ana G. Méndez standards and regulations.

In addition, each professor, at the beginning of classes, guides the student on academic standards. On the other hand, each course guide establishes the grade that the student must obtain to pass it. Each guide also describes the ways in which the student's performance will be evaluated.

The evaluation of the student's performance in the BSW Program is supported following the rules and policies established in UAGM. Internal procedure to evaluate the performance of our students and monitor their compliance is as follows:

**Procedure for Evaluating Student Academic Performance**

<b>Academic Progress Chart</b>		
<b>Class room</b>	<b>Social Work Department</b>	<b>Institution</b>
Professors bring orientation about the minimum grade point average in the course.	Orientation to all new students on the Academic Progress Norms of the Institution and the Department by the Academic Advisor in the first concentration course (SOWO 200).	Each semester the Office of Retention, assesses student compliance with the academic progress standards.

**DIVISIÓN ACADÉMICA DE ARTES LIBERALES  
PROGRAMA DE TRABAJO SOCIAL – BACHILLERATO**

First evaluation in the course made by the first 20 hours credit.	Students referred by faculty.	Students referred by Retention Office.	Identify students at risk and refer them to the Department.
Professor identify the students with lower grades.	Retention Coordinator advice about the norms of academic progress and identify alternatives for the increase of the performance through email, meeting or telephone call.	Retention Coordinator advice about the norms of academic progress and identify alternatives for the increase of the performance through email, meeting or telephone call.	
Professor discusses with the student the grades and bring alternatives to improve his performance.			
Second evaluation in the course made by the first 35 hours.			
Professor evaluates if student improved his average in the course, otherwise they refer to the Program Coordinator or Retention Coordinator.			

## **X. Academic and professional advising policies and procedures**

The BSW Program recognizes that our students require a process of accompaniment to achieve their academic and professional goals. This is why the program carries out the following actions in order to keep the student informed about the issues related to the program and provide the necessary alternatives to address any circumstance that the student faces.

### **Academic advising**

The academic advising for students of the Baccalaureate Program is divided in four phases:

#### **A. Academic progress advice**

Universidad Ana G. Méndez Gurabo Campus has designated the Academic Counselor listed within the retention office in the Dean of Student Affairs. This person is assigned to provide academic advice to the student body on matters related to the sequence of studies, academic progress and institutional norms.

#### **B. Advice related to the concentration courses**

The Program Coordinator, is the person in charge of dealing with matters related to academic progress and compliance with the program and curricular sequence of the students. This process is given through referral allows identifying those

**DIVISIÓN ACADÉMICA DE ARTES LIBERALES  
PROGRAMA DE TRABAJO SOCIAL – BACHILLERATO**

---

students who require guidance and support for compliance with the GPA requirement as well as the curricular sequence to be able to complete their studies within the required cohort.

**C. Advice related to practicum experience**

The field practice coordinator is in charge of the students' advice in relation to the responsibilities and obligations of the supervised practicum experience. Before the beginning of the academic year, each practicum course application is evaluated. The coordinator arranges with the agencies and organizations the most suitable location for the achievement of the expected competences in the course and, consequently, the optimal academic development. At the beginning of the academic year, the Practice Coordinator offers training to new students where the Program Field Practicum Manual is discussed and students get to know their Field Faculty Supervisor. It is the responsibility of the Practice Coordinator to maintain constant communication with the Field Faculty Supervisor in order to identify issues that require specific guidance, possible relocation of students, student's referrals to complementary services of the Institution, among others.



**DIVISIÓN ACADÉMICA DE ARTES LIBERALES  
PROGRAMA DE TRABAJO SOCIAL – BACHILLERATO**

---

**D. Advice related to course content and requirements**

The faculty members are responsible for offering attention to the students in their respective courses. Each full-time professor assigned to the program must provide six hours per week, and the part-time teacher must provide one hour per week for each course offered for student advising. The advising includes academic reinforcement for understanding the material and academic content of the courses, discussion of the results of the evaluation of the courses, among others. In addition, students have the opportunity to present emotional or social issues that may interfere their academic progress.

**Professional Advising**

The professional advising policy state that: each student in their last year of the program, will be assigned to a Faculty Field Supervisor who will be their mentor during an academic year where they will have the opportunity to receive advice on:

- a. Profession related issues
- b. Growth and development opportunities.
- c. Professional behavior

**Academic and professional advising procedures:**

For this, the following procedure has been established:

1. The professors of theoretical courses refer to the Program Coordinator any matter related to the student that may affect their academic achievement or that affect their professional performance.
2. The program coordinator has the responsibility coordinate a meeting with the student in which matters related to their academic achievement are discussed.
3. If necessary, Program Coordinator refers situation to Students Academic Dean
4. Coordination of the program will have the responsibility of coordinating educational activities related to:
  - a. Professional behavior
  - b. Professional ethics
  - c. Growth and development opportunities
  - d. Profession related issues

**DIVISIÓN ACADÉMICA DE ARTES LIBERALES  
PROGRAMA DE TRABAJO SOCIAL – BACHILLERATO**

---

It is understood that with this procedure the student will have the opportunity not only to master conceptual and methodological issues of the profession, but also to know the importance of ethical professional behavior. Also, have the opportunity to build a relationship with a faculty with whom they can discuss matters of interest and concern about their professional future.

**XI. Policies and Procedures for Termination of Student Enrollment**

The BSW Program will follow the policies and procedures to terminate a student's enrollment for reasons of academic and professional performance. The curricular document of the Bachelor of Social Work Program includes the academic performance requirements, as indicated below.

**Academic performance**

For a student to remain active in the Program, their academic progress must show the minimum progress of 2.25 GPA for the first 24 approved credits. The student must have achieved a minimum of 2.30 GPA to pass 49 credits and must have a GPA of 2.40 upon completion of 74 credits. When the student completes a total of 99 credits, the minimum GPA must be 2.50. The Social Work Program establishes that, for a student to be eligible to apply for supervised practice, their GPA must be at least 2.50.



**DIVISIÓN ACADÉMICA DE ARTES LIBERALES  
PROGRAMA DE TRABAJO SOCIAL – BACHILLERATO**

---

New students in the program receive initial orientation in the first course that they received (SOWO 200: Introduction to Social Work). In this orientation, they are provided with all the information related to the program and the Institution. They are guided on the Academic Standards and are encouraged to access and read the Manuals and Regulations of the Institution. This information includes data related to the Student Services Offices.

These policies are based on the UAGM academic standards, which can be found in the UAGM Undergraduate Programs Catalog, available in: <https://uagm.edu/es/estudiante-consumidor/academia/catalogo> , in which you can also find, these policies and procedures that are the same for all undergraduate programs at the University.

### **A. Academic Suspensions**

Students will receive a one (1) year academic suspension if the cumulative academic index is lower than the retention index, or if they have not met the percentage of required credit hours upon completion of their probation period. The University will not accept courses, diplomas or degrees earned by a student during the academic suspension period. Students, who wish to be readmitted upon completion of their academic suspension period, must meet the current university readmission

**DIVISIÓN ACADÉMICA DE ARTES LIBERALES  
PROGRAMA DE TRABAJO SOCIAL – BACHILLERATO**

---

requirements. Students who interrupt their studies or program during the probation period will still be considered on probation during the readmission process. Readmitted students, who completed their one (1) year suspension period, will be evaluated by the Admissions Committee of their academic program. Upon readmission, students will be placed on probation for a second period.

The institution may suspend a student on recommendation of the Disciplinary Committee or the Vice Chancellor of Student Affairs, following the dispositions of the Student Regulations available in the Students' Rights and Responsibilities Manual. Under extraordinary conditions, the Academic Suspension Appeals Committee may approve an additional one (1) year probation period under extraordinary conditions if a student is able to complete all the graduation requirements within that academic year.

### **B. Appeals**

A student may appeal an institutional decision regarding satisfactory academic progress, if under extenuating or crisis circumstances he or she was not able to meet the requirements or conditions established by the University.

The University will consider the following crisis or extenuating circumstances to accept a student appeal and to grant exemption from the Academic Progress Policies:

1. Illness of the student or a relative

**DIVISIÓN ACADÉMICA DE ARTES LIBERALES  
PROGRAMA DE TRABAJO SOCIAL – BACHILLERATO**

---

2. Economic crisis due to illness affecting the head of household
3. Natural disasters
4. Divorce
5. Death in the immediate family
6. Family problems
7. Legal circumstances
8. Justified changes in academic objectives, which cause an impact on the student's academic progress

### **Appeals Committee**

The Appeals Committee will be composed of one representative from each of the following offices: Dean of the School, Registrar, and Vice Chancellor for Student Affairs or designated representatives.

### **Appeals Application**

Students who meet any of the academic progress appeals criteria must submit all the necessary documentation to justify their request. If a student requests an appeal based on a mathematical or calculation error, and the Office of the Registrar corrects it, he or she will not go through the full appeals process.

## **Reinstatement of Financial Aid**

If the Appeals Committee accepts a student's appeal, he or she will be eligible to receive financial aid as long as he or she meets the federal financial aid deadlines and guidelines.

The Office of the Vice Chancellor for Student Affairs issues appeals decisions in writing. The Office of Admissions and Financial Aid to reinstate a student's financial aid package issue this communication. If a student meets the conditions regarding his or her academic progress or those related to any academic sanction, he or she will be eligible to receive financial aid during the following enrollment period.

### **XII. Professional Performance**

The BSW Program clearly established the rules and procedures to determine unsatisfactory professional performance. These unsatisfactory professional performances based on the ethical standards of the Social Work profession and institutional policies for sub graduate students. Unsatisfactory Professional Performance is identifying as:

1. Violation of the Code of Ethics of the Professional Social Workers.
2. Violation of the institutional policy, rules, and procedures of the practicum's site and/or Universidad Ana G. Méndez Gurabo Campus.

**DIVISIÓN ACADÉMICA DE ARTES LIBERALES  
PROGRAMA DE TRABAJO SOCIAL – BACHILLERATO**

---

3. Constant absences and tardiness (whether they are justified or not).
4. Assigned tasks not completed.
5. Hostile and negative attitude towards learning process.
6. Usually performs their duties below the expected and satisfactory level even after numerous interventions of the faculty member.
7. Establish inappropriate relationships: establish personal relationships with other students, faculty or other member of the institution, shares in an inappropriate manner his/her personal preferences and/or problems.

**Some behaviors of the student that require immediate attention of the professor under this procedure:**

1. The professor, who observes the behavior or becomes aware of said behavior, must communicate his/her concerns to the student in verbal and written form, and together find the means to solve the problem.
2. Establish with the student a specific corrective action plan. If the action plan's objectives are not fulfilled and if there is evidence that the student failed to overcome the problems which were given in writing, we will proceed to refer the students to a Program Coordinator who will coordinate a meeting with the student to:
  - a. Discuss their behavior



**DIVISIÓN ACADÉMICA DE ARTES LIBERALES  
PROGRAMA DE TRABAJO SOCIAL – BACHILLERATO**

---

- b. The consciences of their behavior
- c. Refer the students to the Students Advisory Dean

The Social Work Practice Manual clearly establishes the rules and procedures for determining unsatisfactory professional performance.

**Rules and procedures for determining that there is unsatisfactory performance**

**A. Student Suspension or Termination**

1. Violation of the Code of Ethics of Social Work professionals, Violation of the policies, regulations and procedures of the practice center and/or the Ana G. Méndez University Gurabo Campus.
2. Attend boarding school under the influence of drugs and/or alcohol.
3. Show conduct that violates laws that are not compatible with the code of ethics of the Social Work profession.
4. Engaging in relationships of a sexual nature with clients
5. Consistently disobeying and failing to comply with the instructions of the agency supervisor or practice teacher.
6. Causing damage or stealing property at the practice center.
7. Conduct that may jeopardize the safety of clients, staff and the reputation of the agency.

**DIVISIÓN ACADÉMICA DE ARTES LIBERALES  
PROGRAMA DE TRABAJO SOCIAL – BACHILLERATO**

---

8. Committing fraud and falsification of documents of the university or of the agency or organization when they are used in the agency by members of the faculty, participants and other students.

### **Procedures**

Termination procedures will be handled in accordance with the provisions of the Student Code and the Academic Rules of Undergraduate Programs (UAGM Undergraduate Program Catalog). The termination process will ensure that the service to the participant is not affected, and that it is terminated in a responsible and professional manner.

### **XIII. Policy and process for filing complaints**

Students of the Bachelor of Social Work Program have the right to submit complaints about any situation that they consider may have an impact on their academic progress. To start this process, you must follow the order of the following steps:

1. Academic Affairs:
  - a. Faculty of the course
  - b. Director of the Bachelor of Social Work Program
  - c. Department Director
  - d. Dean of the Academic Division

**DIVISIÓN ACADÉMICA DE ARTES LIBERALES  
PROGRAMA DE TRABAJO SOCIAL – BACHILLERATO**

---

- e. Dean of Student Affairs
  - f. Dean of Academic Affairs
  - g. Rector
- 2. Issues related to supervised practice courses:**
- a. Supervised Practice Coordinators
  - b. Director of Supervised Practice
  - c. Director of the Social Work Undergraduate Program
  - d. Department Director
  - e. Dean of the Academic Division
  - f. Dean of Student Affairs
  - g. Dean of Academic Affairs
  - h. Rector
- 3. Administrative matters (sequential courses and enrollment)**
- a. Office of Student Services
  - b. Director of the Social Work Undergraduate Program
  - c. Department Director
  - d. Dean of the Academic Division
  - e. Dean of Student Affairs
  - f. Dean of Academic Affairs

**DIVISIÓN ACADÉMICA DE ARTES LIBERALES  
PROGRAMA DE TRABAJO SOCIAL – BACHILLERATO**

---

- g. Rector
- 4. Matters related to services (academic and administrative)
  - a. Department Director
  - b. Dean of the Academic Division
  - c. Dean of Student Affairs
  - d. Dean of Academic Affairs
  - e. Rector

The student must request the meetings through a phone call or email indicating the interest of the meeting and the topics to discuss with those interested in attending the meetings.

#### **XIV. Graduation Requirements**

Undergraduate students of Universidad Ana G. Méndez Gurabo Campus will be eligible to receive academic degrees after meeting the following requirements and procedures:

1. Students must apply for graduation at the Registrar's Office during the period established in the academic calendar.
2. Completion of the courses required for the degree as set down by the institution.
3. The minimum grade point average in the major is 2.50.
4. Students' graduation requirements are determined by the year they admitted.

**DIVISIÓN ACADÉMICA DE ARTES LIBERALES  
PROGRAMA DE TRABAJO SOCIAL – BACHILLERATO**

---

Nevertheless, if the curriculum was modifying, the student can choose to graduate under the new curriculum, but not by a combination of both.

5. Transfer students must complete at Universidad Ana G. Méndez at least the last 30 credit hours of a bachelor's degree. The student must complete the last 12 credits of his/her major at Universidad Ana G. Méndez.
6. Students must also settle any debts with the institution. No document certifying graduation will give until documentation has been present that there are no outstanding debts. All students applying for readmission will be subject to the requirements for graduation in effect during the year they readmitted.
7. Commencement exercises will be held once a year, at the end of the second academic semester. Students who meet graduation requirements at the end of any term or summer session may apply to the Office of the Registrar for a certification to that effect.

## **XV. Student's participation**

### **A. Social Work Students Association**

The Social Work Program at the Universidad Ana G. Méndez Gurabo Campus facilitates the development of leadership in students with active participation in processes that respond to their interests; strengthen their commitment to the profession



**DIVISIÓN ACADÉMICA DE ARTES LIBERALES  
PROGRAMA DE TRABAJO SOCIAL – BACHILLERATO**

---

and their leadership abilities. The main vehicle is the Social Work Students Association (SWSA). This organization began in 2004 and the SWSA mission according to its' Regulations is "to promote leadership and commitment to social justice and the profession in social work students from the Universidad Ana G. Méndez."

The board of the SWS Association consists of the following positions: President of UAGM Gurabo Campus, President of Cayey, President of Yabucoa, President of Ponce, Vice-President, Secretary, Assistant Secretary, Public Relations, Treasurer, Assistant Treasurer and Vocals (3). Each of the additional locations has a board with all the positions and the president represents the additional location association in the board of main Campus of UAGM. To ensure the continuity of the processes, the second positions by title passed to fill the vacancies of the president, secretary and treasurer, in the following year.

**XVI. Students' rights and responsibilities**

The Students Information Manual and the Student Regulations Manual addresses issues associated with the relationship between the student and the University. It provides information on protection in academic pursuit, and privacy of records, sets forth all the conditions for responsible behavior on the campus, lists the various appeal and grievance procedures available to students, and includes a section



**DIVISIÓN ACADÉMICA DE ARTES LIBERALES  
PROGRAMA DE TRABAJO SOCIAL – BACHILLERATO**

---

on student discipline with control and discipline of college students. These documents comply with relevant federal regulations such as the awarding of financial aid, protection, privacy of records, and equal access/equal opportunity, and are available to all students and set forth the rights of students, along with corresponding responsibilities.

The Student Regulations Manual is available at:

[https://documento.uagm.edu/asuntos\\_estudiantiles/Reglamento\\_Estudiantes\\_UAGM.pdf](https://documento.uagm.edu/asuntos_estudiantiles/Reglamento_Estudiantes_UAGM.pdf)

f

**XVII. Institutional policies:**

**A. No discrimination Policies**

The Social Work Baccalaureate Program is firmly committed to the practice of non-discrimination based on race, sex, national origin, religion, political beliefs, disability, socioeconomic status, orientation and/or sexual preference. The non-discrimination applies to the admission of students to the program, and the selection and use of community organizations or service agencies where students will be placed for supervised practice. The following institutional policies are available at the following website:

**DIVISIÓN ACADÉMICA DE ARTES LIBERALES  
PROGRAMA DE TRABAJO SOCIAL – BACHILLERATO**

---

- Policy on Sexual Harassment at Work:  
[https://documento.uagm.edu/cupey/estudiante\\_consumidor/srtk\\_politica\\_hostigamiento\\_sexual\\_es.pdf](https://documento.uagm.edu/cupey/estudiante_consumidor/srtk_politica_hostigamiento_sexual_es.pdf)
- Policy for a Free Community Alcohol and Controlled Substances:  
[https://documento.uagm.edu/politicas/politica\\_para\\_una\\_comunidad\\_libre\\_de\\_alcohol\\_tabaco\\_y\\_sustancias\\_controladas.pdf](https://documento.uagm.edu/politicas/politica_para_una_comunidad_libre_de_alcohol_tabaco_y_sustancias_controladas.pdf)
- Acceptable ICT Use Policy  
[https://documento.uagm.edu/cupey/estudiante\\_consumidor/srtk\\_manual\\_uso\\_seguro\\_responsable\\_tecnologias\\_informacion.pdf](https://documento.uagm.edu/cupey/estudiante_consumidor/srtk_manual_uso_seguro_responsable_tecnologias_informacion.pdf)
- Policy for appropriate use of Electronic Mail System:  
<https://documento.uagm.edu/politicas/politica-correo-electronico.pdf>
- Institutional policy on harassment and intimidation or “bullying” and harassment cyber “cyberbullying”:  
<https://documento.uagm.edu/politicas/politica-bullying.pdf>
- FERPA policy:  
[https://documento.uagm.edu/politicas/politica\\_ferpa.pdf](https://documento.uagm.edu/politicas/politica_ferpa.pdf)