

## Welcome message

Thank you for serving as a live supervisor for master's level students in the Department of Counselor Education Practicum Lab. You are an integral part of the practicum supervision team and we look forward to working with you over the course of the semester. This guide is intended to provide you with information on our lab operating procedures and protocols. If you have any questions about your role as a live supervisor or need to consult about a supervisee, please contact one of the following individuals:

Raissa Miller: Practicum Lab Coordinator

- Contact if you are unable to make your supervision time block, if you have questions about clinical protocols, or if you are not able to reach a student's individual supervisor and have concerns about a student or client.

Amy Curry and Raissa Miller: Individual Supervisors for Fall 2024-Spring 2025

- You will be provided a list of individual supervisors and their supervisees. You will share your live supervision notes with supervisors and they are your first point of contact when you need to consult about a supervisee or one of their clients.

Quinn Bentzen, Practicum Graduate Assistant

- Quinn is a third-year student and will be helping with a lot of the behind-the-scenes practicum details.

You may also find more information about practicum in the student handbook, Section 3:

## Spring 2025 Details:

**Practicum Orientation:** Wednesday, January 15th, 3:00-5:00 (Location TBA)

**Practicum Lab Opening Date:** Tuesday, January 28<sup>th</sup>

**Practicum Lab Closing Date:** Thursday, April 24<sup>th</sup>

### Weekly Lab Hours:

Tuesday	9:00-1:00	Wanda
Tuesday	4:00-6:00	Jamie
Wednesday	11:00-3:00	Stephanie

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Thursday 12:00-4:00 Christa

Thursday 4:00-6:00 Jamie

## Supervision Team Meetings:

March 10th (Monday)	12:00pm - 1:30pm	Zoom - Raissa will email link
April 28th (Monday)	12:00pm - 1:30pm	

# Practicum Live Supervisor Handbook

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# Practicum Live Supervisor Handbook

## Live Supervisor Job Description

Practicum live supervisors are part of the practicum supervision team. Other team members include practicum course instructors and individual supervisors. Boise State practicum is a year-long experience that takes place in an on-campus practicum lab.

Qualifications:

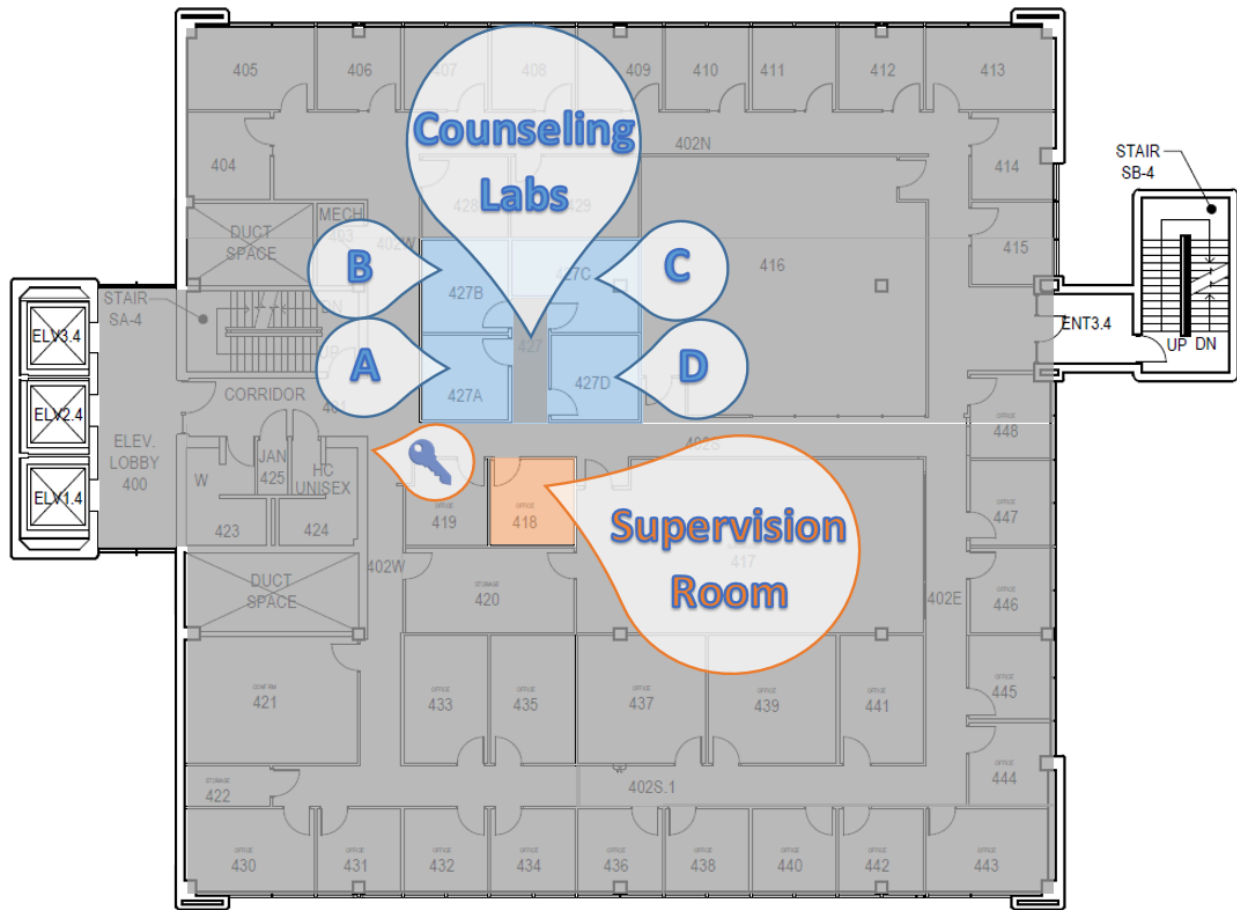
- Master's degree or higher in counseling or closely related field.
- Minimum of two years counseling experience (post-graduation)
- Training in supervision (\*registered supervisors with IBOL given preference)

Responsibilities:

- Watch sessions in real time (via computer monitor) and provide written/typed feedback to counseling students about strengths and areas of growth.
- Provide brief consultations to students, as needed, before or after counseling sessions.
- Participate in 2 practicum team supervision meetings (one at mid-term and one at finals). If the supervisor cannot attend in person, he/or she can submit a written summary of supervisees' strengths and areas of growth to the practicum coordinator prior to the meeting.

# Practicum Live Supervisor Handbook

## Department Map



You will conduct live supervision on the 4<sup>th</sup> floor of the Education Building- Rm. 418. This room contains our supervision system and a university computer to complete notes.

There are four practicum labs available to students during the lab hours. During a typical hour, two of the four students will receive feedback, with observation and feedback occurring for approximately 20-25 minutes.

# Practicum Live Supervisor Handbook

## Opening Procedures

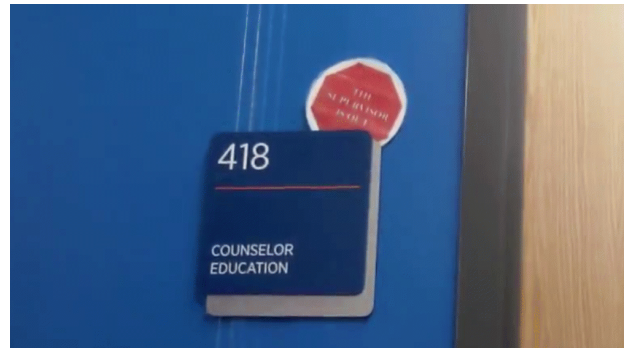
### Room Access

Obtain the department key from the hallway lockbox and open Room 418, the live supervisor room. Students will open the individual laboratory rooms ahead of their session, but you may unlock the rooms if you choose to do so (however, please close the door to prevent non-clients from entering this space - there are two nearby classrooms and students often congregate in the hallway.)

### Supervisor Sign

When it's time for students to begin sessions, please turn the supervisor sign to indicate that you are in and sessions may begin. We discourage students from beginning early, so please wait until it is time to begin before turning over this sign.

\*Students are not permitted to begin a session until they confirm you are in the supervision room.



# Practicum Live Supervisor Handbook

## Watching Live sessions

### Monitor View


Power on the screen by pressing the center button of the monitor (the system remains on, even when not in use).

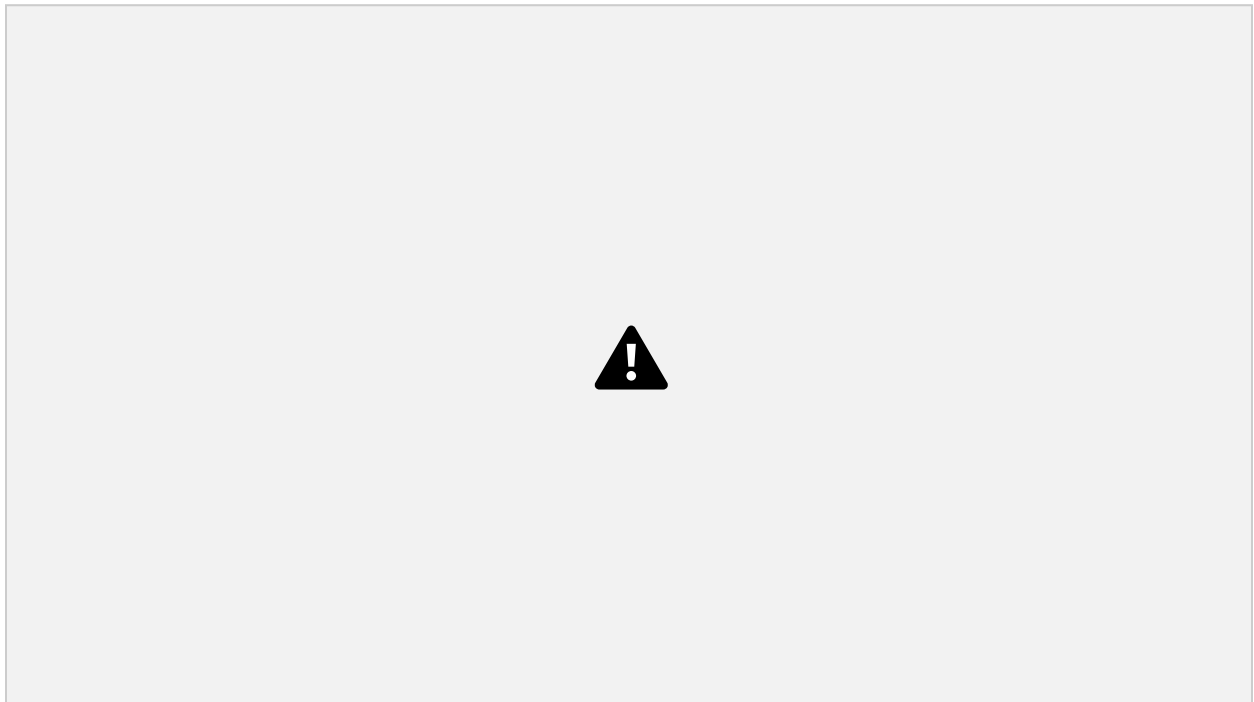
You will now see a live feed of all four practicum rooms. Please note that the camera is on, even when they are not recording.

Rooms will appear in black and white until the lights are turned on - if the lighting is too low, the video may record in black and white, but this will not disrupt the quality of the recording.



### Volume Control

You may listen in on audio for each room by selecting the room, then selecting the audio/volume icon . You can then control the volume using the sliding bar icon that appears next to the toolbar, or by using the volume button located on the cord of the headphones.





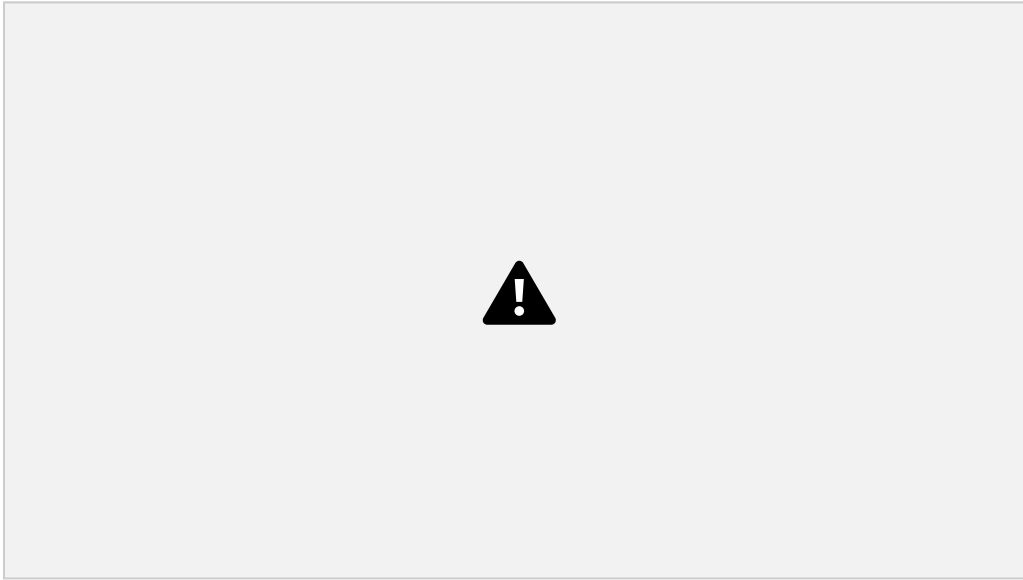
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## Icons You May See On Screen

### Recording Icon

Student-counselors will begin recording at the start of their session by flipping a switch near the door. When the camera begins recording, you'll see a bell and small red film-reel icon appear in the top-right corner (the bell may not always be in view, but the recording icon will stay up for the duration of the recording).

If a student fails to record their session, you may be asked to verify that the session occurred (this allows the student to count the session toward their hours, even though there is no digital documentation of the session).



### Triangle Icon

You may see a triangle icon appear on the screen periodically - ignore this icon (it looks concerning, but everything is fine, and the recordings will not be disrupted!).

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## Monitoring Student Counselors

### Time Spent Per Review

Unless there are pressing issues that require greater attention to a specific session, please direct approximately 20-25 minutes of supervision hour to each student (note that students should adhere to clinical hours, so each session should last approximately 50 minutes). Students may request you watch them if they are expecting a difficult session, otherwise, please work to provide equal feedback rates to students.

### Equal Feedback Initiative

To ensure that students receive similar level of feedback and supervision, each session that is monitored by a live supervisor (and in which written feedback is provided) should be noted on the [Live Supervision Tracking](#) page (A section of the [\\*Department Resource Calendar](#)). Please list the date and your initials in the appropriate cell to indicate that supervision feedback has occurred. Please monitor this list and provide supervision for any student-counselors who have received comparatively lower rates of supervisor feedback.

### Identifying Student-Counselor In Session

You may identify the counselor in session by referencing the time and room that the session is being held in and cross listing this information with the [room reservation schedule](#) (A section of the [\\*Department Resource Calendar](#)).

### Feedback Content

The goal of providing live supervision is to provide valuable feedback to the student about skill development.

**Example skills to look for and/or comment on include:**

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- Review of Disclosure and Informed Consent (e.g., too brief, too long, clearly articulated, etc.)
- Use of open/closed questions
- Demonstration of active listening (nonverbal & verbal minimal encouragers, eye contact, vocal qualities, verbal tracking, attentive and genuine body language)
- Reflection of feeling
- Identification of client strengths
- Use of encouragement
- Use of silence
- Accurate empathy
- Reflection of content (e.g., paraphrasing)
- Interpretation
- Use of immediacy
- Appropriate challenge/confrontation
- Self-disclosure (appropriate vs. inappropriate)
- Summarize
- Time management (starting, ending sessions on time; pacing of session)
- Termination
- Application of theoretical orientation
- Suicide/risk assessment

## Feedback Tone

As a program, we endorse a strengths oriented, developmentally informed, and culturally-aware approach to supervision of our students. Please keep the students' developmental level in mind when providing feedback. Try to balance support (e.g., identification of strengths) with challenge (e.g., identification of areas of growth).

### Aim to embody the following characteristics as a supervisor:

Warm	Trusting	Creative
Affirming	Facilitative	Didactic
Sensitive	Informative	Supportive
Open	Humorous	Reflective
Flexible	Resourceful	Responsive
Positive	Invested	Strengths-oriented

### Actively avoid embodying these characteristics as a supervisor:

Critical	Authoritarian	Shaming
Negative	Inconsistent	Unethical
Unapproachable	Unaware	Inflexible
Presumptive	Unrealistic	Judgmental
Arrogant	Domineering	Impatient
Aggressive	Closed-minded	Uninformed

# Practicum Live Supervisor Handbook

## Completing Supervision Notes

### Digital Notes (Observation template)

Please log into your Boise State account before proceeding - we ask that all lab emails are sent from university managed accounts.

Download the [Practicum Live Observation Form](#) and fill in feedback information using the in-lab computer. You may save a copy of the form to the computer for future use, but please download a new/blank form each time to avoid saving over previous notes.

Student Name: \_\_\_\_\_ Session Date/Time: \_\_\_\_\_  
Live Supervisor: \_\_\_\_\_ Duration of Observation: \_\_\_\_\_

**PRACTICUM LIVE OBSERVATION FORM**

COUNSELING SKILLS OBSERVED	EXAMPLE
Reflection Of Content / Feeling Of Meaning - Immediate	
Silence - Validating / Normalizing - Encouragement -	
Warmth - Acceptance / Unconditional Positive Regard -	
Summarizing - Open-Ended Questions - Crisis Assessment	
Non-Verbal - Pacing/Timing - Synchronicity	

# Practicum Live Supervisor Handbook

## Digital Notes (File Encryption)

Once supervision and session notes are complete, please save the file to the lab computer with the following naming convention (Supervisors should maintain a copy of these documents. It is recommended that you create a file on the desktop for storage of these items through the semester):

*Observation\_Student Last,First Name (date, time) supervisor initials*

example: *Observation\_Smith, John (8.23.21, 4pm) S.I.*

AutoSave Off

LIVE-OBSERVATION-FORM - Word

Kristin Batten KB

File Home Insert Design Layout References Mailings Review View Help Acrobat

Paste

Clipboard

Font

Paragraph

Styles

Editing

Create and Share Adobe PDF

Request Signatures

Adobe Acrobat

Student Name: \_\_\_\_\_ Session Date/Time: \_\_\_\_\_

Live Supervisor \_\_\_\_\_ Duration of Observation: \_\_\_\_\_

**PRACTICUM LIVE OBSERVATION FORM**

COUNSELING SKILLS OBSERVED	EXAMPLE
Reflection Of Content, Feeling, Or Meaning - Immediacy - Silence - Validating / Normalizing - Encouragement - Warmth - Acceptance / Unconditional Positive Regard - Summarizing - Open-Ended Questions - Crisis Assessment - Non-Verbal - Pacing/Timing - Supporting Autonomy/Responsibility - Use Of Specific Therapeutic Techniques (E.G., Psychodrama) - Interpretation - Identifies Patterns - Minimal Encouragers - Confrontation - Focusing -	

Next, encrypt the file and apply the department password: **Process-3**

In the file you wish to protect, select: **File, Info**, and then **Protect Document: Encrypt with Password**. You will then need to enter the password (twice for confirmation).

## Digital Notes (Distributing Feedback)

Once saved and encrypted, distribute an email copy to the student and individual supervisor (email information is also available on the [Live Supervision Tracking](#) page, where you will note completed observations - A great reminder to enter tracking data to help ensure equal observation!)

# Practicum Live Supervisor Handbook

## End of Night Procedures

### Supervisor Room

- Power down Supervision LCD screen (system remains on)
- Power down computer (if used for notes)
- Lock desk drawer (if applicable)
- Return white noise machine to inside the supervision room (if applicable)

### Practicum Labs

- Ensure cameras are not recording (switches pointed down, blue light is off)
- Return white noise machines to inside labs
- Turn off lights and fireplace (if applicable)
- Close and lock doors

### Waiting Room

- Please close door at end of shift (do not lock)

## Live Supervision - Expecting The Unexpected

### Supervisor Absences

In the case you cannot attend your live supervision shift, please notify the practicum coordinator, Dr. Raissa Miller (raissamiller@boisestate.edu) as soon as possible. If the absence is planned (e.g., out of town trip, work conflict), you can ask your fellow live supervisors if they would be willing to take your hours and/or trade days. Most supervisors, however, have pretty set schedules and are not available outside of their normal schedule. If the absence is unplanned (e.g., sickness, caretaking issue), please just notify the practicum coordinator at your earliest convenience. If we cannot find coverage for the hours, we may have to cancel client sessions for the day.

### Student Absences

In the event that a student-counselor is absent for their session (or more than 15 minutes late), please notify their supervisor via email.

### Late Counselors/Clients

Student-counselors have been informed that clients who arrive more than 15 minutes after the scheduled start time must reschedule (the same is true of late counselors). If the room they were previously scheduled for is open in the following hour, students may request that they hold a session on slightly altered times (e.g. from 4:30pm to 5:20pm, rather than 4:00pm to 4:50pm) - This is up to the discretion of the live supervisor on duty. Such an action is allowable provided that it does not disrupt any other sessions scheduled for the day, but it is also a good opportunity to establish professional expectations and boundaries. If you decline this option, the counselor can still hold their session in the following hour (pending availability/schedule).

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## Early Counselors/Clients

Conversely, students may occasionally request to begin sessions ahead of the scheduled start time due to their client arriving early. Unless there is a specific reason for this to occur *and* the supervisor on duty allows this action, student counselors must wait until the official start time.

## Non-English Languages

Most students will speak English, however, there may be times when students provide counseling in another language (e.g., Spanish). Students are asked to consult with their individual supervisors before deciding to provide counseling in a language other than English. If you do not understand the language being spoken, you can still watch the session to provide feedback on nonverbal behaviors of counselor and client. If you are concerned about a student's use of a non-English language, please email the student's individual supervisor. Interrupting client sessions should only be done in the case of an emergency.

## Risk Assessment

Students have been trained to assess for risk (suicide, homicide), however, they may need your assistance as they put these newly developing skills into practice. If a student needs assistance, they have been instructed NOT to leave their clients alone in the practicum lab. They can either ask a peer who is also in the lab, or bring their client with them to the live supervision room.

Avoid “stepping in” to help the client, rather focus on encouraging/educating/supporting the student thorough risk assessment or safety plan. This process will include: assessing for suicidal ideation (plan, means, and intent) and/or homicidal ideation (plan, means, clearly identifiable victim, intent). Students can conduct a semi-structured interview and/or use the formal C-SSRS instrument to determine suicidal risk. A semi-structured interview should be used in the case of homicidal ideation, as no formal assessment is provided to students.

If a client endorses thoughts of suicide/passive suicidal ideation, and denies and clear plan or intent, students should complete a pocket-sized safety/crisis plan with the client. The plans are available in all of the counseling rooms and a page-size version is found in the “forms” section of this handbook. It is important to note that “no harm contracts” are not empirically supported and no longer considered effective practice.

If a client endorses thoughts of suicide with a plan, means, and intent to act, it is recommended to contact a reliable family member/friend or Law Enforcement for transport to the **nearest** Emergency Department (St. Luke's) for further evaluation and possible psychiatric placement. You can contact Ada County non-emergency dispatch at (208) 377-6790. If the assessment is occurring before 5:00pm, you could also consider calling University Health Services for a Crisis Intervention (208) 426-1459.



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If the client endorses thoughts of suicide with a plan, means, and intent to act, and is refusing to cooperate with a family member/friend taking the client to the Emergency Department, you will need to contact law enforcement immediately and call 9-1-1. Law enforcement may place the client on an involuntary hold in this situation and the client may be placed in handcuffs for their safety. Students are advised to inform their individual supervisor of any situations where the client discloses thoughts of suicide/homicide.

Students are specifically taught to use the Columbia-Suicide Severity Rating Scale for suicide assessment. Copies of this form are available in the graduate room. If you are not familiar with the C-SSRS, you can access a 30 minute webinar here: [cssrs.columbia.edu/training/training-options](https://cssrs.columbia.edu/training/training-options)

Students are taught to use a specific safety planning document with clients. A copy of this plan is included here, and in the quick-forms section at the end of this handbook.

## Technology Issues

Live supervision requires technology – and as we all know, technology does not always work the way we want it to! If there is an issue with the entire system, please remain on the floor for consultation and in case of emergency throughout the scheduled time. You can still meet and talk with students before and after their sessions.

Please report any technology issues to [kristinbatten@boisestate.edu](mailto:kristinbatten@boisestate.edu).



# Practicum Live Supervisor Handbook

## Parking

Boise State does not allow departments to pay for any employees (faculty, staff, adjunct, etc.) parking. The nearest paid parking option is the Brady Street garage.

Free parking options may be available nearby, but spots are often competitive and/or may require more walking than what you can achieve with paid parking. Like any parking options, please use your discretion when parking for evening classes, and keep in mind that events (especially football games) can cause disruptions to usual options (especially if you're relying on Julia Davis).

The map below is a screen grab of the campus map with orange to indicate spots that offer no-limit street parking in orange (typically hard to get during business hours) as well as spots that have time limits in pink (areas that have at least 1-2 hours free parking - there are additional spots in residential areas, but they are often have only 1 hour to only 30-minute limits). If supervising in the evening, Julia Davis Park does not have the 2-hour restriction after 5pm (meaning cars parked after 3pm should not be ticketed).



# Practicum Live Supervisor Handbook

## Mid-Term and Final Supervision Meetings

All practicum supervisors (live and individual) will meet twice during the semester; once at mid-term and once toward the end of the semester. The purpose of this meeting is to review each student's progress in practicum and come to a consensus regarding a letter grade. If you cannot attend the meeting in person, you can provide written feedback regarding students' strengths and areas of growth via a form provided by the practicum coordinator prior to the meeting.

It is helpful to have access to your feedback forms for each student at the meeting to help provide specific input about the student's progress (strengths, areas for improvement, etc...).

Following the meeting, individual supervisors will meet with their assigned students and complete a Practicum Evaluation and assign the student a grade. The practicum evaluation is found in the student handbook. It may be helpful to review this document to familiarize yourself with evaluation criteria.

## Evaluation of Supervision

Students will complete an evaluation of their supervision experiences at mid-term and/or final (depending on the semester). The Live Supervisor Evaluation form may be viewed [here](#).

# Practicum Live Supervisor Handbook

## Quick Links/Forms

The following forms are included in this Handbook for your use and/or reference.

- [Practicum Live Observation Form](#): this is the form that you will complete for each student you observe and email to the student and individual supervisor. Remember to keep a copy saved to the computer for your own records as well.
- [Live Supervision Tracking](#): Use this form to track supervision by student to help ensure equal observation.

You may also be interested in viewing:

- **Crisis Safety Plan:** Pocket-sized versions of this form are available in each practicum counseling room. Students should use this form when safety planning with clients.
- [Columbia-Suicide Severity Rating Scale](#)