

Problem Solving Process

Issue identified by student

1. Student discusses problem with FE (and TS if applicable)
2. If difficult to address with FE or discussion doesn't resolve; contact FL
3. If FL and Supervisors cannot resolve issue with student, reach out to the field ed dept
4. Department assesses the concern further.
5. Student can also speak with student services for guidance

SDP in place and plan to review

1. Site visit held to review SDP and include student in plan
2. Schedule follow up meeting in approx. 2 weeks to review progress
3. At review:
 - a. if progress made discuss one more follow up
 - b. if no progress made, is further time needed, or is student unsuccessful?

Field Status Review

**See [field manual](#) Appendix G: Policy: Field Status Review Process

NOTES:

In our Field Educator Orientation, Student Orientations, Field Seminar...we are discussing the problem solving process and being as transparent as possible. Encouraging utilizing FL for any issues (large or small); we are also demystifying the SDP and process.

When FE identifies significant student performance concern

1. Follow similar process as that of issue identified by student
2. If problems do not resolve, FL works with FE/TS to develop a Student Development Plan
3. FL finalizes plan with review from field ed department
4. FL contacts student to discuss issue and upcoming SDP/visit
5. FL schedules site visit to review the SDP with student and supervisor(s).

If SDP does not resolve issue

1. Agency may decide to terminate or may provide two more weeks to demonstrate change
2. If termination occurs, this prompts a Field Status Review
3. FL writes a termination summary for the field ed dept.

Resources:

1. Students review problem solving in field ed [video](#), for seminar
2. Technical Standards [document](#)
3. Sample [SDP](#)

Our Values

- *Decisions are made carefully, with fairness and consistency
- *When faced with difficult decisions we try to refer to our Field Dept. Values