



**Graduate School of Social Work**  
UNIVERSITY OF DENVER

# Office of Field Education Problem Resolution Process

Christie Moore, LCSW

Assistant Professor of the Practice, Field Faculty

# Field Team

- **Assistant Dean for Field Education**
- **Associate Director of Field Education**
- **4 Field Faculty, Liaison Supervisors**
- **3 Field Coordinators**
- **Field Education Program Manager**
- **Field Education Administrative Assistant**
- **60 Field Liaisons**
- **30 Off-Site MSW Field Instructors**
- **2000+ Agency Field Instructors**
- **Approximately 1200 Students**

# **STUDENT INTERNS REASONS TO CONTACT YOUR FIELD LIAISON**

## **Concerns about the work**

- Your workload is too heavy/too light.
- The tasks do not include desired learning experiences.

## **Supervision**

- You are not meeting with your field instructor weekly for the appropriate amount of time.
- Your field instructor has changed positions.
- Your field instructor is leaving the agency.
- You will be getting a different field instructor.
- You are concerned about compatibility with your agency.
- You are concerned about compatibility with your field instructor.

## **Learning Plan and Evaluation Process**

- You have questions about the process, forms or due dates.

## **STUDENT INTERNS REASONS TO CONTACT YOUR FIELD LIAISON**

### **Other issues**

- You are thinking of looking for another internship.
- You are having personal problems which are interfering with field and school.
- The facilities provided (or not provided) are of serious concern.
- You are planning to take a leave of absence from school for personal reasons.
- You have a change of address/telephone.
- You are experiencing difficulty with integrating classroom assignments and your field internship.
- You are experiencing academic difficulties or significant changes in your course load that are impacting your internship.

These are all good reasons to call me. Please call me with any field related issue.

# FIELD INSTRUCTOR REASONS TO CONTACT YOUR FIELD LIASION

## Concerns about the student

- Student is not or does not seem able to 1) handle the workload, 2) work independently 3) follow through on tasks, 4) meet expectations, or 5) integrate schoolwork and field work.
- You have ethical concerns about the student.
- You have concerns about the student/agency match.
- You have concerns about the student/field instructor match.
- The student has been absent from internship, and you have not been able to reach them. This is an urgent situation. Please contact your Field Liaison immediately.

## Supervision

- You have concerns about the student's use of supervision
- You plan to leave the agency.
- You plan to change positions within the agency.
- The student will be getting a new field instructor.
- The agency is moving.
- The student's base of operations will be changing.
- The student's learning opportunities will be changing dramatically from what was agreed upon in the Student Learning Plan.

# **FIELD INSTRUCTOR REASONS TO CONTACT YOUR FIELD LIASION**

## **Learning Plan and Evaluation Process**

- You have questions about the process, forms or due dates.

## **Other Issues**

- You have questions about reasonable expectations student interns.
- You have questions about the integration of classroom assignments and the field internship.
- These are all good reasons to call me. Please call me with any field related issue.

# Problem Resolution Process

- **Student and Field Supervisor meet to discuss concern and potential solutions**
- **Student and/or Field Supervisor consult with Field Liaison and attempt to resolve issue**
- **Field Liaison may facilitate meeting between student and Field Supervisor**
- *Student Success Plan*
- **Change in Field Internship Policy**
- *Review Field Manual*
- **Intermediary Discussion and Student Review Process**

# Intermediary Discussion vs. Student Review

## Intermediary Discussion

- Student and agency both demonstrate problematic behavior resulting in student termination from placement
- Informal problem-solving steps are not sufficient/Student Success Plan unsuccessful
- Risk of receiving no pass on field education evaluation

## Student Review

- Previous Student Review
- Conduct or ethical violation that would potentially cause student to be dismissed from graduate program

\* If a student has been terminated from more than one placement or has demonstrated ongoing patterns of concern, we may determine a Student Review is warranted rather than an Intermediary Discussion.