

## ***Student Academic/Professional Support and Review***

The Department of Social Work at Humboldt State University is committed to our students' professional education and development in a supportive learning environment. In accordance with requirements of the Council on Social Work Education (CSWE), the department has designed the Student Academic/Professional Support and Review process to facilitate student success, both academically and with regard to professional behavior. *Any student or faculty member may initiate this process at any level.* If faculty have concerns about your performance in a course, they may consult with other faculty, your advisor, and/or campus support services staff.

Student Academic/Professional Support and Review is not a substitution for University policies and procedures, but is the preferred departmental procedure.

### **Support Process**

#### Prevention

Through discussions in the classroom, field, and advising, faculty offer support to students experiencing challenges in meeting expectations of a course, the program, or the university. Typically, this level of support is sufficient to resolve concerns.

#### Level 1 (Support) – Meeting between Student and Faculty Member and/or Advisor

Students are encouraged to access faculty and/or advisor support whenever they have a concern related to their own performance or the educational environment. At this level, faculty and/or the advisor may recommend behavioral changes to the student, modifications to assignments, and/or the provision of additional support services. The outcome of this meeting may be documented, but documentation is not required.

#### Level 2 (Consultation) – Meeting between Student, Faculty, Advisor, and/or Campus Support Services Staff

If the issue is not resolved in consultation with faculty and/or the advisor, any party may initiate a meeting involving the student, faculty, and advisor to explore additional support and steps that might be required (if the faculty member is also the advisor a second faculty member will be chosen by the student or faculty member). At this level, the faculty and/or advisor may recommend additional behavioral changes to the student, modifications to assignments, and/or the provision of additional support services. Documentation of this meeting will be placed in the student file.

#### Level 3 (Resolution) – Meeting between Student, Faculty, Advisor, BA/MSW Director and/or Field Director and/or Title IV-E/MHESP Coordinator

If the issue is not resolved in the meeting with the student, faculty, and advisor, any party may involve the Program Director (BA, MSW, and/or Field Director). In this meeting, the student, faculty, advisor, and program director may develop a formal plan and timeline for behavioral change, modifications to the student's course of study, referral to university disciplinary procedures, or re-evaluation of a student's suitability for the social work program. Results of this meeting will be documented in the student file and forwarded to the Department of Social Work Administrative Team.

### **Review Process**

If the issue is not resolved, any party may submit a signed letter to the Department of Social Work Administrative Team within one week of notification of the Level 3 action requesting a review of the issue. The letter should indicate the concern with the prior recommendations/actions, and suggest further steps toward resolution of the concern. The student may bring an advocate to this meeting. Results of this meeting will be documented in the student's file and will include a formal letter detailing the Department's requirements for resolution of the concern.

If any party believes that further action is warranted, she/he may utilize University grievance procedure.

### *Process for Resolution of Student Concerns*

Students are encouraged to follow the following steps in resolving their academic concerns.

1. In the event that a student has a concern about a class, a faculty member, or a staff member, the student is encouraged to speak directly with the faculty or staff member to discuss and collaboratively resolve the issue when possible. If the concern is not resolved, the student may consult with the respective BASW or MSW Program Director. If the concern is not resolved with the Program Director, the student may discuss the concern with the Department Chair.
2. Concerns regarding field education should be presented to the Director of Field or Assistant Director of Field.
3. If the concern is related to stipend project participation, students are encouraged to discuss the concern with the Project Coordinator. If the concern is not resolved, the student may discuss the concern with the Project Director (Department Chair).
4. If the concern is related to the program or curriculum, students are encouraged to discuss the concern with the appropriate Program Director (BASW/MSW).

Both the Department and the College administration encourage students to make every effort to resolve concerns at the Department level. Students may also utilize the University grievance process for which the policies and procedures are outlined below:

[http://www.humboldt.edu/studentrights/complaint\\_staff.php](http://www.humboldt.edu/studentrights/complaint_staff.php)

<http://www.humboldt.edu/advise/grievance.html>