**Procedure for Resolving Potential Issues Between Grad Student, Program, and Off-Campus Site**

In order to fulfill requirements for experiences and clock hours required by ASHA, programs have to rely on the **volunteerism** of off-campus supervisors to take students at their sites. This means, we should all be striving hard to maintain a good relationship with sites and supervisors at all times.

Nationwide, it is becoming increasingly difficult to find enough off-campus experiences for students. This is especially true in medical settings. This puts a lot of pressure on the University faculty to find enough sites for all students.

What students should know:

1. Understand that there are many factors that go into matches between students and off-campus supervisors/sites. Please refer to clinic manual for further information.
2. Understand that we make a contractual agreement with each site, and students cannot adjust the dates or make changes unless the following reasons are true: there are extenuating circumstances, the Off-Campus supervisor is 100% in agreement and the graduate student has received approval from the Clinical Externship Coordinator (Professor Cote and/or Dr. Kazenski)
3. Understand that these off-campus supervisors and sites are volunteering their time to provide you with diverse experiences. It is not just the immediate supervisor. All other staff must arrange their schedules as well to accommodate a student. Students should understand that their placement is fluid. Sometimes external factors may alter the student’s planned experience (vacations, maternity leaves, unexpected leaves, reduced staffing due to emergencies, etc.) that may impact their “expected” clinical. Remember that Off-Campus supervisors volunteer their time, but it is also their permanent place of employment.
4. Understand that students are not just “earning hours,” but trying to maximize learning experiences prior to graduation.
5. Understand that students are responsible for taking care of any mandatories required by the site (background check, drug screen, etc.) prior to the placement, in order to start on the contractually agreed upon date.
6. Understand that a site/supervisor may have a different way of providing feedback. Sometimes a student may be matched with a personality that does not suit them perfectly. Practice self-advocacy as outlined on the following page to ensure that learning styles and communication styles are being met. Do this early in the semester. Also remember, this is a taste of the real world and an opportunity to learn how to interact with different personalities.
7. Understand a site expects professionalism at all times which includes taking initiative for learning, showing up, inquisitiveness, ability to accept feedback, etc.
8. Strongly consider in the future becoming an Off-Campus supervisor to give back to the profession and pay it forward.

**If there is an issue with an Off-Campus supervisor/site:**

1. Contact University of Vermont externship coordinator to share details
2. Request a time to meet with your Off-Campus Supervisor. This meeting must be scheduled within **one week** of contact with University Externship Coordinator. In that meeting, be prepared to discuss the issue as well as possible ways to remediate the issue. The purpose of this meeting is to have an open dialogue in a non-confrontational manner. The UVM Externship Coordinator must be part of this meeting as well either in person, Skype or by phone. **It is the graduate student’s responsibility to set up this meeting**. The UVM Externship Coordinator will take notes for this meeting and will disseminate notes within a week after the meeting. If a formal plan results from this meeting, that plan will be shared with all parties as well.

\*\*\*\*\*NOTE: Clinical accommodations are handled through the ACCESS office prior to the start date of any placement and are the student’s responsibility to initiate.\*\*\*\*\*

Student must communicate with the UVM Externship Coordinator and Off-Campus supervisor **weekly** from that point forward via e-mail, phone, or in-person updates regarding status.

1. If the issue is not remediated with the Off-Campus Supervisor, the graduate student will request a meeting with Off-Campus Supervisor’s supervisor (rehab manager, department head, etc.) **within 2 weeks** of the initial contact with UVM Externship Coordinator. If it is unclear who serves in that supervisory role at your site, consult HR to get their name and the protocol for arranging a meeting with them. The purpose of that meeting will be to share what has been attempted so far and to ask for guidance/suggestions as to how to make the experience beneficial for all parties. The UVM Externship Coordinator must be part of this meeting either in person, Skype or via phone. **It is the graduate student’s responsibility to set up this meeting**. The UVM Externship Coordinator will take notes for this meeting and will disseminate notes within a week after the meeting. If a formal plan results from this meeting (e.g. there is a change in supervisor), that plan will be shared with all parties as well.

Student must communicate with UVM Externship Coordinator, rehab manager and Off-Campus Supervisor **weekly** from that point forward via e-mail, phone, or in-person updates on status.

1. If the issue still persists, per contract, any party may decide to terminate the placement. The UVM Externship Coordinator will not be finding another placement for the student for that same semester. The UVM Externship Coordinator will contact the site to sign off on clinical hours accrued to that point and the student may receive an “incomplete” for their grade until a meeting is held with the Department Chair, Externship Coordinator, Clinic Director, and Graduate Program Director.

The purpose of this plan is to ensure a positive experience for all parties involved. As such, we expect graduate students to be ambassadors of our program and demonstrate skills of self-advocacy and professionalism. Graduate Students are to be the individuals responsible for taking the steps above. Off-campus placements are extremely important for graduating well rounded students who are ready for the work force.