The M.S.W. Student Handbook provides information about School of Social Work and MSW Program policies and requirements. Graduate students are ultimately responsible for their M.S. W. education, meeting graduation requirements, and assuring that they are in compliance with University, Graduate School, college of Behavioral and Community Sciences and School of Social Work regulations, policies, and procedures. Please refer to the USF Graduate Catalog for additional information about academic policies and graduation requirements.

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INTRODUCTION
Congratulations on your admission to the USF School of Social Work MSW program. The MSW Student Handbook contains information about the graduate social work program, school and program policies and procedures, student rights and responsibilities, as well as pertinent information about our MSW program.

OUR MISSION
The mission of the University of South Florida, School of Social Work is to prepare graduates to achieve excellence as professionals and leaders in social work practice, research, and education. Our focus is to develop generalist social workers at the bachelor's level, clinical social workers at the master's level and social work scholars at the doctoral level and to encourage students to embrace social work knowledge, ethics, skills, and values. Beginning in our own diverse region, and extending nationally and globally, we are committed to graduating students who reflect the School's commitment to promoting social and economic justice, human rights, human dignity, scientific inquiry, and sustainable human and community well-being for all.

I. MSW PROGRAM DESCRIPTION
The MSW program is a specialized course of study designed to prepare graduates for clinical practice with individuals, families, and groups in agency or organization-based community practice settings. The program is designed to produce graduates who exhibit professional standards, values, and ethics in the practice of social work; who demonstrate a respect for human beings and a commitment to the capacity for growth and change in people; and who demonstrate the application of professional social work principles through professional discipline and self-awareness in the service of all clients. Graduates will be able to engage in a range of practice methodologies appropriate for treatment of individual and family problems, and in work with groups. The MSW program is fully accredited by the Council on Social Work Education (CSWE).

CLINICAL SOCIAL WORK
Clinical social work builds on professional values, ethics, principles, practice methods, and the person-in-environment perspective of the profession. It reflects the profession's mission to promote social and economic justice by empowering clients who experience oppression or vulnerability. Clinical social work requires the professional use of self to restore, maintain, and enhance the biological, psychological, social, and spiritual functioning of individuals, families, and groups. The practice of clinical social work requires the application of advanced clinical knowledge and clinical skills in multidimensional assessment, diagnosis, and treatment of psychosocial dysfunction, disability, or impairment including emotional, mental, and behavioral disorders, conditions, and addictions. Clinical practice interventions include case formulation based on differential diagnosis and assessment of risks and vulnerabilities and those factors that produce and constrain the strengths and resilience found in the transactions among people, their communities, and the larger social environment. Treatment methods include the
provision of individual, family, and group work. Clinical social workers are engaged in crisis intervention, brief and long-term psychotherapy and counseling, client-centered advocacy, consultation, and evaluation. Interventions responsive to all dimensions of diversity are applied within the context of the therapeutic relationship guided by best practices and evidence-based guidelines. Clinical supervision is an important feature of clinical social work in agencies, organizations, and private practice settings. (Quote from the Council on Social Work Education)

Curriculum
The MSW Social Work curriculum is organized so that courses are provided in sequence. Any exceptions to taking courses in sequence must be approved by the MSW Chair/Committee. Failure to take courses as prescribed may jeopardize student progress and continuation in the program. The program does not grant social work course credit for life experience or previous work experience.

Students are admitted to the MSW Program in cohorts. Class sections are designated for particular cohorts; students are not permitted to take course sections out of sequence or class sections intended for other cohorts. (For instance, students in the full-time program cannot take courses that are for part-time students). Any exceptions require approval of the MSW Chair/Committee.

Full-time Program
1st Year Fall semester
SOW 6105  Foundations of Human Behavior  3
SOW 6235  Foundations of Social Welfare and Policy  3
SOW 6305  Foundations of Social Work Micro Practice  3
SOW 6348  Diversity and Social Justice  3
SOW 6186  Foundations of Social Work Macro Practice  2
SOW 6534  Field Instruction I  1

AS enter here
1st Year Spring semester
SOW 6124  Psychopathology  3
SOW 6342  Social Work Practice with Individuals  3
SOW 6405  Foundations of Social Work Research & Statistics  3 *AS- do not take, take elective (3cr.)
SOW 6535  Field Instruction II  4 *AS- do not take, take elective (3cr.)

2nd Year Fall semester
SOW 6362  Social Work Practice with Couples and Families  3
SOW 6438  Evaluations of Clinical Practice in Diverse Settings  3
SOW 6236  Social Welfare Policy Development & Analysis  3
SOW 6536        Field Instruction III  4

2\textsuperscript{nd} Year Spring semester
SOW 6126       Health, Illness, & Disability  2
SOW 6368       Social Work Practice with Groups  3
SOW 6375       Advanced Social Work Macro Practice  3
SOW 6539       Field Instruction IV  4
SOW 8907       Capstone Project  1

All students are required to take 2 clinical electives for 6 credits total. At least 3 credits must be electives taken in the School of Social Work. Students must receive permission to take electives outside of the program, except for dual degree students who may take both of their electives in another program. Students may take electives during any semester including summer sessions.

Part-time Program
1\textsuperscript{st} semester
SOW 6105       Foundations of Human Behavior  3
SOW 6305       Foundations of Social Work Micro Practice  3
SOW 6348       Diversity and Social Justice  3

2\textsuperscript{nd} semester
SOW 6186       Foundations of Social Work Macro Practice  2
SOW 6235       Foundations of Social Welfare and Policy  3
SOW 6534       Field Instruction I  1

3\textsuperscript{rd} semester
SOW 6405       Foundations of Social Work Research & Statistics  3
SOW 6553       Field Instruction  2

AS enter here
4\textsuperscript{th} semester
SOW 6438       Evaluations of Clinical Practice in Diverse Settings  3
SOW 6342       Social Work Practice with Individuals  3 *RS- do not take
SOW 6554       Field Instruction  2 *AS- do not take

5\textsuperscript{th} semester
SOW 6124       Psychopathology  3
SOW 6362       Social Work Practice with Couples and Families  3
SOW 6555       Field Instruction  2

6\textsuperscript{th} semester
SOW 6236       Social Welfare Policy Development & Analysis  3
SOW 6368       Social Work Practice with Groups  3
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<td>SOW 6126</td>
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<td><strong>8th semester</strong></td>
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<td>SOW 6375</td>
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<td>3</td>
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<td>SOW 6558</td>
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All students are required to take clinical 2 electives for 6 credits total. At least 3 credits must be Advanced Practice electives taken in the School of Social Work. Students must receive permission to take electives outside of the program, except for dual degree students who may take both of their electives in another program. Students may take electives during any semester including summer sessions.

*AS-Advanced Standing
*RS-non-Advanced Standing

FIELD INSTRUCTION

Field Instruction enables students to learn contemporary practice skills related to their academic learning, the effectiveness of various modalities of intervention, and the opportunity for applied research. The MSW program requires a minimum of 980 clock hours of field placement (600 for Advanced Standing students). Full-time students are in the field 20 hours per week for 3 semesters (Advanced Standing only 2 semesters). In addition, Non-Advanced Standing Students will have a field seminar in their first semester which will include 80 hours in their field placement. Part-time students are in the field 12 hours per week for 5 semesters. The MSW program utilizes a single field placement model which means that the student is placed in one agency for the entire 980 hours (or 600 hours for Advanced Standing) of field placement. Students are enrolled in a professional seminar concurrently with the placement to assist with integrating the full learning experience. For more information regarding the Field program, consult the Field Manual (available on the USF School of Social Work website).

Electives
All students are required to take 2 clinical electives for 6 credits total. At least 3 credits must be electives taken in the School of Social Work. Students must receive permission to take electives outside of the program, except for dual degree students who may take both of their electives in another program. Students may take electives during any semester including summer sessions.
Capstone Project

The Capstone project is a one-credit course which serves as a cumulative learning measure for the MSW program. Students will complete an independent project which requires the synthesis of content from their theoretical, research, practice, field, and policy courses and the application of this content to a current field practicum case.

MSW/MPH Dual Degree Program

The USF MSW/MPH dual-degree program offers social work students expanded study in public health and encourages a well-balanced macro-micro orientation to clinical practice. Such expansion can provide the social work student with specific skills that result in comprehensive and effective client interventions in health care settings. The fundamental methodological tools of public health, such as biostatistics, epidemiology, and health management and evaluation, further assist the social worker in targeting the needs of individuals and communities. The MSW/MPH dual-degree program is a three to four year full-time course of study. The dual degree offers concentrations in either Maternal & Child Health or Behavioral Health. Please see website for additional information http://socialwork.cbcs.usf.edu/DualDegree/

Admissions Information:

Students may either apply to the School of Social Work or Public Health. After admission to a program they will submit the Dual Degree application, which is located on the Graduate Schools website. The application should be turned into the Program Specialist of their current program for processing.

School of Social Work MSW Committee

The MSW Committee, composed of School faculty, is responsible for all policy and procedural matters related to the MSW Program including curriculum research and student affairs. These responsibilities include monitoring MSW student performance and progress in meeting program requirements, review of the program to assure program quality and outcomes, and action on all matters of policy and procedure regarding the MSW Program. All student cohorts are represented on the Committee.

II. ACADEMIC RESOURCES

USF Net ID, Canvas, Email Communication, School of Social Work ListServe, Writing Center, and Library. All students must obtain a USF NetID that allows access to MyUSF, Canvas (USF Academic Portal), your USF Email account and USF Computer labs. The MSW listserve serves as a primary source of communication regarding program business and provides students with up-to-date information regarding school matters. The Writing Center provides free tutoring services to USF students who wish to strengthen their writing skills. The Library offers programs, events, research tools and more.
STUDENT DISABILITY SERVICES

The School of Social Work is committed to work toward the elimination of any potential barrier to the education of a student accepted and enrolled in academic course work provided by this School. As a way of demonstrating this commitment, the faculty of the School will make every effort to follow the policies and procedures outlined by the University and articulated by the University’s Office of Student Disability Services.

Student Disability Services (SDS) makes the final determination as to the type of need and the type of assistance that can be rendered for students with disabilities. The process of applying for services is described in detail in the SDS website www.sds.usf.edu.

SCHOLARSHIPS and FELLOWSHIPS

The School of Social Work has a very limited number of scholarships. Other scholarships and fellowships are available http://socialwork.cbc.usf.edu/DualDegree/

MSW ADVISOR

A. Student Advising

MSW students are assigned an advisor who provides assistance with academic, curriculum, and professional matters. Students are encouraged to take advantage of the advising program.

The role of the advisor includes the following:

To have contact with a student advisee as needed during the course of the MSW Program. The contact may be initiated by the student or the advisor. Examples of times that there may need to be advisor contact include:

There are issues with credits needed for graduation; questions about electives to take, and other academic questions; the student needs a “sounding board” to prepare to communicate directly with another student, instructor, or staff member regarding a concern.
May be involved in meetings, which can include serving on a Student Affairs Committee, when there are student concerns regarding an advisee and when an advisee initiates a grievance process.

Students in the MSW/MPH program are assigned two advisors: (1) faculty member in the School of Social Work knowledgeable about the dual degree, and (2) faculty member in the College of Public Health who helps coordinate the student’s course of study there.

III. STUDENT OPPORTUNITIES

Student Graduate Assistants

A limited number of Graduate Assistantships are available in the School of Social Work. Funding for these assistantships varies from year to year, depending on budgetary constraints experienced by the University. Applications for the Graduate Assistants are typically open to the first year students. They are assigned to work with 1-2 professors in the School. Graduate Assistantships are appointed for two semesters (fall/spring); however, appointment for the second semester is contingent on successful completion of the first semester. Graduate Assistantships are not renewable.

These appointments are made based on academic achievement in undergraduate program; research, teaching, writing, and computer skills; essay for MSW program application; letters of recommendation to the MSW program; and financial need. Graduate assistants are selected by the Director of the School of Social Work in consultation with the Chair of the MSW Program.

Bridge Clinic

The mission of the BRIDGE Healthcare Clinic is to establish a long-term health care facility in the University of South Florida vicinity that helps students learn to address the multi-disciplinary healthcare needs of uninsured members of the University Area Community by providing professional, compassionate care. Work collaboratively with USF Health students to gain real life experience in culturally competent healthcare for the underserved. Educate patients about their current disease states, available resources, and primary prevention in order to improve their long-term health. For additional information and to apply, students contact Dr. Christopher Simmons at: Csimmons4@usf.edu

Maternal & Child Health Traineeship

The Maternal and Child Health (MCH) Training Program, funded by the Maternal and Child Health Bureau (MCHB), aims to assure that “all children and families will live and thrive in healthy communities served by a quality workforce that helps assure their health and well-being.” Both MCH academic and continuing education programs view leadership as essential
for promoting health and preventing disease. The MCH Training Program offers a training approach that is interdisciplinary and collaborative, and that is directed at understanding and practicing the values of health equity, cultural competence, and family centeredness. For additional information and to apply, students contact Professor Martha Coulter at: MCo­lter@health.usf.edu

Class Representative
The position of Class Representative is an elected position. This representative serves as a liaison between one’s classmates and the MSW Program Committee. The position is intended to provide a means to enhance communication between both parties. Students are elected to yearly appointments via in class-voting, coordinated by the MSW Chair. A student may elect to run for consecutive terms. Each cohort may have up to two representatives for the year. However, on committee matters that involve a vote, each cohort will have one vote.

MSW Class Representative
Each class or cohort (first year, second year and part-time) has representation on the MSW Committee. The Class Representative is elected by students to a yearly (fall-spring) appointment. Each cohort may have up to two representatives for the year. However, “on committee” matters that involve a vote, each cohort will have one vote.

MSW: Class Representative Position Guidelines

Responsibilities include:
Acts as the spokesperson and represents classmates in all MSW program related matters. Attends all MSW Program Committee meetings (in person or, when necessary and if feasible, remotely, i.e., by telephone, Skype, etc.). In the event that at least one Class Representative cannot attend, the class representative is responsible to arrange for alternate representation. The Class Representative is knowledgeable about the grievance procedure and chain of command in the School of Social Work.
The Class Representative will be listed on the agenda of every MSW Program
Committee Meeting. The Class Representative is responsible for obtaining the dates and times of the MSW Committee meetings from the MSW Program Chair and sharing this information with their classmates. The Class Representative solicits input from classmates and represents them at meetings by asking for information and presenting issues that are current and relevant to their cohort. The Class Representative insures that all issues brought to the attention of the MSW Program Committee are appropriate. Appropriate issues to bring to the MSW Program Committee meeting include (but are not limited to) macro-related issues regarding program guidelines and/or suggestions for improving current program guidelines. The Class Representative insures that personal issues involving individual classes and/or professors are addressed directly with the specific parties involved.

- The Class Representative insures that questions are addressed to specific faculty member(s) if necessary in an attempt to seek counsel prior to addressing a specific issue in the MSW Program Committee meetings.
- The Class Representative reports the proceedings of the MSW Program Committee in written form (such as by email) to classmates in a timely and appropriate manner. Class time is not to be used for this purpose.
- The Class Representative actively promotes and adheres to the Code of Ethics of the National Association of Social Workers. Professionalism is expected at all times while on campus and while performing class representative duties. Respect, openness, a non-judgmental attitude, and non-critical interactions are essential.

IV. Student Organizations

Social Work Society
The Social Work Society (SWS), housed within the USF School of Social Work, is a student organization open to all undergraduate and graduate students at the university. The primary aims of the society are twofold: First, to promote positive socialization among students interested in issues of social justice and positive social change; and, second, to raise funds and engage in service activities that address human needs and social justice concerns both on campus and within communities locally, regionally, and nationally.

Students interested in joining the Social Work Society can sign up using OASIS. Students may also visit the USF Center for Student Involvement website (www.involvement.usf.edu) and click on the link to search student organizations. For additional information about the SWS, visit the USF School of Social Work website.

Phi Alpha-Delta Sigma Chapter
Phi Alpha honors social work students who have attained excellence of scholarship and distinction of achievement as students of social work. The mission of Phi Alpha is to recognize and promote scholastic achievement among social work students and faculty at USF, to promote fellowship among students of social work, and to further the goals and values of the social work profession in our community and nationally. Eligibility: GPA point average of 3.5 on a 4.0 scale (determined at the beginning of student’s last semester).
Eligible students receive a letter of invitation to join the chapter. Invitations are sent out in email to qualified students each November and March. (Any students who believe they meet eligibility requirements, but do not receive an invitation to join the chapter should check with the School of Social Work's Academic Program Specialist).

Membership Dues: A one-time life membership fee of $25 ($20 to the national office and $5 to the local chapter) includes a certificate of membership from the national office. An additional fee is charged if you wish to purchase the honors sash from the Marshall Center. (For additional information: USF School of Social Work website).

USF School of Social Work Alumni Society
The USF School of Social Work Alumni Society is one of many USF Alumni Association sponsored groups that work to fulfill the mission of the Alumni Association; connect alumni, support students and strengthen the University. In addition to furthering this mission the Social Work Alumni Society exists to support the mission and vision of the School of Social Work. This support comes in many forms including interaction with current students, attending/sponsoring college events and fundraising. Society members are a core group of engaged volunteers who serve in a variety of ways. They are a communications network that grows and gives back through events like the annual Celebration of Social Work. Maintaining the School’s bonds with BSW and MSW students, the Social Work Alumni Society provides a strong connection to the social work community as well as promoting life long learning.

For more information about the USF Alumni Association, including how to become a member of the Social Work Society, visit www.usfalumni.org. Students are provided a significant discount to join during school or right after graduation.

V. ACADEMIC POLICIES

Evaluation of Student Progress
To assure that students are successfully progressing in the program, course instructors and students are encouraged to discuss any potential academic or professional behavior difficulties as they occur. In addition to these individual discussions and grades for courses, students are evaluated using the following methods:

Every semester at mid point, the MSW Chair sends Instructor Reports to all instructors of MSW students. All instructors are asked to report students experiencing academic or professional behavior problems to the MSW Chair. The MSW Chair or student’s advisor meets with any student reported to be experiencing difficulties, and creates an action plan for improvement. The action plan is placed in the student’s file; progress is checked regularly.
At the end of Year 1, the MSW Chair again sends Instructor Reports to all instructors of first year MSW students to assess students’ mid-point progress. The MSW Chair or student’s advisor meets with any student reported to be experiencing difficulties, and creates an action plan for improvement. The action plan is placed in the student’s file; progress is checked regularly.

During the last semester of the MSW program, all MSW students complete a comprehensive paper covering learning from the entire MSW program. This paper is completed in SOW 8977, Capstone Project. Students must receive a passing grade on this paper in order to graduate.

Minimum Overall GPA and Course Grades
Students must maintain a minimum GPA of 3.0 in all social work courses, with no grade below “B-” counting toward graduation. Failure to maintain the specific GPA may result in suspension or dismissal from the program. Courses with grades below “B-“ (79 or below) must be repeated before progressing to the next sequence.

Academic Probation – Graduate School Policy
“Any student who is not in good standing at the end of a semester shall be considered on probation as of the following semester. The college or program may also place students on probation for other reasons as designated by the college or program. Notification of probation shall be made to the student in writing by the school, with a copy to the College Dean. At the end of each probationary semester, the department shall recommend, in writing, to the College Dean one of the following:

1. Removal of probation
2. Continued probation; OR
3. Dismissal from the degree program.

Students with a GPA below 3.0 for two consecutive semesters will be prevented from registering for courses without the permission of the College Dean. The College Dean will notify the Dean of the Graduate School in cases of academic dismissal. To be readmitted, the student will need to reapply for admission, meeting the admission criteria in place at the time. For information on the Automated Probation Process go to: http://download.grad.usf.edu/Automated_Academic_Probation.pdf”.

Individual Course Withdrawal
Since the curriculum is heavily sequenced with required courses, students are cautioned that withdrawal from any one course is tantamount to withdrawal from the MSW program. In this event, a student must re-apply for admission to the program at the time the program is offered again.
Withdrawal from a class effectively results in a withdrawal from the program unless special provisions have been made with the Chair of the MSW Program. Because of the consequences associated with withdrawal from a course, students should consult with their Faculty Advisor or Chair of the MSW Program before taking such action.

Request for Incomplete ("I") Grade
The University policy for "I" grades is found in the USF Graduate Catalog. These policies are followed by the School of Social Work. [http://www.grad.usf.edu/catalog.asp](http://www.grad.usf.edu/catalog.asp).

Program Withdrawal
Students are expected to make any necessary arrangements for responsible withdrawal from classes and field practicum. It is the student's responsibility to contact the School and/or agency to determine the specific steps necessary to address the needs of all parties (i.e. termination of client/worker relationships, paperwork, etc.). The following procedure is to be utilized:

1. Notify class instructors and agency field instructors in a timely manner
2. Notify MSW Committee Chair in writing
3. Notify the Director of Field Education in writing
4. Withdraw from classes
5. Submit withdrawal form to the department
   a. [http://www.grad.usf.edu/inc/linked-files/Voluntary_Withdrawal_Form.pdf](http://www.grad.usf.edu/inc/linked-files/Voluntary_Withdrawal_Form.pdf)

Program Dismissal
Entrance into the MSW Program does not guarantee graduation from the program. Students admitted must maintain the minimum GPA and exhibit responsible professional behavior. Failure to do so as determined by the School may result in suspension or dismissal from the program. The following situations may result in dismissal:

2. Behavior or performance, or lack thereof, which raises questions from the faculty or field instructor about the student's suitability for professional social work (See- Problem Resolution for Faculty; Faculty Based Concerns; pages 16-17).
3. Plagiarism, cheating, or any other form of academic dishonesty or disruption;
4. Failure of student to maintain a 3.0 GPA beyond one semester of academic probation; (University policy)
5. Failure of student to achieve a grade of "B-" or better in all courses required for graduation;
6. Failure of student to follow course sequencing as scheduled, unless other arrangements have been made and approved by the appropriate faculty and program chair
MISSING CLASS DUE TO EMERGENCY
If an emergency arises and a student cannot attend class or internship, s/he should call and/or email all instructors, field supervisors, and MSW Chair. The MSW Chair will help coordinate a plan with the student and all others involved. Among the possible options to be considered for the student are for him/her to: miss one or two classes, apply for an incomplete grade(s), withdraw from a course, or withdraw from the MSW Program. (Pregnancy is not considered a medical emergency by USF or the MSW Program.)

OTHER EMERGENCIES
USF’s Public Safety website is: http://usfweb2.usf.edu/Adminsvc/publicsafety/

VI. PROFESSIONAL STANDARDS

MSW students are expected to exhibit professional behavior in both academic and field placement settings and to conduct themselves with responsibility, honesty and integrity. Professional behavior includes agreeing to abide by University, Graduate, and School of Social Work polices regarding Plagiarism and Academic Dishonesty, Problem Resolution and Grievance Procedures, the Student Code of Conduct and NASW Code of Ethics. Students sign the MSW Student Accountability Form prior to beginning program coursework. By signing, students agree to abide by the above described policies. http://www.socialworkers.org/pubs/code/default.asp

VII. ACADEMIC INTEGRITY AND STUDENT CONDUCT

CONDUCT
The School of Social Work strongly supports the University’s policy on Academic Honesty and Integrity. “Members of the University Community support high standards of individual conduct and human relations. Responsibility for one’s own conduct and respect for the rights of others are essential conditions for academic and personal freedom within the University. USF reserves the right to deny admission or refuse enrollment to students whose actions are contrary to the purposes of the University or impair the welfare or freedom of other members of the University community. Disciplinary procedures are followed when a student fails to exercise responsibility in an acceptable manner or commits an offense as outlined in the Student Conduct Code. (Student Code of Conduct in the USF Graduate Catalog).

“Academic integrity is the foundation of the University of South Florida’s (University/USF) commitment to the academic honesty and personal integrity of its University Community. Academic integrity is grounded in fundamental values, which include honesty, respect and fairness. Broadly defined, academic honesty is the completion of all academic endeavors and claims of scholarly knowledge as representative of one’s own efforts. Knowledge and maintenance of the academic standards of honesty and integrity as set forth by the University are the responsibility of the entire academic community, including the instructional faculty,
School of Social Work Philosophy for Problem and Conflict Resolution
The faculty of the School of Social Work is committed to creating and maintaining an environment that is conducive to learning. In order to sustain this creative environment, faculty, students, and staff are encouraged to conduct themselves in a professional manner when resolving general problems or conflicts that may occur in the course of classroom learning, field education, and professional interchange. It is the philosophy of the School of Social Work that all members—faculty, students, and staff—should follow the “problem-solving process” in order to achieve a fair and equitable resolution of general student or faculty concerns, complaints or disagreements about issues which affect any area of student academic performance or the classroom/field setting. The process is initiated by the concerned student, field instructor, or faculty member who is expected to take responsible action by talking directly to the person involved with the problem or concern.

The Problem Resolution Process
1. Faculty based concerns: Any School of Social Work faculty member (including adjuncts and field liaisons) having serious concerns about the performance, ethical behavior, and/or the continuation of a student in the program, shall follow specific steps outlined in Problem Resolution for Faculty.
2. Student based concerns: If a student experiences a problem in any area of academic performance whether it is school based, agency based, with an individual faculty member, field liaison, or fellow student, the student should follow the process outlined in Grievance Procedures for Students.

The School of Social Work is committed to resolving issues at the earliest possible point. The Problem Resolution Process is internal to the School and is not meant to replace the University Academic Grievance Procedure (AGP). If at the end of the School’s Problem Resolution Process when final action is taken that affects a student grade, and a student feels that s/he has been treated in a manner that violates university policy, the student may file a formal Academic Grievance. The Academic Grievance Process provided in USF Policy 10-002:(http://generalcounsel.usf.edu/policies-and-procedures/pdfs/policy-10-002.pdf)

General Guidelines: 
It is important to note that if an instructor or supervisor deems that a student’s behavior or academic performance creates a safety or disruption risk, the instructor or supervisor may take immediate action and remove the student from a classroom or placement with a review through the academic grievance process. Unless directed otherwise by an instructor or supervisor, students with concerns must continue to meet the directives and participation requirements of a placement and must complete all
assignments in a timely fashion until the end of the process. Failure to fully participate and complete assignments may result in a failure or dismissal.

CONCERNS INITIATED BY STUDENTS:
If a student experiences a problem in any area of academic performance, whether it is school or agency based with an individual faculty member, field instructor or liaison, the following process is used to resolve the problem. These steps must be followed in this order:

- If the concern is classroom-based: The student will discuss concern(s) with the USF course instructor within 7 days of onset of the problem.
- If resolution is not reached by talking to the instructor within 7 days, the student will contact the Student Affairs Committee in writing stating the elements in the concern being raised.
- The Student Affairs Committee will review the written concern within 7 days and contact the student in writing regarding their review outcome.
- If the student disagrees with the Student Affairs Committee written report (received within 7 days), the student will contact the Director of the School of Social Work stating in writing that the concern that remains unresolved.
- The School Director will respond to the student in writing within 7 days.

If the concern is field-based:
- The student will discuss the concern with the agency Field Instructor within 7 days.
- If a resolution is not reached within 7 days of discussion with the Field Instructor, the student will contact the Field Seminar Instructor and state the concern.
- The student will request a field liaison visit via phone or face-to-face as an intervention to address the concern within 7 days. The Field Liaison will complete a written Field Liaison Report (see form under Field Forms on School of Social Work website) A copy of the report is sent to the Director of Field Education.
- If resolution is not reached, the student will contact the Director of Field Education in writing stating the elements in the concern being raised. The Director of Field Education will respond in writing within 7 days.
- If resolution is not reached, the student will contact the Director of the School of Social Work in writing within 7 days, stating the elements in the concern being raised.
- The School’s Director will respond to the student in writing within 7 days.

CONCERNS INITIATED BY FACULTY
(Classroom or Agency Based)
Any School of Social Work or agency-based instructor having questions about the capacity, performance, or continuation of a student in the BSW, MSW or Ph.D. program, will address the concern in this order:

If concern is classroom-based:
1. The instructor will discuss the concern with the student within 7 days of the concern becoming identified as one not meeting standard for pre-professional
and/or academic work.

2. The instructor will give the student an opportunity to address/correct the concerns within an appropriate time frame. S/he will use the ‘Instructor Report’ to document the concern and will place a copy of the report in the student file.

3. If the concern defined in the Instructor report is not resolved, the instructor will contact the Student Affairs Committee in writing regarding the concern(s) within 7 days.

4. The Student Affairs committee will review the written concern and meet with the instructor and the student. After the meeting, Student Affairs Committee will offer written feedback within 7 days which may include a plan. The plan, which may include the option of immediate dismissal, is:
   - Designed to address specific concerns
   - A time line is assigned for completion and review of the plan
   - Immediate dismissal from the program

5. If a resolution is not obtained through demonstration of satisfactory progress on the plan identified in # 4, the Student Affairs Committee will present a written statement to the Director of the School of Social Work within 7 days.

6. The Director will take the concern under review. If the student is dismissed, he/she will be notified via certified mail.

If the concern is agency-based:

1. The student and/or the Field Instructor will identify the problem and create a written field plan to resolve it.

2. If the problem is not resolved, the student and/or Field Instructor should consult with the Field Liaison/Seminar Instructor, and make another attempt to resolve the problem.

3. If the problem is still not resolved, the Field Liaison/Seminar Instructor will facilitate a meeting between the student and the Field Instructor, and may involve the Director of Field Education if necessary. At this meeting, a written contract with a time frame will be developed to address the problem. This contract focuses on the learning goals and competencies outlined in the student’s Field Learning Plan. The Field Liaison/Seminar instructor will distribute copies of the written contract to the Field Instructor, Director of Field Education, and the student within seven days following the meeting.

4. If the problem remains unresolved, the matter will be referred to the MSW Student Affairs Committee.

Academic Grievance Procedures

“An “academic grievance” is a claim that a specific academic decision or action that affects that student’s academic record or status has violated published policies and procedures, or has been applied to the grievant in a manner different from that used for other students. Grievances may relate to such decisions as the assignment of a grade seen by the student as incorrect or the dismissal or failure of a student for his or her action(s). Academic grievances will not deal with general student complaints.” Reference: USF 10-002 Student Academic Procedures. [http://usfweb2.usf.edu/usfgc/gcpp/acadaf/gc10-002.htm](http://usfweb2.usf.edu/usfgc/gcpp/acadaf/gc10-002.htm) (USF Graduate Catalog)
An MSW student who is terminated from the MSW program is notified by the Director of the School of the decision in writing by certified letter. The student is provided with information on the rationale for the program dismissal as well as their right to grieve the decision. In addition, the student is provided with information on the process of initiating an academic grievance. The same policies and procedures to terminate students apply to students in the Sarasota part-time program and to students in the MSW/MPH program.