

College of Education, Health & Human Services

CEHHS Statement of Concern and Performance Improvement Policy and Procedure

Purpose The purpose of the CEHHS Statement of Concern policy is to alert students to any performance (i.e. academic, professional behaviors, academic dishonesty, etc.) that would prevent progress towards the completion of the credential and/or degree and to provide mentoring and guidance to students in an effort to address such issues.

Scope This policy applies to programs in the College of Education, Health & Human Services. The policy does not address academic probation and dismissal that are otherwise covered by separate University policies and procedures. It shall also be noted that dismissal is distinctly separate from disqualification as it is technically possible for a student to be dismissed from a program but not disqualified from the University.

Policy Statement

This policy has been developed in accordance with Graduate Studies & Research, the Student Code of Conduct, and Undergraduate Student progress policies

Students are responsible for meeting the performance standards of the program and accrediting body if appropriate (i.e. ASHA, CTC, CAEP/NCATE, CSWE, and CCNE), in which they are enrolled. These performance standards may include, but are not limited to, academic performance (e.g. courses, grades, etc.), professional dispositions/behaviors/ethics, student conduct (including academic honesty), and clinical practice.

Faculty and the School Director or Department Chair are responsible for attempting to address performance concerns informally (mentoring, advising, coaching, etc.) prior to issuance of a Statement of Concern. Informal attempts to resolve performance concerns should be clearly documented and communicated to the student via email. If the Faculty, Clinical Supervisor, and the School Director or Department Chair have attempted informal measures and the student fails to correct the behavior, a Statement of Concern and Performance Improvement Contract may be issued.

Some performance concerns will necessitate the issuance of a Statement of Concern and Performance Improvement Contract without informal intervention. These performance concerns include, but are not limited to:

1. Endangerment of client/student/patient/other in clinical practice

2. Violation of a recognized code of conduct (e.g. professional codes of conduct, CSUSM Student Code of Conduct, etc.)
3. Dismissal from a clinical site/placement

In consultation with the Department Chair or School Director, a faculty member may issue a Statement of Concern and Performance Improvement Contract at any point during a student's enrollment for academic, clinical, or dispositional concerns.

Students may be issued up to two Statements of Concern and Performance Improvement Contracts. If a student fails to resolve the issues described in the second Statement of Concern and Performance Improvement Contract as indicated in the second Performance Improvement Contract Review meeting, the student may be disqualified from the program by the CEHHS Dean (or designee). Only the Program/School Director shall have the authority to recommend disqualification of a student to the Dean (or designee). In situations involving serious violations of ethical and professional standards, a student may be dismissed after the first Statement of Concern. Only the Dean, or designee, has the authority to dismiss a student from a program.

All Statements of Concern and Performance Improvement Contracts shall be signed by the following individuals:

1. Issuer of the Statement of Concern
2. Program Coordinator or Chair/School Director
3. Dean (or Designee)

The outcome of a Statement of Concern and Performance Improvement Contract is individualized to address the student's needs, meet credential and/or program requirements, and/or maintain program integrity. The Performance Improvement Contract will specify the time period for improvement and should allow sufficient opportunity for the student to demonstrate correction.

At the conclusion of the time period outlined in the Performance Improvement Contract, the issuer of the Statement of Concern is required to meet with the student to discuss the student's outcome within a maximum time of 10 business days.

If a student is removed from a clinical site, the Director/Chair will open an inquiry into the dismissal to determine the best course of action, including possible reassignment. The reassignment plans may include a new site and supervisor (along with an improvement plan unless the CEHHS Dean or designee has determined the offense was severe enough for the student to be removed permanently from the clinical experience. Students dismissed from a clinical placement for a second time may be disqualified from the program by the CEHHS Dean (or designee).

Possible outcomes include, but are not limited to:

1. Student meets the requirements of the Performance Improvement Contract and continues in the program and/or clinical placement.
2. Student does not meet the requirements of the Performance Improvement Contract, but has demonstrated improvement. Performance Improvement Contract is updated to encompass an extended timeline for improvement and/or a modified course of study
3. Student does not meet the requirements of the Performance Improvement Contract an additional Statement of Concern is issued. In addition, the student may receive a failing grade for the course or “no credit” for the clinical practice, and/or a modified course of study.

Procedure

First Statement of Concern and Performance Improvement Contract

1. Program faculty work with student informally to resolve performance concerns. Informal measures shall be documented and communicated to the student.
2. If improvements do not occur with informal measures, program issues a Statement of Concern and Performance Improvement Contract to student.
 - a. Statement of Concern shall have all approvals (signatures) prior to issuance to student.
 - b. Program shall meet with student to issue the Statement of Concern and discuss the Performance Improvement Contract.
 - c. Student shall receive a copy of the signed Statement of Concern and develop the Performance Improvement Contract during the meeting.
 - d. The Statement of Concern shall outline the timeframe for improvements and the Outcome Meeting plan.
 - e. Student shall receive a Student Services Referral Guide during the meeting
 - f. In the event the student fails to attend the meeting, a copy of the Statement of Concern and Performance Improvement Contract will be sent by certified mail to the permanent address on record with the University. The student is still responsible for complying with the Performance Improvement Contract.
3. The signed original Statement of Concern and Performance Improvement Contract shall be filed in the Student Services Office within 10 business days.
4. Once the timeframe for the Performance Improvement Contract has ended, the faculty member shall coordinate a Performance Improvement Contract Review Meeting with the student. The Performance Improvement Contract Review Meeting shall take place within five business days. The meeting shall accomplish the following:
 - a. Program faculty and Program Director/Chair, if appropriate, will review the requirements of the Performance Improvement Contract with the student and provide written and oral feedback via the Performance Improvement Contract Review Form on whether the student has met the requirements
 - b. If the student has not met the requirements of the Performance Improvement Contract, a second Statement of Concern and new Performance Improvement

Contract will be issued (see Second Statement of Concern and Performance Improvement Contract procedure)

- c. The student shall receive a copy of the Performance Improvement Contract within five business days after the meeting.
- d. In the event the student fails to attend the review meeting, a copy of the Performance Improvement Contract Review Form will be sent by certified mail to the permanent address on record with the University
- e. The signed original Performance Improvement Contract Review Form shall be placed in the student's file in Student Services.

Second Statement of Concern and Performance Improvement Contract

A second Statement of Concern and Performance Improvement Contract may be issued as the result of failing to meet the requirements of the first Performance Improvement Contract, or for entirely separate performance concerns. When a second Statement of Concern and Performance Improvement Contract is issued, the program will adhere to the following procedure:

1. If the second Statement of Concern and Performance Improvement Contract is being issued for separate performance concerns, follow the procedure for First Statement of Concern and Performance Improvement Contract.
2. If the second Statement of Concern and Performance Improvement Contract is being issued as a result of the student's failure to meet the requirements of a first Performance Improvement Contract, the program should adhere to the following procedure:
 - a. The School Director or Department Chair will have the Second Statement of Concern and Performance Improvement Contract prepared to issue during the Performance Improvement Contract Review Meeting.
 - b. The Program will follow steps 2 – 4 of the procedure for the First Statement of Concern and Performance Improvement Contract.

Second Performance Improvement Contract Review

If a student fails to resolve the issues described in the second Statement of Concern and Performance Improvement Contract as indicated in the second Performance Improvement Contract Review meeting, the Program/School Director may recommend the student be dismissed from the program to the CEHHS Dean (or designee).

1. If the student has not met the requirements of the Second Performance Improvement Contract Review, the School Director or Department Chair will consult with the Dean of Graduate Studies, the CEHHS Associate Dean and the Director of CEHHS Student Services to determine whether the student will be disqualified. Depending on the issue of concern and attempted resolution, the student may be dismissed from the program, graduate studies, the University, and/or the California State University System.

2. If it is determined that the student will be disqualified, a letter shall be issued to the student by the Dean of the College of Education, Health and Human Services or the Dean of Graduate Studies (depending on the program) outlining the disqualification.
3. If the student is not disqualified from the program, the program may issue a third statement of concern and utilize the identical process for the second Statement of Concern.
4. After receiving the disqualification letter, the student may request a conference be held with the Student; Course Instructor (if applicable); University Supervisor (if applicable); Clinical Practice Coordinator; Program Coordinator, Director, or Chair; Director of Student Services; and Dean (or designee) by contacting the Dean of the College of Education, Health and Human Services.
5. The signed original Statement of Concern and Letter of Disqualification shall be placed in the student's file in Student Services.