What To Do if There are Questions, Problems or Concerns

While most student teaching experiences are mutually beneficial and positive for teacher candidates, school-based teacher educators (SBTEs) and college supervisors, sometimes there are questions, problems and concerns that arise as roles and expectations are determined. Here are some examples of concerns and ways to resolve them.

ACCESSING A STUDENT TEACHING ASSESSMENT IN Tk20: Please contact the IT Help Desk at the college, at (585) 395-5151. Help Desk support is available on a 24/7 basis throughout the week and weekend. If your situation requires more in-depth investigation, it will be researched and follow up will occur as soon as possible.

edTPA QUESTIONS: Please contact the college supervisor or consult the following website for information: http://www.brockport.edu/peu/. If more assistance is needed please contact Dr. Chris Wilkens, the edTPA Coordinator for the Department of Education and Human Development, at cwilkens@brockport.edu.

CONCERNS ABOUT THE STUDENTS OR THE TEACHING ENVIRONMENT: On occasion, the school or classroom environment may be an extremely challenging one. Some students can be oppositional, defiant and resistant to authority. While it is the responsibility of teachers including teacher candidates to teach all children, it is never the intent to place anyone in a threatening or dangerous position. Should a problem occur or if there is a sense that a situation may become more potentially difficult, the teacher candidate should take immediate action by consulting the SBTE and college supervisor. The SBTE and college supervisor will work with the teacher candidate to advise and resolve the situation as soon as possible. School administrators and the Director of Field Experience and Certification, and/or the Department Chairperson will become involved as requested.

CONCERNS ABOUT THE TEACHER CANDIDATE, COLLEGE SUPERVISOR OR SBTE: As teaching is a collaborative profession, the people in it can motivate and inspire us, but can also provide challenges and frustrations. Most often these challenges and frustrations arise from unclear expectations, personality differences and/or too much or too little communication. It is better to seek help resolving a small problem, rather than waiting until it becomes larger. Often we think and hope the problem will go away on its own. However, open, honest and respectful communication can make a difference in the outcome of the experience. Think carefully about what is problematic and what you want the outcome to be. Be factual and avoid accusations that may or may not be true. Start with heart, be respectful and clear and determine together what each person will do to improve the situation. Follow up the conversation with a written communiqué such as an email so all remember what was agreed upon. If someone goes off course, return to the agreement and try again. Usually, this process and a respectful, yet direct call to action will resolve concerns.

If after this initial conversations the situation does not improve, it is then reasonable to seek additional assistance. If for example, the SBTE has a concern with the teacher candidate and the initial conversations do not resolve the issue, the college supervisor should be contacted. Likewise, if the teacher candidate has a concern with the SBTE, the college supervisor should be contacted if after an initial conversation the situation is unresolved or unclear. The same holds true with concerns about the college supervisor. Often a three-way conference among the candidate, the SBTE, and the college supervisor can be helpful.

In rare circumstances a change of placement or temporary or permanent removal of the candidate from the program may occur. The decision to change a placement or terminate a candidate will be made only after significant efforts have been made to resolve the problem. As necessary, the Director of Partnership Development and Field Experience, in consultation with the Department Chairperson, will be asked to help resolve the concern. Please contact the Field Experience Office at 585-395-2507 for assistance.

THE NEED FOR AN EVALUATION APPEAL: In order for the candidate to understand his/her strengths and areas in need of improvement, formal and informal observations by the college supervisor and SBTE are made throughout the placement. College supervisors are required to conduct at least four (4) formal observations during a
single student teaching placement. Should the candidate believe there is a need to appeal an evaluation, s/he should raise the issue first with the college supervisor and/or SBTE. If no resolution is reached, the Director of Partnership Development and Field Experience, and/or the Department Chairperson will be involved in seeking resolution. If necessary, a formal appeal may be made through the College's grade appeal process. The Department's Remediation Policy for Student Teaching details options and processes followed in such cases. (See the policy section of the online student teaching handbook.)