In human interaction, there often comes a time when expressing feelings or perceptions may be necessary to promote a better relationship with colleagues. This is true, also, for teachers. If you feel that things may be going wrong, take responsibility for your own success. Schedule a conference with your Classroom Mentor Teacher (CMT) at an appropriate time and place, free from distraction, to discuss and resolve any issues or problems. You may also want to include your University Mentor (UM) as an observer or mediator.

Begin the conference by setting a positive and comfortable tone and clearly state that your intention is to resolve the issue or solve the problem. Then identify your feelings and again express your desire to resolve issues. Sometimes having a short list of notes may help to keep you organized.

Listen to what your Classroom Mentor Teacher (CMT) says in response and begin to understand how resolution may be reached. The final step is to determine and agree upon a mutually beneficial solution and to agree to carry it out. In some cases, a performance contract may be advisable. Please see the sample form in Section III.

Remember, the chain of command for problem resolution is as follows:

**Chain of Command for Student Problem Resolution in Student Teaching/Methods**

It is imperative that the chain of command be consistently followed in all matters of the field experience. Student teachers need a clear hierarchy to follow in order to receive structured help and or advice in successfully completing their student teaching experience. School partners need to see consistency in problem resolution and further need quality feedback when information is sought. Student teacher and University Mentor (UM) must adhere to this chain of command for all questions and help in quickly resolving any issues that may arise during the field experience.

**Student Teachers:** If you encounter a problem that you can not resolve while in your student teaching or methods placement, first, seek the help of the Classroom Mentor Teacher (CMT); next the University Mentor (UM) is the person to contact for help; the Program Coordinator is the third person in the chain of command with whom to consult (the Program Coordinator may assign the issue to the appropriate designee within that program and immediately advise the School Director and the Director of Field Experiences of the issue and, if appropriate, the assigned designee). Should the issue still not be resolved, the Director of Field Experiences will refer the situation to the Student Success Team, consisting of a body of faculty members and administrators. The Student Success Team will meet with the student teacher to determine the most appropriate plan to achieve success.

**University Mentor (UM):** University Mentor (UM) will follow a similar chain of command while meeting the needs of the students they serve. Once the University Mentor (UM) has had numerous discussions with the student with no resolution, the first person in the chain of command from whom to seek help in resolving an issue is the Classroom Mentor Teacher (CMT); the next person with whom to confer is the Lead Mentor to whom they have been assigned; next is the Program Coordinator (the Program Coordinator may assign the issue to the appropriate designee within that program and immediately advise the School Director and the Director of Field Experiences of the issue and, if appropriate, the assigned designee). Should the issue still not be resolved, the Director of Field Experiences will refer the situation to the Student Success Team, consisting of a body of faculty members and administrators.