

MSU  
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Office of Field Education



METROPOLITAN STATE UNIVERSITY™  
OF DENVER  
Department of Social Work

Reimagine **possible**

# Sonia Guide for Agency Contacts

# Introduction

The Department of Social Work and the Office of Field Education are excited to welcome you to the MSU Denver internship process. Sonia is a third-party database, used to collect student and internship details, expedite the internship process by providing a framework for student and agency contact interaction. We use it to keep track of all our students, contacts, FFLs, sites, forms, internship descriptions, and documents in one place. By the end of this guide, Site Contacts should understand how to use Sonia to update agency information, review and approve internships, and provide feedback on student skill-building.

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# Starting Sonia

## Signing In & Setting Your Password

To access Sonia, you will need a web (internet) browser (e.g., Chrome, Firefox, Internet Explorer) and internet access.

Navigate to the Sonia Online homepage for MSU Denver at the following link: <https://metro.sonialive.com>.

At the top of the page will be three boxes that need to be filled out "Role", "Username" and "Password".

Use the same email that you have provided the Field Education Office as the Username to log in to your SONIA account. (ex. John Smith's email address is [jsmith@msudenver.edu](mailto:jsmith@msudenver.edu) □ Username is '[jsmith@msudenver.edu](mailto:jsmith@msudenver.edu)')

To set up your password, click on "Forgot Password?" You will be asked to submit a request for a password reset.

[Forgot your password?](#)

You will be brought to the page below:



Forgot your password?



Request password reset

Please select your role and enter your username

Note that this process requires an email to be associated with your account

Role:

Username:

Generate new image  
Get audio code

Please type the code from the image

Submit

Cancel

## Select your Role as Site:

Please select your role and enter your username

Note that this process requires an email to be associated with your account

Role: Student ▼

Username: Student

Site

Faculty Field Liaison

Please type the code from the image

Once you have selected your role, enter your username and put in the Captcha code to confirm you are person, then press "Submit" when you are finished putting in your information.

An automatic email will be sent to your email address with a link to set your password. *Note: Check your spam/junk mail folder if you do not see the message in your inbox.*

### [EXTERNAL] Set Password

**Sent:** Tuesday, February 23, 2021 12:51 PM  
**To:** Social Work Field Education <field@msudenver.edu>  
**Subject:** [EXTERNAL] Set Password

**NOTICE:** This email originated from outside the University. Please exercise caution when replying or opening links and attachments.

Hi JaneContact,

Please use the link below to reset your password.

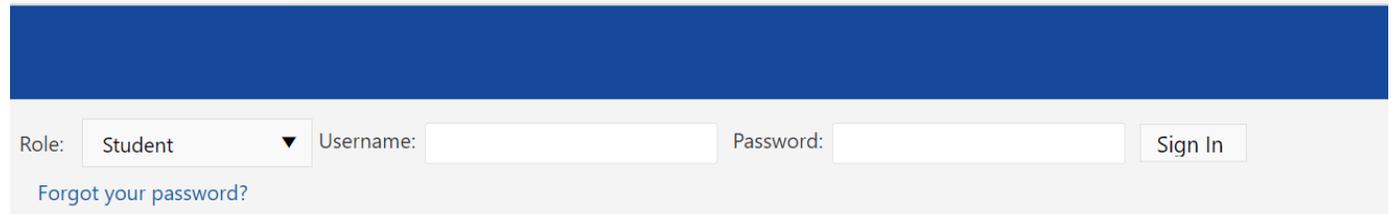
Username: fake123

[Set password](#)

If you did not request a password reset ignore this message.

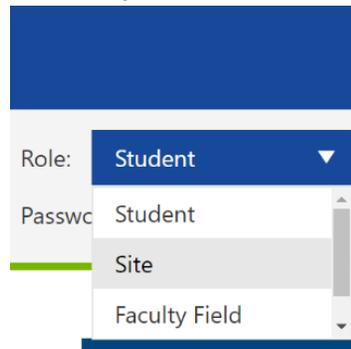
Regards, Sonia

Once you have set your password, you will be directed to the home page to login.



Role: Student Username: Password: Sign In  
[Forgot your password?](#)

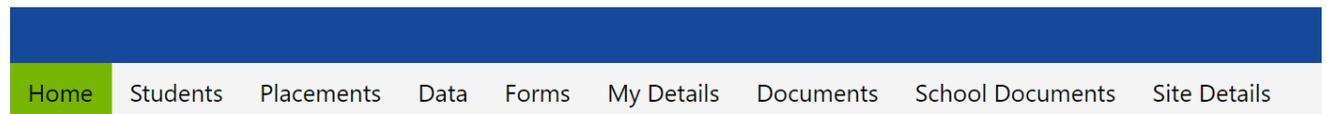
Select your Role as "Site".



Role: Student  
Passwd: Student  
Site  
Faculty Field

Use your User ID and the password you just created and click 'Sign In'.

## The Tabs



The screenshot above shows the sections of SONIA which you will primarily be using:

- **Students** This is where you can see students with placements to your site.
- **Placements** This is where you will let the Field Office know how many student interns you would like at each student level (i.e., BSSW, MSW Foundation, MSW Concentration).
- **Forms** This is where you can access forms you have yet to complete and review forms you have already submitted.

- **Documents** This is where you can upload documents about your site and the programs your site offers.
- **School Documents** This where you can reference the resources that MSU Denver provides to sites about student and university expectations and requirements.
- **Site Details** This tab provides information about your Agency and about the internship. You can use this section to change or update information about your agency at any time.

You can sign out of Sonia by clicking the exit door (the rectangle with the right arrow) on the right side of the screen.



## Updating Agency and Internship Details

To change details for your agency or submit an updated Internship description click on the “Site Details” tab at the top of the SONIA home Page.

**Site Details**

From this page you can update all information that students will see when requesting your Agency for an Internship



Underneath the SONIA Tabs there are tabs that relate to information that can be edited for the Agency information.

### **The Main Tabs that you will be able to access and adjust are:**

**General Details:** This tab will allow you to update information that students will see about your Agency and Internship available. You can update information on:

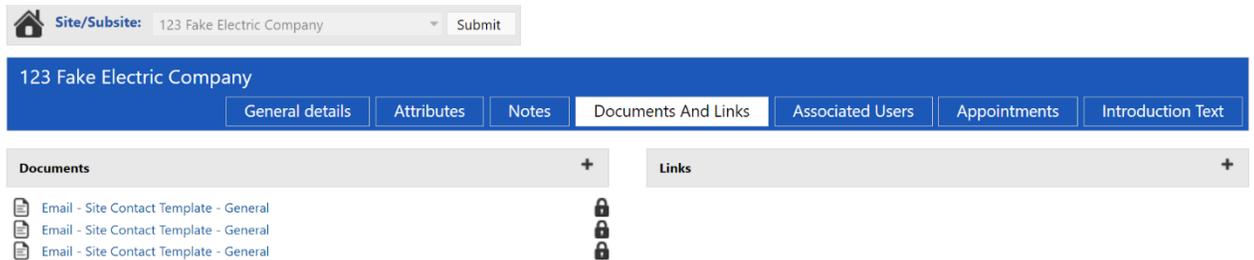
- Agency Address
- Telephone number
- Field Instructor availability
- Hours offered
- Bilingual ability needed
- Internship description
- Agency description

**Attributes:** This tab will allow you to update Agency Information for:

- Site Type
- Population
- County

**Notes:** Allows you to add additional information about the site that you would like to share with MSU Denver and Students.

**Documents and Links:** This section allows you to upload internship descriptions and review your site’s Affiliation Agreement and the applications student’s send into your site.



If you need to remove a document, please notify the Field Office at [field@msudenver.edu](mailto:field@msudenver.edu).

## Offering Student Internships through SONIA

To officially offer a student the internship in SONIA goes to the Placement tab.

Placements

Select the placement group for the student that you are offering the internship to (BSSW, Foundation, or Concentration). Click on the “Student Rankings” button to the right of the placement group.

Test 1 2
🔍 Details
🎓 Student Ranking
📅 Timesheets

**123 Fake Electric Company |**  
Metropolitan State

**Dates:** Tuesday, October 24, 2017 - Wednesday, July 31, 2019

**Requested:** 1

1 allocated out of 1 confirmed



**In Student Rankings you will see a list of students that have been referred to your agency to apply for internship positions.**

2021-22_MSW_Concentration - 123 Fake Electric Company				🔍 Details	🎓 Student Ranking
Name	Rating	Status ▲	Placement Meeting		
Jerry 1Gergich	☆☆☆☆☆			<input type="button" value="Edit"/>	

⏪ ⏩

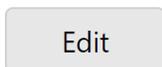
1

⏪ ⏩

Page size: 25 ▼

1 items in 1 pages

**Click on the “Edit” button associated with the student that you would like to offer the internship for.**



**A Student Details pop-up will appear. Use the slider on the pop-up to scroll down to where the status of the student is listed.**

**STUDENT DETAILS** ✕

BSSW / MSW Foundation Form Meeting with Placement Navigator

BSSW / MSW Foundation Student Allocated to Agency and Field Confirmation Form Submitted

MSW Concentration General Field Application

MSW Concentration Agency Preferences Submitted

MSW Concentration Agency Referrals Approved

MSW Concentration Student Allocated to Agency and Field Confirmation Form Submitted

---

Rating

Rating

☆☆☆☆☆

Status

▼

Agency - offers pending student decision

Referred

Save Cancel

**Change the student’s status from “Referred” to “Agency - offers pending student decision”.**

Rating

Rating

☆☆☆☆☆

Status

Referred ▼

Comment

Save Cancel

**NOTE: Please do not select any of the other options. The changing of the status to “Agency - offers pending student decision” allows the student to accept the offer from their account and notifies the Field Office that an offer has been made.**

Rating

Rating

☆☆☆☆☆

Status

Agency - offers pending student d...

Comment

Save Cancel

**Once you have changed the student's status click the save button on the bottom left-hand corner of the Student Details box.**

Save

If you have any questions or concerns about this process, please contact the Field Office at [field@msudenver.edu](mailto:field@msudenver.edu).

# Learning Agreement and Evaluation Instructions

## Accessing a student's Learning Agreement

After students complete the Learning Agreement and submit the form for review, both the Field Instructor and Task Supervisor (if applicable) will receive an automated notification via email that contains a link to take them directly to the Learning Agreement.

Dear JaneContact,

A student from MSU Denver's Social Work program has initiated a form for you to complete.

**Janet 1BSSW for BSSW Learning Agreement and Evaluation - Fall 2019-20 needs to be completed [Edit Form](#).**

If you have any questions on how to complete the form, please contact [field@msudenver.edu](mailto:field@msudenver.edu).

Office of Field Education | Social Work Department  
Metropolitan State University of Denver  
Campus Box 70, P.O. Box 173362, Denver, CO 80217-3362  
303-615-1655 | Fax 720-778-5689  
[www.msudenver.edu/socialwork](http://www.msudenver.edu/socialwork)

Supervisors can also access the Learning Agreement to review and/or make suggested edits through their Sonia account.

Your learning agreement should look like this:



**BSSW Fall Learning Agreement and Evaluation 2020-21**

**Placement Information**

Student Name	Faculty Field Liaison Name	Site Name	Field Instructor Name	Task Supervisor Name (if applicable)
<input type="text" value="Janet 1BSSW"/>	<input type="text" value="Liaison Test"/>	<input type="text" value="1234 Fake Gas Company"/>	<input type="text" value="Jane"/>	<input type="text"/>
Student Email	Faculty Field Liaison Email		Field Instructor Email	Task Supervisor Email
<input type="text" value="field@msudenver.edu"/>	<input type="text" value="cmullin@msudenver.edu"/>		<input type="text" value="field@msudenver.edu"/>	<input type="text"/>

# Filing a Learning Agreement

1. Click on the “Forms” tab at the top of the page.



2. The supervisor(s) will see a list of student forms.

Form Name	Cate	Placement Group	Site	First Name	Last Name			Completi	Completi	
Field Confirmation Form 2020-21		2020-21_BSSW	1234 Fake Gas Company	Janet	1BSSW	3/29/2021 12:12 PM		0 of 1	1 of 3	
BSSW Learning Agreement and Evaluation - Fall 2020-21		2020-21_BSSW	1234 Fake Gas Company	Janet	1BSSW	2/23/2021 1:00 PM	12/4/2020 12:00 AM	0 of 1	0 of 4	
BSSW Learning Agreement and Evaluation - Spring 2020-21		2020-21_BSSW	1234 Fake Gas Company	Janet	1BSSW	1/19/2021 10:26 AM		0 of 1	0 of 4	
Copy - MSW Concentration Learning Agreement and Evaluation - Fall 2019-20		2019-20_MSW_Concentration	123 Fake Electric Company	Jane	1MSWConIF	10/17/2019 3:32 PM	12/6/2019 11:00 PM	1 of 1	4 of 4	

3. You can use the search boxes at the top of the list to filter the forms according to:

- i. Form Name
- ii. Placement Group
- iii. Site
- iv. The Student’s first and last name

4. Click on the file icon to the right of the form to open the form.



Form Name	Category	Placement Group	Site	First Name	Last Name	Date Updated	Due Date	Completed (Mine)	Completed (All)	
BSSW Learning Agreement and Evaluation - Fall 2019-20		2019-20_BSSW	123 Fake Electric Company	Janet	1BSSW	8/24/2019 9:49 PM		0 of 1	1 of 4	

## Completing the agency portion of the Learning Agreement

- a. The Learning Agreement contains the nine Council on Social Work Education competencies and the listed practice behaviors that students are expected to exhibit throughout their internship. Under each competency, students will write out their proposed learning activities that they plan to complete to meet the listed practice behaviors. These outlined learning activities will help both student and you as supervisor in completing the field evaluation later in the semester.
- b. If there is more than one supervisor working with a student (e.g. student has both a Field Instructor and Task Supervisor), supervisors will work together or take turns to review the different learning activities that students have added to the Learning Agreement.
- c. Optional: As an agency supervisor, you can also make suggestions in the designated sections of the Learning Agreement. Please click on the "Save Draft" button at the bottom of the form to save your responses while both supervisors add feedback.

**Learning Activities - Competency 1**

**Student description of learning tasks and time frame to be completed**

1.1, 1.2, & 1.5 I will reflect on my interactions with clients and discuss with my supervisor my thought process in making ethical choice weekly  
 1.3 & 1.4 I will use professional email correspondence when communicating with clients and set appropriate boundaries for communicating with clients in zoom meetings daily

**Field Instructor and/or Task Supervisor feedback (optional)**

**FFL feedback (optional)**

i. **NOTE:** *Please do not submit the form until both supervisors have had a chance to review the form.*

d. Once the supervisor(s) have reviewed the information and added their own feedback to the Learning Agreement, you will check off that you have reviewed the form and indicate that you either approve of the form or request updates for the student to make.

**Learning Agreement Comments**

<p><b>Field Instructor and/or Task Supervisor:</b> I have reviewed this Learning Agreement with my student.  <input type="radio"/> Yes <input type="radio"/> No </p> <p><input type="radio"/> I accept this Learning Agreement as written.   <input type="radio"/> I am requesting modifications. </p> <p>If you are requesting modifications please describe them below.  <input type="text"/></p>	<p><b>Faculty Field Liaison:</b> I have reviewed this Learning Agreement.  <input type="radio"/> Yes <input type="radio"/> No </p> <p><input type="radio"/> I accept this Learning Agreement as written.   <input type="radio"/> I am requesting modifications. </p> <p>If you are requesting modifications please describe them below.  <input type="text"/></p>
--	--

e. After **both** the Field Instructor and the Task Supervisor (if applicable) have reviewed and approved of the Learning Agreement, you should click on the Supervisor Learning Agreement Submit button to send a notification to the student to review their feedback.

**Field Instructor and/or Task Supervisor:** Click the "*Supervisor Learning Agreement Submit*" button below to send this form to the student with your feedback. Please do not click on the submit button until both the Field Instructor and Task Supervisor have had a chance to review the Learning Agreement. The form will show as 2 out of 4 steps completed after submitting.

Save Draft **Supervisor Learning Agreement Submit**

**Notes:**

1. You can track the progress of the form by looking at the “Completed Steps” indicated next to the Learning Agreement Form.
2. You may review the student’s Learning Agreement at any time by going to the Forms tab in your Sonia account.
3. \*\*\*The evaluation portion of this form will be activated towards the end of the semester so that you as supervisor(s) and the student may evaluate them on their progress towards demonstrating mastery of the competencies and practice behaviors.

Please contact the Field Office at [field@msudenver.edu](mailto:field@msudenver.edu) if you have any questions or issues with the form.

## Completing the agency portion of the Field Evaluation

- a. The guidelines for completing the supervisor portion of the evaluation are outlined in the far right, **green** column in the instructions table on the form.

**Fall Field Instructor and Task Supervisor (if applicable) Evaluation Instructions**  
*- \*To be Completed November - December 2020*

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**Field Instructor and Task Supervisor (if applicable):** At the end of the semester, supervisor(s) will use the green column in each table to rate the intern on each of the practice behaviors (PB) under the nine competencies and related behaviors established by the Council on Social Work Education (CSWE).

**Please provide comments in the green comment box below each competency rating if you**

- b. Agency supervisor(s) will rate the student’s performance on all practice behaviors associated with the nine social work

competencies set forth by the Council on Social Work Education (CSWE).

- c. If there is more than one supervisor working with a student (e.g. student has both a Field Instructor and Task Supervisor), supervisors will work together or take turns to review the student’s progress on each of the competency’s practice behaviors.

- i. **NOTE: Please do not submit the form until both supervisors have had a chance to review the form. Supervisors can continue to use the save button at the bottom of the form until after the evaluation conference with the student.**

**Competency 2 Ratings**

PB	Description	Student Rating	Field Instructor and/or Task Supervisor Rating
2.1	Demonstrates understanding of intersectionality and its impact upon experiences of oppression and privilege	<input type="radio"/> EE <input type="radio"/> ME <input type="radio"/> AE <input type="radio"/> DE <input type="radio"/> NO *	<input type="radio"/> EE <input checked="" type="radio"/> ME <input type="radio"/> AE <input type="radio"/> DE <input type="radio"/> NO *
2.2	Utilizes conscious use of self to monitor biases, power and privilege that may impact client interactions	<input type="radio"/> EE <input type="radio"/> ME <input type="radio"/> AE <input type="radio"/> DE <input type="radio"/> NO *	<input type="radio"/> EE <input type="radio"/> ME <input checked="" type="radio"/> AE <input type="radio"/> DE <input type="radio"/> NO *
2.3	Works effectively with diverse populations	<input type="radio"/> EE <input type="radio"/> ME <input type="radio"/> AE <input type="radio"/> DE <input type="radio"/> NO *	<input type="radio"/> EE <input checked="" type="radio"/> ME <input type="radio"/> AE <input type="radio"/> DE <input type="radio"/> NO *
2.4	Demonstrates awareness of the impact of personal biases and values on professional practice; demonstrates personal awareness related to power and privilege, ethnicity, race, gender identity and expression, immigration status, political ideology, religion, sex, age, ableism and sexual orientation	<input type="radio"/> EE <input type="radio"/> ME <input type="radio"/> AE <input type="radio"/> DE <input type="radio"/> NO *	<input type="radio"/> EE <input checked="" type="radio"/> ME <input type="radio"/> AE <input type="radio"/> DE <input type="radio"/> NO *

- d. If a supervisor gives a rating of Does Not Meet Expectation (DE) or No Opportunity (NO), they must provide a comment in the comment section beneath each of the competency practice behaviors.

<p><b>Competency 2: Fall Student Evaluation Comments</b> (To save your comments at any time, scroll down to the bottom of the form, and click the Save Draft button next to Student 1st Submit.)</p>	<p><b>Competency 2: Field Instructor and/or Task Supervisor Comments (Optional unless there is a DE or NO rating)</b> To save your comments at any time, scroll down to the bottom of the form, and click the Save Draft button next to Supervisor Evaluation Submit.</p>
<div style="border: 1px solid #ccc; height: 50px; width: 100%;"></div>	<div style="border: 1px solid #ccc; height: 50px; width: 100%;"></div>

- e. **NOTE:** Supervisors should use the Learning Agreement sections listed above the ratings as a guideline for rating their student’s progress in field.

## Field Evaluation Conference

- f. After **both** the Field Instructor and the Task Supervisor (if applicable) have reviewed and approved of the student's evaluation, the student and their supervisors will meet for an evaluation conference to discuss the results.
- g. Supervisors will finalize their ratings for the student's evaluation and check off that they are ready to submit the form.

**Evaluation Conference:** Once the student and supervisor(s) have completed the evaluation, there should be an evaluation conference to discuss the results. Both supervisors (if applicable) should wait until after the evaluation conference to submit the evaluation form, in case they would like to edit any answers. Submitting the evaluation form will lock in answers, and you will no longer be able to make updates.

Please use the Save Draft button next to the submit button to save your work until you are ready to submit.

## Submitting the Field Evaluation

- h. Supervisor(s) can click on the "Supervisor Evaluation Submit" button to finalize their portion of the evaluation. This automatically sends a notification to the student to finalize their evaluation.
- i. **We strongly recommend that supervisors wait until after the Evaluation Conference to click on the Supervisor Evaluation Submit button in case, they would like to make any changes prior to finalizing their ratings.**

**Field Instructor and/or Task Supervisor:** Click the "Supervisor Evaluation Submit" button below to send this form to the student for review. Please do not click on the Submit button until all supervisors have had an opportunity to add their feedback to the evaluation. The form will show as 2 out of 4 steps completed once you submit.

Save Draft

Supervisor Evaluation Submit

NOTE: If you have any questions or concerns about the student's performance, please contact the student's Faculty Field Liaison (FFL). If you have any questions or concerns about the Field Evaluation form, please contact [field@msudenver.edu](mailto:field@msudenver.edu).