

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, and 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, Faculty Field Liaisons (FFLs), sites, forms, internship descriptions, and documents in one place. By the end of this guide, site contacts should understand the functions of their role in Sonia which may include: how to use Sonia to update agency information, extend an offer of internship, and provide feedback on student skill-building.

Agency/Site Contact Roles Within Sonia

There are different roles for site contacts within Sonia which give different permissions in terms of functionality.

- The agency primary contact has permissions to update agency information and extend an offer of internship to students. The primary contact will also be the individual receiving student application materials during the search process. The primary contact may or may not also serve as a student supervisor.
- Supervisors (Field Instructors/Task Supervisors/Off-Site Field Instructors) may complete student learning forms such as the Learning Agreement and Field Evaluation once assigned to a student in Sonia.

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SONIA BASICS

Logging in and Navigation Within Sonia

Sonia Login Instructions

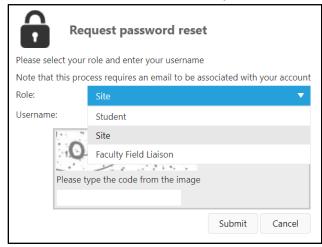
The Sonia login page can be found here or by going to https://metro.sonialive.com/School.aspx and it looks like this:



For your first login, you will set your password using the following button at the top of the page:

Forgot your password?

On the new screen, select your Role as "Site" from the dropdown options:



Once you have selected your role as Site, enter your Username. Your Username is the same email that has been provided to the Office of Field Education. (e.g.: John Smith's email address is jsmith@msudenver.edu. John's Username is jsmith@msudenver.edu)

Complete the password captcha, which requires all capital letters.

Press Submit.



Your automatic confirmation email, sent from DoNotReply@metro.sonialive.com, can take up to ten minutes to arrive. Check your junk folder and if it doesn't arrive, please email us at field@msudenver.edu for assistance.

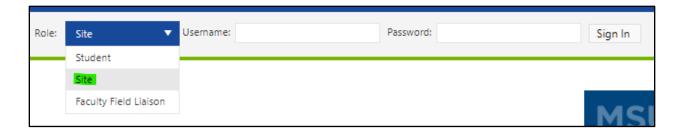
The automatic confirmation email will look similar to this:



Once you have set your password, you may login on the Sonia homepage:



When signing in, remember to select your Role as "Site" in the top left corner of the screen. You will need to update this every time you log in:



Enter your Username/email address and the password you just created, then click 'Sign In'.

You may reset your password at any time once you're logged into Sonia by using the gear icon in the top right corner of the screen:

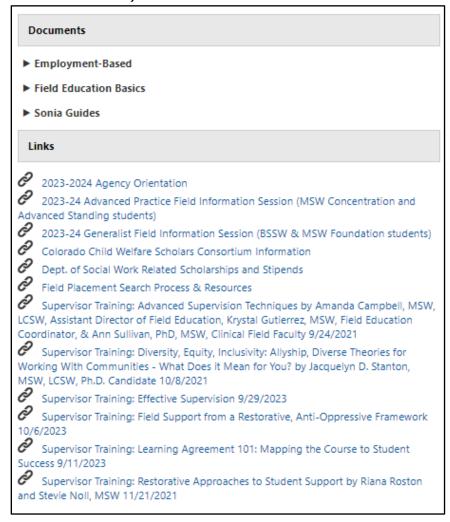


Sonia Navigation Tabs

This is the top-of-the-screen ribbon you will see in your Sonia account:

Home Students Placements Data Forms My Details Documents Site Details History Calendar

Note that on the Home landing page there are sections on the right side of the screen for Documents and Links. You will find here resources that MSU Denver provides to agency contacts, students, and Faculty Field Liaisons not only for support but also regarding student and university expectations and requirements. You will also find links to various trainings offered by the Office of Field Education for a given academic year. (Recordings are posted after an event.)



These are the tabs which you will primarily be using:

Students
- This tab displays students placed at your site.

- Here you will see the number of students you have requested at each level (BSSW, MSW Foundation, MSW Concentration). This is also where you'll see students' referrals to your site, and where agency placement offers are extended to students.
- This tab allows you to access forms you have yet to complete as well as review forms you have already submitted.
- This is where you can reference any saved documents or emails from the Office of Field Education.
- This tab provides information about your Agency and about the internship(s) you offer. The designated primary contact for the agency may use this section to change or update information about the agency at any time.
- Deadlines and important dates can be found on this tab.

 Use the arrows near the top left corner of the screen to navigate through weeks:

 You may set the view using the Day/Week/Month option in the top right corner:

 Day Week Month

Sign out of Sonia by clicking the exit door (the rectangle with the right arrow) on the top right corner of screen in any tab.



AGENCY INFORMATION

Updating Agency Information Within Sonia

Updating Agency and Internship Details

It is important to keep agency and internship details up to date to support students searching for internships and get them connected to your agency. Students start reviewing internship options in January and applying to agencies beginning in February of each year for internships starting in August, so please ensure all information is accurate prior to these dates.

The Office of Field Education sends out a Sonia form prior to the search cycle in order to make automated updates to agency information. However, the designated agency primary contact always has the ability to change details for your agency or submit an updated internship description, by clicking on the "Site Details" tab on the top-of-the-screen ribbon:



From this page you can update information that students will see when exploring an internship with your agency.



You may edit information on the following tabs:

General Details: This tab will allow you to update information that students will see about your agency and the internship(s) available. You can update information such as:

- Agency address and phone number
- Student levels accepted by the agency
- Field Instructor availability (defined as a supervisor with a social work degree and at least 2 years of post-degree experience)
- Hours offered (eg: weekend, evening hours available?)
- Bilingual ability required/preferred
- Internship description
- Agency description
- Application notes/instructions

Attributes: Here you may update agency information for:

Site Type

- Population(s) served
- County

Notes: You may add here additional information about your site that you would like to share with MSU Denver and students.

Documents and Links: This tab contains copies of current emails/documents shared with your agency by the Office of Field Education. You may upload documents that you wish to share with students, such as a flyer about your agency or internship. Additionally, this section allows you to upload internship descriptions and review your site's Affiliation Agreement and the applications students send into your site. Some agency information must be updated by the Office of Field Education. Please message us at field@msudenver.edu if you are unable to update agency information in your Sonia account.

OFFERING INTERNSHIPS

Extending Internship Offers to Students

Extending an Internship Offer Within Sonia

Internship offers <u>must</u> be extended within Sonia. Note that only the individual designated as the primary contact at an agency is able to access and extend internship offers. This may not be the same person who meets with or interviews potential student interns. If you are uncertain of the primary contact at your agency, please email us at <u>field@msudenver.edu</u> so that we may assist with identifying them for you.

To officially offer a student an internship in Sonia, go to the Placement tab.



Select the placement group for the student to whom you are offering the internship. Pay special attention to select the correct student level (**BSSW**, **MSW_Foundation**, or **MSW_Concentration**) and the correct academic year. You may need to scroll down the page to locate the correct student level/academic year. Click on the green "Student Ranking" button to the right of the placement group name.



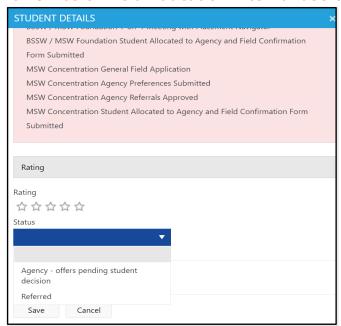
In Student Rankings, you will see a list of students that have been referred to your agency to apply for internship positions.



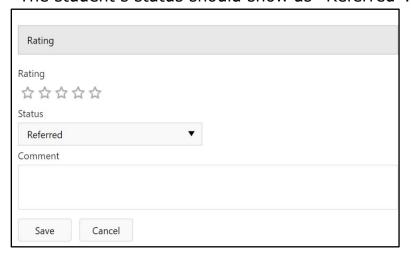
Click on the "Edit" button in the far-right column for the student to whom you would like to offer the internship.



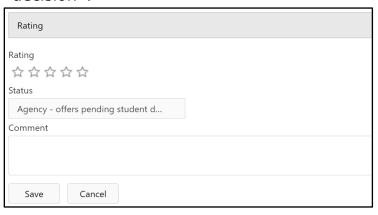
A Student Details pop-up will appear. Scroll down to where the status of the student is listed. *Please note, primary contacts do not need to consider the list of outstanding checks highlighted in the red box. Those are for Office of Field Education internal use only.



The student's status should show as "Referred":



Use the dropdown to change the status to "Agency - offers pending student decision":



NOTE: Please do not select any of the other options in the dropdown. The changing of the status to "Agency - offers pending student decision" allows the student to accept the offer from their Sonia account and notifies the Office of Field Education that a placement offer has been made.

Once you have changed the student's status to indicate that an offer is pending, click the save button on the bottom left-hand corner of the Student Details box.



When you save the offer in Sonia, an automatic email will be generated to the student that will notify them of your agency's offer. The student may then access their Sonia account to accept or decline the offer.

If your offer is accepted, the student must complete a Field Confirmation Form which will be automatically routed to you for completion via an email with a link to the form. This is required to complete the internship placement and is due by the announced deadline sent from the Office of Field Education. Alternately, you may access a Field Confirmation Form on the Forms tab in your Sonia account. You may sort by using filters as outlined in Accessing the Learning Agreement. Use "Field Confirmation" if you choose to use the Form Name filter instead of the student's first or last name to filter.

If you have questions or concerns about this process, please contact the Field Office at field@msudenver.edu.

THE LEARNING AGREEMENT AND FIELD EVALUATION FORMS

Completing the Learning Agreement

Function and Structure of the Learning Agreement

The Learning Agreement is a form that students, agency supervisors, and Faculty Field Liaisons (FFLs) sign to ensure that all parties understand the expectations of the internship to which the student has been assigned. The Learning Agreement contains the Council on Social Work Education's nine social work competencies and the corresponding practice behaviors that students are expected to exhibit throughout their internship. Students will write out their example learning activities that they plan to complete in order to meet the listed practice behaviors.

Note that students will complete the Learning Agreement near the start of both the Fall semester and the Spring semester. As each semester nears its end, the Learning Agreement will be converted to the Field Evaluation form. Both forms will be completed by following the same process.

Students will complete the Learning Agreement in one of two ways:

- 1. The student will complete the Learning Agreement with their agency supervisor(s) (Field Instructor and Task Supervisor, if applicable).
- 2. The student will complete the Learning Agreement on their own then discuss the learning activities with their field supervisor(s) so that they are agreed upon, making edits as needed.

Agency supervisors may <u>use the Forms tab</u> in their Sonia accounts to access the Learning Agreement to review changes saved by the student and/or make edits and suggestions to the Learning Agreement activities. Additionally, an automated email with a link to the Learning Agreement will be sent to agency contacts when students complete their first submission of the form. (Please check your spam folder if you don't see the email.)

Students, agency supervisors, and FFLs will maintain communication to ensure that any edits to the Learning Agreement activities meet the required practice behaviors. All parties will also communicate in order to complete submission of the Learning Agreement by the stated deadline, which will be sent from the Office of Field Education.

NOTE: In cases where a student has multiple supervisors (e.g.: agency supervisor and Off-Site Field Instructor/OSFI) they are both expected to review and contribute to the student's Learning Agreement. The Task Supervisor and OSFI each hold different knowledge and awareness of the student's performance; the Task Supervisor has the most direct observation of the student's practice, while the OSFI holds awareness of professional social work competencies. Therefore, Task Supervisors and OSFIs will need to coordinate with each other and maintain communication while completing the agency portion of the Learning Agreement. Please use initials to indicate who has written which comments. Please do not delete the other supervisor's comments. If both supervisors are working on the form simultaneously from different accounts, the most recent version of the form will be saved. Please coordinate your drafts so that no one's feedback is left out of the Learning Agreement.

Accessing the Learning Agreement

There are two ways to access a Learning Agreement.

1. When a student clicks on the Student Learning Agreement 1st Submit button in their Learning Agreement, a notification will be automatically generated to their Field Instructor and Task Supervisor (if applicable). The notification email will contain a link that will take you directly to the Learning Agreement and will look similar to this:



2. Agency contacts may access the Learning Agreement within their Sonia accounts. Simply log into <u>Sonia</u> and click on the "Forms" tab.



You will see a list of forms that are associated with each of your students. You can use the Form Name search box at the top of the list to sort by entering the term "Learning Agreement" then locate a specific student:

Form Name	Category	Placement group
Learning Agreement	Category	Placement group
Foundation Learning Agreement and Evaluation - Fall 2023		2023-24_MSW_Foundation
Foundation Learning Agreement and Evaluation - Fall 2023		2023-24_MSW_Foundation

You can also filter to find students by name.

First Name	Last Name	
janet	Last Name	
Janet	1BSSW	

From the resulting list, locate the desired student for the current term:

Placement group	Site	First Name	Last Name
Placement group	Site	janet	Last Name
2023-24_BSSW	123 Fake Electric Company	Janet	1BSSW

You may track the progress of the Learning Agreement form by looking at the "Completed" columns for any student in the Forms tab. The Completed (All) column shows how many of the total required steps of the process have been completed. If the Completed (Mine) column shows 0 of 1, this means that you have yet to complete your portion of the form, which would be appropriate until the student has made their first submission.

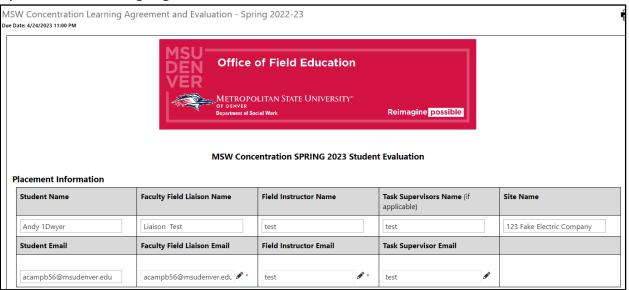
When you are ready to review, click the paper icon in the far-right column to open and edit the form:



Learning Agreements may be reviewed at any time from the Forms tab in your Sonia account by clicking on the paper icon in the far-right column.

Completing the Agency Portion of the Learning Agreement

Whether you use the link sent via email or your Sonia account, when you open the Learning Agreement it will look similar to this:

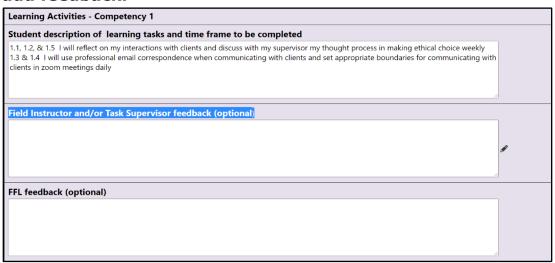


The Learning Agreement contains the nine Council on Social Work Education competencies and the listed practice behaviors that students are expected to exhibit throughout their internship. Under each competency, students will write the proposed learning activities that they plan to complete to meet the listed practice behaviors. These outlined learning activities will help both the student and you as the supervisor in completing the Field Evaluation later in the semester.

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. If you are the first supervisor to review the form, please click on the "Save Draft" button at the bottom of the form so the next supervisor may review it.

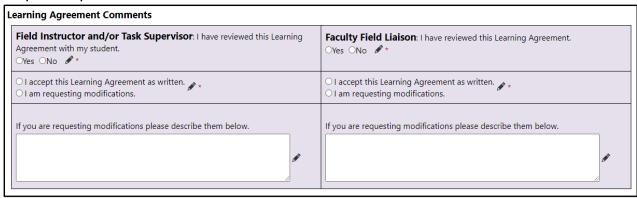


Optional: As an agency supervisor, you can also make suggestions in designated sections of the Learning Agreement. Again, please click on the "Save Draft" button at the bottom of the form to save your responses so the second supervisor (if applicable) may review and add feedback.



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

Once there has been supervisor(s) review of the Learning Agreement and any desired feedback has been added, 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.



After the Field Instructor and the Task Supervisor (if applicable) have reviewed and approved the Learning Agreement, the final supervisor to review/add feedback will click 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. You should see a note indicating "Form successfully actioned" once submit has been completed.

Save Draft Supervisor Learning Agreement Submit

Please contact the Office of Field Education at <u>field@msudenver.edu</u> if you have questions or issues with the form.

** Please remember that if there is a change to a student's agency supervisor (Field Instructor or Task Supervisor), students must contact the Office of Field Education at field@msudenver.edu and send the updated information. These changes must be made on the back end in Sonia, and the Office of Field Education is happy to assist. If students do not notify our office, notifications and forms will not be available to the new supervisors. Simply updating the Learning Agreement will not update Sonia and will not route forms to new supervisor(s).

Completing the Field Evaluation

Function and Structure of the Field Evaluation

As we approach the end of each semester, the Learning Agreement form is converted to the Field Evaluation form to ensure that the social work competencies have been met. This allows for evaluation and reflection on the part of the student as well as their supervisor(s).

The Field Evaluation is processed by the student and their supervisor(s) in the same way as the Learning Agreement is earlier in the semester. (See previous section, <u>Completing the Learning Agreement</u>, for process details.)

Students, agency supervisors, and FFLs will maintain communication to ensure that the Field Evaluation is completed accurately. All parties will also communicate in order to complete submission of the Field Evaluation by the stated deadline, which will be sent from the Office of Field Education.

NOTE: In cases where a student has multiple supervisors (e.g.: agency supervisor and Off-Site Field Instructor/OSFI) they are both expected to review and contribute to the student's Evaluation. The Task Supervisor and OSFI each hold different knowledge and awareness of the student's performance; the Task Supervisor has the most direct observation of the student's practice, while the OSFI holds awareness of professional social work competencies. Therefore, Task Supervisors and OSFIs will need to coordinate with each other and maintain communication while completing the agency portion of the Field Evaluation. Please use initials to indicate who has written which comments. Please do not delete the other supervisor's comments. If both supervisors are working on the form simultaneously from different accounts, the most recent version of the form will be saved. Please coordinate your drafts so that no one's feedback is left out of the Evaluation.

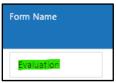
Accessing the Field Evaluation

Students and their supervisors will complete their portions of the evaluation and submit the form to the Faculty Field Liaison for review.

To access the Field Evaluation, click on the "Forms" tab in your Sonia account.



In the Students section, you will see a list of forms that are associated with each of your students. Use the Form Name search box at the top of the list to sort by entering the term "Evaluation":



You can also filter to find students by name.

First Name	Last Name	
janet	Last Name	
Janet	1BSSW	

Locate the desired student for the current term:

First Name	Last Name	Placement group
Janet	Last Name	Placement group
Janet	1BSSW	2023-24_BSSW

You can track the progress of the Field Evaluation form by looking at the "Completed" columns for any student in the Forms tab. The Completed (All) column shows how many of the total required steps of the process have been completed. If the Completed (Mine) column shows 0 of 1, this means that you have yet to complete your portion of the form, which would be

appropriate until the student has made their first submission. When you are ready to review, click the paper icon in the far-right column to open and edit the form:



You may review the student's Field Evaluation at any time from the Forms tab in your Sonia account by clicking on the paper icon in the far-right column.

Alternately, when a student clicks on the Student Evaluation 1st Submit button, a notification email will be automatically generated and sent to you with a link to take you directly to the form. This is an additional way to access the form that does not require you to go into the Forms tab in your Sonia account.

Your notification email will look similar to this:



The rating legend for the Field Evaluation is as follows; more details are contained on the form itself:

EE	Exceeds Expectations
ME	Meets Expectations
AE	Approaching Expectations
DE	Does Not Meet Expectations
NO	No Opportunity

Completing the Agency Portion of the Field Evaluation

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

Fall Field Instructor and Task Supervisor (if applicable) Evaluation Instructions - *To be Completed November - December 2022

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 give a DE or NO rating.

Refer back to the activities listed in the Learning Agreement section to help complete the evaluation.

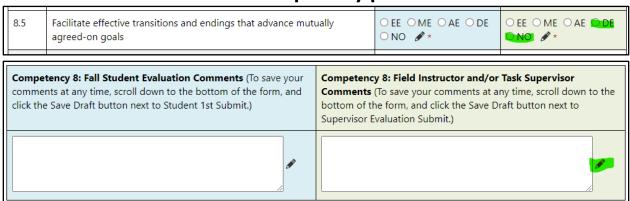
Agency supervisor(s) will rate the student's performance on all practice behaviors associated with the nine social work competencies (included on the form) set forth by the Council on Social Work Education (CSWE).

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

NOTE: Please do not action the Supervisor Submit until both supervisors have had a chance to review the form. Supervisors can continue to use the Save Draft button at the bottom of the form until after the evaluation conference with the student.

Save Draft Supervisor Evaluation Submit

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



<u>NOTE</u>: Supervisors should use the Learning Agreement sections listed above each Competency Evaluation as a guideline for rating their student's progress in field.

** Please remember that if there is a change to a student's agency supervisor (Field Instructor or Task Supervisor), students must contact the Office of Field Education at field@msudenver.edu and send the updated information. These changes must be made on the back end in Sonia, and the Office of Field Education is happy to assist. If students do not notify our office, notifications and forms will not be available to the new supervisors. Simply updating the Learning Agreement will not update Sonia and will not route forms to new supervisor(s).

Field Evaluation Conference and Submitting the Field Evaluation

The student and their supervisor(s) will meet for an Evaluation Conference to discuss the results of the Field Evaluation. If a student is working with both a Field Instructor and a Task Supervisor, the Evaluation Conference will take place after both have reviewed the student's evaluation. All supervisors should save their review of the Field Evaluation as a draft until after the Field Evaluation Conference since actioning the Supervisor Evaluation Submit button will not allow for any alterations to the form.

After completion of the Field Evaluation Conference, the supervisor(s) will 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.

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.

Evaluation Conference: Once the student and supervisor(s) have completed the evaluation, there should be an evaluation conference to discuss the results. <u>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.</u>

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

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

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 or Sonia, please contact field@msudenver.edu.