Site Supervisor Guide

School of Counseling

MS in Addiction Counseling
MS in Clinical Mental Health Counseling
MS in Marriage, Couple, and Family Counseling
MS in School Counseling
PhD in Counselor Education and Supervision
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Section 1. Introduction

Welcome to the Walden University Field Experience! Thank you for agreeing to supervise one of our counseling students. Your contribution to this student, our program, and the profession is greatly appreciated.

This manual is designed to help site supervisors understand the requirements and policies for field experiences. Section 1 contains an introduction to the School of Counseling Office of Field Experience (SOC-OFE) and counseling field experiences at Walden University, Section 2 provides a week-to-week guide for you as the site supervisor, and the Appendices contain additional information and resources that will be helpful to you along the way.

Additional information about all field experience procedures, including forms and manuals, is published on the School of Counseling Office of Field Experience (SOC-OFE) website.

School of Counseling Office of Field Experience

The School of Counseling Office of Field Experience (SOC-OFE) consists of Walden faculty and staff who support all aspects of your student’s field experience. The SOC-OFE includes:

- Director of Field Experience
- Field Experience Academic Coordinators
- Field Experience Operations Director and Coordinators
- Field Experience Faculty (Course Instructors)

Detailed information about the structure of our office and our varied roles is available at the end of this guide (School of Counseling Office of Field Experience).

Who Do I Contact?

Once your student is enrolled in a field experience course, your main point of contact will be the student’s faculty supervisor (course instructor). The faculty supervisor will contact you via email during the first week of the term, and will communicate with you as needed throughout the field experience (practicum faculty will send bi-weekly emails as well).

General Questions, Student Issues and Concerns

- Contact the student’s faculty supervisor (course instructor)
- If the student is not yet enrolled or you do not have faculty contact information, contact the SOC-OFE:
  - counselingfield@mail.waldenu.edu
  - 612-312-1333
Meditrek Questions
- The School of Counseling manages technical support for Meditrek internally, so please use the contact information below for Meditrek support, rather than contacting Student Support or HSoft directly.
  - socassessment@mail.waldenu.edu
  - 612-312-1333

Affiliation Agreements and Related Issues
- The SOC-OFE acts as a liaison between field sites and Walden’s Central Office of Field Experience
  - counselingfield@mail.waldenu.edu
  - 612-312-1333

Anything Else?
- Contact the SOC-OFE – we’ll help you get the information you need!
  - counselingfield@mail.waldenu.edu
  - 612-312-1333
Section 2. Site Supervisor Tasks and Responsibilities

Site Supervisor Responsibilities

Site supervisors are responsible for the following:

- Providing a mentoring relationship and an educational opportunity to assist counseling work as well as orient the student into the profession.

- Providing at least 1 consecutive hour of individual or triadic supervision each week (a maximum of one additional student). Group supervision cannot be substituted for the individual or triadic on-site supervision requirement.

- Completing a site supervisor orientation prior to the start of the student’s field experience.

- Reviewing the required audio or video recordings and associated transcripts or fulfilling an alternative observation method, as determined by the director of field experience.

- Completing evaluations of the student in the required systems by the designated deadlines and assisting with the completion of other program documentation (e.g., Individual Field Experience Plan and time log).

- Attending a mid-quarter teleconference “site visit.”

- Corresponding with the university instructor in biweekly communication (if applicable) or as needed to coordinate supervision efforts to support the student.

- Remaining on-site at all times the student is seeing clients, for the safety and welfare of the clients and students.

- Agreeing and signing a supervision contract for submission with the student’s application packet.

Important notes:

- On-site supervision must be either individual or triadic.

- Counseling masters’ students must not pay the site supervisor for supervision.

- Family members and friends cannot serve as the site supervisor. The site supervisor should also not be someone with whom the student has worked closely in the past.
Site Supervisor’s Week-to-Week Guide

Week 1

- Facilitate weekly individual or triadic supervision with supervisee
- Orientate student to field site and student duties
  - Schedule weekly individual/triadic supervision and any other field site requirements
- Communicate with supervisee regarding field site’s video and/or audio recording policy
  - Video Recording and Tape Transcription Assignments are due Sunday of Weeks 5 and 9
  - If the site does not allow students to record, please provide your supervisee with a copy of the site’s policy indicating students cannot record counseling sessions or other policies that will prevent the supervisee from completing the assignment.
  - Informed consent forms are available to students on the SOC-OFE website, or they can use alternative documents from the site, if preferred.

Week 2

- Facilitate weekly individual or triadic supervision with supervisee
- Work with student on Individual Field Experience Plan (due end of Week 3)
- Student will work with you and his/her faculty member to schedule mid-term site visit during week 4, 5, 6, or 7
- Student starts required weekly faculty group supervision with his/her faculty supervisor and classmates

Week 3

- Facilitate weekly individual or triadic supervision with supervisee
- Work with student to finalize Individual Field Experience Plan (due Sunday)
- Assist supervisee with the selection of clients to recruit for the completion of the Video Recording and Transcription Assignments or prepare to complete the Alternative Recording and Transcription Assignments
  - 1st due Sunday of Week 5
  - 2nd due Sunday of Week 9
- Student will submit 1st time log for review by faculty supervisor
  - It is helpful for you to review the log in supervision with your supervisee as well to ensure that he/she is on track to meet requirements.
Email socassessment@mail.waldenu.edu if you have not yet received your Meditrek login credentials.

**Week 4**

- Facilitate weekly individual or triadic supervision with supervisee
- Participate in site visit (if applicable this week)
  - Review or complete mid-term evaluation prior to call (faculty supervisor will provide guidance)
  - Forms are available at: [http://academicguides.waldenu.edu/fieldexperience/soc/sitesupervisors/evaluation](http://academicguides.waldenu.edu/fieldexperience/soc/sitesupervisors/evaluation)
- Student should begin work on 1st recording assignment if he/she has not done so already (due Sunday of Week 5)

**Week 5**

- Facilitate weekly individual or triadic supervision with supervisee
- Participate in site visit (if applicable this week)
  - Review or complete mid-term evaluation prior to call (faculty supervisor will provide guidance)
  - Forms are available at: [http://academicguides.waldenu.edu/fieldexperience/soc/sitesupervisors/evaluation](http://academicguides.waldenu.edu/fieldexperience/soc/sitesupervisors/evaluation)
- Student should complete 1st recording assignment if he/she has not done so already (due Sunday of this week)

**Week 6**

- Facilitate weekly individual or triadic supervision with supervisee
- Participate in site visit (if applicable this week)
  - Review or complete mid-term evaluation prior to call (faculty supervisor will provide guidance)
  - Forms are available at: [http://academicguides.waldenu.edu/fieldexperience/soc/sitesupervisors/evaluation](http://academicguides.waldenu.edu/fieldexperience/soc/sitesupervisors/evaluation)
- Student will submit 2nd time log for review by faculty supervisor
  - It is helpful for you to review the log in supervision with your supervisee as well to ensure that he/she is on track to meet requirements.
  - Email socassessment@waldenu.edu if you have not yet received your Meditrek login credentials.
Week 7

- Facilitate weekly individual or triadic supervision with supervisee
- Participate in site visit (if applicable this week)
  - Review or complete mid-term evaluation prior to call (faculty supervisor will provide guidance)
  - Forms are available at: [http://academicguides.waldenu.edu/fieldexperience/soc/sitesupervisors/evaluation](http://academicguides.waldenu.edu/fieldexperience/soc/sitesupervisors/evaluation)
- Student should begin work on 2nd recording assignment (due Sunday of Week 9)

Week 8

- Facilitate weekly individual or triadic supervision with supervisee
- Student should begin work on 2nd recording assignment if he/she has not done so already (due Sunday of Week 9)

Week 9

- Facilitate weekly individual or triadic supervision with supervisee
- Student should complete 2nd recording assignment if he/she has not done so already (due Sunday of this week)
- Prepare to complete final field experience documents for this quarter (due Friday of Week 10)
  - Email socassessment@waldenu.edu if you have not yet received your Meditrek login credentials.
  - Student will submit 3rd time log for review by faculty supervisor this week

Week 10

- Facilitate weekly individual or triadic supervision with supervisee
- Begin to complete final field experience documents in Meditrek
  - Complete Supervisor Evaluation of Student
  - Review and electronically “sign” Time Log
  - Email socassessment@waldenu.edu if you need assistance with Meditrek forms
- Student will submit final Case Conceptualization in classroom

Week 11

- Facilitate weekly individual or triadic supervision with supervisee
- Complete final field experience documents in Meditrek, if you have not done so already
- Complete Supervisor Evaluation of Student
- Review and electronically “sign” Time Log
- Email socassessment@waldenu.edu if you need assistance with Meditrek forms
  - Discuss final evaluation with student, if you have not done so already

**Week 12**
- If student is continuing at site between quarters: Facilitate weekly individual or triadic supervision with supervisee

**Week 13**
- If student is continuing at site between quarters: Facilitate weekly individual or triadic supervision with supervisee
Appendices

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Appendix A. Meditrek

About Meditrek

Meditrek, a product of HSoft Corporation, is a user-friendly online tool that is used by the SOC-OFE for the documentation of field experiences. Students, faculty, and site supervisors are provided with login credentials and are required to use Meditrek throughout the field experience process.

As a site supervisor, you will use Meditrek to:
- Review and Endorse Time Logs
- Complete the End of the Term Supervisor Evaluation of Student
- Complete student field experience application materials (coming soon!)

Meditrek Website

https://edu.meditrek.com

You should have Meditrek login credentials from the field experience application process. If you misplace your login credentials, email socassessment@mail.waldenu.edu for assistance.

Meditrek Support

The School of Counseling manages technical support for Meditrek internally, so please use the contact information below for Meditrek support, rather than contacting Student Support or HSoft directly.

Email: socassessment@mail.waldenu.edu
Telephone: 612-312-1333

Meditrek Guides and Webinars are also available on our website:
http://academicguides.waldenu.edu/fieldexperience/soc/about/meditrek
Appendix B. Site Visits

The School of Counseling requires faculty supervisors to conduct a “Site Visit” with each field experience site supervisor during each term of field experience. The site visit is a short check-in teleconference between the site and faculty supervisors designed to monitor student progress and address areas of concern.

- Takes place between weeks 4 – 7 of the term.
  - Students are responsible for working with the site and faculty supervisors to schedule the call during the first two weeks of the term.
  - Faculty supervisors will call the phone number provided by the student for the site visit.
- Site visits last approximately 30 minutes maybe longer if there are concerns or specific items that need to be addressed.
- Best practice is for the faculty and site supervisors to attend the call for a candid conversation. If either the faculty or site supervisor prefer for the student to be present, this is acceptable.
- The Mid-Quarter Evaluation will be reviewed and discussed. Faculty will document quantitative and qualitative feedback.
  - Students and site supervisors should review and complete the mid-quarter evaluation before the call:
    - Evaluation forms are available on the “Supervisors” tab of the SOC-OFE website: [http://academicguides.waldenu.edu/fieldexperience/soc/sitesupervisors/evaluations](http://academicguides.waldenu.edu/fieldexperience/soc/sitesupervisors/evaluations)
  - Faculty complete the Mid-Quarter Evaluation in Meditrek after receiving the responses ratings and qualitative feedback from the site supervisor.
- Any student professional development topics should be addressed on the call. The site and faculty supervisors will create a plan created to support the student.
  - The faculty supervisor will provide the plan details to the students.
  - Both supervisor will provide support and assess if the goals for the plan were met within the designated time line.
  - Additional support will be provided by the SOC-OFE academic coordinator, if needed.
Appendix C. Field Experience Requirements

Practicum Hourly Requirements

- At least 100 hours over a full academic term (11 weeks)
  - At least 40 hours of direct service with clients (at least 21 of which need to be in the student’s specific program area)
- At least 15 hours of group supervision from their faculty supervisor and
- At least 11 hours of individual or triadic supervision from their site supervisor

Internship Hourly Requirements

- At least 600 hours over a two full academic terms (11 weeks each)
  - At least 240 hours of direct service with clients (at least 121 of which need to be in the student’s specific program area)
  - At least 10 hours of group counseling
- At least 30 hours of group supervision from their faculty supervisor and
- At least 22 hours of individual or triadic supervision from their site supervisor

Successful Completion of Field Experience

To complete each field experience course satisfactorily, students must achieve ALL of the following:

1. Successful completion of all course work assignments with a cumulative score of **80% or above**.
2. Attendance and active participation in all group supervision videoconferences (minimum of 15 hours).
3. Completion of site visit in week four, five, six, or seven.
4. Completion of the hourly requirements for the field experience (for internship, hours must be complete at the end of Internship II).
5. Satisfactory evaluation at a minimum of an intermediate level (rating of 2 or above) and endorsement for progression provided by site supervisor.
6. No concerns or reservations regarding a student’s ability to continue with professional practice curriculum expressed by the course and/or group supervision faculty.
member; **satisfactory** evaluation at a minimum of an intermediate level (rating of 2 or above) and endorsement for progression provided by **faculty supervisor(s)**.

7. **No concerns expressed by the field experience coordinators or director** upon review of the site supervisor and faculty information concerning the training experience.

8. Adherence to all **SOC-OFE policies** outlined in the *Field Experience Manual*, as well as **site and university policies**, the **ACA code of ethics**, and all **state regulations** for counseling professionals.

### Site Supervisor Credentials and Requirements

Site supervisors for all counseling students must possess the following qualifications:

- A minimum of a master’s degree, preferably in counseling or a related profession.
- Relevant certifications and/or licenses for independent practice in the state, district, or province where the student is completing the field experience.
- A minimum of 2 years of pertinent professional experience post licensure in the program area in which the student is enrolled.\(^1\)
- Knowledge of the program’s expectations, requirements, and evaluation procedures for students.
- Relevant training in counseling supervision and, when applicable, holds the required supervisory credentials in the state, district, or province where the student is completing the field experience.\(^2\)
- Site supervisors are employed by the field site (full-time, part-time, contractor, etc.).
- Site supervisors remain on site at all times the student is seeing clients.\(^3\)
  - The only exception is for appropriately licensed PhD in Counselor Education and Supervision students.

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\(^1\) It is preferred that students enrolled in the **MS in Marriage, Couple, and Family Counseling** program work with licensed mental health counselors/licensed professional counselors who specialize in couples and family counseling. Licensed marriage, couple, and family therapists, licensed clinical social workers, or licensed clinical or counseling psychologists may also be approved at the discretion of the field experience academic coordinator; however, the emphasis in clinical experience must reflect work with couples and/or families. It is preferred that students enrolled in the **MS in Clinical Mental Health Counseling** program work with licensed mental health counselors/licensed professional counselors. Licensed clinical social workers, licensed marriage and family therapists, or licensed clinical or counseling psychologists may also be approved at the discretion of the director of field experience.

\(^2\) Site supervisors who do not have training in counseling supervision are able to complete the Site Supervisor Orientation and Training to meet this requirement. See the **SOC-OFE website** for detailed information.

\(^3\) This is a program requirement to assure the safety and welfare of clients and students.
Appendix D. Field Experience Policies

Provision of Counseling Services

In-Home, Off-Site, and Client Transportation Policy
Walden University students are prohibited from participating in private in-home or community-based counseling. Students can be approved to work off-site—at sites that are directly and contractually affiliated with the approved site (e.g., prisons, schools, satellite offices)—as long as the approved site supervisor is on-site at all times when the student is seeing clients and the counseling services are provided in a professional office setting. Walden University students are prohibited from transporting clients.

Site Supervisor On-Site Policy
All direct client contact hours must be completed at the approved site, and the approved site supervisor must be on-site at all times that the student is seeing clients. Walden students will not be approved to participate in private in-home or community-based counseling or at sites where transportation of clients is required.

The only exception to this policy is for appropriately licensed PhD in Counselor Education and Supervision students. Director of field experience approval is required.

Telephone Counseling
Direct client contact hours can include counseling over the phone (e.g., supportive counseling until the client can be seen in person); however, telephone counseling cannot be the primary source of counseling hours. Students who are making phone calls to clients for nontherapeutic purposes cannot count these hours as direct client contact hours.

Site and/or Supervisor Changes
In rare circumstances it may be necessary for students to switch site supervisors or field experience sites after an application deadline. In the event that a field site and/or site supervisor change is required after the application deadline, the changes must be approved by the director of field experience or designee. Students will be required to submit a rationale for why the site or site supervisor change is warranted, and a determination for approval and timing of the change will be made by the SOC-OFE. Depending on the timing of the change and the ability of the SOC-OFE to accommodate the review, students may be required to wait until the next quarter to start with the new site and/or site supervisor.

Approval of the new site and/or site supervisor, as well as completion of the site supervisor orientation, will be required before students are able to proceed with or resume work at the field
site. Refer to the SOC-OFE website for detailed information about site and/or supervisor change procedures.

**Secondary Site Supervisor**

If the approved primary site supervisor is not able to be on site at all times when the student is seeing clients, a secondary site supervisor can be approved. The secondary site supervisor would serve as a backup only for being on site when the primary site supervisor is not present – the other site supervisor responsibilities listed in this guide would need to be performed by the approved primary site supervisor.

Students should contact the SOC-OFE to request to add a secondary site supervisor.

**Temporary Supervision Coverage**

Students needing short-term supervision coverage (2 weeks or less) at their field site are permitted to identify a replacement supervisor who can meet all the supervision requirements while the approved site supervisor is absent. The temporary site supervisor must meet all the site supervisor credentials and duties listed in this manual.

Students are required to notify the SOC-OFE as well as their faculty supervisor of the need for the short-term coverage and provide the contact information and credentials for the temporary site supervisor. Detailed information about procedures surrounding approval of a temporary site supervisor is available on the SOC-OFE website.

If temporary supervision is needed for longer than 2 weeks, a formal site supervisor change will be required.

**Important note:** Any and all changes to field sites and site supervisor arrangements must be approved by the director of field experience before students can continue with the field experience.

**Multiple Role Relationships**

Multiple role relationships occur when a counselor or site supervisor is in a professional role with a person and at the same time is in another role with the same person. It is essential for counselors to refrain from entering into multiple role relationships. The establishment of clear role boundaries between site supervisor and student increases the likelihood of objective and appropriate supervision. The counseling masters’ programs adhere to the American Counseling Association (ACA) standards and best practices regarding multiple role relationships. The current ACA Code of Ethics requires that one avoid supervising close relatives, romantic partners, and friends.
Video/Audio Recording and Alternative Assignment Policy

Field experience students are required to submit recordings of two full-length client sessions and complete the appropriate transcription form for each recording at designated points in the quarter. Each recording has specific requirements, and students should refer to the classroom instructions for guidance and associated due dates.

The client session recordings and transcription forms should be reviewed in the student’s weekly on-site supervision sessions. This approach allows students to identify areas of progress and areas of needed improvement in a timely manner, as well as receive instruction from their site supervisors to assist with the counseling process. The client session recordings and transcription forms must be submitted in the classroom by the due dates indicated on the syllabus so the course instructor can provide additional feedback.

Students who are at sites where recording is not possible or where submission of recordings cannot be made to the Walden University classroom are required to submit a Field Experience Petition form, prior to the initial field experience application submission, to request approval of possible alternative options by the director of field experience. Students should be knowledgeable of the recording requirements and inform sites of the recording requirements as part of the interview process. Failure to complete the recording requirements or adhere to an approved alternative assignment will result in an Unsatisfactory grade for the field experience course.

Detailed instructions regarding this policy are provided in the field experience classroom.

Recording informed consent documents are available to students on the SOC-OFE website and must be completed for all session recordings. Site-based recording informed consent documents can be used in lieu of the Walden-provided documents with the instructor’s approval.

Important note: Recording informed consent forms should not be submitted in the field experience classroom. They are for use at the site only and should not be viewed by Walden faculty members.
Appendix E. School of Counseling Office of Field Experience

School of Counseling

Mission
The School of Counseling prepares both master’s-level professional counselors and doctoral-level counselor educators and supervisors to serve the mental health needs of diverse individuals, groups, couples, and families. The School and faculty are dedicated to preparing adult learners as scholar-practitioners, advocates, and leaders who promote positive social change in the counseling and counselor education professions. Students are mentored by a global faculty community of doctoral-level scholars with a breadth of personal and professional experiences. Graduates will be equipped with knowledge of contextually and culturally relevant applications and therapeutic skills that enhance their abilities to excel in unique practice and education environments.

Vision
Counseling faculty (as scholar-practitioners) and students of the School of Counseling apply their knowledge and skills to enhance the counseling profession through research, empirically based practice, and a commitment to positive social change.

School of Counseling Office of Field Experience

Mission
In alignment with the missions of Walden University, the College of Social and Behavioral Sciences, and the Central Office of Field Experience, the School of Counseling Office of Field Experience (SOC-OFE) serves all counseling programs by working with adult learners to apply their developing skills as scholar-practitioners in culturally and contextually diverse opportunities. The SOC-OFE additionally supports adult learners in the development of their identities as agents of social change and as competent and confident counseling professionals.

Vision
In alignment with the visions of Walden University, the College of Social and Behavioral Sciences, and the Central Office of Field Experience, the SOC-OFE directs diverse opportunities for adult learners to demonstrate their skills of inquiry, discovery, and professional practice. The
SOC-OFE is motivated to assure peak educational quality, integrity, and customer service as well as leading the capstone processes. The SOC-OFE envisions a global scope of practice resulting in competent and confident counseling professionals being agents of social change upon graduation.

**Personnel**

The SOC-OFE consists of an academic team (field experience academic coordinators) as well as an operations team (field experience operations director and coordinators, based in Walden’s Minneapolis office—often referred to collectively as “the field office”). The director of field experience oversees both SOC-OFE teams.

**Director of Field Experience**

The director of field experience is a full-time administrator for the School of Counseling. This individual is responsible for all field experience curriculum development (i.e., practicum and internship courses) and all the administrative duties of the SOC-OFE for the counseling programs. The director of field experience is responsible for overseeing all policy and procedural changes in the SOC-OFE; supervising the field experience operations director, field experience operations coordinators, and field experience academic coordinators; scheduling site supervisor and student orientations; and facilitating the remediation process for field experience issues. The director of field experience also collaborates with program, school, college, and university leadership for all counseling programs and interfaces with Walden’s Central Office of Field Experience, which includes providing routine reporting and data collection.
**Field Experience Academic Coordinator**

*Field experience academic coordinators* are Walden faculty members who support the faculty supervisors and student application processes for the counseling programs. Field experience academic coordinators work with the director of field experience to develop and implement field experience policies and procedures for the counseling programs, are responsible for approving students’ field experience site and site supervisor selections, and serve as the primary course leads for the practicum and internship courses.

**Field Experience Operations Director**

The *field experience operations director*, working closely with the director of field experience, is responsible for the operations of the SOC-OFE in Minneapolis. This individual provides guidance and supervision to the field experience operations coordinators, implementing and assuring compliance with policy and procedural changes in the SOC-OFE, and maintaining Web-based and written materials. The field experience operations director collaborates with departments across the university, including academic advising, the Registrar’s Office, and Walden’s Central Office of Field Experience, ensuring the SOC-OFE complies with university policies and procedures, and providing routine reporting and data collection.

**Field Experience Operations Coordinator**

*Field experience operations coordinators* are Walden staff members who act as the main point of contact for students on matters related to the field experience. The field experience operations coordinators work with the director of field experience, field experience operations director, and field experience academic coordinators to assist students in the field experience process.

**Field Experience Faculty/Course Instructors**

*Field experience faculty/course instructors* serve as university supervisors for the counseling field experiences. They teach the field experience courses, serve as the main point of contact for and communicate regularly with site supervisors, and provide guidance to students to meet the course-based and experiential requirements of the counseling field experiences.
Appendix F. Useful Website Links

SOC-OFE Website
http://academicguides.waldenu.edu/fieldexperience/soc

Meditrek
https://edu.meditrek.com/Default.html

ACES Best Practices in Clinical Supervision
http://www.saces.org/Resources/Documents/aces_best_practices.doc

CACREP 2016 Standards
http://www.cacrep.org/for-programs/2016-cacrep-standards/

ACA Code of Ethics