When a problem occurs involving the student, the following problem resolution chart may be useful to guide the problem solving process.

- Problem solving is better than conflict.
- Problem identification and resolution are not designed to be punitive.
- “Wish management” will not solve the problem.
- One must identify the problem and deal with it appropriately.

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Problem occurs / is recognized

Review course objectives / document students difficulties

Student and preceptor together discuss / document problem; communicate faculty if preceptor or student deem this problem of ongoing significance

Student and preceptor agree on the problem and steps needed to resolve / both feel good

Student designs learning plan

Satisfactory resolution

Unsatisfactory resolution

Students or preceptor determine that problem is serious / one or both do not feel good about situation

Contact faculty to facilitate problem solving

Faculty gathers data and works toward mutually agreed course of action

Performance contract

Site Change

Student counseled

Alternative actions
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