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.

![Problem Resolution Chart]

- Problem occurs / is recognized
  - Review course objectives / document student 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
            - Performance contract
          - Unsatisfactory resolution
            - Site Change
        - 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
              - Student counseled
              - Alternative actions