SIMMONS UNIVERSITY

School of Social Work

Practicum Department

Tevera Manual

STUDENT EDITION

The Tevera online system/process for practicum placement management and supervision supports the placement and tracking of approximately 300 campus-based students into intern roles in hospitals and community agencies. Through Tevera, you, the student, can complete and submit assignments, track your practicum education hours, complete your Learning Plan, and review your Evaluation; your Practicum Instructor (PI) and Practicum Liaison (PL) have the ability to review and sign off on appropriate assignments and reports.

For assistance understanding the information in this manual and to find answers to your specific questions, visit Tevera Knowledge Base.

Important Note:

This manual is meant to be a supplemental resource to clarify specific processes and instructions for using Tevera as a Simmons student. It is not meant to be an exhaustive guide for Tevera and does not replace the Tevera Knowledge Base.

Students, for Tevera assistance, please refer to the videos, articles, and step by step guides in the Tevera Knowledge Base and use the manual below as an additional resource.

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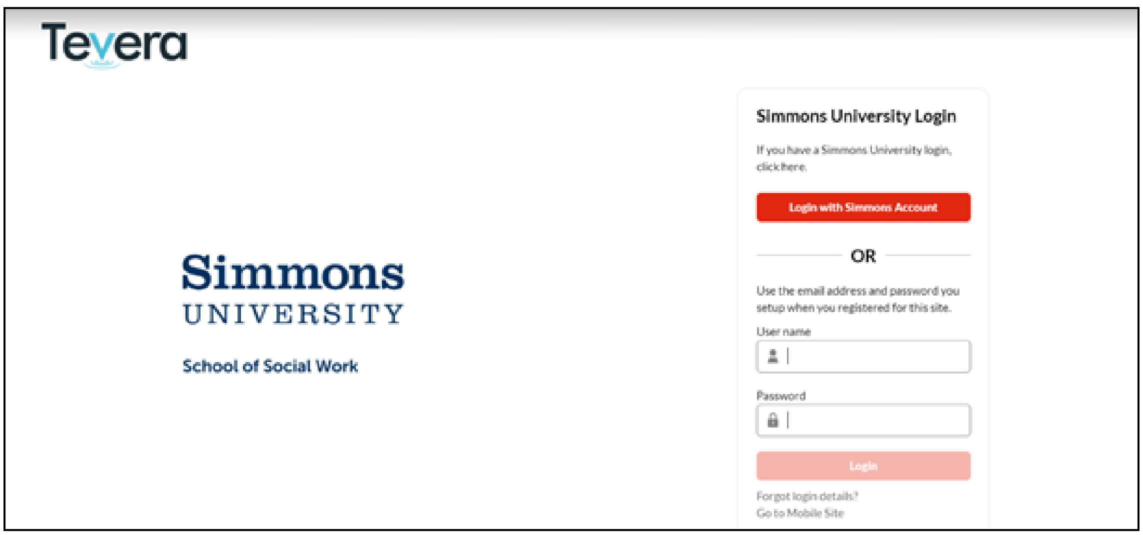
GETTING STARTED

Signing In

The Tevera system requires Single Sign-on (SSO) for Simmons users, a process that is managed and supported by the Technology team. The SSO requires users to use their Simmons account.

Follow the instructions below to log into Tevera using your Simmons account.

1. Go to the Tevera Login Page: https://simmons.tevera.app/#/logon.
2. Click the red "Login with Simmons Account" button.



3. This will bring you to the Simmons University login page. Enter your username and password.

4. This will bring you to the Tevera homepage.

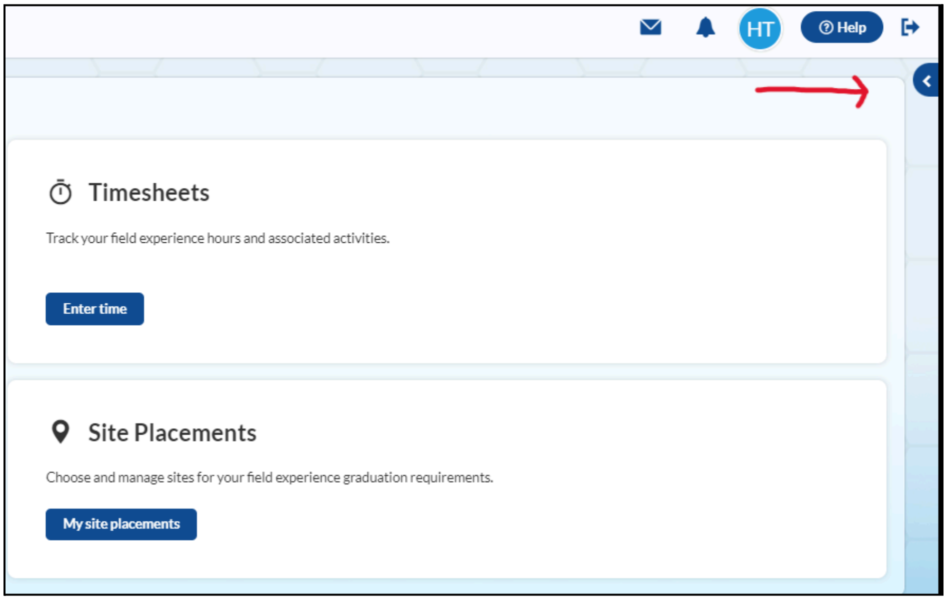
Learning Space

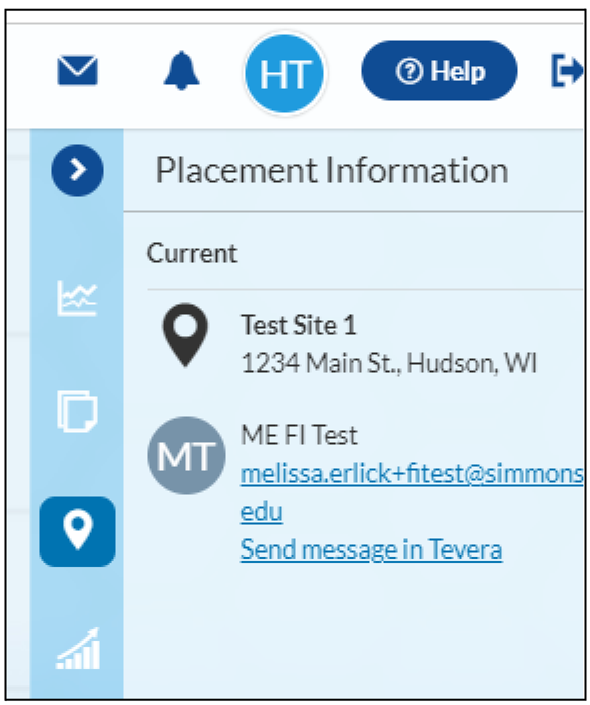
- On your homepage you'll see four tiles, also called *workspaces*.
- The workspace in the upper left corner will say "Welcome." Click the button called "Learning Space."
- The Learning Space includes bite-sized videos and articles to orient you to Tevera.
- Complete these tasks by the first day of the semester.
- For all other questions and how-tos, visit the Tevera Knowledge Base.

How do I view my Liaison, Site, and Practicum Instructor?

- To view your Liaison: in the Assignments workspace, you'll see your Liaison's name at the top.
- To view your site and Practicum Instructor: click on the arrow button on the right side of your screen. That will open a panel where you can view the information (see screenshots below).

- **If any of this information is incorrect, immediately email sswogpracticum@simmons.edu and CC your Liaison.**



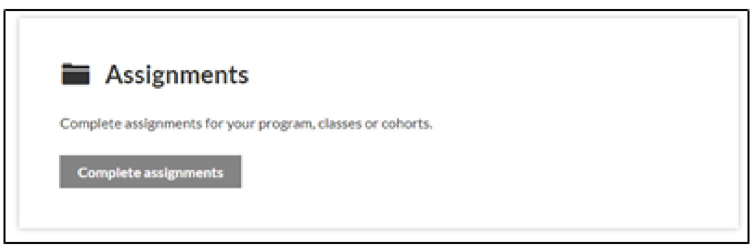


ASSIGNMENTS

All of your assignments during your placement should be submitted through Tevera. Assignments can exist in a few formats:

- Form
  A form is an online document you will complete within Tevera, such as a Learning Plan and Evaluation.
- Upload
  An upload requires you to upload a document into Tevera, such as a Writing Assignment, your resume, and Process Recordings.
- Report
  A report assignment prompts you to create a report based on a predetermined template, such as the End of Year Hour Log Report.
- Track
  A track assignment is used to log your practicum education hours. In the Assignments workspace, it prompts you to begin tracking your hours.

View and complete your assignments by clicking the "Assignment" workspace. As you work through the assignments, a notification keeps track of your progress. Your Practicum Liaison (PL) can also see this notification and check in on your progress.



Alternatively, your Practicum Instructor can only see the assignments that are sent to them for review, after you have completed your part of the assignment. They do not have a full list of your assignments and cannot check your progress. It is your responsibility to initiate and complete assignments on time.

Icons

Tevera offers helpful functions in assignments which can be accessed using the icons in the upper right-hand corner of the assignment. Not all assignments will have these features enabled. Your Practicum Instructor (PI) and your Practicum Liaison (PL) typically have access to these features as well.

Copy: creates a duplicate of the form assignment, without signatures (this will rarely be utilized)

Attach: allows you to upload an attachment to the assignment

Table of Contents: allows you to skip to different section headings within the assignment

Notes/Comments: allows you to add a general note at the top of the assignment or placed near one of the text entries on the assignment. Review this help article in the Tevera Knowledge Base for more information..

Share: allows you to share an assignment with another Tevera user. This should NOT be used to get signatures on assignments. Review this help article in the Tevera Knowledge Base for more information.

Print: allows you to print the assignment

Information: shows you more details about the assignment

Tip!

Although students retain lifelong access to Tevera, we *highly recommend* that you download your completed assignments (Learning Plans, Evaluations, Hour Reports, etc) for your own records.

Signatures on Assignments

Some assignments require signatures from Practicum Instructors and/or Practicum Liaisons.

Only one Practicum Instructor may sign off on assignments. To share the assignment with another Practicum Instructor, you may use the “Share” feature. The “Share” feature should **not** be used to collect signatures.

When you click "submit,” a dialog box will pop up, prompting you to choose your PI and your PL for their signatures.

Learning Plans

The Learning Plan is a form assignment in Tevera. In order to complete the Learning Plan, follow the instructions below:

1. Students, complete the About section of the Learning Plan. Then, click “Submit” and send the blank Learning Plan to your Primary Practicum Instructor and your Practicum Liaison.
2. Once the Learning Plan has been sent to the Primary Practicum Instructor they should complete all of the required information.
3. The Practicum Instructor will sign the Learning Plan, which automatically sends the Learning Plan back to the student.
4. The student should review the information and can suggest changes as necessary.
5. The student should then sign the Learning Plan, automatically sending the Learning Plan to the Practicum Liaison.
6. The Practicum Liaison will do a final review and sign the Learning Plan.

7. Once all information is completed and all signatures have been gathered, the assignment will change its status to “Complete.”
8. For questions, reach out to support@lumivero.com.

If Practicum Instructors would like to work on the Learning Plan with you, the student, the Practicum Instructor can share their screen with you via Zoom, or they can pull up the Learning Plan during an in-person meeting.

Only one Practicum Instructor may complete and sign the Learning Plan.

For assistance completing the Learning Plan, 2015 EPAS Learning Activity Examples are available for reference on the Simmons Practicum Education Resources webpage.

A few notes:

- Students can choose "request changes" in order to send it back to the Practicum Instructor.
- Practicum Instructors and students can use the "notes" feature in the upper right hand corner to make notes on the Learning Plan.

Process Recordings

Fast Facts

How many Process Recordings (PRs) are due?

- You must complete ten (10) PRs during each year in placement.
- Your Practicum Instructor must provide feedback on all PRs.

When are PRs due?

- Due dates for all PRs are listed in the Practicum Syllabi and are determined by the number of weekly internship hours the student completes (24 hours or 16 hours).
- Note that your Practicum Liaison will review PRs prior to the site visit each semester.

Submitting a Process Recording

You should complete Process Recordings (PRs) using the templates that have been provided (see the Practicum Education Resources webpage). You should send the PR to your Practicum Instructor, who should then complete their section of the PR by providing feedback. This is all done outside of the Tevera system.

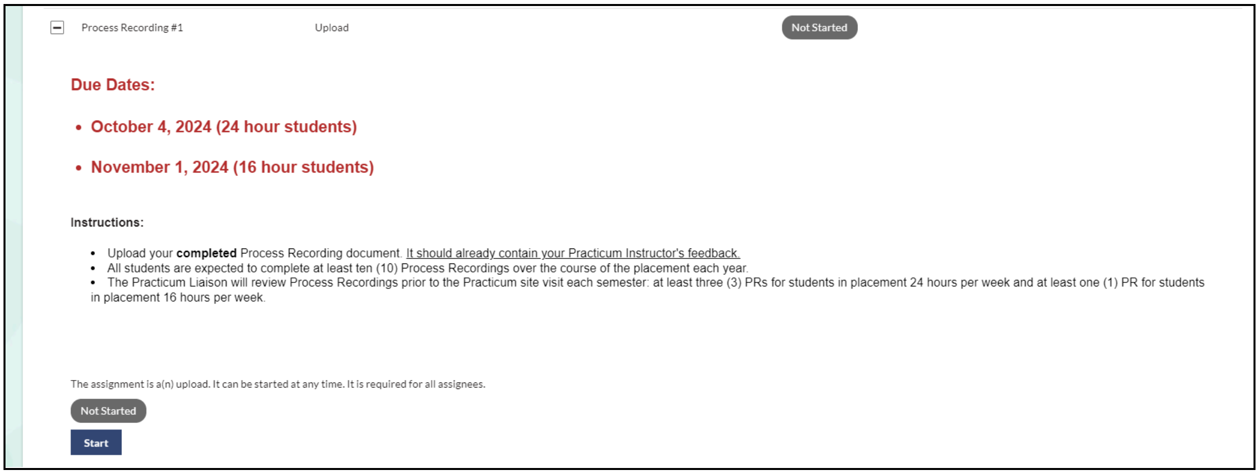
Once a PR has your Practicum Instructor's feedback, you must upload it into Tevera.
Once the document has been uploaded, the assignment will be marked complete.

Your Practicum Liaison will see all of the PRs that you upload. They will select three (3) PRs to review prior to the site visit each semester.

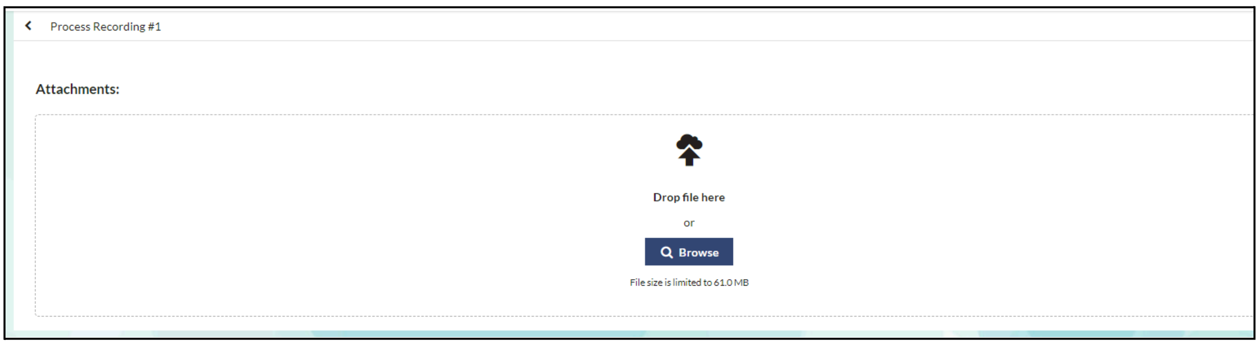
Important Note: **Practicum Instructors will not have access to view or complete Process Recordings in Tevera.**

- When looking under your Assignments, you'll notice an assignment for each Process Recording due for the entire year.

- Click on the correct assignment to expand it. Review the details, including instructions and the due date.



- Click Start.
- Drag or use the browse button to find the process recording file.



- Click Submit.

Writing Assignments

As a student, you have multiple writing assignments due throughout the year. Your writing assignment should be completed outside of Tevera in a Word Document/text format.

In Tevera, each writing assignment exists in the Upload format, which will prompt you to upload your Word Document. Your Practicum Liaison (PL) can then download it and review it. Your PL may choose to email the Word Document back to you with their notes, outside of Tevera. You do not need to have the assignment with their notes uploaded into Tevera; Tevera is simply the mechanism for submitting your initial assignment.

Evaluations

Evaluations are a form assignment in Tevera. Evaluations are due at the end of each semester in practicum. When you open your Mid Year Evaluation assignment, Tevera automatically pulls in the information that has been entered in your Learning Plan. When you open your Final Evaluation assignment, the information is automatically pulled from the Mid Year Evaluation assignment. Therefore, each Evaluation assignment has a prerequisite in Tevera. The previous Learning Plan or Evaluation must be completed.

The Evaluation <u>must</u> be completed using the form in Tevera.

Only one Practicum Instructor may complete and sign the Evaluation.

Remember: Your Practicum Instructor can only see the assignments that you send to them. They do not have a full list of your assignments and cannot check your progress.

In order to complete an Evaluation, follow the instructions below:

1. Students, click "Submit" and send the blank Evaluation to your Primary Practicum Instructor and your Practicum Liaison.
2. Once the Evaluation has been sent to the Primary Practicum Instructor they should complete all of the required information.
3. The Practicum Instructor will sign the Evaluation, which automatically sends the Evaluation back to the student.
4. The student should review the information and can suggest changes as necessary. They should complete the remaining required fields.
5. The student should then sign the Evaluation, automatically sending the Evaluation to the Practicum Liaison.
6. The Practicum Liaison will do a final review and sign the Evaluation.
7. Once all information is completed and all signatures have been gathered, the assignment will change its status to "Complete."
8. For questions, reach out to support@lumivero.com.

What's a "workflow" and what does it mean for Learning Plans and Evaluations?

A workflow describes the way that information and data are pulled from one Tevera form into another. Information that you complete on your Learning Plan will be pulled into the corresponding Mid-Year Evaluation; information from the Mid-Year Evaluation will then be pulled into the Final Evaluation.

Evaluation assignments are set up with a prerequisite, meaning you cannot open them until a previous assignment is "Complete." This is to ensure that all of the data is successfully captured and transferred.

Learning Plan → Mid-Year Evaluation → Final Evaluation

If you are replaced at a new agency after you have completed a Mid-Year Evaluation at your previous agency, your workflow will look a little different. You will be asked to complete a new Learning Plan and Final Evaluation (Final Semester Only).

Learning Plan [New Agency] → Final Evaluation [New Agency]

PRACTICUM HOURS

There are three separate steps to properly track and approve practicum hours in Tevera and require participation from students, Practicum Instructors, and Practicum Liaisons.

1. Daily: Log/Enter Time (Students)
2. Weekly: Submit and Approve Time (Students and Practicum Instructors)
3. End of Practicum: Run and Sign the End of Year Hour Report (Students, Practicum Instructors, and Practicum Liaisons)

Logging Your Hours

Frequency: Daily

Completed by: Student

Location: Timesheets workspace

- Log your hours in Tevera on a daily basis
    - Instructions on logging hours: ***SKIP STEP 1 OF THIS ARTICLE! All students have already been assigned a time track.***
- **All time entries can be edited at any time, so if you make a mistake, it's easy to go back and fix it!**
    - How to Edit Incorrect Time Entries
- Hours are logged under one of the following activities:
    - **Hours Worked in Practicum**
        - Log any hours you spent in practicum NOT INCLUDING supervision, excused absences, or agency closings
    - **Supervision**
        - Log any hours you spent in weekly supervision
        - You should have a minimum of 1 supervision hour per week
        - You may also log group supervision under this activity
    - **Excused Absence**
        - Log any day in which you were absent from practicum as approved by your Practicum Instructor
        - Students are allowed up to 3 days excused absences per year
    - **Agency Closed**

        - Log any day in which you would normally report to your practicum but were unable to as determined by the agency.
        - For example, your agency is closed due to:
            - Holiday
            - Weather-related incidents
            - COVID outbreak
- Five Tips to Make Recording Time Easier
- Timesheets: Using Repeating Time

Submitting Your Hours Using Time Approval

Frequency: Weekly

Completed by: Student (submission); Practicum Instructor (approval)

Location: Timesheets workspace (Student); Student Dashboard (Practicum Instructor)

Submission

- Students should submit their hour entries to their Practicum Instructor for approval within Tevera **once per week** for review.
- It is important to submit these hours weekly so as to stay up-to-date.
- Students will complete this action in the Timesheets workspace. Follow the instructions here: Submit Individual Time Records for Approval
- Students, you can confirm your time entries are properly submitted by looking at the “Approval Status” column in your Timesheets workspace under the Agenda view. If an entry has been successfully submitted, its status will say “Submitted.” If an entry has not been submitted, its status will say “Entered.”

Approval

- Once the hour entries are submitted, Practicum Instructors will be alerted to review the entries.
- Practicum Instructors, in their Student Dashboard, will review the time entries to ensure accuracy (double check that the hours and the activity are correct). **We strongly recommend doing this during the weekly supervision meeting.**
- Practicum Instructors will then either “approve” the entry or “request changes.”

- Approving an entry will update the time entry's status to "Approved" and will alert the student
- Requesting changes will update the time entry's status to "Changes Requested" and alert the student. PIs can leave a comment to explain the changes the student needs to make.

REMEMBER!

Students: it's **your responsibility** to advocate for your learning experience and remind your Practicum Instructor to approve your hours on a weekly basis.

Run and Sign an Hour Report

Frequency: Once per term on the your final day in Practicum

Completed by: Student (run and sign report), Practicum Instructor (review and sign), and Practicum Liaison (review and sign)

Location: Assignments workspace (Student); Student Dashboard (Practicum Instructor); Assignments Grid (Practicum Liaison)

The End of Year Hour Report is a PDF record of all of your hours in Practicum and must be signed by you, your Practicum Instructor, and your Practicum Liaison. It is the only documentation of hours which captures signatures and is therefore an **essential** component of your path towards licensure.

- Hour Reports cannot capture hours in the future (beyond the date you are running the report). **This is why Hour Reports should not be run until your final day in Practicum. The final day of Practicum can be a busy day, so don't forget to run this report.**
- There is no set due date for the End of Year Hour Report because each student may have a unique end date at Practicum for the term.
- Go to your **Assignments** workspace (do not try to run this report from the Timesheets workspace)
- Upon starting the Hour Report, you will be prompted to enter specific parameters, such as:

- Date Range
  - Enter a date range that encompasses your entire year in Practicum so that all of your hours are captured.
  - Remember, Hour Reports cannot capture hours in the future (beyond the date you run the report). This is true even if you set the end date for a future day.
  - Tip: double check your date range before you send the report!
- Practicum Instructor
  - Remember, this is the person who supervises you at your agency, NOT your Simmons Liaison
  - If you get an error message when selecting this field, double check that you have chosen the correct person
- Practicum Liaison
  - Remember, this is your Simmons faculty member who supports you throughout your time in Practicum, NOT your agency supervisor
  - If you get an error message when selecting this field, double check that you have chosen the correct person
- Program
  - Select "OG MSW"

- When you have entered the required information, select the button "Send for signature(s)."
- Once you click "Send for Signature(s)" you'll see a preview of your hour report. **Sign the top of the report and click "Sign and Send." Don't forget to do this step!**
- After signing the report, it will go to your PI and PL for their review and signature.
- The "Make Changes" Button in Assignments: If you need to re-run the report, you can select the "Make Changes" button at any time. It will allow you to remove any signatures and
- As always, if a Practicum Instructor or agency requires a report of your hours at any time, you have the ability to run a report for them: Running an Ad-Hoc Time Report. ***This cannot replace the End of Year Hours Report.***

Uploading an Updated Resume

Sometimes you may be asked to upload your updated resume into Tevera. While you won't be able to upload a new resume into the Site Placement Process steps, you can add a new resume to Tevera under the Assignments tab. For instructions on how to do so, go to this link: How Do I Upload a Document Into Tevera? and read the section called **Ad-Hoc Upload**.

Changing/Adding a Practicum Instructor

If your agency has changed your Practicum Instructor (PI) or assigned you an additional PI who needs access to your assignments in Tevera,email the Practicum Education Department and CC the PI and your Practicum Liaison. Be sure to include the following information:

- New PI's name
- New PI's email address
- Date the new PI will begin as your supervisor
- Whether the new PI is replacing your old PI, or if they are an additional supervisor

To share your previously completed assignments with the new PI, follow the instructions here: Sharing Documents: How and When. Remember that the Sharing feature should only be used for viewing, not signing assignments.

I STILL NEED HELP!

If you find you're having trouble with Tevera, follow the support path below. ***Don't let the problem build up until the end of the year!***

1. Review your Learning Space in Tevera.
2. Review Help articles here: Tevera Knowledge Base
3. Contact Tevera Support by submitting a help ticket in Tevera or by emailing support@lumivero.com
4. Tell your Practicum Liaison and your Practicum Instructor that you are having an issue and that you have contacted Tevera support.
5. If you don't hear from Tevera in 7 business days, contact sswogpracticum@simmons.edu and CC your PL and PI.

Resources

Tevera offers a large support system for students who need help, including:

- Tevera Knowledge Base - videos and guides with screenshots covering the most commonly asked questions
- Submit a support ticket through Tevera
- (Students) Watch the Student Overview Webinar - this recorded webinar walks students through Tevera. Please note that this webinar covers general Tevera features and is not specific to Simmons.

GLOSSARY OF PRACTICUM TERMINOLOGY

Student / Intern: A student in the MSW program who is participating in practicum education.

Practicum Instructor (PI) / Site Supervisor / Supervisor: The individual employed by the site / agency who directly supervises and instructs the student while in practicum. This individual provides feedback on Process Recordings (PRs) (outside of the Tevera system), completes the Learning Plan, Evaluations, and End of Year Hour Report in Tevera, and approves the students' hours in Tevera. Students may have multiple PIs but only one PI may sign assignments in Tevera.

Practicum Liaison (PL): The adjunct faculty member employed by Simmons University to advise the students and PI on matters related to their practicum experience. This is not to be confused with the student's Simmons Academic Advisor, who advises the student on academic matters throughout the student's entire time at Simmons University. The PL liaises with the student as well as the student's PI. The PL reviews the student's writing assignments, PRs, Learning Plan, Evaluations, and End of Year Hour Report once the PI and students have signed them.

Faculty Placement Advisor (FPA): The faculty member of the Practicum Education Department who places students at their agencies. Once placement has been secured, the FPA will support the student until the start of the academic year, at which time the Practicum Liaison will take over supporting the student. Sometimes the FPA and the PL roles will be filled by the same person. This is not always the case.

Site / Agency: The location where the student's practicum takes place.

Year I / Generalist Year: The first year of the student's practicum experience. This year provides a foundation in generalist social work practice.

Year II / Specialist Year: The second year of the student's practicum experience. This year enables students to build on their generalist knowledge and hone skills.

Advanced Standing / Specialist Year: A special program in which Advanced Standing students complete only one year of practicum education. The focus of the practicum experience is similar to that of Year II / Specialist Year students.

Placement Process: The process by which students are placed at a site / agency for their practicum. This process covers multiple steps, including but not limited to: students complete a resume, application, and meet with an FPA; the student submits applications to the Centralized Application Process; the student interviews at sites / agencies; the student accepts an offer at a site / agency.