ONLINE EVALUATION - Frequent Asked Questions (Field Instructor)

Q1: How to log in?

A1: http://www.yorku.ca/laps/sowk/
-- click SOWK Database Online on the **right hand side** (in red) under **Quick Link**
-- click **Field Instructor** on the **top**
-- put in User Name & Password (should receive it by email from Esther)
  (please contact estherng@yorku.ca if you don't have the U/N & P/W)
-- select 'My Student', Placement Term 'F19'
-- select Learning Contract or Mid-Point 'Process'

Q2: I forgot my User Name or Password?

A2: Send email to estherng@yorku.ca

Q3: Keep getting error message when I type in the User Name & Password that I got?

A3: User Name & Password is case sensitive, so you need to type in exactly what it is or 'copy & paste' from the original email. Contact estherng@yorku.ca and she will check or re-generate another one.

Q4: Can't open the Learning Contract form or nothing to select when I'm at the screen of Learning Contract/Mid-Point

A4: Please log on to the web database **through Firefox** instead of Internet Explorer or Google Chrome, Firefox works much better than other browser. IF student hasn't submitted the Learning Contract online to you, it will be just a blank page with no information. Please ask the student to submit it online. Learning Contract needs to be approved by Field Instructor.

Q5: When I open the Mid-Point/Final, it is all blank & no information on Learning Goal & Plans for Goal etc?

A5: IF student hasn't submitted ('Submit' button at the bottom) or not successfully submitted his/her on-line Learning Contract or Mid-Point to the Field Instructor, no information will be populated (like a blank form with no content). Ask the student to submit it, once it is submitted; content can be viewed right away; don't type in Learning Goals etc since data can't be saved.

Q6: Can't make any change at the Learning Goal?

A6: Field Instructor **can't make change** on the Learning Goal or Plans for Goal, student should type the Learning Goals etc. when they do the Learning Contract before they submit it to the Field Instructor. Learning Contract -- Field Instructor needs to approve the Learning Contract OR push back for student to make changes.
Mid-Point – Field Instructor requires to put in Rating, Feedback and 'Submit' online.

Q7: Can I make change after I submitted e.g. comments?

A7: No change can be made after the evaluation is submitted. Call Esther Ng at 416-736-2100 x 20662, we will need to ask tech support team to reverse on this

Q8: Log of Hours approval button is not active (can't choose)?

Q8: Most likely is the student hasn't submitted the Log of Hours online for your approval, please ask the student to check if they have submitted. Students need to submit **2 times: Midpoint & Final** Hours for your approval.
(Suggestion: do the draft in word document for your feedback & copy it onto the online evaluation form)