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**Welcome & Orientation**

1. CEU's and Verification of Attendance
2. Handouts
3. Community Partner Website
4. Evaluation and Feedback

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**Save the Date**

**10<sup>th</sup> Annual Summer Institute on Supervision and Clinical Education**

**Saturday July 30<sup>th</sup> on UW Campus**

**Guest Speaker – Dr. Elaine Mormer from University of Pittsburgh**

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**Managing Expectations**

**May 10, 2016**

Nancy Alarcon, MS, CCC-SLP, Martha Harney, MS, CCC-A, Kate Krings, MS, CCC-SLP, and Kelsey Leighton, MS, CCC-SLP  
University of Washington - Dept of Speech & Hearing Sciences

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### Financial & Non-Financial Disclaimer

- We do not have a financial or non-financial interest in the content presented
- We are employees of the UW

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Blessed is he who expects nothing, for he shall never be disappointed.

*Alexander Pope*

meetville.com

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### Student Expectations

- Organization, the extent to which the faculty [supervisor] explained the course
- Clear requirements and emphasized the important points of the course helped the student learn.

Carroll et al 2010

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### Adjusting over time

- Beginning students rated as more important
  - Enthusiasm and interest
  - Demonstration
  - Being provided the theoretical bases and rationale = the “why”
- Advanced students identified less emphasis on technical needs, but continued to maintain affective needs

Myers 1980

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### Student Expectations & Experience

Entry Level	150+ hours
<ul style="list-style-type: none"> <li>• Slightly higher expectations of the supervisor</li> <li>• Stronger Needs</li> </ul>	<ul style="list-style-type: none"> <li>• Shifting of expectations to self</li> <li>• Lessening Needs</li> </ul>

**Both groups expected:**

- To ask questions
- Participate in conferences/meetings
- Express their opinions
- Have their ideas used
- Have supportive supervisors

Larson 1982

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### From the Start

“the need for supervisors and supervisees to engage in some formal assessment of each participant’s expectations at the outset of any supervisory relationship”



Mastriano, Gordon and Gottwald 1999

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### Expectations




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### 5 Keys to Managing Expectations

- Be Honest From The Get-Go
- Under-Promise, Over-Deliver
- Anticipate Needs Before *They* Know Their Own Need
- Strive for Constant Communication
- Provide Status Reports

Adapted from Annie Pace Scranton, Forbes July 2013

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### In the End

- *The goal is to discover how students learn most effectively and efficiently*
  
- *and to discover the best teaching methods to enhance that learning*

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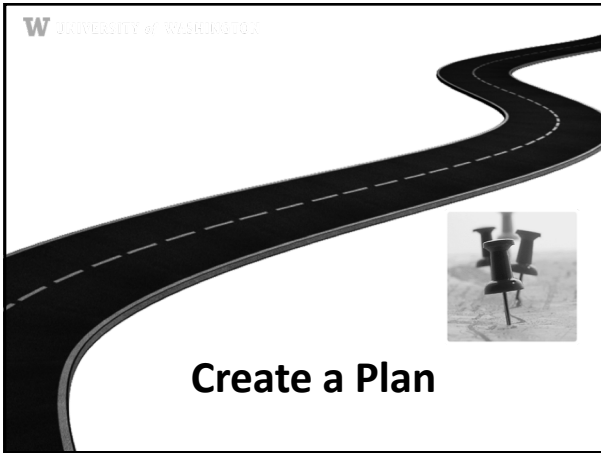
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### Create a Plan

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