

UNIVERSITY OF THE INCARNATE WORD

School of Nursing and Health Professions

BACCALAUREATE NURSING STUDENT HANDBOOK

2008-2009

Approved by UIW Board of Trustees, Spring 1993

Revised: 7/94, 9/96, 10/97, 6/98, 6/99, 6/01, 6/02, 8/03, 6/04,5/05,5/06,8/08

Addendum 10/05

Table of Contents

CERTIFICATION FORM	4
LETTER FROM NURSING ADMINISTRATION	5
HISTORY OF THE SCHOOL OF NURSING	6
MISSION OF THE UNIVERSITY OF THE INCARNATE WORD	7
MISSION OF THE SCHOOL OF NURSING AND HEALTH PROFESSIONS	7
PHILOSOPHY AND GOALS OF THE BACCALAUREATE NURSING PROGRAM	8
<i>Philosophy</i>	
<i>Baccalaureate Nursing Program Goals</i>	
<i>Baccalaureate Nursing Program Learning Outcomes</i>	
STUDENT DISABILITY SERVICES	11
ADMISSION REQUIREMENTS FOR THE BACCALAUREATE PROGRAM	11
NON-ACADEMIC REQUIREMENTS	11
<i>Criminal Background Screening</i>	<i>11</i>
<i>Drug Screening</i>	<i>13</i>
<i>Liability and Health Insurance</i>	<i>13</i>
<i>CPR and First Aid</i>	<i>13</i>
HEALTH REQUIREMENTS	14
<i>Immunizations</i>	
<i>Special Health Problems / Pregnancy</i>	<i>14</i>
<i>Policy Regarding HIV/AIDS</i>	<i>14</i>
ELIGIBILITY FOR LICENSURE	14
<i>Declaratory Order</i>	<i>15</i>
<i>Good Professional Character</i>	<i>15</i>
THE RN-BSN DEGREE COMPLETION PROGRAM (ALTERNATE PATHWAY)	15
ACADEMIC POLICIES	16
PROGRESSION, RETENTION, AND GRADUATION	16
ATTENDANCE POLICY	16
RESPONSIBILITIES RELATED TO CLINICAL	17
<i>Standards and Guidelines for Uniforms and Personal Appearance in Clinical Agencies</i>	<i>17</i>
<i>Transportation</i>	<i>18</i>
TESTING POLICY FOR THE SCHOOL OF NURSING	18
STUDENT CONDUCT AND ACADEMIC INTEGRITY	18
GUIDELINES FOR WRITING ASSIGNMENTS AND PAPERS	18
MAINTAINING RECORDS IN THE SCHOOL OF NURSING	19
ACADEMIC EVALUATION	19
<i>Requirements for Passing a Nursing Course</i>	<i>19</i>
<i>In Progress</i>	<i>19</i>
<i>Confidentiality of Grades</i>	<i>19</i>
<i>Student Evaluation of Faculty</i>	<i>20</i>
ACADEMIC GRIEVANCE PROCEDURES	21

MEDIATION	21
GRIEVANCE PROCEDURE.....	21
ACADEMIC RESOURCES	27
FACULTY ADVISORS	28
J.E. AND L.E. MABEE LIBRARY	28
NURSING LEARNING RESOURCES CENTER (NLRC)	28
<i>NLRC Policies and Procedures:</i>	<i>28</i>
<i>Nursing Skills Laboratory Policies and Procedures</i>	<i>29</i>
<i>Academic Computers.....</i>	<i>29</i>
LEARNING ASSISTANCE CENTER	29
COUNSELING CENTER	29
SPECIAL ACCOMMODATIONS FOR STUDENTS WITH DISABILITIES	29
OPPORTUNITIES FOR STUDENT PARTICIPATION IN THE NURSING DEPARTMENT.....	30
STUDENT REPRESENTATION ON THE BSN STUDENT ADVISORY COUNCIL.....	30
STUDENT NURSES' ASSOCIATION.....	30
SIGMA THETA TAU INTERNATIONAL NURSING HONOR SOCIETY.....	30
APPENDIX A: ELIGIBILITY FOR LICENSE.....	31
APPENDIX B: RULES AND REGULATIONS RELATED TO UNSAFE CLINICAL PRACTICE.....	33
APPENDIX C: NURSING FACULTY COMMITTEE BY-LAWS	35

CERTIFICATION FORM

I certify that I have read the *Student Handbook, Baccalaureate Nursing Program* and the *U.I.W Student Handbook*. I have been given the opportunity to ask any questions about all or parts of the Student Handbook, and declare my intentions to comply therewith.

NAME (print)

SIGNATURE OF ORIENTOR

SIGNATURE

DATE OF ORIENTATION

Letter from Nursing Administration

Dear U.I.W. Nursing Student:

Welcome to the baccalaureate degree program in nursing in the School of Nursing and Health Professions at University of the Incarnate Word! You have worked hard to get to this point in your education and we are excited to have you here! Your education so far has been directed at helping you develop your thinking skills—in the nursing program our goal is to help you learn to think like a professional nurse. The faculty is committed to providing you with the opportunity to grow into the professional nursing role in an academic setting which values your growth as a person through the unique advantages of a well grounded liberal arts education.

This handbook is designed as a companion to the *Undergraduate Bulletin* and the *UIW Student Handbook*. This handbook will specifically address nursing program policies and procedures and your responsibilities as a professional nursing student. Please read the handbook carefully and use it as a reference while you are in the nursing program. **This Student Handbook is updated annually and a copy made available on the nursing student Blackboard site. The site is an important vehicle for communicating with students. We urge you to enroll yourself in this site in order to stay current with program policies and procedures.**

As program directors, we work with the faculty on implementation of the curriculum and student affairs policies. We are available to talk with you regarding concerns about the program.

Again, welcome! We hope that you will find your student nursing experience intellectually challenging and rewarding as you work to develop your nursing skills.

Sincerely,

Kathleen Light, Ed.D., R.N.
Dean, School of Nursing and Health Professions

Caroline Spana, Ph.D., R.N.
Chair, BSN Program

History of the School of Nursing

Thirty-three years after the famed Battle of the Alamo and 24 years after the annexation of Texas as a State, a small group of pioneering Sisters arrived in San Antonio. In that picturesque city of adobe houses and meandering river, they set about the serious enterprise of establishing a hospital and opening a college. The hospital opened in 1869; 12 years later, in 1881, the first students enrolled in college.

In 1905, the Santa Rosa Hospital School of Nursing pioneered the preparation of professional nursing in the South. That program became an integral part of the undergraduate curriculum of Incarnate Word College in 1935 and was recognized as one of the first baccalaureate nursing programs west of the Mississippi.

Since its inception, the growth of the university has paralleled the growth of the City of San Antonio. Part of the city's unique charm is the fact that skyscrapers and 200-year-old adobe buildings stand side-by-side. Today, the school has become a four-year coeducational liberal arts and professional studies university. The School of Nursing moved onto the university campus and into the Sr. Charles Marie Frank School of Nursing Building in 1971. The modern facility is equipped to serve more than 300 nursing students and 30 faculty members.

On March 25, 1996, we became the Department of Nursing in the College of Professional Studies of the University of the Incarnate Word. On June 1, 1999, we became the School of Nursing and Health Professions. More important than growth in enrollment or in building space, however, is curriculum content. Perhaps the most distinguishing characteristic of Incarnate Word's nursing program is its emphasis on continuing the work of the founding congregation, the Sister's of Charity of the Incarnate Word. The congregational mission to serve the most vulnerable in society is carried out in the nursing program through a curricular emphasis on social justice and human dignity. Graduates of the School of Nursing are recognized throughout the world for their caring, compassion, clinical competence, and leadership.

The undergraduate program has two pathways: a generic, or basic, pathway for students with no previous education in nursing, and an alternate pathway for registered nurses desiring to complete requirements for the degree of Bachelor of Science in Nursing.

A graduate program leading towards a Master of Science in Nursing began in the fall of 1986. The graduate program focuses on aggregate health care. Students have options of concentrating in the advanced practice role of Aggregate Health Nursing, Nursing Education, or Administration. A separate handbook is available for MSN students.

Students have full membership on the standing committees of the faculty and an opportunity for membership in the National and UIW Student Nurses' Association and Sigma Theta Tau International Nursing Honor Society. Participation in such co-curricular activities as campus ministry, student government, a variety of national scholastic honor societies, social sororities and fraternities, and many departmental and special interest clubs is provided.

The undergraduate and graduate nursing programs are fully accredited by the Commission on Collegiate Nursing Education (CCNE) and approved by the Texas State Board of Nurse Examiners (BNE) and the Texas Higher Education Coordinating Board.

Mission of the University of the Incarnate Word

The first Sisters of Charity of the Incarnate Word who came to San Antonio to minister to the sick and the poor were motivated by the love of God and their recognition of God's presence in each person. Their spirit of Christian service is perpetuated in the University of the Incarnate Word primarily through teaching and scholarship. Inspired by Judeo-Christian values, the University aims to educate men and women who will become concerned and enlightened citizens.

The University is committed to educational excellence in a context of faith in Jesus Christ, the Incarnate Word of God. It promotes life-long learning and fosters the development of the whole person. The faculty and students support one another in the search for and the communication of truth. The University is open to thoughtful innovation that serves ever more effectively the spiritual and material needs of people. The curriculum offers students an integrated program of liberal arts and professional studies that includes a global perspective and an emphasis on social justice and community service.

The University of the Incarnate Word is a Catholic institution that welcomes to its community persons of diverse backgrounds, in the belief that their respectful interaction advances the discovery of truth, mutual understanding, self-realization, and the common good.

Mission of the School of Nursing and Health Professions

The mission of the School of Nursing and Health Professions is to extend the healing ministry of Jesus Christ, the Incarnate Word, through the educational preparation of health professionals. The faculty's goal is to provide excellent student-centered health professions education that will promote leadership development in the respective health disciplines. Faculty believes in collaborative learning promoting a philosophy of life that values the dignity of the individual and serves as a guide for making ethical-moral decisions. The school seeks to graduate health professionals whose practice is rooted in the spiritual heritage of the Sisters of Charity of the Incarnate Word. Graduates will be prepared as generalist practitioners in their respective disciplines and will be prepared for graduate education.

Philosophy and Goals of the Baccalaureate Nursing Program

The nursing faculty carries out the mission of the University by preparing outstanding professional nurses whose practice is rooted in the spiritual heritage of the Sisters of Charity of the Incarnate Word. The following philosophy defines the faculty's beliefs about nursing, the clients of nursing, health and illness, nursing education, and the teaching-learning process.

Nursing

The fundamental aspects of professional nursing practice are: care of the sick in and across all environments, health promotion, and population-based health care. Nurses function in three primary roles: providers of care, coordinators of care, and members of a profession. As providers, nurses emphasize caring as a means to assist individuals, families, and communities to develop the skills and abilities necessary to achieve or maintain health. The need for nursing arises when individuals, families, or communities are unable to adequately meet their own health care needs because of insufficient knowledge, skill, interest, or resources. Nurses help through caring relationships, direct intervention, collaboration and coordination with family members and other health care providers and professionals. Nurses are concerned about the environment in which care happens and how the environment influences health.

Nursing is guided by the values of human dignity, altruism, autonomy, integrity, and social justice. The values guide the approach of nurses to all individuals and communities regardless of individual or group characteristics.

As a profession, nursing derives its mandate and reason for existence from the larger society that has needs that change over time. As members of a profession, nurses work to challenge social inequalities influencing health and to shape health policy. Nurses, in collaboration with other health professionals, seek to promote the health of individuals and communities. The American Nurses Association *Code of Ethics for Nurses* and *Standards of Practice* along with the *Nursing Practice Act for the State of Texas*, the *BNE Differentiated Entry Level Competencies of Graduates of Texas Nursing Programs*, and the *AACN Essentials of Baccalaureate Education* provide the basis for defining quality nursing practice.

Clients of Nursing

Individuals, families, and communities are the clients of nursing. Individuals possess inherent dignity and worth because they are created by God. They are composed of spiritual, psychological, physical, and sociopolitical dimensions. Individuals and families have responsibility for creating meaningful lives for themselves and their communities.

Health and Illness

Health is defined as harmonious functioning of the spiritual, psychological, physical, and sociopolitical dimensions experienced by individuals, families. The collective experience of individuals and families contributes to the health of the community.

Illness is the actual or perceived disharmony of these dimensions that can lead to a sense of alienation, loss of self, and loss of social integration. Disharmony in individuals may be the result of disease processes, genetic vulnerabilities, or specific experiences. Communities that are unable to effectively function and meet the needs of its members may also be considered unhealthy. In order to properly understand people's experiences of health and illness it is necessary to be aware of the social, cultural, political, economical, ethical, and religious factors which influence people's lives.

Nursing Education

The minimal preparation for entry into the practice of professional nursing is a baccalaureate program of nursing education. Nursing programs must cooperate to facilitate the educational progress of registered nurses whose prior education and experiences provide a sound foundation for educational mobility.

Baccalaureate education prepares graduates to function as providers and coordinators of care and members of a profession. The knowledge necessary for nursing practice comes from the sciences and the liberal arts, nursing theories and experientially derived skill and technique. The development of skill in clinical judgment requires both classroom instruction and experience working with individuals, families, and communities. Clinical judgments are nurtured in human relationships and are influenced as greatly by values and ethics as by knowledge and technology. Nurses need specific knowledge about health promotion, risk reduction, disease prevention; illness and disease management; information and health care technologies; ethics; human diversity; global health care; and health care systems and policy. The knowledge and skills required for responsible professional involvement come from the modeling of faculty and opportunities for leadership development through membership in student organizations.

Teaching / Learning Process

The university community, composed of individuals of diverse ages and backgrounds, provides an environment conducive to developing the student into an educated and professional nurse. Each student has inherent dignity and worth and possesses unique skills, attitudes, and abilities. Through nursing education, students are helped to further develop these qualities and to fully embrace the discipline of nursing. The student is increasingly responsible for seeking and using resources, participating in the teaching-learning process, and evaluating personal progress.

Each student is afforded the opportunity to reach maximum potential. The teacher helps facilitate personal and professional growth of students through the careful selection of course content and through strategies for active learning. Teachers, as facilitators of learning, provide group, individualized and independent learning experiences. The teacher encourages a participative environment and models the ideal of lifelong learning. The result of the teaching/learning process is a graduate who is a beginning generalist in the practice of professional nursing. Teachers model professional leadership through active membership in professional organizations, through scholarship, and through collaborative efforts to improve the health outcomes for the community.

Revised September, 2003

Goals of the Baccalaureate Nursing Program

The goals of the baccalaureate nursing program of the School of Nursing and Health Professions are to:

1. Provide a framework upon which students can structure knowledge from the humanities and social and physical sciences for application to nursing practice problems and their solutions.
2. Foster the development of a generalist practitioner of nursing with core knowledge related to: health promotion, risk reduction and disease prevention; illness and disease management; information and health care technologies; ethics; human diversity, global health care; and health care systems and policy.
3. Provide active learning experiences that will foster sound clinical decision-making.
4. Prepare generalist nurses who are ready to function as providers of care, coordinators of care, and members of a profession.
5. Promote responsibility and accountability for the continuing development of self as person and as professional nurse.
6. Provide an education foundational to graduate study in nursing.
7. Promote the development of a philosophy of life that values the dignity of the individual and serves as a guide for making ethical-moral decisions.

Learning Outcomes for the Baccalaureate Nursing Program

At the completion of the baccalaureate nursing program the graduate will be able to:

1. Develop caring relationships rooted in the spiritual heritage of the Sisters of Charity of the Incarnate Word, professional nursing values, and an appreciation of cultural differences.
 2. Integrate concepts from behavioral, biological, natural sciences and the humanities in order to understand self and others.
 3. Use evidence based analytical approach as the basis for decision-making in practice.
 4. Apply knowledge regarding social, political, economic, and historical issues to the analysis of health and professional problems and work to influence health policy through membership in professional organizations and involvement in community activities.
 5. Use written, spoken, and technological skills to communicate effectively.
 6. Use information technologies in an appropriate and ethical way in providing and coordinating care.
 7. Coordinate nursing care by engaging in effective interdisciplinary working relationships
 8. Provide nursing care based on sound clinical judgments and the safe use of evidence-based nursing interventions to help clients achieve or maintain health or experience a dignified death.
 9. Use beginning leadership and management skills to coordinate, deliver, and evaluate nursing care.
 10. Practice professional nursing according to the standards of the *Nursing Practice Act of the State of Texas*, the *ANA Code of Ethics for Nurses*, and the baccalaureate level competencies from the *Differentiated Entry Level Competencies of Graduates of Texas Nursing Programs*.
 11. Engage in continued personal and professional development in an ever-widening world of discovery and new knowledge.
-

Student Disability Services

The University of the Incarnate Word is committed to providing a supportive, challenging, diverse and integrated environment for all students. In accordance with Section 504 of the Rehabilitation Act – Subpart E and Title III of the Americans with Disabilities Act (ADA), the University ensures accessibility to its programs, services and activities for qualified students with documented disabilities.

For more information, contact the Student Disability Services Office:

Director, Moisés Torrescano
Academic Counselor, Cynthia Pino
Location Administration Building – Room 105
Phone (210) 829-3997
Fax (210) 829-6078

Admission Requirements for the Baccalaureate Program

(UIW Catalog 2007-2009: Admission Requirements-Generic Program)

Prospective students may apply to the generic (basic) nursing program each semester. Applicants must have been accepted to the university or have a UIW application in process by February 1st-Fall admission, September 1st-Spring admission. All prospective applicants should contact the School of Nursing and Health Professions directly (210-283-5094) to inform the program of intent to apply and schedule an interview before the program deadline

Nursing program applications must be completed by February 1st-Fall admission or September 1st-Spring admission. The applicant must have:

1. Submitted official copies of transcripts of all schools attended directly to the School of Nursing and Health Professions
2. Submitted a record of current enrollment
3. Completed the designated admissions test(s)
4. Submitted a record of completed Hepatitis B immunization (or a plan to complete by program enrollment date)
5. completed a background check as designated by the program

At the time of program application, the applicant must have completed or be currently enrolled in all courses designated as prerequisite to admission:

- Computer Literacy
- English Composition I and II
- Speech
- Biological Chemistry I and II/Lab
- Anatomy/Physiology I/Lab and II/Lab
- Microbiology/Lab
- Nutrition
- Statistics
- Psychology-Introduction
- Psychology-Child and Adult Development (or, if transfer, Lifespan Development)
- Dimensions of Wellness (if new to UIW, may complete upon admission)

Admission to the nursing program may be limited based on the availability of qualified faculty and clinical practice sites. Acceptance is primarily based on academic performance. The applicant's overall academic record is considered in admission decisions. Criteria include:

1. A minimum cumulative GPA of 2.5 in all course work to date. More favorable consideration will be given to applicants with higher GPAs.
2. A minimum GPA of 2.5 in science courses. This includes all biology, chemistry and nutrition courses.
3. Scores on the nursing admissions test(s) may also be considered in admission decisions.

Fulfillment of these minimum requirements does not guarantee admission. Students must also have completed the designated prerequisite courses, the designated health requirements and a background check in order to enroll in the program.

Students applying to transfer from another baccalaureate nursing program must satisfy the same prerequisite course work as do all other applicants. Students must also meet the same standards for progression as do students enrolled in the UIW nursing program. This means that applicants must be in good academic standing and eligible to continue in the original nursing program. Prior nursing course work will be evaluated for equivalency with the UIW curriculum. Placement in the program will be determined on an individual basis.

Non-Academic Requirements

Criminal Background Screening

Criminal background screening is completed on all students applying for admission into the nursing program. The School will designate a company to do the background screening and will not accept results from any company other than the one designated by the School. Students pay expenses related to all screening. A student with a significant criminal background or a current conviction may not be allowed to register for nursing courses until the Texas Board of Nursing (BON) issues a declaratory order stating the individual is eligible for initial licensure or license renewal or determines that the individual is eligible to return to practice. If a BON reportable event occurs during the time the student is enrolled in the program, the student will notify the Dean or BSN Coordinator within 3 days of the event. The Dean along with the BSN Coordinator will determine if the student is eligible to continue in the program. The criminal background screen (FBI screen) will be repeated in the senior year when the student applies for the licensing exam (NCLEX-RN).

Applicants who must answer “**yes**” to any of the following questions **MUST** contact the Board of Nursing and file a petition for a declaratory order. See Appendix A and www.bne.state.tx.us.

(1.) For any criminal offense, including those pending appeal, have you:

- A. been convicted of a misdemeanor?**
- B. been convicted of a felony?**
- C. pled nolo contendere, no contest, or guilty?**
- D. received deferred adjudication?**
- E. been placed on community supervision or court-ordered probation, whether or not adjudicated guilty?**
- F. been sentenced to serve jail or prison time? court-ordered confinement?**
- G. been granted pre-trial diversion?**
- H. been arrested or have any pending criminal charges?**
- I. been cited or charged with any violation of the law?**
- J. been subject of a court-martial; Article 15 violation; or received any form of military judgment/punishment/action?**

(You may only exclude Class C misdemeanor traffic violations.)

NOTE: Expunged and Sealed Offenses: While expunged or sealed offenses, arrests, tickets, or citations need not be disclosed, it is your responsibility to ensure the offense, arrest, ticket or

citation has, in fact, been expunged or sealed. It is recommended that you submit a copy of the Court Order expunging or sealing the record in question to our office with your application. Failure to reveal an offense, arrest, ticket, or citation that is not in fact expunged or sealed, will at a minimum, subject your license to a disciplinary fine. Non-disclosure of relevant offenses raises questions related to truthfulness and character.

NOTE: Orders of Non-Disclosure: Pursuant to Tex. Gov't Code § 552.142(b), if you have criminal matters that are the subject of an order of non-disclosure you are not required to reveal those criminal matters on this form. However, a criminal matter that is the subject of an order of non-disclosure may become a character and fitness issue. Pursuant to other sections of the Gov't Code chapter 411, the Texas Nursing Board is entitled to access criminal history record information that is the subject of an order of non-disclosure. If the Board discovers a criminal matter that is the subject of an order of non-disclosure, even if you properly did not reveal that matter, the Board may require you to provide information about any conduct that raises issues of character.

(2.) Are you currently the target or subject of a grand jury or governmental agency investigation?

(3.) Has any licensing authority refused to issue you a license or ever revoked, annulled, cancelled, accepted surrender of, suspended, placed on probation, refused to renew a license, certificate or multi-state privilege held by you now or previously, or ever fined, censured, reprimanded or otherwise disciplined you?

(4.) Within the past five (5) years have you been addicted to and/or treated for the use of alcohol or any other drug?

(5.) Within the past five (5) years have you been diagnosed with, treated, or hospitalized for schizophrenia and/or psychotic disorders, bipolar disorder, paranoid personality disorder, antisocial personality disorder, or borderline personality disorder?

Drug Screening

Drug Screening may be required by some clinical agencies. The School will designate a company to do the drug screen and will not accept results from any company other than the one designated by the School. The student will pay the cost of the screening at the time of the testing.

A student who has a positive drug screen will not be allowed to participate in clinical courses. The student will be required to complete, at the student's expense, chemical dependency evaluation and treatment, if recommended by a drug assessment. Any student with a positive drug screen will be suspended for a minimum of one calendar year and will be required to provide documentation of successful treatment prior to being readmitted to clinical courses. If readmitted, the student must be retested by the School approved laboratory and have a negative drug screen. This testing is at the student's expense.

Liability, Health and Needle stick Injury Insurance

Students are required to be covered by liability insurance. The liability insurance fee is included in nursing course fees. Students must also be covered by health insurance. Limited health insurance coverage is offered by the University. Needle-stick injury insurance is also required and is included in that offered by the university. A fee for needle-stick insurance will be assessed for students with other policies unless the student can show provision by existing insurance coverage.

CPR and First Aid

Students must show evidence of current CPR certification; either the American Heart Association-Health Care Provider or American Red Cross-Professional Rescuer. This requirement is necessary for all students prior to entering the nursing program, and renewed as needed

throughout the program. Evidence of CPR course completion must be presented prior to registration for nursing courses. Students must show evidence of having completed a First Aid course (AHA or ARC) upon entry into the program.

Health Requirements

Good physical and mental health is essential for study and practice in professional nursing. The faculty of the nursing program reserves the responsibility for admitting and retaining only those students who demonstrate qualities of physical and mental health generally considered being imperative for professional nursing practice.

Nursing students are required to provide proof of a completed Health History Questionnaire, up-to-date immunizations (MMR, TD, Hepatitis B and Varicella) and TB skin test or chest X-ray prior to registration for nursing classes in compliance with the Health Care Provider terms of TAC 97.63. Additionally, flu immunization is required annually. The Health History Questionnaire must be returned to the University Health Office. If there are questionable medical problems, the student may be asked to have a medical exam.

The University Health Office will determine if immunizations are current. The TB skin test will be provided by the University Health Office for a small fee. If a TB skin test is contraindicated or is found positive, then evidence of medical follow-up with recommendations must be presented.

Students must show documentation of a completed series of Hepatitis B immunization, along with other required immunizations, prior to enrollment in clinical courses. The documentation must be taken to the University Health Office prior to enrollment.

If for any reason, any required immunization is contraindicated the student is required to present a record of medical evaluation and recommendations.

Students are responsible for reviewing and updating individual health records at the University Health office prior to registration each semester they progress in the program. A copy of the updated health record must be provided to the BSN coordinator each time a change is made.

Additional health requirements may be required by some clinical agencies.

Special Health Problems / Pregnancy

Students who can successfully combine satisfactory school attendance with pregnancy or with special health problems will not be prohibited from registration in nursing courses. The student must, however, fulfill the same attendance and course requirements as any other student. No special clinical assignments can be made. Students must inform the clinical instructor of pregnancy or special health problems.

Students pursuing nursing must possess visual and hearing acuity, digital dexterity, and motor coordination. They must be able to climb, balance, stoop, and lift / carry up to 50 pounds.

Nurses must be able to work quickly under pressure and enjoy working with people.

Policy Regarding HIV/AIDS

Please see the University Student Handbook for the HIV/AIDS policy.

Eligibility for Licensure

Completion of degree requirements for the BSN does not guarantee licensure as a registered nurse. Prior to graduation each student must pass a licensing readiness test before the nursing faculty will approve the student's application to take the licensing exam (NCLEX-RN).

Eligibility for licensure as a registered nurse in the state of Texas is determined by the Texas Board of Nursing (BON). Texas law prohibits certain persons from taking the licensure exam and practicing nursing. For example, persons who have been convicted of a felony, a misdemeanor involving moral turpitude, or engaged in conduct resulting in the revocation of probation imposed

pursuant to such a conviction. Certain mental illnesses may prevent an individual from practicing nursing. A student who is concerned about eligibility for licensure should apply to the BON to have the case reviewed. (See Appendix A for the Rules and Regulations regarding eligibility for licensure).

Declaratory Order

Individuals who have reason to believe they may be ineligible for licensure may request the Board of Nursing make a determination of eligibility. An individual may file a request for a *declaratory order* of eligibility with the BON. It is important to pursue this option in order to avoid investing 2-to-4 years in nursing education only to find out that one is not eligible for licensure. See Appendix A. Applications and guidelines for filing a declaratory order are found at the BON website at www.bne.state.tx.us.

Good Professional Character

The laws regulating nursing in Texas require that a candidate for licensure possess good professional character. Students are regularly evaluated for good professional character throughout the program of study. Students who do not demonstrate the qualities required by the Nurse Practice Act will not be recommended for licensure. Good professional character includes, but is not limited to, behaviors indicating: honesty, accountability, trustworthiness, reliability and integrity. Students will receive a copy of the BON rule related to Good Professional Character in the first nursing course.

The RN-BSN Degree Completion Program (Alternate Pathway)

The RN-BSN program is designed for students with at least 6 months experience as a registered nurse. The program is scheduled through the School of Extended Studies (“ADCaP”) in 8-week terms. Students usually take 6 credit hours each term. Major nursing courses are taught online. The nursing courses may be completed in one calendar year of full-time study based on the number of core requirements completed. Applicants selected for the program are required to attend a mandatory 2-day orientation at the beginning of each class. No other residence requirement is necessary. Cohorts are selected twice annually during the fall and spring terms (August and January).

Registered nurses will receive 30 hours advanced placement credit for prior nursing education after validation of prior learning. Validation of prior nursing knowledge is determined either by testing or by the evaluation of work completed in the first nursing course, *Professional Nursing Role*. Registered Nurses will be able to enter the Alternate Pathway without validation testing if the following conditions are met:

- The RN graduated from a Texas nursing education program accredited by the Board of Nurse Examiners (BNE) or,
- The RN graduated from a nursing education program accredited by the NLNAC.
- Has graduated within the past two years or has recent work experience as a registered nurse. If graduated more than 2 years prior to admission to the Alternate Pathway, work experience or an approved refresher course or equivalent will be required.

ACADEMIC POLICIES

Progression, Retention, and Graduation

Students must maintain satisfactory standards to progress in the nursing program and must be recommended by nursing faculty for promotion and eligibility to graduate. Requirements are as follows:

- 1) **Acceptable progress.** A minimum grade of C (75) is required in all nursing courses, including an average of 75% on exams. In general, satisfactory completion of courses in one semester is required prior to enrolling in subsequent semesters.
- 2) **Failure of a Nursing Course.** A student who withdraws or receives a final grade of D or F in a nursing course for the first time will be allowed to repeat the course after formal review by the Student Affairs Committee. The committee will consider all of the following in rendering a decision:
 - a) Recommendations of course faculty.
 - b) Academic performance in other courses.
 - c) Space availability in the course.
- 3) **Conditions of Retention after a Failure.** To remain in the program after retention students must:
 - a) Adhere to the University of the Incarnate Word Student Code of Conduct
 - b) Demonstrate a pattern of safe clinical practice commensurate with their educational experiences.
 - c) Demonstrate acceptable behaviors and attitudes normally expected of professional nurses.
 - d) Comply with the directives in the Letter of Retention.
- 4) **Ineligibility for Continuation in the Nursing Program:** A student who receives two grades of D or F or two withdrawals in nursing courses or a combination of D or F and a withdrawal will not be eligible for continuation, even if the student has already repeated one of the courses and received a grade of C or above.
- 5) **Appeals.** Upon notification of ineligibility to continue in the nursing program, the student may appeal the decision by addressing a letter to the Dean of the School of Nursing and Health Professions. Such correspondence should specify the reason(s) for the appeal and submit relevant new information for the purposes of the appeal. In addition to the letter an Application for Appeal Form and faculty recommendations must be included. The Dean will determine whether the appeal merits review by the Student Affairs Committee.
- 6) **NCLEX-RN Readiness Exam.** As a part of the preparation for the National Council Licensure Examination for Registered Nurses (NCLEX-RN), nursing students in their final semester of study in the generic pathway are required to achieve a satisfactory score on a comprehensive diagnostic examination in order to receive approval for graduation.

(Approved by Nursing Faculty and Student Advisory Committee, 12/03)

Attendance Policy

Students are expected to be prompt and attend all classes, exams, labs and clinical practicum sessions. Notification of illness or personal emergency must be reported to the course instructor as soon as possible, especially during clinical experiences. Although absence from class because of illness or emergencies may be unavoidable, absence may affect quality of achievement, and therefore, the course grade. The responsibility for attendance is placed on the student.

At times, a student who is participating in an activity approved by the University is required to miss a class. While the student will not be penalized for missing the class, the student is expected to meet with the instructor ahead of time to plan for the absence and determine how work will be made up.

Instructors may require students to withdraw who miss more than 15% of the scheduled classes through any combination of excused and/or unexcused absences.

Responsibilities Related to Clinical

1. A student who will be absent or delayed is responsible for notifying the charge nurse of the assigned unit and the clinical instructor as soon as possible.
2. Students will assume responsibility for arrival in the clinical setting at the designated time.
3. Students are responsible for reporting to the person in charge when, for any reason, they leave the clinical area.
4. Please see Appendix B for the Rules and Regulations regarding unsafe clinical practice.

Standards and Guidelines for Uniforms and Personal Appearance in Clinical Agencies

Students are expected to be in complete uniform with nametags visible at all times while in the clinical area. Lab coats, with the official School of Nursing patch, are acceptable while getting assignments; nametags must be visible. Make sure unit personnel and clients are aware of your status while in lab coat; i.e., introduce yourself and include title "Student Nurse." Always report on and off the nursing unit. Students must abide by the dress code of the specific agency in which they are placed for clinical practicum; therefore, the clinical instructor will be judge of appropriate uniform in a given agency.

UNIFORM	The uniform must be clean and pressed for each wearing. The UIW student uniform consists of red scrub top with either red or black scrub pant and a white lab coat. A long- or short-sleeved white or black shirt or turtleneck may be worn under the scrub top.
LAB COAT	A ¾ length lab coat may be worn with the uniform to and from the hospital. The school patch is worn on the left sleeve of the lab coat. Lab coats are not to be worn during patient care activities.
PATCH	The School of Nursing patch is worn on the left sleeve of BOTH the scrub top and the lab coat. The patch is purchased in the University Bookstore.
NAME TAG	Name badges include: Name, Student Nurse, University of the Incarnate Word, and must be worn during all clinical experiences. The name badge may be worn on a lanyard or a clip. Badges are purchased at the Student Life Office.
SHOES	Shoes must be white, black or gray leather, low-heeled and closed toed. Athletic shoes and nursing clogs are permitted. Shoes must be polished and buffed, and shoelaces must be clean. Students are strongly urged to purchase a shoe that gives adequate support to the feet.
MAKE-UP	Excessive make-up is not acceptable. No perfume is allowed in respect for persons who are ill or sensitive to chemicals. Nails must be kept short and clean. Artificial nails, which may harbor bacteria dangerous to clients, are not allowed. The only acceptable nail polish is a fresh coat of clear nail polish that is not chipped.
HAIR	Hair must be clean and kept back from the face in some manner so as to not hinder proper client care. This applies to all students. Men's sideburns, mustaches, and/or beards must be clean and neatly trimmed at all times. Male students without beards must be clean shaven. Natural shades of hair color only.
JEWELRY	The only visible jewelry allowed is one plain ring band and one pair of stud earrings. Earrings may be worn in ear lobes only.

WATCH	Each student must have a working watch with a second hand. Digital watches are acceptable if they have the capability of measuring seconds.
TATTOOS	No visible tattoos or body piercing are allowed.
SMOKING	Students who smoke must be aware that many people are allergic to smoke and find the odor cigarettes objectionable. Students may smoke in designated areas only. Most health care facilities are non-smoking facilities.
OTHER	Students must have the following items with them at all times while in clinical: stethoscope, permanent black ink pens, pen-light, bandage scissors, and a small notebook.

Compliance with the Uniform Dress code is a professional behavior and is an expectation of all nursing students.

Transportation

Students are responsible for their own transportation to and from all clinical facilities. While most clinical experiences are scheduled during the day and on weekdays, students also must be prepared to attend evening or weekend clinical experiences.

Testing Policy for the School of Nursing

Students are responsible for following the policies and guidelines for testing outlined in each course syllabus. Students requiring special accommodations for testing are expected to follow the procedures outlined by the **Student Disability Services**:

- a. Students with disabilities are responsible for meeting with their instructors to discuss their accommodations of *extended test time* and/or *testing in a quiet, non-distracting environment* (if prescribed) at the beginning of each semester.
- b. It is UIW's Student Disability Services' policy that students take exams at the scheduled time of the course unless the Instructor **and** the Director of Disability Services approve an alternate time. Very rarely and on a case-by-case basis, will a student be allowed to begin an exam after the rest of the class has taken the exam.

Student Conduct and Academic Integrity

Membership in the University of the Incarnate Word community is both a right and a privilege. It is a right for those who qualify and a privilege for those willing to accept and abide by the philosophy and standards of the University. As community members, students have the responsibility to abide by the rules and regulations of the community and treat all community members with respect and human dignity.

Students are referred to the *UIW Student Handbook* for the *Student Code of Conduct* and the *Code of Academic Integrity*. Nursing students are expected to comply with this code.

Guidelines for Writing Assignments and Papers

Written papers will follow the style of the *Publication Manual of the American Psychological Association*, 5th edition. Students who need assistance with APA format can consult the APA guide or staff in the Learning Assistance Center (LAC). Staff in the LAC can help students with organization and style of writing, but not with nursing content.

Students may also find guidance about APA format at the website of the American Psychological Association: www.apa.org. After arriving at this website, click on "style helper".

Maintaining Advising Records in the School of Nursing

Students are expected to be aware of the progressive steps in planning the academic program and the requirements for keeping their registration and course planning process up-to-date. Maintaining advisement records throughout the program is an ongoing process, and the student must assure that these records are updated at least once a semester through the advisor. The student is responsible for assuring that credit is granted for all work completed at other collegiate institutions or waived by successful completion of challenge examinations by providing official transcripts and records of such work to the Office of the Registrar.

Academic Evaluation

The School of Nursing upholds the same guidelines that are used campus wide. These guidelines are presented in the *UIW Student Handbook*. (It is suggested that all nursing students read carefully the section of the Student Handbook that addresses student rights and responsibilities.)

Letter grades will be assigned as follows:

LETTER GRADE	DESCRIPTIVE	NUMERIC GRADE	GRADE POINTS
A	Excellent Scholarship	93 & above	4.00
A-	Excellent Scholarship	90 – 92	3.70
B+	Good Scholarship	87 – 89	3.30
B	Good Scholarship	83 – 86	3.00
B-	Good Scholarship	80 – 82	2.70
C+	Satisfactory Scholarship	77 – 79	2.30
C	Satisfactory Scholarship	75 – 76	2.00
D+	Poor Scholarship	67 – 74	1.30
D	Poor Scholarship	63 – 66	1.00
D-	Poor Scholarship	60 – 62	0.70
F	Failure	< 60	

Requirements for Passing a Nursing Course

A minimum of 75% or C is required for passing nursing courses. Students must pass all components of a course. For example, if a course has classroom (didactic), laboratory, and clinical components, the student will be required to achieve a minimum of 75% in each component. If the course evaluation is based on more than exams (e.g. papers, projects), the student must achieve a minimum average grade of 75% on exams to pass the course. In some cases a syllabus may state a higher exam score required for medication calculations.

In Progress

The IP (In Progress) grade indicates that the student's achievement in the course has been satisfactory but for some reason certain prescribed work is incomplete or the student has been unable to take the final examination. On satisfactory completion of the course work the student will receive the grade that the quality of his or her performance merits. The IP grade is only awarded by permission of the instructor. **Students must apply for the In Progress grade. Applications for IP may be obtained from the registrar's office.** If the work is not made up within six months, the IP will revert to a grade of F. The grade of IP will not be computed in the GPA.

Confidentiality of Grades

To insure confidentiality, grades will not be posted except on the course Blackboard site. Grades will be returned to students individually in a manner specified by the course instructor. Generally,

exam grades will be returned within one week following the exam.

Student Evaluation of Faculty

Student evaluations of instructors are considered important for faculty development in classroom and clinical teaching. Faculty is evaluated according to established UIW policy. Forms will be distributed to students at the end of the semester. The instructor will not be present at the time of this evaluation. The completed forms are collected by a selected student and given to the office designated on the envelope.

Academic Grievance Procedures

(Refer also to UIW Student Complaint Policy dated 10/27/05)

Nursing faculty make every attempt to maintain open communication with students and students are encouraged to seek help from advisors and course faculty regarding any academic concerns. Occasionally, students and faculty will disagree about the quality of a student's work. Academic grievance procedures are designed to insure open and fair communication between students and faculty in the event that disagreements occur.

Academic grievances are resolved through the efforts of the student, the faculty, and the administration of the nursing program. The main goals of the grievance procedures are to: 1) protect the rights of all parties involved—student, faculty and the University—throughout the instructional process; 2) provide a mechanism for problem-solving; and 3) achieve an equitable resolution of the problem as quickly as possible.

When a student and faculty member disagree about the quality of a student's work, the student should first discuss the problem with the individual faculty member(s) involved. If resolution has not been achieved between the student and involved faculty, then the student should meet with the Chair of the BSN Program. The Chair may ask all parties involved to be present during this meeting in order to facilitate resolution of the problem. The Chair may suggest mediation as a first step in resolving the problem.

Mediation

Mediation attempts to establish communication between people having disputes and assists them in finding a mutually acceptable solution. The end result of a successful mediation is that there are neither winners nor losers, but rather generally satisfied individuals that have arrived at an agreement, which resolves their dispute as they define it. Mediation is a confidential process; the agreements made by the parties involved are non-binding. While mediation is not available to settle grade disputes after the completion of a course, often the use of mediation can help individuals arrive at an agreement before a final grade is determined. Anyone may initiate mediation. To initiate mediation, contact the Chair, BSN Program or the Counseling Center, 829-3127.

Grievance Procedure

If mediation is not appropriate or does not result in agreement satisfactory to the student and faculty member, the student may ask, in writing, for the formation of a Grievance Committee to further review the matter. Justifiable cause for grievance shall be defined as any act which is perceived as either a prejudiced or capricious action on the part of a faculty member in the evaluation of a student's performance or an arbitrary action or imposition of sanctions without regard for due process.

Prior to the appointment of a committee, the Dean of the School of Nursing and Health Professions shall first determine whether the request for the formation of this committee is meritorious. If the Dean determines that the request is not meritorious the committee shall not be formed and the quality of the student's work will be as originally determined by the faculty member. The Dean's decision on the merit of the issue shall be final.

In the event the grievance is determined to have merit, the grieving party shall do the following:

1. Complete an original and one copy of the Grievance Report form (obtained from the Nursing Office).
2. Within 7 working days, submit form simultaneously to the individual against whom grievance is filed, and to the Chair, BSN Program. In the event the instructor in question is the Chair, submit form to the Dean, School of Nursing and Health Professions.
3. Within 7 working days after the receipt of the Grievance Report form, a Grievance Committee is formed. The members are selected by lot drawing of those faculty members not a party to

the grievance. The BSN Program Chair will supervise the drawing. Membership will consist of three nursing faculty members, one non-nursing faculty member from the School of Nursing and Health Professions and one student member if desired by the grieving party. This student will be randomly selected from the nursing class of which the student is not a member. The chairperson of the committee will be the first faculty member drawn. The chairperson will contact all members to establish a time when all parties can meet. The chairperson will vote only if there is a tie. All members of the Committee will sign an agreement to maintain the confidentiality of the committee proceedings.

4. Within 7 working days, the Grievance Committee will meet to deliberate the filed grievance. Both the student and faculty member(s) will have an opportunity to meet with the Committee and present information and evidence relevant to the grievance. The student may bring an advocate who may serve in an advisory role to the student but who may not participate in the proceedings. Only individuals directly involved in the grievance will be allowed to speak with the committee. The grievance process is an internal university procedure and as such neither the grieving party nor the university will be represented by legal counsel. Further, any written material submitted as evidence will be available to all committee members and released by written permission of the involved parties.
5. The committee will keep records of the proceedings and will submit a written recommendation to the BSN Program Chair regarding the committee's deliberations. The Chair will forward the committee's recommendation to the Dean. The committee's decision(s) shall be final.
6. The Dean will send a letter to the student detailing the outcome of the Grievance Committee's deliberations.
7. Records of the Grievance Committee's deliberations will be kept in a separate file in the Nursing Office.

**STUDENT COMPLAINTS RELATED TO
FACULTY DECISIONS ABOUT STUDENT COURSE WORK
Procedure Guidelines**

(Approved by VPASA, 10/27/05, and Faculty Senate, 10/26/05)

The University of the Incarnate Word (UIW) is committed to maintaining a learning environment which promotes academic excellence and personal development. The following procedure guidelines assure students the opportunity to register their complaints about what they believe to be unfair treatment involving their academic work and to receive prompt resolution of matters related to the complaint.

“Unfair treatment” applies to any act which may be perceived as either prejudiced or arbitrary in the evaluation of a student’s performance, or in the imposition of sanctions without regard for due process.

Students are to complete the following steps:

1. Informal Meeting with the Instructor to Resolve a Complaint

The student should seek resolution of a complaint by talking to the instructor as soon as an incident of perceived unfair treatment occurs. After this step, the student may decide to initiate a Formal Conference for the record.

2. Formal Conference with the Instructor to Resolve a Complaint

The student is responsible for initiating a Formal Conference by completing Part I of the Conference Documentation Form obtained from the office of the Dean in whose college/school the instructor resides.

- a. The student completes Part 1 of the Documentation Form (attached, page 3) and then meets with the instructor within 10 school days of the alleged unfair treatment, or in the case of a final grade, before the beginning of the semester following the alleged unfair treatment. The student explains the complaint and attempts to resolve the matter with the instructor.
- b. The instructor will sign the form acknowledging that there was discussion with the student about the complaint and indicate whether she/he is providing comments.
- c. The instructor may provide written comments as an attachment to the complaint form. The comments must be provided to the student within three days of meeting with the student.
- d. After the conference, the student completes Part 2 of the Documentation Form and signs the document.
- e. The student delivers this form, and any written comments provided by the instructor, in a sealed envelope to the Dean of the college/school in which the instructor resides.

3. Appeal to the Dean

If the complaint is not resolved to the satisfaction of the student, the student shall have the right to appeal a decision in writing to the Dean or a person designated by the Dean. The student completes the form called the Appeal Form for Student Complaints about

Faculty Decisions (attached, page 4), and delivers it in a sealed envelope to the appropriate Dean's office within three school days of meeting with the instructor.

1. To begin the appeal process, the student completes the Appeal Form for Student Complaints about Faculty Decisions and attaches to the form a written statement a) of the complaint, b) the student's perception of the results of the conference with the instructor, and c) reasons why the meeting did not resolve the matter of the alleged unfair treatment.
2. The Dean shall meet with the instructor, and others as appropriate, to clarify the relevant facts and perceptions in the matter.
3. The Dean shall meet with the student* to clarify the relevant facts and perceptions in the matter as described in the student's written statement.
4. The Dean then makes a decision on the matter.

As an alternative, the Dean has the option of deciding to convene a review committee.

2. a. The Dean creates a committee consisting of at least two faculty, and one of these, if possible, from the same department as the faculty being complained about, and a student (the SGA School Senator is one possibility), who is not in the same course as the complainant. The Dean shall appoint one of the faculty to chair the meeting.
 3. a. The committee will meet with the student** and the instructor.
 4. a. The committee shall report its findings and recommendations to the Dean who makes a decision on the matter.
5. The Dean's decision shall be communicated in writing to the student and the instructor within 10 school days of receipt of the student's completed Appeal Form for Student Complaints about Faculty Decisions.
 6. The Dean's decision is final and there is no further appeal to another administrator or office.

If the complaint involves an individual assignment grade or a final grade, the Dean may ask the instructor to change the grade only in cases involving a procedural error in the conduct of the course or due to evidence of unfair treatment.

7. Records of the Dean's decision shall be kept in a file separate from the faculty permanent file in the Dean's Office.

*The student may choose to bring an observer to the meeting. The role of observers is to provide support but they may not actively participate in the conversation. If an observer is present, the Dean may also choose an observer to be present. If the student's observer is also a lawyer, the Dean shall postpone the meeting until university counsel can be present.

** The student may choose to bring an observer to the meeting. The role of observers is to provide support but they may not actively participate in the conversation. If the student's observer is also a lawyer, the faculty chair shall notify the Dean and postpone the meeting until university counsel can be present and the Dean will then chair the meeting.

FORMAL CONFERENCE DOCUMENTATION FORM
(For a Student Complaint about an Instructor's Decision)

Part 1

The student completes this part **prior to the meeting** with the instructor.

Student Name: _____ ID #: _____

UIW email: _____ Phone/cell: (____) _____

Address: _____

Instructor's Name: _____ UIW extension #: _____

Issue (completed by the student prior to the conference):

.....

By signature I acknowledge that I have met with the above named student to discuss this issue. I am/am not (circle one) providing written comments. (Comments must be submitted to your dean within three days of this meeting.)

Signature of Instructor: _____ Date: _____

Part 2

The student, **after the meeting**, describes whether resolution of the complaint was reached or not:

Signature of Student: _____ Date: _____

Whether there is resolution or not, the student delivers this form in a sealed envelope to the Dean of the college/school in which the instructor resides.

If resolution was not reached and the student wishes to appeal the instructor's decision, then the student requests from the Dean's Office the Appeal Form for Student Complaints about Faculty Decisions, completes it and returns to the Dean's Office within three days.

CC: Student and Instructor

**APPEAL FORM FOR STUDENT COMPLAINTS
ABOUT FACULTY DECISIONS***

Student Contact Information

Student's (Complainant's)

Name: _____

ID #: _____ UIW Email address: _____

Address: _____

Home Phone Number: _____ Cell: _____ Work: _____

Complaint Information

Date of the incident/complaint: _____

Time of the incident (if applicable): _____

Place the incident occurred (if applicable): _____

Name(s) of the instructor who made a decision that directly affected you and is the subject of your complaint: _____

Date of last conversation with such person(s) when you tried to resolve your complaint: _____

Please **attach a letter** explaining your complaint and the reasons why a decision or action that affected you should be changed.

What happens next?

- 1) Your complaint will be investigated by the appropriate college/school dean who will seek a fair solution, and report back to you in writing within 10 school days.
- 2) The final decision may not be appealed to a higher level.
- 3) Your file will be kept in the office where the final decision was made.

***PLEASE NOTE: UIW explicitly prohibits any member of the University community from harassing or retaliating against students who file complaints and appeal decisions.**

Student Signature: _____ Date: _____

OFFICE USE ONLY

Date Appeal Received: _____ Date Response Due: _____

Dean's Name: _____

Date Response Sent to Student: _____

Comments:

**STUDENT COMPLAINTS RELATED TO
FACULTY DECISIONS ABOUT STUDENT COURSE WORK
Receipt of Procedure Guidelines and Forms**

The University of the Incarnate Word (UIW) is committed to maintaining a learning environment which promotes academic excellence and personal development. Procedure guidelines assure students the opportunity to register their complaints about what they believe to be unfair treatment involving their academic work and to receive prompt resolution of matters related to the complaint.

Here is a summary of the Procedure Guidelines that explain the process a student must follow in registering a complaint:

1. Hold an Informal Meeting with the Instructor to Resolve the Complaint.

If the complaint is not resolved, the student may decide to initiate a Formal Conference for the record.

2. Hold a Formal Conference with the Instructor after filling out Part I of the Conference Documentation Form.

If the complaint is still not resolved to the satisfaction of the student, the student shall have the right to appeal a decision in writing to the Dean of the College/School in which the instructor resides.

3. Initiate the process of appealing to the Dean by completing the form called the Appeal Form for Student Complaints about Faculty Decisions.

I understand the basic 3-step process for resolving a complaint related to faculty decisions about student course work and realize that for further details I must read the Procedure Guidelines and Forms I have received. I also understand that the Dean is the appropriate administrator for making a final decision on the appeal and that I am not entitled to appeal to another administrator or office.

Print Student Name: _____

Student Signature: _____

Date: _____

Academic Resources

Faculty Advisors

Upon enrollment at UIW, each student is assigned a nursing faculty member who will serve as the student's advisor throughout the student's course of study in the nursing program. The faculty advisor is the key resource for assistance in matters relating to successful achievement in the nursing program. Students are urged to take advantage of this valuable resource for help in understanding program requirements, problem solving about academic concerns and career planning as well as planning academic schedules. Students are encouraged to make appointments as needed for special concerns and to meet at least once a semester for review of the degree plan and schedule planning. The advisor-student relationship is an important one and every effort will be made to assure that the student has regular access to advisement. See Dr. Caroline Spana, Chair of the BSN Program, if you have concerns about advisement or scheduling.

J.E. and L.E. Mabee Library

The University library maintains a large selection of books and journals related to nursing. In addition, the library provides access to approximately 30 major databases, including the major databases for nursing: CINAHL, Grateful Med, HaPI (Health & Psychological Instruments), MEDLINE, Psyc INFO.

The library reference librarians are available to assist the student with on-line searches and inter-library loans. Students may also receive instructions for connecting with the library via modem from a remote source.

Students may access the Internet and e-mail from the library.

Nursing Learning Resources Center (NLRC)

The Nursing Media Center, Nursing Skills Laboratory, and the Computer Laboratory comprise the Nursing Learning Resources Center. The Nursing Learning Resources Center is located on the second floor of the School of Nursing Building. Hours of operation are posted on Nursing Learning Resources Center door and in each skills laboratory. Outside of posted hours of operation, special arrangements can be made with the Coordinator for individual or group use of the Nursing Learning Resources Center and/or Demonstration Skills Laboratory. Students are encouraged to become familiar with and use the Nursing Learning Resources Center and Demonstration Skills Laboratory. The Nursing Learning Resources Center's extension number is 3984.

NLRC Policies and Procedures:

1. Requests for equipment and supplies use are to be made at least 48 hours in advance by submitting an equipment requisition form to the Nursing Learning Resources Center. Work-study students are available to assist in delivery, set-up, general maintenance and operation of equipment (hardware) and learning materials (software).
2. The work-study students can assist individuals in the Media Center and Computer Laboratory.
3. The Nursing Media Center provides a list of all video tapes and computer software available for faculty and student use. Designated equipment is available for off-campus study and weekend loan; borrowing personnel are required to return equipment within the time frame and assume responsibility or loss or damage. **Student grades will be held until borrowed items are returned or replaced.**
4. Faculty may place articles or books for seminars/classroom assignments on reserve in the Nursing Media Center.
5. On occasion, certain software is sent to the nursing school for preview. Notices are posted on bulletin boards: student, faculty, and Nursing Media Center.

6. Videotapes are for viewing in the Media Center and may not be checked out for personal viewing. Students can check out videotapes for use in a class project. The student will need to check the videotape out the morning of the presentation and return to the Media Center by 4:00 p.m. the day of the presentation.
7. Computer software is to be used in the nursing school computer laboratory. Individuals or small groups (i.e., 3-4 students) may view software. Students must make a reservation at the Nursing Media desk in order to use a computer. Students can reserve the computer for 1-hour time blocks.
8. Grades may be withheld until overdue materials are returned.

Nursing Skills Laboratory Policies and Procedures

The purpose of the Nursing Skills Laboratory is to encourage student proficiency in specified skills through the use of simulation devices, and to represent conditions enabling students to practice those skills to be carried out in the clinical. The student is expected to come to the Skills Laboratory prepared for lab. Each student will have a laboratory manual that lists specific activities that should be done prior to the laboratory session.

Faculty may wish to refer individual students for supervised practice on special techniques for which they need review. Arrangements are made through the Nursing Learning Resources Center (NLRC) Coordinator for pre-identified skills. Faculty may arrange to do supervised practice on techniques either in the labs as time is available or in their offices with students. Prescription forms are available through the secretary's office, Nursing Learning Resources Center, and the NLRC Coordinator.

Academic Computers

Nursing students may use their UIW laptop computers with wireless cards throughout the nursing building and the UIW campus. Additional computers are located in the Nursing Learning Resources Center and in the J.E. and L.E. Mabee Library.

Learning Assistance Center

The L.A.C. of the University is available for help or advice about study skills, time management, tutoring on specific nursing or help with writing papers. Faculty, on occasion, will refer students to the L.A.C. as part of a course requirement. The L.A.C. is located on the 2nd floor of the Administration building.

Counseling Center

The University Counseling Center has a staff of two licensed counselors for help with personal or academic problems. The counseling center staff can assist with test anxiety, coping with stress, or with serious personal problems. The service is free to all U.I.W. students. The counseling center is located in the Chapel Building.

Student Disabilities Services

The University maintains an office to assist students who have questions about the need for special accommodations due to a disability. Any nursing student who anticipates the need for assistance, support services, and reasonable accommodations related to a disability should contact Dr. Rhonda Rapp or Ada Soto □ Student Disabilities Services Office □ Administration Building - Room 117 □ Phone (210) 805-5813 □ Fax (210) 805-5895

Opportunities for Student Participation in the Nursing Department

Student Representation on the BSN Student Advisory Council

Students may participate in the governance of the nursing program through representation on the Student Advisory Council. This council consists of students from each level of the undergraduate nursing program who are elected by their peers. In addition to students, membership on the council includes the dean, and the faculty who chair major committees of the Nursing Faculty Organization. See Appendix D for the Faculty Bylaws and description of the council.

Student Nurses' Association

The National Student Nurses' Association (NSNA) is the professional organization at national, state, and nursing school levels for students of nursing. The purpose of the association is to encourage participatory responsibility in commitment to the provision of the higher quality health care; to develop professional identity as a nurse, to foster leadership skills, to encourage nursing education, and to promote relationships with national and international nursing organizations. All nursing students are enrolled as members of the National Student Nurses Association upon enrolling in the nursing program. Students who wish may opt out of membership. The UIW nursing faculty strongly supports this opportunity for students to become active members of their professional nursing organization.

Sigma Theta Tau International Nursing Honor Society

The University of the Incarnate Word and the UT Health Science Center at San Antonio jointly sponsor the Delta Alpha chapter of STTI Honor Society. STTI recognizes students who demonstrate high scholastic achievement and leadership potential. The purpose of the honor society is to foster high professional standards and strengthen commitment to the ideals and purposes of the organization, including seminars, workshops, speakers, and other functions in the interest of the nursing community.

Undergraduate nursing students who have completed more than ½ of the BSN curriculum, have a minimum cumulative GPA of 3.0, and are ranked in the top 35% of their class are eligible to apply for membership in STTI. Students in the generic (basic) nursing program are eligible after completion of the 3rd semester. Students in the RN-BSN completion program (ADCaP) are eligible after completion of four 8-week terms in the nursing program. The Honor Society faculty sponsor will notify students who are qualified to apply for the Honor Society.

Appendix A: ELIGIBILITY FOR LICENSE

The following is excerpted from the *Texas Nursing Practice Act, RULES AND REGULATIONS relating to NURSE EDUCATION, LICENSURE AND PRACTICE* (<http://www.bne.state.tx.us>)

Disciplinary Guidelines for Criminal Conduct

This document is provided by the board to inform licensees and the public of the board's view of the effect of the first commission of certain crimes on nurse licensure and applicants for licensure. In some instances, the document may provide guidance when multiple crimes are at issue. This list is not exhaustive. Additionally, for further information, please review the Nursing Practice Act (NPA), Texas Occupations Code ch. 301, board's rules at 22 Texas Administrative Code chs. 211 - 227, and the board's disciplinary policies located on the board's [web site](#).

The board may require evaluations from Board-approved evaluators to better determine the appropriate recommendation and/or to determine whether an individual is safe to practice nursing and able to comply with the NPA and Board's rules and regulations. The Board will also consider an offense under the law of another state, federal law, or the Uniform Code of Military Justice that contains elements that are substantially similar to the elements of an offense listed in this guideline. Other applicable laws and rules are Texas Occupations Code ch. 53 and 22 Texas Administrative Code §§ 213.27 - 213.30.

Each case is considered on its own merits. The following list includes some of the factors the Board will use in its case-by-case analysis:

- the nature and seriousness of the crime, i.e. absence of criminal plan or premeditation, presence of contributing influences, evidence of immature thought process/judgment at the time of activity, etc.;
- failure to disclose criminal offense to the Board;
- the actual damages, physical or otherwise, resulting from the criminal activity;
- the extent and nature of the person's past criminal activity;
- conduct evidences a lack of truthfulness or trustworthiness;
- the age of the person when the crime was committed;
- the amount of time that has elapsed since the person's last criminal activity;
- work activity of the person before and after the criminal activity;
- evidence of the person's rehabilitation or rehabilitative effort while incarcerated or after release;
- a record of steady employment and has supported his or her dependents;
- other evidence of the person's present fitness, including letters of recommendation from: prosecutors and law enforcement and correctional officers who prosecuted, arrested, or had custodial responsibility for the person; the sheriff or chief of police in the community where the person resides; and any other persons in contact with the person;
- paid all outstanding court costs, supervision fees, fines, and evidence of restitution to both victim and community;
- whether conduct indicates inability to practice nursing in an autonomous role with patients/clients, their families and significant others and members of the public who are or who may become physically, emotionally or financially vulnerable;

- evidence of remorse;
- evidence of current maturity and personal accountability;
- evidence of having learned from past mistakes;
- evidence of current support structures that will prevent future criminal activity;
- evidence of current ability to practice in accordance with the Nursing Practice Act, Board rules and generally accepted standards of nursing;
- the extent to which a license might offer an opportunity to engage in further criminal activity of the same type as that in which the person previously had been involved;
- the relationship of the crime to the ability, capacity, or fitness required to perform the duties and discharge the responsibilities of nursing practice;
- whether imprisonment followed a felony conviction, felony community supervision revocation, revocation of parole or revocation of mandatory supervision;
- conduct that results in the revocation of probation imposed because of criminal conduct;
- evidence of the licensee's safe practice;
- Expunction, nondisclosure of criminal offense;
- Successful completion of probation/community supervision;
- if criminal activity due to chemical dependency including alcohol, evidence of evaluation and treatment, after care and support group attendance (written verification of compliance with any treatment); and
- if criminal activity due to mental illness, evidence of evaluation, including a prognosis, by a psychologist or psychiatrist, evidence of treatment, including any medication (written verification of compliance with any treatment).

Students must be aware that there may be circumstances that prevent a candidate from eligibility for licensure. Refer to the Board of Nursing website for details on how to apply for a declaratory order.

Appendix B: Rules and Regulations Related to Unsafe Clinical Practice

The following is excerpted from the *Texas Nursing Practice Act, RULES AND REGULATIONS relating to NURSE EDUCATION, LICENSURE AND PRACTICE* (<http://www.bne.state.tx.us>)

Students should be aware that the following examples of unprofessional conduct may be grounds for failure and / or ineligibility for progression in the nursing program.

RULE §217.12 Unprofessional Conduct

The unprofessional conduct rules are intended to protect clients and the public from incompetent, unethical, or illegal conduct of licensees. The purpose of these rules is to identify unprofessional or dishonorable behaviors of a nurse which the board believes are likely to deceive, defraud, or injure clients or the public. Actual injury to a client need not be established. These behaviors include but are not limited to:

- (1) Unsafe Practice--actions or conduct including, but not limited to:
 - (A) Carelessly failing, repeatedly failing, or exhibiting an inability to perform vocational, registered, or advanced practice nursing in conformity with the standards of minimum acceptable level of nursing practice set out in Rule 217.11.
 - (B) Carelessly or repeatedly failing to conform to generally accepted nursing standards in applicable practice settings;
 - (C) Improper management of client records;
 - (D) Delegating or assigning nursing functions or a prescribed health function when the delegation or assignment could reasonably be expected to result in unsafe or ineffective client care;
 - (E) Accepting the assignment of nursing functions or a prescribed health function when the acceptance of the assignment could be reasonably expected to result in unsafe or ineffective client care;
 - (F) Failing to supervise the performance of tasks by any individual working pursuant to the nurse's delegation or assignment; or
 - (G) Failure of a clinical nursing instructor to adequately supervise or to assure adequate supervision of student experiences.
- (2) Failure of a chief administrative nurse to follow appropriate and recognized standards and guidelines in providing oversight of the nursing organization and nursing services for which the nurse is administratively responsible.
- (3) Failure to practice within a modified scope of practice or with the required accommodations, as specified by the board in granting a coded license or any stipulated agreement with the board.
- (4) Careless or repetitive conduct that may endanger a client's life, health, or safety. Actual injury to a client need not be established.
- (5) Inability to Practice Safely--demonstration of actual or potential inability to practice nursing with reasonable skill and safety to clients by reason of illness, use of alcohol, drugs, chemicals, or any other mood-altering substances, or as a result of any mental or physical condition.
- (6) Misconduct--actions or conduct that include, but are not limited to:
 - (A) Falsifying reports, client documentation, agency records or other documents;
 - (B) Failing to cooperate with a lawful investigation conducted by the board;
 - (C) Causing or permitting physical, emotional or verbal abuse or injury or neglect to the client or the public, or failing to report same to the employer, appropriate legal authority and/or licensing board;
 - (D) Violating professional boundaries of the nurse/client relationship including but not limited to physical, sexual, emotional or financial exploitation of the client or the client's significant other(s);
 - (E) Engaging in sexual conduct with a client, touching a client in a sexual manner, requesting or offering sexual favors, or language or behavior suggestive of the same;
 - (F) Threatening or violent behavior in the workplace;
 - (G) Misappropriating, in connection with the practice of nursing, anything of value or benefit, including but not limited to, any property, real or personal of the client, employer, or any other person or entity, or failing to take precautions to prevent such misappropriation;

(H) Providing information which was false, deceptive, or misleading in connection with the practice of nursing;

(I) Failing to answer specific questions or providing false or misleading answers that would have affected the decision to license, employ, certify or otherwise utilize a nurse; or

(J) Offering, giving, soliciting, or receiving or agreeing to receive, directly or indirectly, any fee or other consideration to or from a third party for the referral of a client in connection with the performance of professional services.

(7) Failure to repay a guaranteed student loan, as provided in the Texas Education Code §57.491, or pay child support payments as required by the Texas Family Code §232.001, et seq.

(8) Drug Diversion--diversion or attempts to divert drugs or controlled substances.

(9) Dismissal from a board-approved peer assistance program for noncompliance and referral by that program to the BNE.

(10) Other Drug Related--actions or conduct that include, but are not limited to:

(A) Use of any controlled substance or any drug, prescribed or unprescribed, or device or alcoholic beverages while on duty or on call and to the extent that such use may impair the nurse's ability to safely conduct to the public the practice authorized by the nurse's license;

(B) Falsification of or making incorrect, inconsistent, or unintelligible entries in any agency, client, or other record pertaining to drugs or controlled substances;

(C) Failing to follow the policy and procedure in place for the wastage of medications at the facility where the nurse was employed or working at the time of the incident(s);

(D) A positive drug screen for which there is no lawful prescription; or

(E) Obtaining or attempting to obtain or deliver medication(s) through means of misrepresentation, fraud, forgery, deception and/or subterfuge.

(11) Unlawful Practice--actions or conduct that include, but are not limited to:

(A) Knowingly aiding, assisting, advising, or allowing an unlicensed person to engage in the unlawful practice of vocational, registered or advanced practice nursing;

(B) Violating an order of the board, or carelessly or repetitively violating a state or federal law relating to the practice of vocational, registered or advanced practice nursing, or violating a state or federal narcotics or controlled substance law;

(C) Knowingly aiding, assisting, advising, or allowing a nurse under Board Order to violate the conditions set forth in the Order; or

(D) Failing to report violations of the Nursing Practice Act and/or the Board's rules and regulations.

(12) Leaving a nursing assignment, including a supervisory assignment, without notifying the appropriate personnel.

(13) Criminal Conduct--including, but not limited to, conviction or probation, with or without an adjudication of guilt, or receipt of a judicial order involving a crime or criminal behavior or conduct that could affect the practice of nursing.

Source Note: The provisions of this §217.12 adopted to be effective September 28, 2004, 29 TexReg 9192

Appendix C: Nursing Faculty Committee By-laws

Article VI

COMMITTEES

Section 1: The standing committees of the Nursing Faculty Organization shall be:

- a. BSN Curriculum Committee
- b. BSN Student Affairs Committee
- c. Program Evaluation Committee
- d. MSN Committee
- e. Student Advisory Council

The chairpersons and committee members will be appointed by the Nursing Faculty Organization Chairperson in consultation with the Dean, School of Nursing and Health Professions, considering individual interests and abilities.

Each standing committee shall review, develop and recommend revisions in the Nursing Faculty by-laws. Each committee shall also periodically review and make recommendations for revisions pertinent to long-range plans.

Section 2: The BSN Curriculum Committee shall meet monthly and as necessary.

- a. Membership: The members of this committee shall consist of not less than three faculty members, one of whom is chairperson, and two undergraduate nursing students. The BSN Program Chair and Dean shall serve as ex-officio members.
- b. Functions: The BSN Curriculum Committee acts as an agent of the faculty of the School of Nursing in all matters pertaining to curriculum planning, development, and evaluation of the undergraduate Nursing program. Specifically, the Committee shall:
 1. Review and manage curriculum as described in the standards and criteria for appraisal of baccalaureate nursing programs.
 2. Review all curriculum materials to assure congruence with the mission of The University and program philosophy, purpose and objectives.
 3. Recommend qualified consultants for specific aspects of the curriculum.
 4. Provide for periodic orientation and interpretation of curriculum design as needed or requested by faculty members.
 5. Assume responsibility for curriculum reports to the nursing faculty and administration.

Section 3: The BSN Student Affairs Committee shall meet bi-monthly and as necessary.

- a. Membership: The members of this Committee shall consist of not less than three faculty members, one of whom is chairperson, and two undergraduate students. The BSN Program Chair and Dean shall serve as ex officio committee members.
- b. Functions: The Committee shall:

1. Develop and recommend criteria for student admission, retention, promotion and graduation.
2. Review all applications for admission to the undergraduate nursing major and make recommendations relative to such admissions.
3. Make decisions about the retention of failing students in accordance with the established policy on promotion and retention, or make recommendations to the nursing faculty in situations falling outside of established policy.
4. Develop and recommend policies for student welfare, rights and responsibilities.
5. Develop, recommend, and assist in implementing measures that foster general health and welfare of students.
6. Develop and recommend policies for handling of students' grievances.
7. Coordinate selection of student representatives to all Nursing Faculty Organization Standing Committees in order to assure student involvement in the development of admission, promotion and graduation criteria, in curriculum planning and program evaluation.

Section 4: The Program Evaluation Committee shall meet monthly and as necessary.

- a. Membership: The members of this committee shall consist of not less than three faculty members, one of whom is chairperson, and two students, one undergraduate and one graduate.
- b. Functions: This Committee coordinates all evaluations within the Nursing program. In order to achieve this, the Committee shall:
 1. Coordinate the implementation of the Nursing Program Evaluation Plan, to include reports and surveys completed by faculty, students, graduates, peers, employers, and personnel from clinical agencies.
 2. Gather and analyze evaluation data from Nursing Faculty Organization Committees, Program Chairs, and Administration relative to the University mission statement and School of Nursing philosophy statements.
 3. Report evaluation findings to the Nursing Faculty Organization, students, and community with recommendations for program goals based on findings.
 4. Develop systematic procedures to review the School of Nursing Evaluation Plan and make recommendations for revisions as needed.

Section 5: BSN Student Advisory Committee shall meet once a month and as needed.

- a. Membership: The members of this committee shall consist of the chairs of the following committees: BSN Curriculum, BSN Student Affairs, Program Evaluation and two students elected from each level of the generic undergraduate nursing program. Students are elected for two academic semesters or one academic year. Students may be reelected for an additional term. The chairperson will be a student, elected by the committee members at their first meeting.
- b. Functions: The BSN Student Advisory Committee shall provide input and advice to the Nursing Faculty Organization regarding matters of curriculum, student affairs policies, and program evaluation.

Section 6: Ad Hoc committees may be appointed for specific activities and are automatically dissolved when their work has been accomplished.

Section 7: All committees, both standing and Ad Hoc, shall report their activities at all regular meetings of the faculty and submit written minutes to the Administrative Secretary of the Nursing Faculty Organization for record.