

Department of Nursing
STUDENT HANDBOOK

RN to BSN



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The Department of Nursing supports and complies with university policies. This handbook was developed to inform nursing students of LSUA Department of Nursing (DON) policies. Students enrolled in the RN-BSN nursing program are expected to comply with all policies as outlined in the DON RN-BSN Student Handbook and University policies. The student handbook is intended to supplement the University catalog to provide guidelines for students as they progress through the nursing curriculum. The handbook is updated as necessary and updated on [the RN-BSN homepage](#).

Vision

To be recognized as a leader in nursing education preparing professional nurses that have a positive impact on the health of their community.

Mission Statement

The mission of the nursing education unit reflects the governing organization's core values and is congruent with its mission/goals. The governing organization and program have administrative capacity resulting in effective delivery of the nursing program and achievement of identified program outcomes.

Statement of Philosophy and Purpose

The faculty of the Department of Nursing has established the following mutually agreed upon statement of philosophy and purpose:

Nursing education is based on the acquisition and application of concepts from nursing, the humanities, and the biological, social, natural, and behavioral sciences. Learning is an interactive, goal oriented process that guides a diverse population of students in the acquisition of knowledge, skills, and attitudes needed to function in the health care setting and society

The person is a holistic being of uniqueness and innate worth. The person has rights, freedoms, and responsibilities and exists as an individual, families, or communities. The person has physical, developmental, emotional, psychosocial, cultural, spiritual, and functional needs that influence the human experience. The person is a dynamic being who interacts with, influences and is influenced by a constantly changing environment.

Environment is the set of conditions, circumstances and factors, both internal and external, that surround, interact with and influence the person. The environment, which is fluid and ever changing, is in constant dynamic exchange with the person.

Health is a human experience involving the wholeness of the person. It is a state of optimal functioning and exists on a continuum of wellness and illness.

As an art and a science, nursing is a profession that responds to the holistic needs of individuals, families, and communities. Nursing is committed to the care of persons on all points on the

health continuum. Nursing is, a partnership with the person involving promotive, restorative, and supportive roles and practice. Nursing care is accomplished through application of the nursing process and incorporation of professional standards. (ANA Standards, NLN, QSEN).

Program Description

RN to BSN Program

This program is designed to provide qualified registered nurses educational opportunities to broaden their career pathway. This degree also prepares students for graduate-level study.

Designed for the non-traditional working RN, the RN to BSN Program offers 100% online courses in seven weeks. Learning experiences in practicum courses are designed to facilitate achievement of course objectives and complement the student's career and academic goals.

Accreditation

All programs offered by the DON at LSUA are approved by the Louisiana State Board of Nursing (LSBN) 17373 Perkins Rd., Baton Rouge, LA 70810, telephone 225-755-7500 fax 225-755-7564 www.lsbm.state.la.us and accredited by the Accreditation Commission for Education in Nursing, Inc. (ACEN) at the following address: 3390 Peachtree Road, Suite 1400, Atlanta, Georgia 30326, Phone:404-975-5000, www.acenursing.org

Student Learning Outcomes

RN to BSN Program

Students graduating from the RN to BSN Program will:

1. Integrate nursing leadership theories in professional practice.
2. Utilize principles of communication effectively in professional nursing practice.
3. Apply and share research findings after critical analysis to promote evidence based nursing practice.
4. Integrate professional standards in nursing practice to ensure delivery of safe, quality, patient centered care.
5. Demonstrate professional nursing practice through collaboration and advocacy.
6. Utilize concepts of information systems to support nursing practice.

Academic and Professional Standards

RN BSN Program Admission Criteria

The RN returning to the University for their RN to BSN Degree must meet all the following requirements to be admitted into the program:

1. Hold an associate degree in nursing from an accredited nursing program.
2. Provide verification of an unencumbered RN license in the United States.
3. Be unconditionally admitted to the University and have declared RN to BSN as a major (see catalog for admission procedures).
4. Have at least a grade of “C” in each of the general education courses required by the Bachelor of Science in Nursing.
5. Have an overall GPA of 2.25 or higher.
6. Submit all official transcripts from other Universities.

Transfer students requesting permission to receive credit for 3000 and 4000-level nursing courses must have successfully completed equivalent nursing courses from other universities within the previous five years.

Students previously enrolled in the RN-BSN program at LSUA applying for readmission will be required to repeat BSN core courses that were completed more than 5 years ago.

After admission to the University, an individualized program of study will be written by a nursing advisor.

Degree Requirements

1. Student must complete all the requirements pertaining to baccalaureate degrees as prescribed in the Louisiana State University Catalog under degree requirements.
2. Students must complete 30 hours of 3000/4000 nursing courses.
3. Students are required to make a grade of “C” or higher in all non-nursing and nursing courses applied to the BSN curriculum.
4. Students must complete the degree within 5 years of taking the first BSN course.

Core Performance Standards for Admission and Progression

It is the policy of LSUA Department of Nursing not to discriminate and to render all services without regard to race, color, religion, national origin, age, sex, veteran status, political affiliation, disabilities, or in accordance with EWE 92-7 because of an individual's sexual orientation. Thus, in compliance with the American with Disabilities Act of 1990, all individuals regardless of disability are afforded equal opportunity for admission and to achieve the same results for progression as specified in course objectives as that afforded others. For individuals with disabilities, reasonable and acceptable modifications to all parties are made to policies, practices, or procedures, when such modifications are necessary to measure achievement of course objectives; unless doing so would fundamentally alter course objectives and/or client safety. Modifications are offered at no additional charge. The student reserves the right to refuse these accommodations. Students with documented disabilities who have requested modifications to policies, practices, or procedures in the Department of Nursing may file a grievance if they believe that they did not receive appropriate accommodations or services, or if they believe they have been treated in a discriminatory manner, in accordance with LSUA Policy Statement 207.

Necessary Skills	Standard	Examples of Activities (Not All Inclusive)
Critical Thinking	Critical thinking ability sufficient for clinical judgment	Identify cause-effect relationships in clinical situations, develop nursing care plans accordingly.
Interpersonal Communication	Interpersonal communication skills and abilities sufficient to interact with individuals, families, and communities from a variety of social, emotional, cultural, and intellectual backgrounds, in verbal and written forms	<p>Establish and maintain rapport with patients, colleagues, and other healthcare providers.</p> <p>Explain treatments, provide health teaching, document, and interpret nursing actions and patient responses.</p> <p>Evaluate verbal and written instruction and orders, laboratory or radiographic orders, care plans, and treatments.</p> <p>Assess patient's status and medical/surgical health history, and communicate accordingly through appropriate mechanisms, such as client record, nursing care plan, and admission data sheet</p>

Necessary Skills	Standard	Examples of Activities (Not All Inclusive)
Mobility	Physical abilities sufficient to move from room to room and maneuver in small spaces	<p>Move freely and efficiently in patient's rooms, work spaces, and treatment areas.</p> <p>Administer treatments and cardiopulmonary procedures.</p> <p>Lift, move, position, and transport patients without causing injury, undue pain, or discomfort to the patient, or oneself.</p> <p>Transport and manipulate all fixed and mobile equipment in a timely, cautious, and safe manner.</p>
Motor Skills	Gross and fine motor abilities sufficient to provide safe and effective nursing care	Calibrate and manipulate equipment necessary to provide treatments and medications for patient care.
Hearing	Auditory ability sufficient to monitor and assess patient's health needs	Hear monitor alarms, emergency signals, auscultatory sounds, or cries for help.
Visual	Visual ability sufficient for observation and assessment necessary in nursing care	Sufficient vision for inspection and assessment of clients, monitoring client activities/ responses in relation to safety needs, and reading all documentation and monitoring devices.

Necessary Skills	Standard	Examples of Activities (Not All Inclusive)
Tactile	Tactile ability sufficient for physical assessment	Perform palpation, functions of physical examination, and therapeutic interventions, such as inserting a catheter, or initiating an IV.
Behavioral	Possess and exhibit sufficient psychological equilibrium, motivation, and flexibility to function in new and stressful environments	Demonstrate caring and empathy, while functioning with increasing workloads, responsibilities, and assignments.

Adopted from Southern Council on Collegiate Education for Nursing (2010).
(Note addition by LSUA Nursing Faculty of "Maintain Patient Safety".)

Health Information

RN to BSN Students: Students must be in compliance with healthcare agency policy.

Additional information may be requested to ensure compliance with the policies and procedures of the clinical agency.

Retention and Progression

To satisfactorily progress in all nursing programs a student must:

1. Maintain an overall grade point average of 2.0 or higher.
2. Achieve a grade of “C” or higher in the theory component of each required nursing course. The following grading scale is used by the Department of Nursing:
 - 100 – 93 (A)
 - 92 – 85 (B)
 - 84 – 77 (C)
 - 76 – 65 (D)
 - 64 – 0 (F)
3. Course Failures: RN-BSN students must maintain a 2.0 GPA at the conclusion of every semester. The first semester the RN-BSN student falls below a 2.0 GPA, the student must sit out a seven-week session. During the seven weeks, the student will meet with their advisor or the RN-BSN Program Coordinator to develop a curriculum plan; ensuring student needs are met for successful completion of the program. The second semester the

RN-BSN student falls below a 2.0 GPA, they will be dismissed from the program. The student can re-apply for the program 12 months after dismissal.

4. Withdrawals: Students withdrawing from two courses in one session, will be allowed to continue in the program. If said student, withdraws from courses in two consecutive sessions, they will be required to withdraw from the program for one academic year. At the conclusion of that year, students will continue to resume coursework in the RN-BSN program with an updated curriculum plan.
5. Progression in the nursing program reflects the student's commitment to the profession of nursing and demonstrates professional responsibility. You are responsible for understanding these policies as they pertain to your success in the program. Students are permitted to repeat only two nursing courses. Students are permitted to enroll in any nursing course no more than two times.

Probation/Suspension/Dismissal

Probation

A student may be placed on probation and is subject to dismissal when failing to comply with certain standards. Probation in the Department of Nursing serves as notice to the student that a violation of standards has been committed when:

Professional Probation

Lack of professional compatibility is demonstrated. Such status is a warning that an additional violation will result in immediate dismissal from the Department of Nursing. Professional compatibility is demonstrated by consistently meeting standards described in the Louisiana Nursing Practice Act, the American Nurses Association Code of Ethics, LSUA's Student Code of Conduct, and LSUA's Department of Nursing's Policies. The Louisiana Nurse Practice Act is available in the James C. Bolton Library or from the [Louisiana State Board of Nursing](#).

Suspension

A student who is arrested, charged with, convicted of, pled guilty or no contest to, or sentenced for any criminal offense in any state or foreign country will be immediately suspended from any nursing courses. Suspension will remain in effect until a decision is made by the appropriate State Board of Nursing.

Dismissal

A student found guilty of any of the following will be dismissed from the Department of Nursing and subject to university disciplinary procedures:

- Academic cheating
- Plagiarism
- Unauthorized possession of examinations
- Falsification of patient and/or agency records
- Falsification of any LSUA documents
- Illegal possession, sale, use, or distribution of drugs
- Illegal possession of weapons

- Theft
- Violation of Patient Confidentiality (HIPAA)
- Positive Drug Screen
- Any other activity incompatible with professional behaviors delineated in the Nurse Practice Act.

Appeal Process

To make an appeal, the student should write a formal letter addressed to the RN-BSN Program Coordinator. The letter should be emailed to Dr. Catherine Doyle, cdoyle@lsua.edu. The subject of the email should contain the student last name followed by appeal letter. In the letter, students should include contact information for follow-up, extenuating circumstances leading to the request for appeal, and plans for success in future courses. Official documentation supporting the stated extenuating circumstances (i.e., death certificates, letters from doctors or attorneys, records from hospitals, etc.) needs to be mailed directly from the official agency to the Department of Nursing. Scanned, emailed, or hand-carried documents will not be accepted. Students should also submit a current unofficial transcript, if possible. A student appeal will only be entertained by this committee one time on the same issue. The Nursing faculty's final decision on the appeal will stand.

State Board of Nursing Criteria

RN-BSN students must maintain an unencumbered Registered Nursing license during all aspects of program enrollment.

After verification of an unencumbered RN license from an accredited program upon enrollment in the RN to BSN Program, any subsequent disciplinary action by the appropriate State Board of Nursing shall be reported immediately to the Chair, Department of Nursing. Failure to report any and all subsequent disciplinary actions, arrests, or impairments may result in dismissal from the program.

Evaluation of Teaching Effectiveness

Students complete structured evaluation of the faculty, the course, and clinical facilities upon completion of each individual nursing course. These tools may demonstrate strength and/or improvement opportunities in the course content, instructional materials, textbooks, faculty presentation, and clinical facilities. For these reasons, care and attention should be given to objectively evaluate each course, faculty member, and clinical facility.

Attendance Policy

The Department of Nursing adheres to the University's Attendance Policy (PS 206). To derive optimum benefits from a course, the student must log into and participate in courses weekly. Not participating in weekly coursework will be considered an absence from the course. Absence from class for any reason will result in a loss for the student. When excessive, the student is a

risk of failing or being dropped from the course. Participation in online learning activities as outlined on the course schedule is documentation of attendance in the virtual classroom. Please refer **to additional** information related to attendance policies in **Policy Statement 206 Student Class Attendance Policy**.

Once a course begins, it is essential to log in within 24 hours in order to prevent being administratively dropped from the course.

Late Assignments

- Discussion forums and quizzes must be completed by due date. Late submission will not be accepted.
- Written assignments will be accepted for up to a week after the original due date. Late assignments submitted within the first week are subject to a 10%-point deduction. No assignments will be submitted after 7 days without the approval of the course instructor. All assignments must be submitted to measure achievement of course objectives.

Response time and feedback on assignments

Timely response and feedback to students is essential for clear communication. Emails will be answered within 24 hours on weekdays and 48 hours on weekends of receipt and is the most efficient means of communicating in this course.

Written assignments will be graded within 96 hours of the due date. Feedback comments and grade will be submitted to Moodle for review. Discussion boards will be monitored for original postings and responses. Comments will be offered on each discussion board. Grades will be posted within a week of the discussion board closing. If it is necessary to alter response times articulated above, this will be clearly communicated to students in a timely fashion.

Computer Competency

Students should have access to a computer with Internet access and demonstrate basic computer skills including producing word documents, saving multiple file formats; send email with attachments; manage pop-up blockers and manage the LSUA email account. Students should also be able to navigate Moodle, access course documents posted on Moodle, participate in discussion board, and complete posted assignments including online testing.

Plagiarism Policy

Plagiarism (quoting or paraphrasing someone else's words and claiming them as your own) is academic dishonesty and is a serious offense for which you can receive an "F" for a class. Most plagiarism is accidental, so to help you avoid plagiarism please read **LSUA Policy Statement 228 Code of Student Conduct**.

Email Address

All students are required to use their email address provided by LSUA. Frequent memos, information updates, etc. may be sent via email; therefore, students are required to check for email messages from the instructor several times each week.

Campus Resources

Disability Services

LSUA is committed to providing appropriate accommodations for students with disabilities. This office serves as a liaison between students and instructors. You can reach the Office of Disability Services at (318)-427-0137.

Library

Hours of operation are posted online. The library not only provides you with books, journals, newspapers, on-line databases, reference librarians, etc., it can also serve as a quiet place in which to get some productive writing done. Wireless laptops are available for checkout at the circulation desk for use in the library and include Microsoft Office applications. You can also access the library's online databases from home through the LSUA Library homepage. You can contact the library at (318)-473-6441.

The Writing Center

Located in Bolton Library. Provides trained upper-level student tutors to help you at any stage in your writing process but will not write or edit for you. Papers can be submitted electronically for review but it is the student's responsibility to provide adequate time for feedback prior to the due date established for the assignment.

Informational and Educational Technology (IET) Services

The IET staff can assist you with your technology questions and needs while you are attending LSUA, and you may find them essential when taking online courses. You can access information on using Moodle and Microsoft Office applications at IET Service homepage. You can also obtain help with technical problems and find training seminars available for your professional development. You can contact IET Services at 318- 473-6421.

Technical skills required to successfully meet course objectives

- For this course, students must have a working knowledge of the Microsoft 365 (Word, PowerPoint, and Excel).
- Students must be knowledgeable about using the internet for research purposes.
- Students must have the ability to navigate the learning management system, Moodle.

Technology (software & hardware) required to meet course objectives

- PC or Mac computer

Browser

Google Chrome, Mozilla Firefox (Note: LSUA's recommended browser is Google Chrome – this has proven to be the only browser that doesn't create connectivity Research while using Moodle. If a student chooses to use the browser of their choice, they risk their assignment and/or assessment not submitting properly.)

Internet Connection

Students will need an internet connection (preferably broadband) to participate in the course assignments, discussions, and assessments.

Microsoft Office 365

Students will use Microsoft Office for viewing and submission of assignments. Students will also be required to edit/attach/upload assignments for submission

- **Word** – word processing software
- **Excel** – spreadsheet software
- **PowerPoint** – presentation software

ID/Security Policy

Students must log in with their LSUA username and password to access course materials, assignments, and assessments.

Student Records: Student Records are safeguarded, and confidentiality maintained. The Department of Nursing and LSUA are consistent with the regulation of the Family Education Rights and Privacy Act of 1974 and ensures student access to records and prohibits release of information without student's permission refer to [Policy Statement 217 Privacy Rights of Students](#).

Online Orientation

Following admission to the RN-BSN program it is strongly recommended that students participate in orientation to online programs. [The Orientation to Online Learning](#) page has information that can aide in the transition to online learning.

Advising

RN-BSN students will receive an individualized curriculum plan upon admission from their advisor. It is important to follow this plan closely to ensure timely graduation. Any deviations from the original plan will result in delayed graduation. It is the responsibility of the student to be certain that all courses outlined on the curriculum plan provided on admission are completed. Failure to follow the degree plan will jeopardize program completion and delay graduation.

Communication with Faculty

Faculty contact information is listed in course syllabi. University policy requires that you use your lsua.edu email address in all academic communication. Faculty may also communicate through phone calls, or skype in order to assist students.

Academic Assistants

Some courses may include Academic Assistants. Academic Assistants are part-time, contract employees utilized to enhance the student experience. They work closely with and under the direction of the faculty member teaching the course and function as an extension of the course professor. Course faculty are the primary point of contact for course related issues.

Nursing 4052 Practicum Guidelines

Students who are enrolled in NURS 4052 will be required to select a preceptor based on the preceptor minimal requirements listed in the RN to BSN preceptor agreement form. Students will be required to have **90 hours** of clinical time during NURS 4052 with their preceptor working on their project. Attendance of practicum hours is a major part of the nursing curriculum and participation is mandatory.

Students are responsible for logging practicum hours and completing the number of hours required for the course by specified time on syllabus. The student may be dropped from the course or earn a grade of “NC” or “F” if the number of required hours is not met.

Student Representation on Department of Nursing Faculty Committees

Student participation and input into matters relevant to the Department of Nursing is encouraged and can be achieved by students participating in zoom meetings each semester. Connection information is sent out through course faculty for students to participate. Students are encouraged to participate in this opportunity.

STUDENT SUPPORT SERVICES

Student Support Services at LSUA focuses on enhancing student development. It offers comprehensive counseling services which are important to a student’s success while attending LSUA, and thereafter, throughout lifetime. Some of the services include:

Career/personal counseling services	Resume/interview assistance
Career assessment and planning	Personal growth assistance
Career workshops	Crisis intervention
Time management assistance	Support groups
Study Skills training/workshops	The Writing Center
Online Tutoring	

For financial aid information and nursing scholarship contact the Office of Scholarship and Financial Aid. <http://sfa.lsua.edu/>

Students in violation of standards stated in this handbook may be placed on academic/professional probation and will be dismissed from the nursing program. See Probation, Suspension, and Dismissal Policies

SOCIAL MEDIA POLICY (Approved and adopted 2/29/2012, Revised November 2014)

In addition to reflecting the beliefs of the University, the Department of Nursing at LSU supports the American Nurses Association beliefs of using social media. *Social networking and the Internet provide unparalleled opportunities for rapid knowledge exchange and dissemination among many people, but this exchange does not come without risk. Nurses and nursing students have an obligation to understand the nature, benefits, and consequences of participating in social networking of all types. Online content and behavior has the potential to enhance or undermine not only the individual nurse's career, but also the nursing profession. (American Nurses Association, September, 2011)*

The Department of Nursing has adopted the following principles and tips to prevent problems of social networking as stated by ANA and applies to all *nursing faculty, staff, and students*. ANA's Principles for Social Networking

1. Nurses must not transmit or place online individually identifiable patient information.
2. Nurses must observe ethically prescribed professional patient-nurse boundaries.
3. Nurses should understand that patients, colleagues, institutions, and employers may view postings.
4. Nurses should take advantage of privacy settings and seek to separate personal and professional information online.
5. Do not take photos or videos of patients on personal devices, including cell phones.
6. Promptly report a breach of confidentiality or privacy.

Six Tips to Prevent Problems

1. Remember that standards of professionalism are the same online as in any other circumstance.
2. Do not share or post information or photos gained through the nurse-patient relationship.
3. Maintain professional boundaries in the use of electronic media. Online contact with patients blurs this boundary.
4. Do not make disparaging remarks about patients, employers, co-workers, faculty/staff, or other students even if they are not identified.
5. Do not take photos or videos of patients on personal devices, including cell phones.
6. Promptly report a breach of confidentiality or privacy.

Nursing students may not post any material that could potentially violate patient confidentiality on social media sites. Students may be subject to disciplinary action by the school and the clinical agency for comments that are either unprofessional or violate patient privacy. HIPAA regulations apply to comments made on social networking sites, and violators are subject to the same prosecutions as with other HIPAA violations.

In the event of a suspected or actual breach in the Social Media Policy, the "chain of command" will be followed in reporting the 'event'. Chain of command includes the appropriate course/clinical faculty member and/or Chairperson of the Department of Nursing. In the event of

a report, the individual reporting ‘event’ would be assured of anonymity. Any identified breach will result in disciplinary action up to dismissal from the nursing program.

References:

American Nurses Association. (2011, September). Principles for social networking and the nurse. Silver Spring, MD: Author.

National Council of State Boards of Nursing. (2011, August). White Paper: A nurse’s guide to the use of social media. Chicago, IL: Author.
<http://www.hhs.gov/>

Appendix C

Chain of Command Statement (Developed and Approved October 2015)

I. Purpose/Expected Outcome:

The purpose of the chain of command policy is to provide a process to address concerns, disputes, questions, and issues that arise with faculty, staff, and students, or anyone who has been unable to obtain an acceptable response about a reportable issue or conflict from their direct line of management or instructor. Members of the nursing department faculty and staff are obligated to work together to resolve identified problems in a timely manner, however if a resolution cannot be made then successively higher levels of command should be notified until a resolution is achieved.

The Louisiana State University at Alexandria Department of Nursing utilizes the traditional step-wise approach to reporting any concerns, disputes, questions, and/or issues concerning faculty, staff, and students. Any dispute will begin with the instructor, either in theory or clinical, and if not resolved at that level progress to the course coordinator, student advisor, and lastly the department chair. If not resolved at this level the person/persons can then proceed on to the Provost and Vice Chancellor of Academic and Student affairs. At all levels the chain of command, discussion, collaboration, and mutual problem solving is encouraged. Resolution of a conflict at the point of first level is preferred.

II. Definitions:

1. Chain of Command (COC): - Authoritative structure established to resolve administrative, clinical, student, or other conflicts, disputes or issues of concern in a stepwise fashion through the lines of authority until a resolution is reached.
2. Hierarchical Level - Provides a mechanism for reporting and /or resolving concerns through the levels of lowest to highest. The methodical flow of information for decision making, power and authority, assumes that each level is subordinate to the level to which it reports.
3. Boundaries – The COC places responsibility on everyone to know their place in the chain and to stay within those limits.
4. Positions – Instructor (either theory/clinical), course coordinator, student advisor, Department Chair, Provost and Vice Chancellor of Academic and Student affairs.

III. Policy:

- A. The COC for resolutions of conflicts, disputes, reporting unacceptable behaviors, communication issues, discredit of competency, disregarding of rules, and refusing to resolve issues of concern must start with the direct supervisor, manager, or instructor.
- B. If the issues are not resolved on the primary level then next lineage on the COC is to be notified for resolution.
- C. The COC will be as follows once an incident arises:
 - D. 1. Course Instructor
 - E. 2. Course Coordinator
 - F. 3. Student Advisor

- G. 4. Department Chair
- H. 5. Provost and Vice Chancellor of Student and Academic Affairs
- I. 6. Chancellor

IV. Procedures/Interventions

1. Faculty, staff, or student should begin reporting of concerns, questions, disputes, or issues within the lowest level of the COC. The person should contact the appropriate level of authority first starting with their direct lineage and allow a reasonable amount of time for a response. A second attempt should be made before the escalation to the next level of authority begins.
2. If unable to get an acceptable response or resolution to the conflict or question of concern the faculty, staff, or student should contact the program director, the next higher level in the COC.
3. If unable to reach a resolution at the above level and the conflict and question of concern cannot be met then the issue should then be addressed by the DON.
4. If resolution is still not reached then the Provost and Vice Chancellor of Academic and Student Affairs should be contacted of the unresolved issue.