

DIETETICS AT KANSAS STATE UNIVERSITY



**PRECEPTOR HANDBOOK
Coordinated Program in Dietetics**

**Department of Hospitality Management and Dietetics
Justin Hall 104
Kansas State University
Manhattan, KS 66506-1404
Phone: (785) 532-5521
Fax: (785) 532-5522
<http://www.humec.ksu.edu/HMD/>
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Introduction

I would like to personally thank you for your commitment to the education of coordinated program dietetics students. Without your contribution, supervised practice simply would not happen. The Coordinated Program at Kansas State University provides students with both a Bachelor of Science degree in dietetics and the CADE required 1200 hours of supervised practice.

Kansas State's Coordinated Program in Dietetics has been producing outstanding dietetics professionals since 1971 and is one of the oldest and most prestigious coordinated programs in the country. The Coordinated Program in Dietetics was established in 1970 and was the second program established in the United States. In the program's 40 years of existence it has graduated well over 1000 graduates. Many of our CP graduates now work with our current CP students as preceptors and mentors.

Recruitment and Orientation of New Practicum Sites

The coordinated program seeks to recruit new practicum opportunities for students within Kansas and eastern Missouri and to maintain an adequate number of practicum sites to support the coordinated program.

New Practicum Sites:

1. The coordinated program director will communicate with the proposed practicum site regarding their interest in precepting students and the expectations for providing supervised practice opportunities for students.
2. An affiliation agreement will be provided by the practicum site to the coordinated program director using the CP Standard Affiliation Agreement or the agreement utilized by the practicum site for the education of all students and interns. The affiliation agreement must be approved and signed by facility administrators and approved by PreAwards Services at KSU. PreAwards Services is designated by the University to approve dietetic affiliation agreements. Once the agreement has been approved and signed by all required persons, the coordinated program director will keep on file the health screening and other orientation requirements requested by the practicum site.
3. Prior to placing a student at the new practicum site, the coordinated program director will communicate with the preceptor and staff by on-site meeting or conference call to review expectations, assignments and evaluations. If the new site is for the management semester, the management instructor will also be included.

Affiliation Agreements

The coordinated program does not negotiate affiliation agreements directly with practicum sites. The CP director coordinates with PreAward Services in the creation and updating of affiliation agreements. The following is an excerpt from the University Policy Manual regarding contracts:

“.070 Authorization to Negotiate a Grant or Contract with Sponsor

The negotiation of terms and conditions of grants and contracts requires full compliance with the laws of the State of Kansas and the federal government, as well as the policies and procedures of the Kansas Board of Regents and of Kansas State University. Furthermore, consideration of the specific terms and conditions set forth by the potential sponsor is equally critical.

The Vice Provost for Research has delegated the negotiation of grants and contracts for sponsored projects to PreAward Services (PAS) in the Office of Research and Sponsored Programs; these

negotiations are generally conducted by the Director of PAS or designee. In more sensitive cases, the Vice Provost for Research, or the Associate Vice Provost for Research, will conduct these negotiations. On special or unusual occasions, authorization to conduct negotiations may be delegated by the Vice Provost for Research to other university administrators and/or faculty members such as when these negotiations must take place in a foreign country. This delegation must be secured in writing in advance, and will be made only on a project-by-project basis.”

(<http://www.k-state.edu/policies/ppm/7010.html#.070>)

The program director coordinates with PreAward Services at KSU to facilitate the creation and updating of affiliation agreements according to University policy .070. The agreements are stored in the accounting office within the college. Affiliation agreements are considered open-ended by the University unless the facility specifies effective dates within the agreement provided to the University. The program director reviews all affiliation agreements periodically to assure that they are current. The program director notifies incoming CP students of the entrance requirements for health screening and orientation for their specific practicum sites. The program director provides required health screening, orientation and insurance documentation to the preceptor or education department prior to the student beginning the semester. Letters are sent with these documents stating that the health-related documents are HIPAA protected. Background checks are in the student’s file with copies provide to facilities per their request.

Preceptor Training

Semester orientation and conference calls

At the beginning of each semester, the practicum course instructor will provide preceptors and community mentors with the following:

1. Course syllabus
2. Course information and important dates
3. Copies of competency and performance evaluations for student
4. Copies of assignments
5. Copies of project worksheets and evaluations
6. Other information necessary
7. Contact information

Preceptors are provided the opportunity to attend pre-scheduled conference calls with instructors during the course of the semester to ask questions, receive information/advice and provide suggestions.

Training

Preceptors are encouraged to Dietetics Preceptor Training Program provided at the CRD website.

<http://www.cdrnet.org/whatsnew/index.htm#PreceptorTraining> The training provides 8 CPEUs at no cost.

Since practicum sites are hundreds of miles away from each other, ongoing training is provided in the form of self study packets or CDs for preceptors to view at their convenience. Targeted training for individual preceptors will be provided by the program director or instructor(s) based upon instructor observation or survey results.

Coordinated Program Description

Accreditation Status

The Coordinated Program is accredited by the Commission on Accreditation for Dietetics Education (CADE), 120 South Riverside Plaza, Suite 2000, Chicago, IL 60606, 1-800-877-1600, ext. 4872. CADE has established Standards of Education which accredited programs must meet and include knowledge, skill and competency requirements.

The Commission on Accreditation for Dietetics Education (CADE) will review complaints that relate to a program's compliance with the accreditation/approval standards. CADE is interested in the sustained quality and continued improvement of dietetics education programs but does not intervene on behalf of individuals or act as a court of appeal for individuals in matters of admission, appointment, promotion or dismissal of faculty, staff or students.

A copy of the accreditation standards and or CADE's policy and procedure for submission of complaints may be obtained by contacting the Education and Accreditation staff at The American Dietetic Association, 120 South Riverside Plaza, Suite 2000, Chicago, Illinois 60606-6995 or by calling 1-800-877-1600, ext. 4872.

Written complaints should be mailed to the Chair, Commission on Accreditation for Dietetics Education at the above address.

Program Description

The program provides both the academic and supervised practice requirements necessary for graduates to sit for the CDR Registration Examination for Dietetics to obtain the RD credential. The Coordinated Program provides 1200 hours of supervised practice experience. Beginning Spring 2010, supervised practice will be divided into three semesters, management practicum semester, community practicum in the summer session only, and clinical practicum semester.

All students accepted into the Coordinated Program will participate in distance education courses during their senior year, particularly during the clinical practicum semester when students are assigned to facilities outside the Manhattan area for supervised practice experience.

The coordinated program is accredited to accept up to 15 students per semester. However, the program is not mandated to fill all slots each semester. Only those students who meet specific qualifications will be considered. The CP cannot accept more students than available clinical practicum sites each semester.

Philosophy for the Coordinated Program and the Didactic Program

The dietetics programs are based on the belief that dietitians are especially qualified to provide the most up-to-date information and guidance in nutrition, encompassing health promotion, clinical nutrition and foodservice systems management.

The faculty believes that it is important for students to understand the importance of the following in dietetic practice:

- Appropriate and timely decision-making based on knowledge, judgment and application of research;
- Effective management of resources to achieve organizational goals;

- Utilization of human relations techniques in attainment of objectives;
- Demonstration of leadership in problem-solving and recognizing needs for future change;
- Commitment to The American Dietetic Association's Standards of Practice and Code of Ethics;
- Assumption of responsibility for self-direction, evaluation, and continued personal and professional development; and,
- Advocacy of sound nutrition practices enhancing the well being of the general public.

Based on this philosophy, the dietetics programs at KSU strive to prepare graduates to be successful dietetics practitioners. Every effort is made to prepare students for professional practice in our service-oriented, information-based society. The importance of quality and service is emphasized because client-centered care needs and consumer expectations must be the central focus of innovative dietetics practice.

Coordinated Program Mission Statement

The new mission statement of the coordinated program is "The Coordinated Program in Dietetics will prepare graduates to use evidenced-based practice to provide food and nutrition products and services to meet the needs of consumers in the state of Kansas and beyond." The program's mission statement coordinates with the mission statement Hospitality Management and Dietetics department and the College of Human Ecology under the umbrella of the mission of Kansas State University.

The mission statement of the coordinated program was revised to be program-specific based upon 2008 CADE standards. The newly revised mission statement was approved by the Program Advisory Committee and the Hospitality Management and Dietetics faculty.

Coordinated Program Goals and Outcome Measures

Coordinated program goals and outcome measures were revised fall 2008 to meet the CADE 2008 standards. These revised goals and outcome measures were approved by the Program Advisory Committee fall 2008. Outcome measures for these goals were revised based upon the 2009 CADE site review as part of the accreditation process. The revised outcome measures were approved by the Program Advisory Committee in May, 2009.

Program Goal #1: The Coordinated Program in Dietetics will prepare students for entry-level employment in the field of dietetics.

Outcome measures:

1. Over a five-year period, eighty percent (80%) of graduates will pass the RD exam the first time it is taken.
2. Eighty percent (80%) of students accepted into the Coordinated Program will complete the program requirements within 3 semesters.
3. Over a five-year period, seventy percent (70%) or more of CP graduates who sought employment in dietetics will be employed within three months of graduation.
4. Eighty percent (80%) of employers responding to surveys will rate the preparation of coordinated program graduates for professional practice four or above on a five-point scale.
5. Eighty percent (80%) of program graduates responding to surveys will rate their education experience and preparation for entry-level professional practice four or above on a five-points scale.

Program Goal #2: The Coordinated Program in Dietetics will provide appropriate and realistic experiences for supervised practice through continuing cooperative relationships with supervised practice facilities that result in satisfied students and facility professionals.

1. Eighty percent (80%) of facility professionals responding to survey will rate student preparation for supervised practice four or above on a five point scale
2. Eighty percent (80%) of facility professionals responding to survey will rate their experience as a practicum preceptor as four or above on a five-point scale.
3. Eighty percent (80%) of coordinated program students responding to survey will rate their preparation for supervised practice four or above on a five-point scale.
4. Eighty percent (80%) of coordinated program students responding to survey will rate their learning experience in supervised practice four or above on a five-point scale.

Program Goal #3: The Coordinated program in dietetic will promote professional leadership.

1. Fifty percent (50%) of graduates responding to survey will be active members of the American Dietetic Association 12-18 months post-graduation.
2. Fifty percent (50%) of graduates responding to survey will report involvement in leadership activities within their place of employment, professional organizations or volunteer service.

Dietetic Curriculum and Coordinated Program Curriculum

Pre-CP Curriculum

All dietetic majors complete the required curriculum for a bachelor of science in dietetics approved by the department, college, university and CADE. Required didactic coursework is completed prior to application for the coordinated program. Students are required to meet with their assigned advisor each semester prior to enrollment. Completion of pre-CP curriculum typically requires 3-4 years depending upon student choice to add minors and/or secondary majors.

CP Curriculum

For students accepted into the coordinated program after spring, 2009, the following is the new required curriculum for the coordinated program.

Enrollment for Management Semester

HMD 560 Management in Dietetics

- 3 credits
- On-campus course

HMD 561 Management in Dietetics Practicum

- 8 credits
- On-campus course if assigned to a practicum site in Manhattan
- Distance course if assigned to a foodservice operation away from Manhattan

HMD 562 Management in Dietetics Recitation

- On-campus course
- 1 credit

HMD 570 Professional Practice in Dietetics

- 1 credit

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- On-campus course
- 570 can be taken prior to CP but this is not recommended

Enrollment in Clinical Semester

HMD 520 Applied Clinical Dietetics

- 3 credits
- Distance course

HMD 521 Clinical Dietetics Practicum

- 8 credits
- Distance course

HMD 510 Introduction to Clinical Dietetics

- 1 credit
- Distance course taught on campus the first four days of each semester

Enrollment in Summer Session

HMD 516 Communication Competencies in Dietetics

- 1 credit
- Distance course if taken during the summer with HMD 517
- On-campus course if taken during the spring semester prior to CP
- 516 can be taken prior to CP and this is recommended

HMD 517 Communication Competencies in Dietetics Practicum

- 1 credit
- Distance course
- Instructor will schedule student with a community mentor close to their living location for the summer

Student learning assessment

The coordinated program and the didactic program participate in student learning assessment under the guidance of the Human Ecology College Assessment Review Committee and the Associate Dean for Academic Affairs. The didactic program has an assessment plan designed to measure student learning outcomes for each of the 2008 CADE Knowledge Requirements over a five year period. The assessment plan incorporates outcome measures from the Human Nutrition Department and the Hospitality Management and Dietetics Department since both departments teach required dietetics curriculum. The coordinated program has an assessment plan designed to measure competency outcomes for each of the 2008 CADE CP Competencies over a five year period.

The DPD and CP assessment plans can be found in the dietetics section of the HMD website. CADE Knowledge Requirements and CP Competencies are also located in the dietetics section of the HMD website. HMD faculty members teaching dietetic students will indicate on their course syllabi which 2008 CADE Knowledge Requirements and/or 2008 CADE CP Competencies are taught and assessed in their courses.

CP Concentration

Effective spring 2009, the coordinated program implemented the new concentration, strategic leadership. Historically the program had a generalist concentration which was eliminated with the 2008 CADE Standards. Numerous people on-campus and off-campus were involved in the development of the new concentration. This strategic leadership concentration model is introduced in upper level HMD

dietetics courses. The strategic leadership model is the basis for supervised practice case studies, client/customer service and projects. CP students are required to complete a capstone process/product improvement project during their management, clinical and community practicum courses. Students present their projects the last week of the semester.

Admission criteria are as follows:

- Students must have an overall grade point average of at least 2.75.
- No grade lower than a C is allowed in any science course, HN course or HMD course.
- One professional recommendation from a work supervisor or volunteer supervisor.
- Recommendation from the instructors of the following courses:
 - HMD 426 Financial Management in Dietetics
 - HMD 515 Counseling Strategies in Dietetics
 - HN 631 Clinical Nutrition I
- Documentation of a minimum of 140 hours of dietetics-related work experience projects either paid or volunteer. (See The Experience Project Requirement section)
- Formal interview with the CP director, other dietetics faculty and dietetic professionals.

Application packets and the interview are rated on a 140-point scale. Applicants must score a minimum of 110 points to be considered for program admission. Acceptance into the program is based on meeting the admission criteria, faculty assessment of student readiness for the program, and the availability of an adequate number of supervised practice sites for the clinical semester.

Entrance Requirements for Management and Clinical Supervised Practice Courses

Proof of health insurance

Students participating in the CP must show evidence of medical insurance coverage, either through a family medical plan or the health insurance program available to students at special rates. This plan supplements the coverage provided free or at reduced costs by the Lafene Student Health Center on campus, and covers payable claims for medical expenses if the student requires care away from the campus. Proof of medical insurance coverage must be presented to the program director prior to assignment in any supervised practice facility. This is critical because students are not employees of these operations and thus are not covered by Workers' Compensation.

Professional Liability insurance

It is a requirement that senior students who have been formally admitted to the Coordinated Program in Dietetics carry professional liability insurance to protect them from malpractice suits. Proof of student liability insurance coverage must be presented to the program director prior to beginning the coordinated program.

Additional Entrance Requirements for Clinical Practicum Courses

Proof of current immunizations

Students must have current immunizations and present a copy of the record to the program director. Some hospitals also require Hepatitis A vaccination and most hospitals require Hepatitis B vaccinations or declination waiver. The program director provides CP students with the specific requirements for the hospital to which they are assigned.

Proof of negative TB skin test

Students must have a recent negative TB skin test and provide written proof to the program director prior to entrance into the hospital. Hospitals vary in their requirements; the program director provides CP students with specific requirements for the hospital to which they are assigned.

Criminal Background Check for student dietitians

Background checks are required for all medical practicum sites and are completed by Validity Screening Solutions.

Hospital-specific requirements

Each hospital has specific entrance requirements including pre-semester training. The program director will provide each CP student with a list of requirements and due dates for the hospital where they are assigned. The program director will need all documentation approximately 30-50 days prior to the first day of the clinical practicum.

The program director will send copies of all documentation to the clinical practicum sites before the first day of the clinical practicum semester. All practicum sites are notified that information provided to them regarding student health either by program director or student themselves is HIPAA protected.

Coordinated Program Supervised Practice

Time expectations in CP

Because the program is considered a time of intensive, hands-on experiences, it is important that the student focus on the supervised practice experience and its accompanying didactic course. The practicum experiences entail 40 hours per week in facilities. Students are encouraged not to work in an outside paying job during these management and clinical semesters unless it is absolutely imperative. If an outside job must be maintained, hours for that job must be scheduled during the evenings after 8 pm or on weekends only. Since practicum experiences may also entail some weekend or evening activities, the student should work closely with their supervised practice facility preceptor in scheduling issues.

Students must be participating in some form of supervised practice for 35-40 hours each week. However, they do not need to be physically with an RD that entire time. The strategic leadership project should require about 4 hours of work per week. The student also has real life case studies that they can complete without direct supervision as well as other assignments. Students are expected to complete the CP within two semesters and one summer session. Students must complete a supervised practice period during each semester. Students, however, are not allowed to function for staff shortages in place of their educational experience.

Evaluation of student performance in the CP

Expectations of Student Professionalism:

- Students in clinical supervised practice are expected to dress, behave, and present themselves as if they were employed at that practice site.
- Students are expected to know and abide by the policies and protocols of the supervised practice site where they are assigned.
- Students are expected to function as a student-member of a multidisciplinary health care team of professionals.

- Students are expected to provide appropriate nutritional care to patients/clients in a professional manner always respectful of the patient's needs and right to privacy.
- Students are expected to obtain advice and direction from supervising registered dietitians and other health care professionals when unsure of the correct or most appropriate nutrition care to provide a patient.
- Students are encouraged to discuss concerns or questions with their preceptor and/or the instructor/program director.
- Students will be provided a CP dress code at the beginning of each CP semester. Students are expected to adhere to the dress code of their practicum site.
- Students will be provided rules for HIPAA compliance from the clinical practicum instructor at the beginning of the semester. Students are expected to participate in any HIPAA orientation or training provided by the clinical practicum site and to adhere to all rules of patient confidentiality.

Regular evaluation of student performance in professional courses with a supervised practice component is an important part of the CP experience. Preceptors are asked to meet on a regular basis with their CP student to critique the student's learning activities and identify strengths and areas for improvement in on-the-job knowledge and behavior. Formal evaluations are completed at midterm and at the end of the semester. Course instructors will provide the evaluation forms to be utilized by preceptors. Both lecture course and practicum are graded courses and final grades are provided by the instructor of record.

The philosophy of the program is that students must demonstrate competence in both knowledge and performance. Every effort will be made to provide guidance and assistance to students with problems in either area. However, if improvement is not shown and the student continues to demonstrate a lack of ability or commitment, he/she will be removed from the program and encouraged to seek other career options.

Information regarding student conduct is located at the following website.

<http://courses.k-state.edu/catalog/undergraduate/2002-2004/regulations/conduct.html>

Selection and evaluation of practicum sites

Practicum sites are selected and retained based upon the following characteristics:

- Willingness to expend preceptor and staff time required to educate students through their supervised practice hours
- Patient population allowing students learning activities in providing nutrition care for clients with uncomplicated illnesses such as obesity, diabetes, cancer, cardiovascular disease, gastrointestinal diseases, renal disease and possibly other complicated illness to meet CADE 2008 Standard 2.1.1
- Equitable treatment and evaluation of student performance.

Practicum sites are evaluated by students at the end of each CP semester through survey. Evaluation measures of practicum sites by students include the following:

- Experiences that prepared student for entry-level practice.
- Guidance that was clearly communicated.
- Staff knowledge and expertise.
- Clear and fair evaluation.

Practicum sites are reviewed informally by the instructor at site visits and conference calls. Instructors evaluate practicum sites based upon the following:

- Provision of experiences and activities that allow student to complete all required assignments.
- Guidance of students through their strategic leadership capstone project.
- Completion of evaluations required of preceptors.
- Guidance of students toward and through staff relief.

Criteria for selecting and continuing supervised practice sites includes Accreditation by Joint Commission on Accreditation of Healthcare or other accrediting agency, compliance with FDA or state food code, ability and willingness to provide opportunities for students to complete required course assignments and generally positive reports from CP students.

CP instructors will review student progress with preceptors a minimum of twice per semester. Consistent failure to provide the necessary opportunities for assignment and project completion will be cause to discontinue a supervised practice site. Consistent complaints from students that are found to be justified by instructors will result in discontinuance of the supervised practice site after attempts to improve the situation have failed. Students are required to report unethical or inappropriate behavior on the part of a preceptor or supervised practice site staff member with consequent investigation by the CP director and potential removal of the student from the practicum site. The CP student has the right to file a grievance against the instructor and, hence, the practicum site through the university using the appropriate steps listed in the University Handbook. The supervised practice site will be discontinued if found guilty of unethical behavior such as sexual harassment, medical malpractice or fraud.

CP Policies and Procedures

Vacation, holiday, and absence policies

Holidays and vacation breaks are published in the KSU Undergraduate and Graduate catalogs and online at <http://www.k-state.edu/cgi-bin/eventview/register/academic>.

Individual course instructors also may announce class cancellations or changes in the semester schedule. Students are responsible for checking with individual course instructors regarding absence policies for that course.

Students in off-campus supervised practice experiences have the same holidays and vacation breaks as on-campus students. However, students and preceptors should work together to ascertain the best schedule for that facility and operation. For example, a student may work a weekend in a supervised practice facility and be given time off during the week. Or, a student in a school foodservice setting may rearrange the time they take their spring break week to coincide with the school district's spring break rather than the KSU spring break.

Excessive absences, whether for illness, family emergency, or other reasons, must be discussed with the CP director and all faculty or preceptors involved with the student during that semester. All parties involved will work together to determine if, when, and how time missed may be made up. Students may miss up to three days during the semester for illness or emergency before make up days in the practicum are required.

The student is responsible for notifying preceptors as early as possible in the semester if absence from classes or facilities is anticipated. Provision must be made, to the satisfaction of the supervised practice staff, for coverage of coursework or duties during the student's absence. Students who are "at risk" academically will need to discuss with their instructor if absence from classes or facilities is in their best interest.

Attendance at Professional Meetings

All students are encouraged to attend professional meetings such as the Food and Nutrition Conference and Exhibition (FNCE) of The American Dietetic Association, the Kansas Dietetic Association annual meeting, the Kansas Nutrition Council annual meeting, or other organization seminars. Senior students in the CP are required to attend the FNCE meeting either during their senior year or prior to beginning the senior year. Proof of attendance or plans for attendance must be presented with the application process. Students may attend the ADA Public Policy Workshop in Washington, DC in lieu of FNCE.

Interview Days for Graduating Seniors

Senior students who are in their clinical (or last) semester are allowed two days away from classes and facility assignments for the purpose of interviewing for jobs. Course instructors and facility personnel must be notified as soon as possible of the requested time off and plans must be in place for coverage of duties during the student's absence.

Academic Calendar

The dietetic programs follow the University academic calendar, as described in the University Handbook at <http://catalog.k-state.edu/content.php?catoid=2&navoid=84>

Injury or illness while in a facility for supervised practice.

Most facility-developed affiliation agreements state that emergency care will be provided to a student that is injured or has a health emergency while at the facility. The cost of these services is born by the student. All students entering the CP are required to provide the program director with proof of personal health insurance for the purpose of treatment for injury or illness. The university and the coordinated program do not provide medical insurance for students and students are not covered by Workman's Compensation in their practicum sites. CP students can obtain care from Lafene Student Health Services. Students may also purchase student health insurance if they are not covered by their family's insurance plan.

In the event of a student health or family emergency, both student and preceptor must contact the program director who will coordinate with the Office of Student Life to provide the student with the support needed during and after the emergency. Information regarding contact information at the Office of Student Life is found at: http://www.k-state.edu/dh/Student_Emergencies.html

Students with long term chronic health concerns that become exacerbated during supervised practice must contact the program director who will coordinate with the preceptor to determine the course of action needed to protect the student's health and welfare. Students who provide written documentation from their physician or psychologist that they are unable to complete the practicum semester can request an incomplete for the semester from the CP director. The student will be referred to services at Lafene or their personal health care team. The student's physician or psychologist must provide written approval for the student to return to the coordinated program and

finish the incomplete coursework. The program director will coordinate with available practicum sites to facilitate completion of supervised practice.

Students suffering a psychological crisis are encouraged to contact the Office of Student Life or the program director immediately for assistance and support. Preceptors must contact the program director if they note behaviors that indicate the student may be in crisis or unsafe. Students suffering from non-critical emotional or psychological concerns need to contact the program director who can coordinate with counseling services and the preceptor to develop a plan to assure student safety and health. Information regarding counseling services can be found at:
<http://www.k-state.edu/counseling/faculty/index.htm>

Grievances

In keeping with the University's grievance procedure, the grievance procedure for the coordinated program serves the three functions as that of the University: "(1) to safeguard the rights and academic freedom of both students and faculty, (2) to assure due process, and (3) to provide for consistency in handling undergraduate grievances throughout the university"

<http://courses.k-state.edu/catalog/undergraduate/regulations/>

In addition the coordinated program seeks to preserve the working relationship with the preceptor, their staff and the practicum site recognizing that each practicum site must enforce their own policies and protocols.

A coordinated program student may file a complaint regarding their preceptor, practicum site or course content with the coordinated program director. The program director will communicate directly with the student by email, phone or in-person meeting. Upon obtaining information from the student, the program director (and CP management practicum instructor if appropriate) will schedule a conference call or on-site meeting with the student and preceptor to resolve misunderstandings and miscommunications. A written summary of the meeting content and action plan for resolution of the conflict/problem will be provided to the student and preceptor with an additional copy retained in the student's file with the program director. If the student does not feel that their concern has been adequately resolved or at any time during the process the student feels they prefer support from the college and/or university, the student may file a grievance with the University following steps found at:
<http://courses.k-state.edu/catalog/undergraduate/regulations/>

The preceptor may conduct a meeting directly with the CP student regarding performance or conduct concerns in keeping with the medical center's affiliation agreement. The preceptor is asked to provide a written summary of the discussion to the coordinated program director to be kept in the student's file. A preceptor or administrator may contact the program director directly to file a complaint regarding student performance or conduct. Preceptors are also encouraged to contact the program director or instructor for guidance before problems reach the level of a grievance. The program director will obtain pertinent information about the problem through communication with the preceptor. The program director will then schedule the most appropriate form of communication to resolve the conflict/problem. A written summary of the communication content and action plan for resolution of the conflict/problem will be provided to the student and preceptor with an additional copy retained in the student's file with the program director. If the preceptor or administrator does not feel that their concern has been adequately resolved by the program director, they may choose to file a complaint with the department head or dean's office. Most affiliation agreements clearly state that the facility reserves the right to expel a student from their facility for matters of inappropriate conduct. Students

are notified by instructors at the beginning of each semester that they are obligated to know and follow facility policy and protocol.

Every attempt will be made by the program director working with the preceptor to resolve the concerns that might prevent the student from completing a successful supervised practice. All student concerns are handled in a non-retaliatory and private manner between preceptor, students and program director. The HMD department head is consulted as needed by the program director. Students may also discuss their concerns with the department head without fear of retaliation.

Withdrawal from the University

Information regarding withdrawal from the University is found in the Undergraduate Catalog. Please refer to the following website for detailed information.

<http://courses.k-state.edu/catalog/undergraduate/enrollment/>

Honor System

Information on the University's Honor System may be found in the University Handbook at the following website <http://www.k-state.edu/honor/>

Filing complaints with the Commission on Accreditation for Dietetics Education

The Commission on Accreditation for Dietetics Education (CADE) will review complaints that relate to a program's compliance with the accreditation/approval standards. CADE is interested in the sustained quality and continued improvement of dietetics education programs but does not intervene on behalf of individuals or act as a court of appeal for individuals in matters of admission, appointment, promotion or dismissal of faculty, staff or students.

A copy of the accreditation standards and or CADE's policy and procedure for submission of complaints may be obtained by contacting the Education and Accreditation staff at The American Dietetic Association, 120 South Riverside Plaza, Suite 2000, Chicago, Illinois 60606-6995 or by calling 1-800-877-1600, ext. 4872. Written complaints should be mailed to the Chair, Commission on Accreditation for Dietetics Education at the above address.

Student Records

All information pertaining to student records can be found in the University Undergraduate Handbook at http://catalog.k-state.edu/content.php?catoid=2&navoid=93#stud_reco

The Department of Hospitality Management and Dietetics and the CP follow these guidelines. The Program Directors of the dietetics programs maintain a file on each student which may include a student's application to the program, recommendation forms (right to review may or may not have been waived by the student), and summary comments on student performance. Students may view the contents of their own file at any time with the exception of those items for which right to review has been waived.

All personal clinical entrance communication must be kept securely by preceptor, Human Resource office or Education Department as this is HIPAA protected information.

Resources Provided for Students by the University

Academic Assistance Center (Holton Hall; 785-532-6492)

The Academic Assistance Center (AAC) provides a comprehensive and coordinated system for the identification, diagnosis, advisement, counseling, and referral of students to the various academic support services available at KSU. In addition, the AAC provides direct academic support through programs that include:

Tutorial Assistance

Free tutoring is available in a variety of introductory courses through the Educational Opportunity Fund (EOF) tutoring program. Students desiring assistance are assigned to small groups that meet on a weekly basis with a peer tutor who assists them with course content and learning strategies.

Math Assistance

The AAC provides a math review class for students desiring basic review of pre-algebra mathematics before actually enrolling in a formal mathematics course. Assistance with Intermediate or College Algebra is available to students enrolling in The University Experience as part of that course. Students who are unsure of which math course to enroll in may take a 45-minute math placement exam. This assessment is available on a walk-in basis in the AAC.

Adult Student Services (201 Holton Hall; 785-532-6434)

Adult Student Services assists undergraduate and graduate students who are married, have children, are re-entering the educational system after several years, or are 25 years of age or older. Staff members assist students with admission and enrollment and provide information or referrals for housing, child care, refresher and study skills courses, tutoring, financial aid, scholarships, insurance, public school enrollment, community family programs, emergency locator and commuter information. The staff may be able to assist the returning K-State student in advising about remedying past academic deficiencies. Staff also helps students with their everyday challenges and special concerns before, during, and after their admission to KSU. For more information, please contact the website listed below.

<http://www.k-state.edu/adult/>

Disabled Student Services (Holton Hall; 785-532-6457; V/TT 785-532-6441)

Disabled Student Services works to meet the needs of students with documented disabilities by providing academic accommodations and related services. Staff will work as a liaison with students' instructors. Writing assistance and study skills instruction may be of special interest to students with learning disabilities.

Other supportive services include readers, note takers, typing, and errand service on campus. Tutorial assistance is available for some classes. Assistance is provided in obtaining taped texts. Test taking accommodations, included extended time for test taking, oral examinations, and scribes, can be arranged through this office. Classes scheduled in inaccessible locations will be relocated for students with mobility impairments upon request. Individualized help with enrollment is available. Efforts will be made to provide interpreters for hearing impaired students when requested.

Special equipment available to students includes a talking calculator, FM Listening Systems, Arkenstone Reading Machine, variable-speed tape recorders, and TT (telephone for the hearing impaired). A shuttle van, equipped with a hydraulic lift, operates on campus between all buildings and is available to students with either temporary or permanent physical disabilities. Accessible housing is available.

For more information, please contact the website listed below.

<http://www.k-state.edu/dss/>

Contact Information

Roni Schwartz, MBA, RD, LD
Coordinated Program Director
Instructor/Advisor
785-532-5576
rmschwar@ksu.edu

Kevin Sauer, PhD, RD, LD
Assistant Professor
Coordinated Program Management Practicum
Coordinator
785-532-5581
ksauer@ksu.edu