

Criterion 19: Information about the program, intended to inform the general public, prospective students, current students, employers and other interested parties, is current, accurate, clear, and consistent.

EXPECTED LEVEL OF ACHIEVEMENT: There is consensus among committee chairpersons, department chairpersons, Director of Student Affairs, webmaster and executive committee that information regarding the nursing programs is current, accurate and consistent.

Documentation confirms:

- a. policies and procedures are published for all educational activities that have implications for the health and safety of clients, students and faculty.**

University Standards is published annually and distributed to all students in the University. It contains the Code of Student conduct, information regarding the Drug Free Schools and Communities Act Amendments of 1989, safety at Indiana State University, the smoking policy, and motor vehicle regulations. Health requirements and health services information for all University students may be found at <http://www.indstate.edu/shc/>.

School of Nursing policies that have implications for the health and safety of clients, students and/or faculty are published in the *School of Nursing Undergraduate Student Handbook* and/or the *School of Nursing Handbook*. Student-focused policies can be located at the School of Nursing website. The policies include:

- CPR requirements
- Injury/Illness Procedure
- Smoke Free Building
- Employment of Students in Health Agencies
- Health Policy
- Bloodborne Pathogens Policy
- Safe Practice Policy
- Peer Assistance Policy
- Latex Allergy

- b. **published documents about the program are current, accurate, clear, and consistent.**
- c. **accurate representation of the program to its public(s) and provision of sufficient information to insure accountability and consumer choice is stated in the catalog/published documents:**
 - reflecting the mission and/or philosophy and purposes of the program.**
 - providing current and accurate information about admission policies; tuition and fees; financial aid; graduation; licensing requirements; academic policies; academic calendar; student services; and program length.**
 - clearly representing the program and career opportunities through program documents and publications, advertising, website, recruitment, admission materials, and course syllabi; and**
 - providing clear statements of institutional accreditation status; name, address, and telephone number of the National League for Nursing Accrediting Commission as the accrediting agency of the nursing program.**

Information is published for the public in a variety of formats. The *Undergraduate Catalog* and *Graduate Catalog* are now published annually, rather than biennially as in the past, and may be accessed online from the University website.

Final approval by the Indiana State Board of Nursing and the respective institutions for the transfer of the Associate Degree Nursing Program at Indiana State University to the Ivy Tech State College in Terre Haute occurred near the end of the Spring Semester 2003. Although continuing students enrolled in the program will have the opportunity to complete the Associate Degree at Indiana State University, there will be no new admissions. The lateness of the decision did not permit updating of information related to the Associate Degree Nursing Program in documents such as the *Indiana State University Undergraduate Catalog 2003-2004*, which had already gone to press. Catalog changes for each program must be approved through appropriate University channels and submitted in advance of a deadline which falls in February or March each year. This was not possible. One additional inaccuracy was identified in the catalog as a result of an omission under the heading of course requirements for the BS degree. Fourth year, second semester course work, should have an elective listed for 0-3 credits (required only if needed to meet graduation requirement of at least 124 total credit hours). Other information in the University publications and website are current, accurate, clear, and consistent.

The *School of Nursing Handbook* is currently under major revision. The Executive Committee of Nursing Council has undertaken the responsibility to coordinate the review and revision which began Fall 2002. The handbook is scheduled for publication to be available Fall 2003; however, a few documents needing revision may still be in committee or in the approval process. In addition, a vacancy in a support staff position has increased the workload for the individual responsible for preparing the changes for publication and may compromise timely completion.

The School of Nursing Undergraduate Handbook is revised and printed each fall, and given to each student newly admitted to an undergraduate nursing program. Students beginning the program of studies, but not yet admitted to the program, are given a copy of the admission, progression, retention, and graduation policies as well.

The School of Nursing Web page provides internet access to information. It is maintained by the Learning Resource Center technology coordinator following University guidelines/policies, and is updated at least monthly.

Information about University and School of Nursing accreditations may be found at <http://www.indstate.edu/acad-aff/accreditation.html#School of Nursing>. This site includes a link to the NLNAC website. The *Indiana State University Undergraduate Catalog 2003-2004* and *Graduate Catalog* list the agency name; however, the address and phone number were omitted due to printing limitations. In the School of Nursing program brochures and *School of Nursing Undergraduate Student Handbook*, the NLNAC contact information is complete. The information is also posted in several locations in the School of Nursing Building.

- d. communication of accurate and consistent information about: definition of clock time and credit hours for lecture, clinical experiences, independent study, and other activities; ratio of clock hours to credit hours; and specific credit hours required for each course.**

The ratio of clock hours to credit hours for classroom experience used throughout the University is 1:1, with the clock hour defined as a 50 minute learning experience. Students enrolled in a 1 credit hour, non-clinical/laboratory course would receive 50 minutes of instruction for each of 15 weeks in the semester.

Clinical or laboratory courses use a ratio of 3:1 for clock hour to credit hour. The School of Nursing defines an hour of clinical experience as a true hour of clock time, 60 minutes. A one-credit hour clinical experience would require a student to be in the clinical setting for three hours each week.

The total number of credit hours for each nursing course and the appropriate ratio of contact hours are listed in the *School of Nursing Handbook* and *School of Nursing Undergraduate Student Handbook* in the program of studies for each program. The information is also provided in course descriptions in the *Undergraduate Catalog* and *Graduate Catalog*, published in the Schedule of Classes on the University website, and listed in course syllabi. The information communicated is both accurate and consistent.

CRITERION 20: Complaints about the program are addressed and records are maintained and available for review.

EXPECTED LEVEL OF ACHIEVMENT: 100% of complaints filed through the established formal or informal mechanisms will be addressed according to established policies.

A complaint is defined as a communication that expresses a concern, a problem, or an injustice as perceived by the person or persons involved with the School of Nursing. In providing a climate that is open to feedback from the public, students, parents, faculty and staff, there are two mechanisms for resolving complaints that include: informal investigations and resolutions, or formal grievance procedures. As role models of conflict management, communication with parties directly involved is encouraged first. The School of Nursing web page provides an informal method for registering compliments and concerns. There is also a link to the Ombudsman on the School of Nursing web page. Published university policies indicate procedures for the formal grievance procedures available to faculty and staff. The School of Nursing Undergraduate Student Handbook (2002-2003) provides information to guide the student through both the process of informal resolution and formal grievance procedure. The Graduate Student-Advisor Handbook (2002) available on the Graduate School web site indicates the complaints and grievance procedures for graduate students. The Indiana State University Handbook (2001) identifies the policy for faculty and staff (Student Grievance Policy and Procedure, p.33; Complaints and Grievances, p. 24; University Faculty Grievances, p. II-14; Support Staff Grievance Policy, p. VI-5). Privacy rights are respected and protected at all levels of reporting.

The Assistant Dean will solicit the identified reports related to complaints for the Evaluation/Outcome Assessment Committee (EOAC). The data are reviewed during the November meeting annually. Sources of data include:

Report from the Dean involving

- Complaint registered through external accrediting bodies (NCA; NLNAC; ISBN)
- Concerns filled by a patient cared for by a student
- Problems identified by a manager or administrator from a contractual agency

Report from Chairpersons

- Grievances filed by faculty and staff

Report from Student Affairs Committee

- Student Liaison Log

Report from the *Opportunity for Improvement* web site (New as of February, 2003)

- Collected by Technology Coordinator

Complaints will be classified as either formal or informal, and reviewed for trend analysis

according to the most relevant NLNAC (2002) standards. Recommended actions from EOAC are sent to the designated Committee, Director, Chairperson, or Dean.

Results of Data Collection and Analysis (November 1999 through November 2002)

There has been no external complaint registered during this time period. There has been no faculty grievance filed. Also, the Student Liaison has documented no student complaints.

However, there have been three informal student complaints about access to academic advising provided by the Director of Student Affairs. These complaints were received through the web page. This was during a period of support staff transition and the concerns were reported to the Dean and to the Director of Student Affairs. The action taken was to continue to monitor for students complaints and provide additional orientation to new support staff.

The web page dialogue box was established by the Learning Resource Center Technology Coordinator as a source of information to potential, new, and enrolled students. An additional link, *Opportunity for Improvement* site, was initiated as a creative action for monitoring compliments and concerns as of March 2003.

Criterion 21: Compliance with Higher Education Reauthorization Act Title IV eligibility and certification requirements are maintained.

EXPECTED LEVEL OF ACHIEVEMENT: 100% of nursing faculty will comply with university policies and practices regarding attendance reporting to maintain compliance with Title IV requirements.

The Indiana State University, Office of Student Financial Services (OSFS), also known as the Financial Aid Office is a fully accredited participant in the Federal Title IV programs. The Office of Student Financial Services complies with documentation, monitoring and loan repayment policies. The Office of Student Financial Services is located in Tirey Hall, room 150 in the University Pavilion area on Seventh Street.

Student Loan Information Governance

- a. a written, comprehensive student loan repayment program that addresses student loan information, counseling, monitoring, and cooperation with lenders.**

Student loan information including Affirmative Action, application, processing, eligibility, budgeting and awarding processes, ethical responsibilities, documentation, types of financial aid, appeals, class attendance, satisfactory progress, Return of Title IV Federal Aid Policy, and reporting are mandated and available to graduate and undergraduate students. Student loan information is located in the *Financial Services Handbook* or on the website:

www.indstate.edu/finaid/handbook/cap.html.

Other resource listings provided by the OSFS on the website include:

www.petersons.com
www.collegeboard.org
www.fastweb.com and
www.sai.com/adjunct/.

The Office of Student Financial Services has twenty-four (24) employees, under the supervision of a qualified Director. Other personnel include the Senior Associate Director, Associate Director, Assistant Director, and four Financial Aid Counselors, including a host of Data Entry

personnel, Assistants, Secretaries, and Consultants for provision of services to students in various loan programs.

Beginning in the Fall of 2000 Indiana State University was required to have a process by which it could document that Title IV recipients attended class during the semester for which they received aid. This process is part of a larger policy called the Return of Title IV Aid Policy.

This policy was put into effect as a result of the Higher Education Amendments of 1998 (HEA 98) and affects financial aid recipients who completely withdraw from all their classes. The goal of the Federal Return of Title IV Funds policy is to accurately determine the amount of federal assistance the student is eligible for at the time of his/her withdrawal from the university. It does not apply to financial aid recipients who drop from some, but not all of their classes within the semester. The Federal Title IV programs covered under this policy include *Federal Pell Grant*, *Federal Supplemental Education Opportunity Grant (SEOG)*, *Federal Perkins*, *Federal Stafford* and *Federal PLUS*.

Monitoring of attendance, grading verification, and withdrawals are reported in collaboration with the Office of the Registrar, the Office of Student Financial Services, and the faculty. The Financial Aid Class Attendance Policy monitoring system states:

Recipients of federal funds who have registered for classes **must attend** those classes if they wish to keep their financial assistance. Failure to do so could result in, the cancellation of [aid], owing money back to the university, owing money back to the federal programs, and losing [eligibility] for future federal financial assistance (*Financial Services Handbook*, 2001).

One hundred percent of tenure and tenure track faculty in the School of Nursing participate in monitoring class attendance by submitting electronic reports every third and tenth week of each semester. There has been a problem with adjunct faculty not reporting clinical sections. As an opportunity for improvement, attendance and midterm reporting will become part of new faculty

orientation provided by Department. Also, the Chairpersons will notify all faculty, including adjuncts, to report attendance during the reporting dates.

Midterm academic grades are also reported for full time first semester freshmen and students on academic probation. Only midterm deficiencies are reported for all students. This information is administered by the Office of the Registrar and monitored by the School of Nursing Department Chairpersons. The Department Chairpersons receive via e-mail reminder notices from the Office of the Registrar if nursing faculty have not submitted the electronic attendance reporting.

The Office of the Registrar distributes to the School of Nursing, through Office of Student Affairs, a ten day student enrollment roster. The roster is a paper based listing of potential and nursing student enrollments received after registration each semester, including summer sessions. Individual course rosters are updated in the University computer system that are accessible to each faculty instructor. Paper based format for individual course rosters are received by the Office of Student Affairs in the School of Nursing, which include first and ten day enrollments. These rosters are distributed to Department Chairpersons and faculty.

For financial assistance purposes if students must withdraw from all classes, there are two ways in which a student completes this process from Indiana State University:

- *Official withdrawal process* initiated by the student in cooperation with the Office of Admissions for undergraduates or the School of Graduate Studies for graduate students.
- *Unofficial withdrawal process* when students cease to attend all classes and fail to initiate the *Official Withdrawal Process*. The students in this category will receive a grade of “WF” as an indication of all courses failed at the end of the term. In addition, the OSFS must determine the official last day of attendance to determine the amount of financial assistance the student may be eligible to receive (earned) or the amount they are no longer eligible (unearned) to receive financial aid.

ISU currently has a “preferred lender list” of fourteen participants. In addition, the Indiana State University Office of Student Financial Services will work with any lender. There are over 500 optional lenders available throughout the country, which participate in FFELP for Stafford Loans.

The Office of Student Affairs receives a listing of nursing students eligible for financial aid from the Office of Student Financial Services. A newly implemented read only data screen accessibility was incorporated spring 2003 for the Director of the Office of Student Affairs. The School of Nursing Student Affairs Committee utilizes the information provided by the Office of Student Financial Services for assistance in selection of possible nursing scholarship recipients. Nursing Scholarship recipient recommendations are forwarded to the Foundations Office that collaborate efforts with the Office of Student Financial Services for approval of scholarship recipients.

Indiana State University participates in the Federal Perkins Loan Program. The Office of the Controller administers this program, although the Office of Student Financial Services completes the initial awarding of the loan. All entrance information, Master Promissory Notes (MPN) for undergraduate and graduate students for Exit Loan activities are monitored by the Office of the Controller.

When a student graduates, falls below six credit hours, or leaves the institution, the lender is notified. The student is asked to complete an Exit Counseling session. During the Exit Counseling session, conducted by the Associate Director of Student Financial Services, the student is given information regarding repayment and responsibilities. The lender follows the borrower carefully during the grace period and in repayment to attempt to assist the borrower to remain in good standing. Even if a student becomes unemployed, the lender will attempt to assist the borrower

through forbearances and economic deferments. It is the borrower's responsibility to keep the lender informed of any change in circumstances.

b. students are informed of their ethical responsibilities regarding financial assistance.

The Indiana State University Office of Student Financial Services participates in the Federal Family of Educational Loans Program (FFELP). FFELP is a partnership between the student, a lending institution and the University. A borrower's responsibilities are discussed on the reverse of the application, as well as in the required Entrance Counseling sessions, and available on the website generally completed by the Associate Director. Individual student sessions are also provided with a video (*Managing Your Student Loans: Turning Your Investment Into Success, SALLIE MAE*).

Return of Title IV Federal Aid Policy affect financial aid recipients who completely withdraw from all classes in a semester/summer session. When students withdraw, the Indiana State University OSFS is required to determine if the students are a Title IV recipient of earned and unearned financial aid funds.

Default situations do occur; however, this is rare among Indiana State University students. The institutional default rate has increased over the past three (3) years from a 3.4% to 5.4% rate. Nursing student default rates are calculated into the institutional rates. However, the main reason why defaults have increased is due to the national economic situation. A comparison of the tuition rates of Indiana State and other regional institutions is presented in Table 21.1.

The Office of Student Affairs and faculty are not directly involved with the financial aid processing of students. However, the School of Nursing faculty are fully compliant in monitoring and reporting grades and attendance in classes. These required reports are completed in a timely

fashion to the Office of Student Financial Services, the Office of the Registrar, and the Office of the Controller. The Exhibit: Financial Resources has samples of financial aid packets.

Table 21.1 *Comparison of Tuition Fees by Institution, Excluding Additional Fees 2002-2003*

College or University	Resident Undergraduate Per Credit Hour	Nonresident Undergraduate Per Credit Hour	Resident Graduate Per Credit Hour	Nonresident Graduate Per Credit Hour
Indiana State University*	1-11.5=\$148 12-18 =\$2,058 > 18 =\$2,479	1-11.5=\$361 12-18 =\$5,138 > 18 =\$6,172	1= \$162.00	1= \$369.00
IUPUI Indiana University Purdue University Indianapolis	1=\$127.95 3-5=\$383.85 6-11=\$767.70 12-14=\$1,535.40 > 15=\$1,919.25	1= \$1,194.00 3-5=\$2,388.00 6-11=\$2,388.00 12-14=\$4,776.00 > 15=\$5,970.00	1= \$171.25	1= \$494.15
University of Southern Indiana	1=\$113.00	1=\$276.25	1=\$166.25	1=\$333.25
Eastern Illinois University	1=\$108.45	1=\$325.35	1=\$114.20	1=\$342.60
Ivy Tech State College (2 year only)	1 = \$73.80	1 = \$148.75	N/A	N/A
Vincennes University (2 year only)	1 = \$91.55 >15=\$1,373.25	1 = \$228.50	N/A	N/A

(Examples of additional fees not included in the fee table are Technology, New Student, Laboratory, Supplies, Parking, and Activities)

* Indiana State University has approved a \$1,000.00 new student fee and an increase of 5% for the 2003-2004 academic year.