

# Clinical Systems Leadership (RN-MSN) Program Handbook 2020-2021

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### University Policies & College of Nursing Overview

#### Handbook Introduction

The Clinical Systems Leadership (RN-MSN) Program Handbook provides information to students and faculty to facilitate student advising.

#### General Information

This document is for informational purposes and is neither a contract nor an offer to contract. The College of Nursing reserves the right to change any provision or requirement at any time without notice. This material supplements the University of Arizona Catalog, Graduate College Policies (where applicable) and the Schedule of Classes. Additional information may be found at the following web sites:

The University of Arizona
The University of Arizona Catalog
The Graduate College
The College of Nursing

The RN-MSN Program Handbook is designed as a resource for students and faculty. Relevant policies and procedures of the University of Arizona, Graduate College and College of Nursing are included in this handbook. Much of the information is online; therefore, the actual web sites are listed for the official information on policies and procedures. Where information is not available online, a brief description is provided. Additional information can be obtained from the Office of Student Support and Community Engagement. **Students are responsible to know and adhere to all established policies and procedures.** 

#### Relationship to Other Documents

The RN-MSN Program Handbook is intended to be used in conjunction with other university documents including, but not limited to, those named and linked above. Students should first consult their Program Handbook, relevant Clinical Guidelines Handbooks and then consult the appropriate Graduate College or university policies when questions arise. Many polices in the RN-MSN Program Handbook are specific to students in the program and within the College of Nursing. All students, faculty and staff are expected to read the handbook and be familiar with college and university policies. The most current copy of the RN-MSN Program Handbook is available on the College of Nursing's website for public access.

In addition to this handbook, students must review the <u>Policies & Procedures</u> as posted to the College of Nursing's website. These policies include (but are not limited to):

- Obligation to self-report
- Code of Ethics for Nurses
- Use of Social Media
- Clinical Policies (technical/essential qualifications, immunizations, uniforms, etc.)
- Graduation

The College of Nursing upholds all University Policies related to but not limited to the following:

- Absence and Class Participation
- Threatening Behavior
- Accessibility and Accommodations
- Code of Academic Integrity
- Nondiscrimination and Anti-Harassment

## Systems & Resources for College of Nursing Students

#### **Systems**

There are a number of university systems that students in College of Nursing programs will utilize. Students will need to use the following systems (links provided for tutorials):

- UAccess Student
- Desire2Learn (D2L)
- Assessment Systems (Examity, Examsoft, Kaplan, ATI, etc.)
- GradPath (all graduate students)

Students completing clinical work as part of their program will be oriented to other systems throughout their programs. All students should review the <a href="Student Technology Needs">Student Technology Needs</a> as listed by the college's <a href="Learning & Healthcare Technology Innovations">Learning & Healthcare Technology Innovations</a> team.

#### **UA Student Email**

Upon admission, all students are given an official <u>University of Arizona email address</u> (@email.arizona.edu). Email sent to this address can be checked remotely or forwarded to the student's phone. This address must be checked daily, as it is the official source of communication between faculty, staff and students. Students are responsible for all program updates and requests sent to this address.

#### Offices & Departments

#### Office of Student Support and Community Engagement (OSSCE)

<u>OSSCE</u> works collaboratively to support the educational mission of the College of Nursing. OSSCE is responsible for student services including current student academic advising, recruitment, admissions, progression, academic support services, graduation, student-centered events and College of Nursing scholarships.

Students may contact OSSCE via email (entry@nursing.arizona.edu or advanced@nursing.arizona.edu) or by calling 520-626-3808. When contacting the OSSCE, students should have the Student ID number, the year admitted to current program, and (if applicable) specialty. Students are encouraged to make an appointment in person or by phone ahead of time.

#### Academic Advising

All graduate students are assigned an academic advisor when admitted to the degree program. Academic advisors work with students from admission to degree completion and are a main point of contact with the college. Advisors can help students navigate program and degree requirements, registration, college and university policy, and connect students to other resources as needed. Students can expect a response from an academic advisor within 24-48 business hours.

#### **Contact Information:**

Melissa Sittler, Senior Academic Advisor I

Phone: 520-621-9515

E-mail: melissacooke@email.arizona.edu

#### Learning and HealthCare Technology Innovations (LHTI)

Learning and HealthCare Technology provides assistance to enhance the students' learning experience. The LHTI department is responsible for technology support and the development of enabling technologies for students, faculty and staff. A wide range of supportive services are available students via the <a href="LHTI Help Page"><u>LHTI Help Page</u></a>. LHTI also provides technology recommendations and requirements for students, available on the Help page.

#### Financial Aid & Scholarship Information

Master's students in the College of Nursing are eligible for financial aid and scholarships. The College of Nursing offers scholarships on a yearly basis and requires all interested students to submit an application. An email is sent to all newly admitted and current students during the spring term with relevant information. All students are encouraged to submit a Free Application for Federal Student Aid (FAFSA). Many college and university scholarships rely on information provided by the FAFSA to be awarded. Additionally, students may seek to use loans or grants to cover tuition and fees expenses. The following is a list of university resources for students with financial aid questions:

# Office of Scholarships & Financial Aid <a href="http://financialaid.arizona.edu/">http://financialaid.arizona.edu/</a>

Doctoral students in the College of Nursing are assigned alphabetically (last name) to counselors in the Office of Scholarships & Financial Aid. Students with questions or concerns should use the contact information on OSFA's website to reach out to the appropriate individual for questions related to financial aid.

Scholarship Universe

https://scholarshipuniverse.arizona.edu/suha

The University of Arizona maintains a comprehensive database of scholarships available to students in all programs and majors. Students may log in with their NetID to search for opportunities and complete applications. All College of Nursing scholarship applications must be submitted through Scholarship Universe.

# Disability Resource Center https://drc.arizona.edu/

For students with disabilities who anticipate issues related to the format or requirements of the program should meet with the appropriate course chair or program coordinator as early as possible to determine if accommodations are necessary. If formal, disability-related accommodations are necessary, students will need to complete the accommodations request form online to register with the Disability Resource Center (520-621-3268). To arrange for reasonable accommodations, students are also responsible for immediately notifying the course chair(s) of each course regarding eligibility for reasonable accommodations. Early notification ensures the most effective accommodation and support. Students may also wish to take advantage of the <a href="Strategic Alternative Learning Techniques">Strategic Alternative Learning Techniques</a> (SALT) Center for additional support services. Students may also contact OSSCE for assistance in navigating these resources, or for connection with the college's <a href="Academic Success Coach">Academic Success Coach</a>.

#### Academic Policies & Procedures for RN-MSN Students

#### College of Nursing Academic Responsibility and Master's Education Statement

The University of Arizona College of Nursing is an innovative academic community who believes that personal and professional integrity and excellence are paramount to student success. Therefore, we encourage each student to approach academic opportunities in their chosen field with the passion required to learn the existing theories, practices, and methods of the discipline and to apply these in their research, practice, and/or teaching. Graduate students are expected to demonstrate integrity and ethical behavior in every aspect of their work (classroom, community, bench, and bedside) including adhering to all institutional and governmental policies.

Scholarship is an integral part of graduate education. Therefore, our community facilitates student engagement in scholarly discourse through colloquia, seminars, and group discussions that are part of the academic program. Master's students may have opportunities that facilitate publication and presentation of their ideas.

Graduate education is an emotional, intellectual and time intensive endeavor. Knowledge acquisition and application require rigorous concentration, focus, and evaluation. To ensure success, students should devote focused time and effort in pursuit of their academic credentials.

Our community believes that a collegial environment promotes learning and discovery. This welcoming environment is evident throughout our college and classrooms. As such, students, faculty and staff alike regard each other with mutual respect.

The College of Nursing is deeply committed to these principles of academic responsibility. In joining our community of scholars, Master's students promote the integrity of academic pursuits for themselves and the College of Nursing community, as well as for the discipline and society.

#### Line of Communication

The CON is committed to the creation of an environment which promotes the student learning experience. Open, respectful dialogue between students and faculty is critical to the enrichment of the learning experience.

In order to facilitate the open communication between students and faculty, the CON has outlined a line of communication to resolve academic issues that may arise in the virtual classroom and/or in clinical practicum. Student issues or concerns need to be addressed promptly and according to the established line of communication outlined below. Dialog with the next person in the line of communication is necessary only after the prior contact does not lead to resolution. For grade disputes, please refer to that section of the handbook for communication pathways and support.

- 1. Section Faculty
- 2. Course Chair/Lead Faculty (if applicable)
- 3. Program Director
- 4. Division Chair
- 5. Dean of the College of Nursing

#### Grading & Program Progression

#### **Grading Policy**

A high level of performance is expected of students enrolled in the RN-MS in Clinical Systems Leadership program. A student must be making satisfactory progress toward completion of the degree to remain enrolled in the program. In addition to Graduate College policies, the College of Nursing requires adherence to the following Graduate Academic Progression policies:

- A. A student must earn an overall grade point average of 3.0 or better to be awarded the Master of Science degree.
- B. A student with regular status achieving less than a 3.0 grade point average at any point in the program will be placed on academic probation. Students on probation are required to meet with program faculty, their Academic Advisor, and Program Coordinator to discuss steps to be taken to resolve the problem that led to probationary status and devise a written plan of action.
- C. A student may be dismissed from the College of Nursing for unsafe practice and/or unethical conduct in the program without having been previously warned.

#### Grade Appeal

All graduate students at the university may appeal a grade. According to <u>university policy</u>, the basis for filing a grade appeal in any course is limited to fundamental fairness in treatment of the student by the instructor, as specified by the syllabus supplied to students at the beginning of the course. When considering a grade appeal, a student should meet with their academic advisor to review the required steps and timelines. All grade appeals should follow the line of communication provided in this handbook.

#### Withdrawal Grades

Withdrawal (dropping a course or from the university) processes are controlled by the university. Complete policies are available in the current <u>university catalog</u>. Requests for complete withdrawal from the University are initiated through the <u>Registrar's Office</u>. Students leaving the University without a statement of formal withdrawal will be awarded a failing grade in each course.

Students should review the current term's <u>Registration Dates & Deadlines Calendar</u> when considering a withdrawal. Summer courses are often dynamically dated, with non-standard start and end dates – please see the Registrar's calendars for Dates and Deadlines for Classes with Non-Standard Start Dates to verify the appropriate term deadlines.

#### Grades of Incomplete

The grade of "I" for "Incomplete" may be awarded only at the end of the semester when all but a minor portion of the course work has been satisfactorily completed. RN-MSN students should discuss with the instructor whether or not their circumstances allow them to receive an Incomplete grade. This should be done at least two weeks before the end of the semester. Instructors should work with the student to document what course work must be completed by the student for the "I" grade to be removed and replaced with a grade. Documentation should include:

- Which assignments or examinations should be completed and when
- How this work will be graded
- How the student's course grade will be calculated
- Date all incomplete requirements must be met

The instructor may use the University's Report of Incomplete Grade form to document the agreement. Both the instructor and student sign this agreement and forward the agreement to the Office of Student Support & Community Engagement.

RN-MSN students have a maximum of one calendar year to remove an Incomplete, however the time frame to complete any unfinished work is at the discretion of the faculty. Most incompletes should be resolved before the end of the next semester in order for the student to satisfactorily progress. An Incomplete not removed within one year is replaced by a failing grade of "E" and counted as an "E" in determining the student's grade- point average. If the coursework cannot be completed within one year, the student may petition to extend the Incomplete. This petition must be submitted before the grade converts to an "E". A Leave of Absence does not extend the one calendar year time frame for Incomplete

replacement.

If there is a possibility that the student's cumulative grade-point average will fall below 3.00 through the conversion of Incomplete grades to failing grades, the master's degree will not be awarded.

#### Petitions

A student, who believes with good academic reason, that they deserve redress or exception to the University of Arizona Graduate College rules, regulations, or policies can formally petition for an exception. A petition form must be submitted to the Graduate College Graduate Student Academic Services Office explaining all relevant facts. The petition form must be accompanied by supporting documents and a letter of support from the student's Faculty Advisor, Director of Graduate Studies, or Department Head. Petition forms are available via GradPath.

#### Leave of Absence

Students may request a Leave of Absence (LOAs) from the College of Nursing and the Graduate College. Requests may be considered for the following types of leaves:

- Academic Leaves: Academic LOAs (i.e., leaves to take course work at another university, for research, field work, internships, professional development, etc.) are handled on a case-by-case basis by the College of Nursing and the Graduate College.
- Medical Leaves: With appropriate documentation from their medical provider, graduate students in degree
  programs may be granted a Medical Leave of Absence by the Dean of the Graduate College. Under extraordinary
  circumstances, LOAs may be granted retroactively for up to one year. Students will be readmitted without
  reapplying to the College of Nursing and the Graduate College. Only when the LOA is approved prior to the
  beginning of the semester for which the LOA is being sought will students be exempted from fees for that
  semester. Only academic services or facilities available to the general public can be used during the LOA.
- Personal Leaves: Graduate students in degree programs may be granted a LOA for a maximum of one year throughout the course of their degree program by the Dean of the Graduate College. LOAs may be granted retroactively for up to one year. LOAs are granted on a case-by-case basis for compelling reasons including birth or adoption of a child, personal or family reasons, medical reasons, military duty, or financial hardship. Students will be readmitted without reapplying to the College of Nursing and the Graduate College at the expiration of the LOA. Only when the LOA is approved prior to the beginning of the semester for which the LOA is being sought will students be exempted from fees for that semester. Only academic services or facilities available to the general public can be used during the LOA.

LOAs may affect the status of a student's financial aid. Students are responsible for determining the requirements of their funding agency and / or academic unit prior to applying for a LOA.

Failure to obtain a Leave of Absence or remain in continuous enrollment will result in penalties, as described in the Graduate College's <u>Continuous Enrollment</u> policy requirements.

Master's students are required to notify the Program Director and OSSCE of any LOA and how long the LOA will last.

The process for requesting an LOA from the College of Nursing is as follows:

- The student should first discuss their intent with their faculty advisor and propose an updated Plan of Study to complete their coursework.
- If the faculty advisor supports the request, the student should submit the request to the Graduate College. The online submission form is located in GradPath under Petitions.
- Denial or Approval of the request will be sent to the student's UA email.
- Student must inform their academic advisor of the outcome.

#### Continuous Enrollment Policy / Minimum Enrollment

All students must complete a Plan of Study as developed with the faculty advisor. If the student wishes to change the Plan of Study in a way that will impact the timeline to complete their coursework, the student must consult with the faculty advisor and identify a new timeline for completion.

RN-MSN students must maintain <u>Continuous Enrollment</u> as defined by the Graduate College's policy. The policy requires that the student must register for a minimum of 3 graduate units each fall and spring term until the completion of all course requirements.

While RN-MSN students are not required to maintain <u>Full-Time Graduate Student Status</u>, student financial aid may require full-time status. RN-MSN students receiving funding such as assistantships, fellowships, loans, grants, scholarships or traineeships may be required by their funding source to register for more than 1 unit to meet full-time status requirements, and should check with their program advisor regarding such requirements to ensure that they remain qualified for funding.

#### Non-Enrollment & Readmission to the College of Nursing RN-MSN Program

Students who have been granted an approved Leave of Absence, and who return within the approved time period, do not have to apply for readmission.

Students who were previously enrolled in the RN-MSN program who have not been officially enrolled for one regular semester or more must re-apply for admission. Readmission requires approval by the RN-MSN Program Director. Only students considered in good academic standing according to <u>university policy</u> will be reviewed for readmission. The student must also reapply for admission to the <u>Graduate College</u>.

Students who do not enroll before the 5<sup>th</sup> week of courses for each fall and spring term may be withdrawn from the University's systems because of non-enrollment. OSSCE will attempt to contact any student not on an approved Leave of Absence who does not enroll for the next term via email during the first 5 weeks of the term via email.

Students who do not respond to email contact will be sent a formal letter to their address of record in UAccess. If no response is received, the student may be dismissed from the program.

#### Timelines for Satisfactory Progression & Degree Completion

The College of Nursing enforces the Graduate College's Time Limitation Policy. All requirements for the Master's degree must be completed within 6 years.

Satisfactory progression in the RN-MS program is expected of all students. Students will be reviewed annually and assessed for satisfactory progression. It is recommended that students take at least 2-3 courses per year to demonstrate satisfactory progression toward degree completion within the specified time of 6 years.

#### The Student Progression Report (SPR)

The Student Progression Report (SPR) is a collaborative effort between faculty and student to address any area(s) of academic or clinical concern that may impede a student's progress in the nursing program. The form may be used for a variety of situations including but not limited to early detection of a problem in a course and potential risk of failing; documenting failed tests, assignments, clinical and professional conduct concerns; and discussing possible interventions and referrals that support a student's success.

Examples include (but are not limited to):

- Academic Integrity/Code of Conduct Concerns
- Unsafe Practice Incidents
- Unsatisfactory Academic Performance [sub-par performance on tests, papers, etc.]

• Professional Development Concerns [repeated tardiness, lack of preparation for SILC/clinical work, inappropriate communication, etc.]

The SPR & filing guidelines are located on the college's website for easy access. Faculty will initiate the SPR and contact the student for an initial conversation with 1-2 days of the incident/concern. Students are responsible for completing follow-up items as outlined on the SPR (i.e. meeting with the Academic Success Coach, additional SILC time, etc.)

#### RN License Requirement

A current RN license in the state where you now practice with no restriction, encumbrance, or probationary limitations imposed by the applicable Board of Nursing or any judicial entity associated with yourself, your license or your practice. The RN license must be current upon application and throughout the program. RN licenses that expire before classes begin must be updated before starting the program.

### RN-MSN Program Benchmarks

#### **Foundational Courses**

All students will take foundational courses. The specific courses in the plan of study are based on the degree attained by students prior to admission.

- NURS 520 and 521 are required for ADN track students.
- NURS 543 and 521 are required for BSN track students.

If a statistics course was taken more than five years before enrollment, students will be required to take a statistics course (NURS 629) within the first term of the program.

#### **Core Courses**

#### ADN-Track

Course Name	Course	Credits
Foundations of Systems Leadership	NURS 520	3
Evidence-based Practice Improvement	NURS 521	4
Healthcare Business Dynamics	NURS 640	3
Healthcare Environments and Care Coordination	NURS 545	4
Healing Environments and Practices	NURS 653	4
Quality and Safety Management	NURS 654	4
Health Information and Patient Care Technologies	NURS 543	3
Leadership for Patient-Centered Care	NURS 641	4
Health Promotion and Risk Reduction	NURS 540	4
Population Health	NURS 541	4
Clinical Systems Leadership Immersion	NURS 660	7

#### **BSN-Track**

Course Name	Course	Credits
Health Information and Patient Care Technologies	NURS 543	3
Evidence-based Practice Improvement	NURS 521	4

Healthcare Business Dynamics	NURS 640	3
Healthcare Environments and Care Coordination	NURS 545	4
Healing Environments and Practices	NURS 653	4
Quality and Safety Management	NURS 654	4
Health Promotion and Risk Reduction	NURS 540	4
Clinical Systems Leadership Immersion	NURS	5
	660B	

#### Clinical Systems Immersion Experience

All students are expected to actively engage in the clinical systems leadership immersion experience as the final course in the program. Students must complete all components of the Immersion course for degree completion. Associates track students must enroll in NURS 660 (6 units). Bachelors track students must enroll in NURS 660B (5 units).

#### Transfer of Graduate Courses from Other Institutions

RN-MSN students may transfer credits from previous graduate programs for use toward the RN-MSN degree. Students entering the RN-MSN program with previous graduate degrees may be eligible to transfer up to 9 credits.

Prior to requesting the transfer of credits into the program, the student must review the policies in the student handbook regarding the maximum number of transferrable units. Transfer credits are subject to advisor/faculty review to determine suitability toward program outcomes. No transfer credits will be accepted once the plan of study is filed.

In order to be eligible for transfer or substitution, coursework must:

- Be less than 6 years old at the time of transfer
- Be graduate-level coursework
- Be available on the student's official transcript with a grade of "A" or "B" (grades of "P" or "S" are not accepted by the Graduate College for transfer)

#### The process for transfer coursework is:

- A. Students must provide the following documentation for transfer evaluation: syllabi for applicable courses & unofficial transcript showing grade of A or B.
- B. Once the student has obtained the proper documentation the Outreach Counselor sends the materials, along with a completed Transfer Evaluation Form to the Program Coordinator who will forward the information to Lead Faculty for specific courses in the program. These faculty members will then review the materials to assess if they meet UA and RN-MSN program requirements.
- C. The Program Coordinator informs the Outreach Counselor if the course has been pre-approved or denied for transfer.
- D. The Outreach Counselor informs the student if the course has been pre-approved or denied for transfer.
- E. If the transfer request is pre-approved, the Academic Advisor will assist the student in filling out the appropriate Graduate College Transfer Credit Form located in GradPath. This form must be reviewed by the Graduate College for final approval.

Students who complete the College of Nursing's **Clinical Systems Leadership (MSN)** program may substitute the following Graduate Courses:

- NURS 641 (Leadership for Patient-Centered Care can be substituted for NURS 650 (Theories of Leadership & Organizational Management)
- NURS 545 (Healthcare Environments and Care Coordination can be substituted for NURS 642 (Health Policy & Economics)
- NURS 541 (Population Health) can be substituted for NURS 753 (Population Health)

• In addition, NURS 629 (Statistics) will also satisfy the statistics requirement for the DNP program.

#### Plan of Study

All RN-MSN students need to complete and submit a Plan of Study to the Graduate College by the end of their third term in the program. The form is available at the Graduate College website for students to complete. Instructions are emailed to students at the beginning of the third term on how to complete this form and Student Services can assist with any questions or issues. Note that all transfer credits must be approved and included in the Plan of Study.

#### Online Course Attendance Policy

Students are required to engage in active learning throughout each course. Students are expected to login at least twice a week to maximize their engagement in the learning process. In order to successfully complete the course requirements and adhere to assignment deadlines, students should log in each week before Thursday. Lack of attendance and/ or late submissions of assignments will result in less than optimal student progress toward course outcomes. Failure to regularly log on to course sites or report to class can result in a lowering of the final course grade or an administrative withdrawal from the course. In the event of absence, it is the student's responsibility to notify the faculty member or lead faculty prior to the beginning of the class, course module or clinical experience. Exceptions to this policy will be considered only in case of catastrophic events, with approval by course faculty and the appropriate Division Chair & Program Director.

Absence from class or clinical experience will result in an evaluation by faculty to determine if the student is able to meet the course outcomes.

#### **Examination and Coursework Completion**

All students are expected to complete coursework as scheduled. If an emergency arises, students are to contact the lead faculty via email no later than the scheduled due date. If unable to contact the lead faculty, the student should call or email Student Services and leave a message and telephone number. All coursework make-ups must be arranged and scheduled with the lead faculty for the course. The time frame for making up coursework is limited to a one-week period following the regularly scheduled due date except under extenuating circumstances. Exceptions to this policy will be considered, in case of catastrophic events with approval by the lead faculty for the course in collaboration with the Program Director. Assignments that require timely group interaction (including online discussions) may not be able to be made up if missed. Students will need to discuss this circumstance with the lead faculty for the course. Students should always refer to the specific course policies concerning policies for late work.