EXPECTED LEVEL OF ACHIEVEMENT: 100% of the policies are congruent with University or justified where required to maintain the integrity of the nursing program.
Student policies are readily available to students on the School of Nursing website.
Students will rate the item "School of Nursing Policies are adequate and sufficient information about the policies was given to me in the student handbook" as a 3.5 or above in a 5.0 scale.

Documentation confirms:

a.   **congruency, availability, and accessibility of student policies within the governing organization and the nursing education unit, including but not limited to :**

   non-discriminatory;
   selection and admission;
   student evaluation/grading
   retention;
   withdrawal/dismissal;
   graduation requirements;
   grievance/complaints and appeals procedures
   financial aid;
   transfer of credit;
   recruitment;
   health requirements; and
   validation of prior learning/articulation

Student policies at Indiana State University and the School of Nursing are publicly accessible and

available. All University policies may be publicly accessed online from the University's home

page, http://www.indstate.edu. The *Undergraduate Catalog* and *Graduate Catalog* are also

published in hard copy and available upon request. Although *University Standards* (Code of

Student Conduct) is published online, a hard copy is given to every student who utilizes a

residence hall for housing, and a copy is mailed to the home address of all other students.

A *School of Nursing Undergraduate Student Handbook* is given to each undergraduate nursing

student upon admission to either the Associate Degree or Baccalaureate Degree Nursing

Programs. Policies of the School of Graduate Studies are applicable to students admitted to the

Graduate Program in Nursing and may be viewed from http://web.indstate.edu/acad-aff/catolog-

g.html. Student policies specific to each program in the School of Nursing may be viewed on the

School of Nursing home page at http://www.indstate.edu/nurs/. A copy of all catalogs, *University*

Standards, and *School of Nursing Undergraduate Student Handbook* are available for review by

the evaluators in the NLNAC Resource Room. The following table lists many of the locations of

student policies.

Table 9.1 *Student Policies: Publication*

Student Policy	Publication
Non-discrimination (including ADA statements)*	http://www.indstate.edu/hres/affactdiversity/eoaapolicystatement.html *2002-2003 University Standards, 3* *2003-2004 Undergraduate Catalog*, ii *2001-2003 Graduate Catalog,* inside cover *2002-2003 School of Nursing Undergraduate Student Handbook; inside cover, 38-39* (ADA) *School of Nursing Handbook*; inside cover, Section V(ADA) School of Nursing Brochures for Baccalaureate Degree in Nursing Program, and Baccalaureate Track for Registered Nurses
Selection and Admission*	*2003-2004 Undergraduate Catalog*, 2-6 *2001-2003 Graduate Catalog,* 8-12 School of Nursing Brochures for Baccalaureate Degree in Nursing Program, and Baccalaureate Track for Registered Nurses *School of Nursing Handbook*, Section V
Academic Progression*	*2002-2003 School of Nursing Undergraduate Student Handbook*, 24-27 *School of Nursing Handbook*, Section V
Student Evaluation and Grading*	*2003-2004 Undergraduate Catalog*, 13 *2001-2003 Graduate Catalog,* 15-16 *2002-2003 School of Nursing Undergraduate Student Handbook, 22* *School of Nursing Handbook*, Section V Course syllabi
Retention*	*2003-2004 Undergraduate Catalog*, 14 *2001-2003 Graduate Catalog,* 16 *2002-2003 School of Nursing Undergraduate Student Handbook, 24-27* *School of Nursing Handbook, Section V*
Withdrawal/Dismissal*	*2003-2004 Undergraduate Catalog*, 15 *2001-2003 Graduate Catalog,* 19 *2002-2003 School of Nursing Undergraduate Student Handbook*, 24-27
Graduation Requirements*	*2003-2004 Undergraduate Catalog*, 15-16 *2001-2003 Graduate Catalog,* 20-23
Grievance/Complaints and Appeal Process*	*2001-2003 Graduate Catalog, 19* http://www.isu.indstate.edu/sogs/s-ahb/home.htm *2002-2003 University Standards: Code of Student Conduct, 6; 15* *2002-2003 School of Nursing Undergraduate Student Handbook, 31-33* *School of Nursing Handbook, Section V*
Financial Aid*	*2003-2004 Undergraduate Catalog*, 7-11 *2001-2003 Graduate Catalog,* 32-41 *2002-2003 School of Nursing Undergraduate Student Handbook, 27* *School of Nursing Handbook, Section V*
Transfer of Credit*	*2003-2004 Undergraduate Catalog, 3-5* *2001-2003 Graduate Catalog, 21* *2002-2003 School of Nursing Undergraduate Student Handbook, 21* *School of Nursing Handbook, Section V*

Student Policy	Publication
Recruitment	*2003-2004 Undergraduate Catalog*, *2001-2003 Graduate Catalog*,
Health Requirements*	*2003-2004 Undergraduate Catalog*, *2001-2003 Graduate Catalog*, *2002-2003 School of Nursing Undergraduate Student Handbook*, 35-37 *School of Nursing Handbook*, Section V http://www.indstate.edu/shc/immunization%20notice.htm
Validation of Prior Learning/Articulation*	*2003-2004 Undergraduate Catalog*, 3-5 *School of Nursing Handbook*, Section V

*School of Nursing policy which differs from University policy

b.   rationale for policies that differ from the governing organization policies

Policies for graduate and undergraduate nursing students are consistent with those for students

enrolled in other Schools within the University. There are, however, some School of Nursing

policies that are more stringent. The University allows for variation in policies of individual

academic units, if the nature of the program justifies the variation, and the variation does not

create a more lenient standard. A brief discussion of School of Nursing policies that vary from the

University standard follows.

Non-discrimination. Faculty and administration in the School of Nursing are committed to a

policy of non-discrimination related to admission, progression, and graduation of individuals.

School of Nursing policies consistent with the University's policy statement. The Americans with

Disabilities Act (ADA) Policy with Core Performance Standards is utilized to guard against

discriminatory practices for those who are qualified, yet need special accommodations to meet

with success in a nursing major. The document is included in the *School of Nursing*

Undergraduate Handbook, School of Nursing Handbook, and on the School's web page.

Selection and Admission. In order to be considered for admission to programs in the School of

Nursing, applicants must first be admitted to the University. Graduate students must be accepted

by the School of Graduate Studies. Guaranteed, general, and transfer admission standards may be

found at http://www.indstate.edu/nurs/, all School of Nursing brochures, as well as the *School of*

Nursing Handbook. The School's standards are consistent with other Schools of Nursing in the nation in that they reflect requirements necessary for success in professional education.

Academic Progression and Retention. The University requires that undergraduate students maintain a cumulative grade point average of 2.0. A student who does not meet this standard will be placed on probation. Undergraduate nursing students may not progress in the major if placed on probation by the University. To remain in good standing, undergraduate nursing students must additionally achieve a grade of "B" or better in all nursing courses, as well as a satisfactory grade for the clinical component; and a grade of "C" or better in all cognate courses. Specific progression guidelines, and limitations are set forth for repeating of nursing and cognate courses. These are found in the progression and retention policies for the Associate Degree Nursing Program, Baccalaureate Degree Nursing Program, and the Baccalaureate Track of Registered Nurses.

The Graduate Program follows the progression and retention policies of the School of Graduate Studies. Graduate students must maintain a 3.0 average to continue enrollment in good standing. The Dean of the School of Graduate Studies makes determinations regarding graduate students who fall below the progression and retention standard.

Student Evaluation and Grading. The University does not prescribe a grading scale for determining course grades. The University Faculty Senate approved a proposal from the School of Nursing, March 27, 1997, to raise its passing grade for nursing courses from a "C" to a "B". In conjunction with this policy change, the minimum percent required for a "B" grade was changed from 75% to 79%. The following grading scale was implemented for all undergraduate nursing courses Fall 1997:

90% Lower limit of A
85% Lower limit of B+
79% Lower limit of B
75% Lower limit of C+
70% Lower limit of C
65% Lower limit of D+
60% Lower limit of D

The change in grade requirement for nursing courses was made in an effort to increase student achievement throughout the undergraduate programs, and to increase the potential for success on NCLEX-RN upon graduation. NCLEX-RN scores for students graduated from the Associate Degree Nursing Program have improved since implementation of the upgrade in policy. The School has full accreditation from the Indiana State Board of Nursing. It is anticipated that the policy will be as beneficial to the success of students enrolled in the baccalaureate program. Graduate students in the School of Nursing are graded according to the policies of the School of Graduate Studies.

Withdrawal/Dismissal. In Fall 2002, the University implemented a new policy related to dropping classes and withdrawals from the institution. Withdrawal procedures are initiated through the Office of Enrollment Services and can be found in the *Undergraduate Catalog*. To assist students in making informed choices that may affect their progression and retention in a nursing program, course faculty and academic advisors provide timely information and guidance to students regarding the policy, especially related to grade determination. Various strategies for disseminating the information include posting the policy on course bulletin boards, publishing critical deadline dates for dropping and withdrawing in course calendars, and counseling students who are not progressing satisfactorily or who are at risk academically.

Criteria for academic dismissal from the University pertain to those who have first been on academic probation. These students would not be continuing students in a nursing program. The dismissal policies for undergraduate programs in the School of Nursing specifically limit the

number of nursing course and cognate course repeats. Students may repeat a nursing course one time only. Failure of a nursing course the second time results in dismissal form the major. Failure of any two nursing courses results in dismissal. A failed cognate may be repeated one time. Failure of a cognate course the second time or failure of any three cognate courses will result in dismissal from the major. These policies are similar to those of schools of nursing in other institutions. The cognate policy, first implemented in 1995, pertains to courses identified as foundational to nursing education.

Graduation Requirements. Students completing an associate, baccalaureate, or master's degree from the School of Nursing must meet degree requirements for the University. Additional requirements are set forth by the respective programs or track. Upon completion of the program of studies, undergraduate students must have a cumulative grade point average of 2.0 or above. The School of Nursing requires the same minimum grade point average, but also requires a minimum grade of "B" in each nursing course, and minimum grade of "C" for each cognate course. This is consistent with requirements outlined in the *Indiana Code, IAC 1-2-21, Progression and Graduation*, which states that graduates must have a cumulative average grade of "C" or better, and a "C" or better in each nursing course in order to be eligible for the licensure exam.

Graduation requirements for the Master's Degree in nursing exceed University requirements in terms of minimum number of earned credits. The number varies depending on the area of specialization pursued by the graduate, and whether a 6 credit hour thesis or a non-credit culminating project was completed. Clinical specialization demands adequate time for development of advanced practice skills and knowledge, thus justifying the additional credit hours required for graduation.

Grievance Complaints/Appeals Process. Any student at Indiana State University may register

complaints with Student Judicial Programs regarding violation of the Code of Student Conduct.

The code and rights of students are outlined in the *University Standards*. This also contains the

appeals process for decisions of the hearing body. All students are referred to the University

Affirmative Action Office for complaints specifically related to discrimination.

The School of Nursing student grievance policy was written to ensure consistency with

requirements outlined by the National Student Nurses Association, and Bill of Rights and

Responsibilities for Students of Nursing. The policy applies to "any situation in which the student

alleges that a School of Nursing administrative or academic policy is faulty or its application has

resulted in unfair treatment."(*School of Nursing Handbook*, Section V). A Student Liaison, a

faculty member, is elected by students to serve as facilitator during the informal grievance

process. The procedures for informal and formal grievances are available to students on the web

and in the *School of Nursing Undergraduate Student Handbook*. There currently is not a similar

informal or formal all university student grievance policy in place, although a proposal,

developed by the Office of Academic Affairs, is being examined. Rarely has the formal grievance

policy been implemented. Most concerns from students in the School of Nursing have been

effectively resolved on an informal basis.

The School of Nursing has a procedure that affords undergraduate students the opportunity to

request exceptions to progression related to sequence of enrollment in nursing and cognate

courses. The procedure for filing a request may be found on the web and in the *School of Nursing*

Undergraduate Student Handbook. A form is available to students from the Office of Student

Affairs, School of Nursing. Once the request is received it is routed via the Office of Student

Affairs to the appropriate individuals for consideration. If any involved party denies approval, or

defers the decision, the Student Affairs Committee of Nursing Council considers the request.

Approvals have been granted only after careful consideration with input from Department Chairpersons, advisors, and faculty who have direct knowledge of the nursing course (s) and/or student(s) involved. Exceptions to progression have been approved for a variety of reasons. Some progression problems have been directly related to difficulties arising from implementation of the modified curricula, or lack of availability of adequate sections of nursing course prerequisites that are beyond the student's control. Others have been based on consideration of past learning, such as in assisting Licensed Practical Nurses with advanced placement for timely progression and graduation. Care is given to only grant requests that are in the best interest of the student's academic success, and that do not compromise the integrity of the program in which they are enrolled.

A function of the Student Affairs Committee, as stated in the *School of Nursing Handbook*, Section II, Faculty Statutes, is "to hear and act upon student petitions regarding student policies". Traditionally, this committee has considered appeals to the School of Nursing dismissal policy. Some students have alleged that problems with academic success have arisen, at least in part, from exceptional personal circumstances. The committee has given some weight to these claims when the circumstances relate to a catastrophic event; a previously undiagnosed learning disability; a medical emergency involving the student or immediate family member, providing that documentation in support of the claim was presented; or in a case where the student has demonstrated previous academic success. While reinstatement decisions were based upon criteria that are consistent with policies of other Schools of Nursing and reflect a well-intended, humanistic attitude, some problems have been recognized. It is difficult for committee members to be objective and completely non-discriminatory in hearing appeals that are often emotionally charged. And, in light of the difficulty the School has experienced in reaching its expected level of achievement on NCLEX-RN, there is concern regarding the impact reinstatements have made over the past several years. A faculty decision was made in Nursing council at the end of Spring

2003 to suspend further reinstatements. The focus of the decision was to maintain the integrity of the undergraduate programs, and to avoid circumstances that might lead to discriminatory practices.

Students in the Master's Degree Program in the School of Nursing follow the Graduate Student Appeals Process through the School of Graduate Studies to request an exception to any policy.

Financial Aid. Financial Aid Policies in effect for other students in the University also apply to students in the School of Nursing. Several nursing scholarships are available through the Foundation Office. The procedure for application, and a list of nursing scholarships and criteria, may be found on line from the School of Nursing home page, in the *School of Nursing Undergraduate Student Handbook* and *School of Nursing Handbook.* The application is also accessible online and from the Student Affairs Office in the School of Nursing. Selections for nursing scholarships are made by the Student Affairs Committee of Nursing Council.

Transfer of Credit. Standards for transferability of credit for general education courses taken from other accredited institutions are the same for all students at Indiana State University. The standards are written to be consistent with the admission, progression, and retention standards for each nursing program. Determination of equivalency for a course being transferred to Indiana State University is made by the respective department in which it is taught. Some courses have been pre-approved for equivalency among the Indiana College Network.

Recruitment. The School of Nursing student recruitment plan (1999-2004) is available from the School of Nursing webpage. The recruitment plan was designed to enhance the School's enrollment management plan and to increase enrollments. While total enrollments for the School of Nursing have increased since the initiation of this recruitment plan in 1999, the number of new

admissions to each program still fall below the goal set forth. Several factors have hindered achievement of the objectives.

Certainly, economic conditions are a factor that has affected enrollments in all programs at Indiana State University School of Nursing as well as schools of nursing across the nation. It is hoped that the connection to The College Network will increase enrollment in the Baccalaureate Track for Registered Nurses since the distance education option increases access, but does not require relocation. Also the Master's Degree Program now has all core courses available via distance education, with courses in the area of specialization currently being developed in this format. The University provides fee waivers for out-of-state students for distance education courses that equate to Indiana residence fees.

Another overriding factor is that, for several years, there has been discussion about transferring the Associate Degree Nursing Program from Indiana State University to the Ivy Tech State College system. While efforts most recently have been focused on modifications to strengthen programs, there was anticipation that the transfer would be imminent. Recruitment to the Associate Degree Nursing Program was not deemed as high a priority as maintaining the integrity of the curriculum.

Final decisions and approval necessary for the transfer of the associate degree in nursing to Ivy Tech State College in Terre Haute came to fruition near the end of the Semester 2003. Therefore, adequate resources have not been available to implement enrollment of new students in the BS program of studies each semester as anticipated in the recruitment plan. Faculty and clinical agency resources will be reallocated to the BS program as the associate degree nursing courses are phased-out, beginning Fall 2003. The plan is to offer all courses in the program of studies for the Baccalaureate Degree each semester when the transition is complete.

Recruitment efforts have also been hindered by a total turn-over of staff in the Office of Student Affairs, from the Director to support staff. The current Director is new to the University, as well as the School of Nursing, and comes during a time of transition and change. Accepting responsibilities in a new position without the assistance of seasoned support staff, having limited resources for travel, and needing to learning the policies, procedures, and programs of studies for multiple programs do not facilitate recruitment efforts.

Finally, the responsibility for monitoring the student recruitment plan has not been well defined. This has been added to the School of Nursing Master Plan for Evaluation and will be monitored by the Evaluation/ Outcomes Assessment Committee.

The Student Recruitment Plan is consistent with the goals of the Strategic Long Range Plan for the University, and for the School of Nursing for 2002-2007. Continued recruitment efforts will be made to reach stated goals, and to monitor the plan.

Health Requirements. All students enrolled in a nursing program must meet health requirements as outlined by the University that are governed by the laws of the State of Indiana for post-secondary institutions. The School of Nursing has additional health requirements that must be met in order for the student to be eligible for clinical experiences. These requirements are necessary to protect the student and clients, and to meet the terms of contractual agreements with clinical agencies.

Validation of Prior Learning/Articulation. Advanced standing policies have been approved for licensed practical nurses entering the Associate Degree Nursing Program and the Baccalaureate Degree Nursing Program and are consistent with University advanced placement policies. An advanced standing policy has also been approved through School of Nursing governance for a

Licensed Practical Nurse to Bachelor's degree track. Final approval by University faculty governance is pending. It is hoped that this track will be implemented in Fall 2003. Guidelines for admission portfolio evaluation are in place for applicants to the baccalaureate track for registered nurses who are graduates of an NLN-accredited diploma program, or non-accredited associate degree program. There are also guidelines for professional portfolio evaluation for students admitted to the baccalaureate track for registered nurses. The purpose of the portfolio evaluation is the provide experienced registered nurses an opportunity to earn either total or partial credit for nursing courses by demonstrating successful attainment of specific course objectives. The portfolio option is available for all courses in the track except N300, Transition to Professional Nursing Practice, and N486, Professional Nursing Synthesis.

There are several types of articulation agreements through the University that facilitate degree-completion for students. The Indiana College Network has identified numerous courses from various accredited state and private institutions as equivalent to facilitate transfer of credits among institutions. DegreeLink is a University program that enables students to transfer credit from Ivy Tech State College, Vincennes University, and other accredited institutions to Indiana State University, and complete one of several baccalaureate degrees, including nursing. Through The College Network contract with the School of Nursing, courses are delivered to students enrolled in the baccalaureate track for registered nurses via the distance education format.

c.   process by which policies are changed and communicated to students.

Policies and procedures pertaining to School of Nursing students are formulated and evaluated by the Student Affairs Committee of the Nursing Council. New policies or changes approved at the standing committee level then must be approved by the Executive Committee, or by Nursing Council as a whole, and then forwarded to the Dean of the School. Policies involving specific curricular changes must be approved by University Curriculum Committee and Faculty Senate, and published to the University community. Changes in the graduate program need approval from

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the School of Graduate Studies. Once any policy is change and fully approved at the university

level, it is placed in the appropriate document at its next publication. Announcements of

significant changes, or those which may have a major impact on students, may be made in

nursing classes, placed in student mailboxes in the School, and/or mailed to student residences.

d.   admission and academic progression policies are established by faculty who teach in the associate degree nursing program, baccalaureate degree nursing program, or master's degree nursing program respectively, and are congruent with nursing education unit purposes and governing organization.

All student admission and progression policies have had input during development from faculty

and students involved directly with the respective program. The Student Affairs Committee is

made up of at least two tenure/tenure-track faculty members from each department, one of whom

holds graduate faculty status. The two Department Chairpersons, from the Associate Degree

Nursing Department and the Baccalaureate and Higher Degree Nursing Department, are among

the 5 ex-officio members of the committee. There are student representatives serving on the

standing committee, as well as Nursing Council, who have speaking seats and input into the

changes. The students represent various programs and tracks within the School.

During the process of curricular revision to modify the Associate Degree and Baccalaureate

Degree Nursing Programs, the faculty worked in task forces representing the respective programs

in which they were assigned to teach. There was additional input from the Office of Student

Affairs. Every effort was made to assure congruence of the admission and progression policies

with the philosophy and organizing framework of the School, and with the mission of the

University.

A task force was instituted by Student Affairs Committee in Spring 2003. Several focus groups

were held to discuss the current admission, progression, retention, and graduation policies;

evaluate the most recent modifications that were instituted with the modifications in the

curriculum; and make suggestions for revision. Discussions will continue in the Fall. The task

force will submit a proposal for change to the Student Affairs Committee.

CRITERION 10. Students have access to support services administered by qualified individuals that include, but are not limited to: health, counseling, academic advisement, career placement, and financial aid.

EXPECTED LEVEL OF ACHIEVEMENT: Students will rate satisfaction with university support services (University and School Exit Surveys) at 3.0 or higher on 5.0 scale.*
Students will rate academic advising at a 3.5 or higher on a 5.0 scale.*
All staff and administrators will be evaluated for adequacy of performance following the University Guidelines on an annual basis.
*Distance education students are included in group data. Exit and University surveys have not previously identified students as being distance education or on campus, so it is not possible to separate out data from the DE students at this time.

Documentation confirms:

a.   availability of student support services:

Indiana State University provides a variety of support services for undergraduate and graduate students (on-campus and distance education). The following table provides a sample of the types of services available within the University, and identifies the location of information published to facilitate access to these comprehensive services. A more complete list can be accessed from the School of Nursing web page at

http://www.indstate.edu/nurs/LRC/CampusResources.html.

Table 10.1 *Availability of Indiana State University Student Support Services*

Name of Support Service	Services Provided	Availability of Published Information
Admissions Office	Responsible for coordination and dissemination of information about the University and its programs to prospective undergraduate students/parents. Admissions of all undergraduate students.	*ISU Student Handbook 2001-2003.* *Undergraduate Catalog 2003-2004-* Admission Requirements and Regulations. http://www.indstate.edu/admissions/
School of Graduate Studies	Admission of all graduate students.	*Graduate Catalog 2001-2003-* Admission to the School of Graduate Studies. http://www.indstate.edu/sogs/
Student Academic Services Center	Academic advisement for open preference freshmen, academic counseling and support for student athletes, free tutoring, supplemental instruction (SI) services, support for students with	*I.SU. Student Handbook 2001-2003.* *Undergraduate Catalog 2003-2004-* A.S.A.C. http://mama.indstate.edu/sasc/index.html

| Name of Support Service	Services Provided	Availability of Published Information
	disabilities, administration for University 101: Learning in the University Community	
Public Safety Department	Emergency Services Traffic and Parking Services	*ISU Student Handbook 2001-2003.* Directory. http://www.indstate.edu/pubsatety/
Office of Student Ombudsperson	Resource for questions about University policies, procedures, and/or decisions relating to students	*ISU Student Handbook 2001-2003.* *Undergraduate Catalog 2003-2004-* Student Affairs, Other University Services. http://www.indstate.edu/ombuds/
Student Financial Services	Administers a variety of financial aid programs supported through federal, state and University resources Provides information and financial assistance	*ISU Student Handbook 2001-2003.* *Undergraduate Catalog 2003-2004-* Fees, Expenses, and Financial Aid. *Graduate Catalog 2001-2003-* Financial Information. http://www.indstate.edu/finaid/
Office of Registration and Records	Registration and enrollment Maintains academic records Issues transcripts Prepares degree audits Certifies candidates for degrees Prepares diplomas Provides statistics Produces schedule of classes	*Undergraduate Catalog 2003-2004.* http://www.indstate.edu/registrar
Student Health Center	Primary Health Care Maintenance of student health records	*ISU Student Handbook 2001-2003.* *Undergraduate Catalog 2003-2004-* Student Affairs, Consultive Services. http://www.indstate.edu/shc/
Student Health Promotion (part of Student Health Center)	Le Clubs fitness facilities The Alcohol and Other Drugs (AO.D.) Education Program Sexuality Education Programs	*ISU Student Handbook 2001-2003.* *Undergraduate Catalog 2003-2004-* Student Affairs, Consultive Services. http://www.indstate.edu/shp/
Student Counseling Center	Crisis Intervention Personal and Career Counseling	*ISU Student Handbook 2001-2003.* *Undergraduate Catalog 2003-2004-* Student Affairs, Consultive Services. http://www.indstate.edu/cns/website/ Homepage2.html
Marriage and Family Counseling Clinic-Department of Counseling, School of Education	Separation and Divorce Counseling Stress Management Therapy Life Adjustment counseling	*ISU Student Handbook 2001-2003.* http://counseling.indstate.edu/common/docclinic.html
Porter School Psychology Center- School of Education	Diagnosis and treatment of learning, reading, behavioral, social and emotional problems for children and adults	*ISU Student Handbook 2001-2003.* http://www.indstate.edu/soe/edschpsy/porter.html
Rowe Center for Communication Disorders-School of Education	Audiology Clinic Speech and Language Clinic	*ISU Student Handbook 2001-2003.* http://soe.indstate.edu/soefaculty/rowe.html
Psychology Clinic	Psychotherapy Marital and Family Therapy Child Therapy	*ISU Student Handbook 2001-2003.* http://www.indstate.edu/psych/clinic.html

Name of Support Service	Services Provided	Availability of Published Information
	Psychological Assessment Consultation	
Early Childhood Education Center	Child Care Center/ Nursery School, provides comprehensive child services for the ISU and Terre Haute community, Provides site for academic research and training, ISU School of Education.	*ISU Student Handbook 2001-2003.* http://www.indstate.edu/childcare/
Writing Center	Assists students with writing tasks: prepare for writing, review drafts, or edit near-final copies Online Writing Center (OWL)	*ISU Student Handbook 2001-2003.* http://isu.indstate.edu/writing/
Cunningham Memorial Library	Instructional Services Electronic Data Base Searching Interlibrary Loan Services Distance Education Courses Diversity Information On-line (DIOL)	*ISU Student Handbook 2001-2003.* Directory. http://odin.indstate.edu http://odin.indstate.edu/level1.dir/dised.dir/homepage.html or email libtrib@cml.indstate.edu http://cml.indstate.edu/dion/dion.html *Graduate Catalog 2001-2003-* General Information.
University Bookstore	Provides textbooks, magazines, class ring order service, general supplies, art supplies and gifts	*ISU Student Handbook 2001-2003.* http://indiana-state.bkstore.com
Career Center	Assistance with: Selecting a major, developing a resume, internships Career fairs On-campus interviews Candidate referrals	*ISU Student Handbook 2001-2003.* *Undergraduate Catalog 2003-2004-* Consultive Services. http://career.indstate.edu/
Student Life Programs	Develops and promotes co-curricular opportunities for personal and professional development through student life programs: Campus Ministries, commuter students, fraternities and sororities, special events, Union Board, Student Government Association (S.G.A.).	*ISU Student Handbook 2001-2003.* http://web.indstate.edu/slp *Undergraduate Catalog 2003-2004-* Student Affairs, Student Activities and Centers.
Student Judicial Programs	Responsible for administering the Code of Student Conduct Assists student who believe their rights have been violated by the actions of other students	*ISU Student Handbook 2001-2003.* http://www.indstate.edu/sjp/
Diversity and Affirmative Action Office	Assistance in academic freedom and discrimination issues	*ISU Student Handbook 2001-2003.* http://www.indstate.edu/aaction/
University Testing Office	Credit by Examination Registration and information concerning institutional and national testing programs	*ISU Student Handbook 2001-2003.* http://web.indstate.edu/oirt/

Name of Support Service	Services Provided	Availability of Published Information
International Student Affairs Center	Support and Counseling for international students and scholars at ISU Activities to facilitate diverse cultural education for domestic students	*ISU Student Handbook 2001-2003.* *Undergraduate Catalog 2003-2004-* International Affairs Center. http://baby.indstate.edu/iac/
Information Technology (IT) Services	Provides computing, networking, telephone, video, and audio resources	*ISU Student Handbook 2001-2003.* *Undergraduate Catalog 2003-2004-* Information Services. *Graduate Catalog 2001-2003-* General Information. http://web.indstate.edu/acns/user-serv/
Residential Life	Operation of residence halls	*Undergraduate Catalog 2003-2004-* Fees, Expenses and Financial Aid. http://web.indstate.edu/reslife/

University Exit Surveys were used to evaluate student satisfaction with support services.

The following table displays the survey data from baccalaureate nursing students for services

selected for evaluation by the School of Nursing.

Table 10.2 *Baccalaureate Nursing Student Satisfaction with University Support Services*
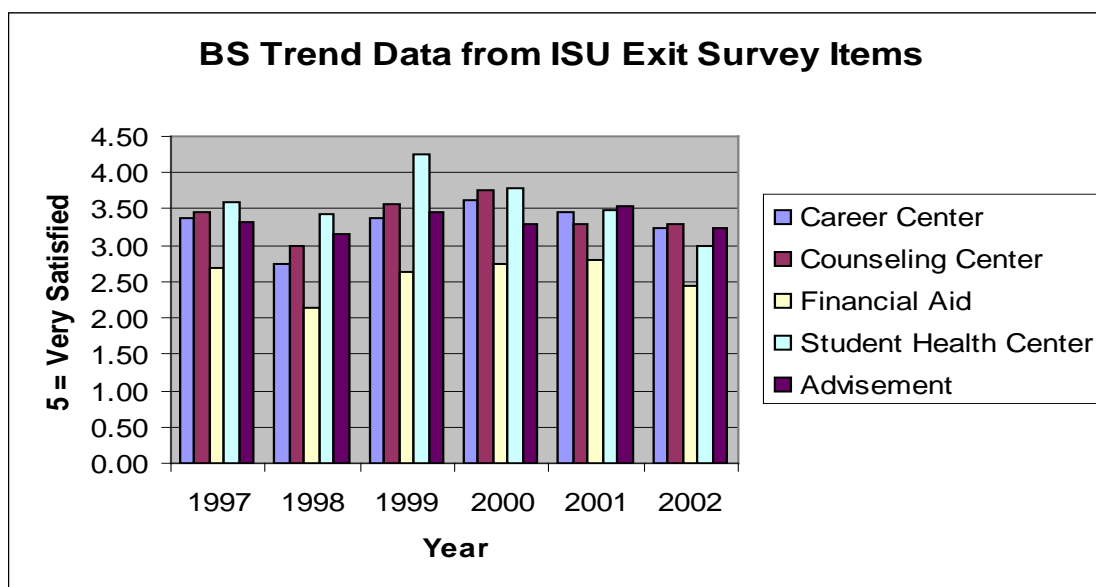
The University has traditionally only surveyed graduating senior students; therefore, data have

not been available for those students completing the associate degree until 2002. The mean scores

reported from nursing students graduating from the AS program in 2002 for select services are as

follows: Financial Aid, 2.89; Student Health, 3.63; Student Counseling, 3.5, and the Career

Center, 3.71. The overall mean for all University support services was 3.66, which exceeds the School of Nursing expected level of achievement.

The School of Nursing is committed to providing quality academic advising to its students. Nursing Non-Designated Students, those undergraduates who are beginning the program of studies in nursing, but are not yet admitted to the major, are advised by the Director of Student Affairs. Thereafter, the student is assigned by the respective Department Chairperson, to an advisor who teaches to the program in which the student is admitted. Master's degree students are assigned to faculty who teach in the area of specialization in which they are enrolled. All full-time faculty who have been in a tenure-track position for at least one-year have the responsibility to do academic advising. The responsibilities of the faculty advisor, student advisee and administration are outlined in the *Undergraduate Catalog 2003-2004*, Academic Information, p.16-17. Faculty post office hours to facilitate student access to advising services. Faculty inservice advising programs are scheduled by the Director of Student Affairs as needed. Students and their respective academic advisors have access to the Degree Audit Request System (DARS) via MyISU Portal at http://myisu.indstate.edu, which provides an overview of the student's achievements toward meeting degree requirements. Students have access via the web to information on general education program requirements found at http://web.indstate.edu/gened/, class schedules, registration, and drop/ add policies. Students may register via the web or via Indiana State University's touchtone scheduling system after seeking advisement.

Satisfaction with academic advising within the School of Nursing was evaluated using Exit surveys. The following table represents cumulative means, by program or track, for data collected over several semesters, the last being Spring 2003. More specific data may be viewed on the self-study support page at http://web.indstate.edu/nurs/mary/nln/criterionsupport.htm. Table 10.3 *Nursing Student Satisfaction with Academic Advising*

Program	Advising prior to admission	Advising after admission
AD	3.53/5.0	3.65/5.0
BS	2.96/5.0	2.90/5.0
RN-BS	3.85/5.0	4.05/5.0
MS	3.46/5.0	4.17/5.0

The University has adopted several changes in its general education program over the last few years. In addition, the School of Nursing has modified its Associate Degree and Baccalaureate Programs. These changes have increased the challenge for academic advisors to stay abreast of curriculum requirements and policies. Also, the School has changed from having a few select faculty to serve as academic advisors, to including the role of advisor as a responsibility of all tenure/ tenure-track faculty (with the exception of new faculty in their first year of appointment). Many advisors are new to the role. This was done in an effort to equalize the workload, since the numbers of students in the baccalaureate program is rising.

b.   **academic/experiential qualifications of individuals responsible for student services.**

University student support services are administered by qualified professionals.

Table 10.3 lists the qualifications of the directors for selected services. Resumes are available in the personnel files in the respective supervising Vice President's Offices, or Human Resources, and samples are located in the exhibits located in the NLNAC Resource Office of the School of Nursing.

Table 10.4 *Summary of Qualifications of Administrative Staff for University Student Services*

Student Service	Title	Name	Qualifications
Admissions Office	Director	Ronald Brown	MA, Geography/City and Urban Planning, Eastern Kentucky University. Banner 200 Student Systems Consultant. Director of Admissions and International Student Affairs, Maryville State University. Director of Admissions, Berea College.
Student Academic Services Center	Director	Catherine Baker	PhD, Secondary Education, Indiana State University. Concentration in curriculum, instruction, and reading education.

			NACADA member.
Public Safety Department	Director	William Mercier	Credentials unavailable
Office of Student Ombudsperson	Director	Michael Phillips	BS, Physical Education, 1969 Graduate student with major in College Student Personnel Director, I.S.U. Student Financial Aid, 1979-1995, Associate Dean of Students and Student Ombudsperson, ISU, 1995-2002
Student Financial Services Office	Director	Norman Hayes	Credentials unavailable
Office of Registration and Records	Registrar	Stacey Thomas	BS, Business Administration, 1992, Ohio State University Interim Registrar, ISU, 2001-2002 AACRAO
Student Health Center	Director	Fran Drake	MS, Safety Management, Indiana State University, 1994. MS, Community Health, Indiana State University, 1984. Registered Nurse, Indiana
Student Counseling Center	Director	Richard Rini	PhD, Clinical Psychology, 1984, St. John's University Specialization: Adolescent & Young Adult Treatment; Biofeedback Licensed Psychologist, IN
Marriage and Family Counseling	Director	J. Lawrence Passmore	PhD, HSPP, 1968, University of Missouri-Columbia. Psychologist Private Practice Certificate, 1976, Indiana.
Porter School Psychology Center	Director	Lisa Bischoff	Credentials unavailable
Psychology Clinic	Program Coordinator, Director of Clinical Training	Michael Murphy	PhD, 1974, Kent State University. Licensed Psychologist State of Indiana. Diplomate in Clinical Psychology, American Board of Professional Psychology. American Psychology Association Fellow
Early childhood Education Center	Director	Gail Gottschling	MA, Human Development, 1980, Pacific Oaks College, Pasadena ,CA
The Writing Center	Supervisor	Peter Carino	PhD, University of Illinois, Professor of English and Associate Director of Writing Programs. Rhetoric and Composition, Modern American Fiction.
Cunningham Memorial Library	Dean of Library Services	Myrna McCallister	MLS, Library Science, 1980, University of Michigan. Course work and comprehensive exams completed for Ph.D. Library Director, University of Baltimore, 1998-2003. Library Director, Muhlenberg College, 1994-1998.
University Bookstore	Assistant Manager	Terri Lotz	BS, Business Management, Davenport College, 1986.

Career Center	Interim Director	Cathy McGregor-Foster	MS, Student Development in Higher Education, 1997, Central Connecticut State University Graduate Internships: Career Counseling for Bachelor of General Studies Students, and Academic Advising Assistant Director, Career Center, MS, College Student Personnel, 1984, Indiana State University. Graduate Certificate, Management Information Processing, 1985, Indiana State University., 1998-2002
Student Life Programs	Director	Alfred Perone	MS, College Student Personnel, 1984, Indiana State University. Graduate Certificate, Management Information Processing, 1985, Indiana State University.
Student Judicial Programs	Director	Bonita McGee	Master of Public Administration, 1990, Indiana State University. Interim Director, Affirmative Action Office, 2002-2002, Indiana State University. Assistant to the Vice President of Student Affairs, 1991-1993, Indiana State University.
Diversity and Affirmative Action Office	Executive Director	Susan Moss	PhD, Higher education Administration, University of Wisconsin-Madison. JD, Washington College of Law, American University, Washington, DC Director, Office of Diversity and Equity, San Diego State University. Vice-Chancellor of Affirmative Action and Equal Opportunity, University of Wisconsin-Whitewater.
International Student Affairs Center	Executive Director, and Associate Dean	Gaston Fernandez	PhD, Political Science, 1981, University of Wisconsin, Madison. Certification, Management Development Program, 1992 Harvard University
Information Technology (IT) Services	Associate Vice President for Academic Affairs, Chief Information Officer (CIO),	Edward R. Kinley	PhD, Educational Administration-Curriculum and Instruction, University of Nebraska, Lincoln, NE. Director of Information Technology, Eastern New Mexico State University, 1994-2002.
Residential Life	Director of Programs	Mary Ellen Linn	M., College Student Personnel Services, 1975, Indiana State University. Member, National Association of Student Personnel Administrators.

100% of administrators meet University guidelines with a minimum of a bachelor's or master's degree. Each is evaluated annually based on the job description.

c.   distance education students have access to appropriate range of student services.

Indiana State University offers distance education through several formats; web, correspondence (print-based), televised (through the assistance of Indiana Higher Education Telecommunications System), and videotapes. The Office of Student Support Services provides assistance to distance students in the areas of admissions, registration, credit transfer, financial aid, as well as attaining textbooks. Additional services include a free listserv; ISU Portal for access to University records, email account, class schedules, online registration, and courses; library services; and technical support for accessing the web and televised courses. Career counseling is accessible. Students can easily link to distance education information from the ISU home page. Exit and University survey data on the evaluation of student support services by distance education students are included in group data reported above.

EXPECTED LEVEL OF ACHIEVEMENT: Policies related to maintenance of records will be followed.

Documentation confirms:

a.   procedures for maintenance of educational records.

The School of Nursing and Indiana State University are in compliance with the provisions of the

Family Educational Rights and Privacy Act (FERPA) of 1974, as amended. The University policy

statement may be found in *Indiana State University Handbook* (July 2001*)*, V-15. The entire act

is located on the Affirmative Action/Diversity web page at

http://www.indstate.edu/humres/affavtdiversity/federal&indianaStatelaws.html. Non-disclosure

and confidentiality statements may also be found in the current graduate and undergraduate

catalogs and the class schedules published for each term (online or hard copy). *Indiana State*

University 2002-2003 University Standards, Section V, p 16-17, outlines the rights of a student

under the FERPA Act. The Office of Vice President for

Student Affairs is responsible for the development of this document with input from students,

faculty, staff and administration. The Office of the Registration and Records also follows the

recommendations contained in the *Academic Record and Transcript Guide* (1996) published by

American Association of Collegiate Registrars and Admissions Officers. Access to further

information about guidelines for implementing the Act, a list of records housed on this campus,

and the location and custodian for each may be found in the Office of the Vice President for

Student Affairs, Parsons Hall 203.

The MyISU portal, central website for the ISU community, provides password protected access

for students to personal information. Students may view or change biographical information,

change passwords, view grades, schedules, holds, transcripts and account information, financial

aid status, awards and eligibility information, and view their personal DARS report (Degree Auditing and Reporting System). Access to electronic records is accessible to academic advisors, staff, and administrators on a limited basis as needed.

In addition to following federal regulations related to the maintenance of student records, the School of Nursing is guided by Indiana Code, Title 25, Nurses, 848 IAC 1-2-22 Records and School Bulletin. This rule requires a provision for safe storage of records, and indicates which documents must be maintained in the student's file. Records are stored in a secure area in the Office of Student Affairs. The Dean, Assistant Dean,

Department Chairpersons, and Academic Advisors, in addition to the Director of Student Affairs and staff, have access to files on a need-to-know basis related to his/her job within the School. A procedure for signing out a file is in place. Students must show picture ID in order to access information in their personal files.

A checklist is included in each file to identify mandatory as well as optional documents Within the School of Nursing student records are maintained for 10 years after graduation. Transcripts are maintained by the University indefinitely. The School maintains inactive files of students in good standing for 1 year, and files of dismissed students indefinitely.

b.   procedures for maintenance of financial records.

Policies and procedures related to the financial records of students at Indiana State University were developed and are implemented in accordance with FERPA guidelines. The State Board of Accounts and Audits requirements for review of records is also followed.

Financial records are maintained in the Office of Student Financial Services and other offices with which the student has been involved. The University is in transition of changing from

maintaining hard copies of files, to maintaining them electronically. A password is required for access. A confidentiality statement is required to be signed by staff who have access to financial aid information in this office. Financial records are maintained for 3 years after separation of the student from the University.