

## STANDARD VI. INTEGRITY

Integrity is evident in the practices and relationships of the nursing education unit.

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

**19a. Policies and procedures are published for all education activities that have implications for the health and safety of clients, students, and faculty.**

**19b. Published documents about the program are current, accurate, clear, and consistent.**

**19c. 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 polices; academic calendar; student services; program length;
- Clearly representing the program and career opportunities through program documents and publications, advertising, website, recruitment, admissions 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;

**19d. Communication of accurate and consistent information about:**

- Definition of clock 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.

There are numerous published documents related to the Nursing Program including:

- Nursing program brochures  
[http://www.ar.cc.mn.us/nursing\\_program/GeneralInfoPacket.pdf](http://www.ar.cc.mn.us/nursing_program/GeneralInfoPacket.pdf)
- Nursing Student Handbook  
[http://www.ar.cc.mn.us/nursing\\_program/HandbookClassof2009.pdf](http://www.ar.cc.mn.us/nursing_program/HandbookClassof2009.pdf)
- Nursing information sessions for prospective students (required)  
[https://www.anokaramsey.edu/admissions/nursing/session\\_list.cfm](https://www.anokaramsey.edu/admissions/nursing/session_list.cfm)
- ARCC nursing website [http://www.ar.cc.mn.us/nursing\\_program/default.htm](http://www.ar.cc.mn.us/nursing_program/default.htm)
- Nursing program application  
[http://www.ar.cc.mn.us/nursing\\_program/CRFall2008AppBooklet.pdf](http://www.ar.cc.mn.us/nursing_program/CRFall2008AppBooklet.pdf)
- Advertising related to the nursing program
- Academic catalog  
<http://www.anokaramsey.edu/resources/pdf/catalog/catalog.pdf>
- Individual course syllabi

Copies of these documents are available at the site visit and many of them are publically available on the internet.

Student policies and locations are identified within Criterion 9. Policies with implications for health and safety of patients are noted within the Nursing Student Handbook, within each course syllabi, and are identified within the clinical contract as discussed in Criterion 14. College policies relating to faculty health and safety are posted on the ARCC website. Faculty are required to attend an annual OSHA seminar on safety with handling materials as well as avoidance of blood-borne pathogens.

The ARCC website and Academic catalog clearly indicate the College mission and philosophy; and the Nursing program website, Nursing Admission Handbook and Nursing Student Handbook all indicate nursing program mission, philosophy and nursing student outcomes.

Information sessions are led by representatives of the Admissions office and are required for all prospective nursing students. Handouts are given with explanations of admission policies and rubric examples for admission, as well as tuition and fees, financial aid contact information, and program length. These information sessions have made a difference in obtaining complete applications with clarity about the process of admission. Additional information is offered to assist students with understanding of general education requirements and prerequisites for both the traditional two-year Associate Degree Program and the LPN-RN Program. Information about program length, licensing, academic policies and students services are all contained within the ARCC website, in the Nursing Student Handbook, as well as within the nursing program brochure. Access to student services are listed within the Nursing Student Handbook as well as College Student Handbook and the ARCC internet links. All materials include a statement that the nursing curriculum meets requirements by the Minnesota Board of Nursing to take the NCLEX-RN examination upon graduation.

The documents have been updated to reflect the curriculum changes from the 2003 curriculum to the 2007 curriculum. Some minor errors exist within the documents; the nursing program brochure identifies an incorrect course number for the LPN-RN students in the second year which may be taken either semester. The brochure also states "all courses must be taken in sequence," however there may be changes in sequencing made during transition from annual to twice-annual admission of students. These changes will not reflect a difference in overall length of the Nursing Program, nor

will they affect nursing student outcomes which are leveled between first and second year.

Program accreditation by NLNAC is indicated on the nursing program website with a link to NLNAC, and the ARCC website indicates accreditation by the Higher Learning Commission with a web link on the ARCC homepage to the accreditation document.  
<http://www.anokaramsey.edu/>

Specific nursing program information such as clock hours to credit hour ratios are identified within the nursing program brochure; specific credit hours per course are identified within the nursing program brochure as well as within the Academic Catalog. All theory hours are one clock hour to one credit hour; lab is two clock hours per credit hour; and clinical experiences are three clock hours per credit hour. Review of course schedule indicates some minor differences in clock hours of theory and lab courses, related to “block scheduling” at the Cambridge Campus, resulting in a difference of 15 fewer minutes in three hours of theory in a small number of courses.

Review of these documents identifies very few differences. It is very difficult to remain completely up to date between published documents. Any changes in curriculum, admission policies, or student progression policies will be reflected approximately six months later in published materials. This has led to confusion related to admission policies in the past, but seems to be resolved at this time.

Course syllabi are generally similar, with an established template; however each course adds some information specific to their course, resulting in minor differences in areas such as clinical makeup requirements. Passing grades are at 76% for first-year students and at 78% for second-year students, guidelines for grading are indicated in each syllabus. Curving of course grades remains according to instructor discretion.

Analysis: There are many documents intended to provide information about the nursing program to the public as well as to students and faculty. These documents are available in print and on-line and updated regularly with changes in policies or procedures. There are a few minor inconsistencies which do not change student outcomes or program length. Changes to the Nursing Program brochure will be updated with the next printing.

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

### 20a. **Complaints about the program are documented indicating number, type, and resolution of complaints.**

The policy for making and resolving complaints and grievances is outlined in the Anoka-Ramsey Community College Policy and Procedure Manual: Procedure 3F.2/11 for Policy 3F.2. (See appendix I) A **complaint** is defined as follows: “A complaint is an oral or written claim concerning a college or university issue brought by a student alleging improper, unfair or arbitrary treatment. Disagreement with an administrative decision or the outcome of an appeal of the decision is not a complaint unless it alleges improper, unfair or arbitrary treatment.” A **grievance** is defined as “. . . a written claim raised by a student alleging improper, unfair or arbitrary action by an employee involving the application of a specific provision of an ARCC or MnSCU policy or procedure. Disagreement with an administrative decision or the outcome of an appeal of that decision is not a grievance unless it alleges improper, unfair or arbitrary action.” A grievance may be filed if a complaint cannot be resolved.

The ARCC Nursing Division has program policies, expectations and responsibilities clearly outlined in the Nursing Student Handbook (Class of 2009) dealing with grievances that refers students to the ARCC Student Handbook. The procedure for formal grievances is outlined beginning on p. 23 of the ARCC Student Handbook (2007-2008). Students are informed of the policy during orientation to the nursing program.

### 20b. **Process of complaint resolution is available for review.**

To resolve a complaint, students should initially contact the faculty or staff member to attempt resolution of the issue. If there is no agreement, the student may schedule an appointment with the direct supervisor of the faculty or staff member. If this process does not result in resolution, a student may file a written claim, becoming a grievance. The grievance/written complaint file is maintained in the office of the Dean of Educational Services.

Table 20.1: **Grievances (written complaints) from January 2003 to November 2007**

| Report date | Grievance  | Action   | Resolution Date | By whom  |
|-------------|--|--|-----------------|--|
| 1/30/2003   | Concerns regarding 'waiting list' policy.  | Clarification made to student – change in wording completed in policy.   | 3/17/03         | A. Holland (Dean)                              |
| 2/12/2003   | Problems related to admission process, transferring of credits and complex admission criteria/procedures.                                | Policies and procedures were updated to ensure consistency and clarity of wording. Grievance denied after a letter of clarification sent to student. | unknown         | A. Holland (Dean)                              |
| 3/13/03     | Miscommunication regarding courses to be taken prior to entrance NLN exam and the program is being inequitable about admission criteria. | Letter in response to student point by point.  | 3/13/03         | A. Holland (Dean)                              |
| 3/17/2003   | Definitions in nursing admission information   | Clarification was given to student   | 3/24/03         | A. Holland (Dean)                              |
| 1/26/2004   | Problems related to registration procedures and the lines for applications. (two official grievances)                                    | Concerns were noted, relay written, ultimately the admission procedure was changed   | 7/26/04         | P. Johns (ARCC President)                      |
| 11/15/2005  | Student claimed discrimination during clinicals. Appeal to MN Dept of Human Rights   | Denied- claims not substantiated<br>Charge dismissed   | 6/6/07          | A. Holland (Dean),<br>MN Dept. of Human Rights |
| 1/20/2006   | Student asking admission requirements to be waived.  | Denied   | 7/7/06          | A. Holland (Dean)<br>S. Tarnowski (ARCC VP)    |

Analysis: A review of grievances identifies many were concerned with student confusion related to changes in admission criteria or application process. Mandatory information sessions for prospective students have improved understanding of the admission process. The Nursing Division coordinates with the Registration Department, Records, and Advising/Counseling Departments to provide the best possible information to future and current students.

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| Criterion 21: Compliance with Higher Education Reauthorization Act Title IV eligibility and certification requirements is maintained. |
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Anoka-Ramsey Community College is in full compliance with the requirements of the Higher Education Reauthorization Act. The letter dated October 2007 verifies the College compliance with the Higher Education Reauthorization Act. (See Appendix J) ARCC complies with Title IV requirements by maintaining an up-to-date Program Participation Agreement and Fiscal Operations Report and Application to Participate.

The Financial Aid Office and Business Office review and balance their accounts several times a year and respond to federal, state and internal audits as required. In June 2005, Minnesota Higher Education Services Office (MHESO) closed out a comprehensive financial aid audit for the FY 2003-04 academic years. The Senior Auditor concluded in his letter, "In general, we found financial aid operations to be capably managed and reliably administered." The College has participated in several additional audits in the past three years conducted by the MnSCU Office of Internal Auditing, including a random sampling of files. No major audit findings resulted from these audits. (HLC pg 276)<sup>5</sup>

Federal guidelines are followed for the student loan repayment plan. The most recent student loan default rate information available is for FY 2005; the national cohort default rate is 4.6%, Minnesota default rate is 3.0%, ARCC default rate is 2.7%. (Default rates for 2006 will be available February 2008.) The College favorable cohort rate permits continued participation in the federally funded student loan programs.

In 2005, scholarships and grants comprised 10.8% of the College funding (HLC pg 12). Students are eligible for financial aid from four primary sources – federal, state, institution and outside. The aid is distributed to students in the form of grants, student loans or student employment. The director of Financial Aid coordinates all financial aid activities through the Financial Aid office.

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<sup>5</sup> HLC: Higher Learning Commission Self-Study, 2006

Table 21:1: **Financial Aid Programs**

| Financial Aid Programs  | Programs authorized for participation at Anoka-Ramsey Community College   |
|-------------------------|---|
| Grants and Scholarships | Federal Pell Grant<br>Academic Competitiveness Grant<br>MN GI and Federal GI Bill assistance<br>MN State Grant<br>Federal supplemental educational opportunity Grant (SEOG)<br>MN State Post-secondary Child Care Grant<br>Foundation Scholarships<br>Other outside scholarships (e.g. Allis Grant) |
| Student Loans           | Federal Stafford Subsidized Loan<br>Federal Stafford Unsubsidized Loan<br>Federal Perkins Loan<br>MN State SELF Loan (Student Educational Loan Fund)<br>Federal PLUS Loan (Parent Loan for Undergraduate Students)  |
| Student Employment      | Federal Work Study<br>MN State Work Study<br>Institutional Work Study   |

Other scholarship opportunities include the Alliss Educational Foundation, Anoka-Ramsey Community College Scholarships, Community-Based Scholarships and Tribal and State Indian scholarships. The Alliss Grant, a Minnesota endowed scholarship fund, targets adult learners who have been out of school for seven or more years. Minnesota community colleges have received these funds since 1985. (HLC p. 161)

**21a. A written, comprehensive student loan repayment program addresses student loans, information, counseling, monitoring, and cooperation with lenders.**  
**21b. Students are informed of their ethical responsibilities regarding financial assistance.**

Financial aid information is available to students during group orientation, on-line through the ARCC website, and printed materials including the Academic Catalog, Student Handbook and brochures. Student financial aid applicants receive on-line loan entrance counseling. ARCC has incorporated alternative loan counseling on-line to aid students in their decisions to take out additional funds. The College's low student loan default rate provides further evidence of the level of commitment to compliance with federal regulations. (HLC p. 274) The Financial Aid Office follows guidelines established by FERPA and the Minnesota Government Data Privacy Act (MGDPA) to maintain student financial records.

Analysis: Anoka-Ramsey Community College (ARCC) is in full compliance with the Title IV Higher Education Reauthorization Act.