BSN STUDENT HANDBOOK

Metro Orlando Campus
5601 South Semoran Blvd
Suite 55
Orlando, FL

Capital Area Campus – MD
11006 Veira Mill Rd.
Wheaton, MD 20902

South Florida Campus
15201 NW 79th Court
Miami Lakes, FL 33016

Tampa Bay Campus
3655 West Ave.
Tampa, FL 33614
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DIRECTOR OF NURSING AND ALLIED HEALTH PROGRAM’S WELCOME

Dear student,

Welcome to the Department of Nursing and Allied Health Programs of the Universidad del Turabo at the Ana G. Méndez University System in the Continental United States of America. The student is the center of our focus, where diversity, bilingualism, and multiculturalism in student and faculty are sought, valued, and nurtured.

We educate professional nurses at the Baccalaureate level to practice in collaborative or leadership roles in hospitals, clinics, and community health care agencies. At the Master’s degree level, students are prepared for advanced practice in the family nurse practitioner (FNP) role.

The Department of Nursing has been nationally recognized for its excellence in nursing education and quality of its faculty. Our Baccalaureate and Master’s degree Programs are fully accredited by the Commission of Collegiate Nursing Education (CCNE) of the American Association of Colleges of Nursing (AACN) and have been approved by the state’s board of nursing.

Thank you for your interest in our Nursing Program!

Cordially Yours,

Yolanda M. Torres, Ph.D., RN
Director of Nursing and Allied Health Programs
PURPOSE OF THE HANDBOOK

The purpose of this Handbook is to provide students, faculty, and applicants to our program with consistent, current information about our program and policies. The Department of Nursing Student Handbook is reviewed annually and is as accurate and current as possible. Should there be a change in policies, procedures, or regulations, the change will be communicated via electronic documents to students who will assume responsibility for incorporating them into their Handbook. Please take the time to familiarize yourself with the Handbook. It provides an extremely useful continuing orientation to the programs, faculty and standards of the Department of Nursing. If there are questions about any of the information contained in this document, do not hesitate to contact the Department of Nursing for clarification.

NURSING PROGRAM MISSION STATEMENT

The primary mission of the School of Health Sciences is to prepare excellent human resources in the Health Sciences with innovative academic offerings across the curriculum that can respond properly and rapidly to the needs of local and global communities. With the current gaps in health care services, there is a need for well-trained nurses with increased knowledge and skills to provide care to those needing health care. The students in the Undergraduate Program are encouraged to maintain a holistic perspective in the health care they provide with a multidisciplinary and collaborative focus throughout the individual's life span.

The primary mission of the nursing faculty of this program is to prepare nurse generalists who are key members of an interdisciplinary team that can have a positive impact on health care outcomes.
OVERVIEW OF THE BSN PROGRAM

Program Description

The Ana G. Mendez University System’s program is the first dual language university program in the nation. It has helped more than 2,900 graduates become bilingual professionals in 3 states during the past 12 years. This program is specifically designed for adults who want to continue their college education:

• Each course is 50 percent in English and 50 percent in Spanish. Classes are taught in Spanish one week and in English the following week.
• It is flexible and convenient. Courses are offered in 5, 8, 10 or 15-week sessions.
• All faculty members are bilingual. Each faculty member has also earned a master’s or doctoral degree and possess ample professional experience in the area they teach.

Title of the Program

Bachelor of Science in Nursing (BSN).

Duration of Program

The Bachelor of Science in Nursing consists of 128 credits.

Program Accreditation and Memberships

Universidad del Turabo has full accreditation by the Middle States Association of Colleges and Secondary Schools (MSA-CHE). The Nursing Program is accredited through the Council on Higher Education in Puerto Rico, and by the Commission of Collegiate
Nursing Education (CCNE). The Nursing Program holds membership in the American Association of Colleges of Nursing (AACN).

GOALS OF THE BSN PROGRAM

The BSN program is designed to prepare graduates to practice according to the Standards of Nursing Practice as set forth in the Board's Rules and Regulations. The main goals of the BSN Program include the following:

1. Prepare entry level BSN Nursing professionals for successful employment and graduate studies;
2. Foster a high degree of professionalism as a key member of the interdisciplinary team;
3. Produce graduates with the ability to apply practical knowledge in the workplace and willingness to continuously develop skills throughout their nursing career.

Program goals align with the entry-level essential competencies of Baccalaureate Nursing programs as stated by the Board of Nursing (2010), in the categories of: Member of the profession; provider of patient-centered care; patient safety advocate, and member of the health care team. Furthermore, the BSN program facilitates the student’s integral development by providing learning experiences oriented towards the development of cognitive, affective, and psychomotor skills within its professional curriculum and simultaneously fosters English language proficiency through the Discipline - Based Dual Language Immersion Model® (Ortiz, et al., 2012).

GRADUATE PROFILE OF THE BSN PROGRAM

The undergraduate program provides the knowledge and skills fundamental to
professional nursing. Students emerge from this community-based program prepared for graduate study and able to:

1. Develop partnerships and collaborative relationships to enhance health and healing.

2. Use clinical reasoning in creative problem solving and decision-making to provide evidence based care to clients in the context of appropriate resources and information technologies.

3. Design, manage and coordinate nursing care in collaboration with the interdisciplinary health care team using knowledge of health care systems, health policy, and global health care concerns.

4. Provide safe, competent nursing care to clients to promote, maintain and restore health and prevent illness within the context of environment.

5. Provide culturally relevant nursing care to clients with diverse backgrounds across the lifespan.

6. Use assessment, communication, and technical skills to design, manage, and coordinate nursing care of clients in the context of environment.

7. Use ethical theory and professional values of altruism, human dignity, integrity, and social justice to advocate for clients, nurses and the nursing profession.

8. Assume the role of the professional nurse, valuing lifelong learning, continued professional growth and commitment to excellence.
DEPARTMENT OF NURSING REQUIREMENTS, POLICIES AND PROCEDURES

Admission Policies
The Undergraduate General Admission policy can be found on Universidad del Turabo Campus Catalog.

Admission Process
The Universidad del Turabo and the Department of Nursing Program and Allied Health Sciences are committed to the principles of nondiscrimination and equal opportunity for all persons. Students are evaluated and admitted to the BSN Program without regard to race, color, religion, gender, age, or national origin students may apply at anytime for admission to the Universidad del Turabo Department of Nursing and Allied Health Programs. The university application form and information concerning the university entrance requirements can be obtained at each campus or through the campus website.

Requirements for Admission to the Nursing BSN Program

1. The applicant must have a minimum GPA of 2.5 on a 4.0 scale.
2. The applicant must have High School Diploma or its equivalent (GED).
3. The applicant must undergo an admission interview process with the Associate Director of Nursing or his / her designee.

As part of the admission process students must take a language placement exam, as well as to participate in a new student orientation session during which the structure, policies, and procedures of the programs offered are discussed.

Upon admission, students are required to acknowledge the following disclosure.
Appeals of Admission Decisions

Students may appeal admission decisions to the Campus Director. The Director will request from the student any information needed to evaluate the appeal.

Readmission

1. Must have interrupted his/her studies for a full academic semester or more (summer sessions will not count as interruptions).

2. Must have a cumulative grade point average equivalent to the retention index.

3. Must have acquired a total number of credits equivalent to that required for the corresponding number of years of studies completed.

4. In the case of suspension for reasons of academic index accumulated credits, or for disciplinary reasons, the student must have complied with the period of suspension.

5. All candidates for readmission may be subject to an interview by the Director of the Undergraduate Program or his/her representative.

6. Meet the requirements for the requested study program as well as other general admissions requirements.

Language Placement Tests and Developmental Courses

All students are required to take our English and Spanish language placement examinations. These tests help to place students in the most appropriate language level and courses and as such have no minimum passing score. According to the results of the examinations, students may be required to register for developmental
language courses. Developmental courses considered non-credit hours do not count towards graduation on any specific career program.

Students may have taken these examinations prior to being admitted as part of their orientation or application process. The test scores and placement results are considered valid for enrollment if they are not older than one year. Placement test scores and placement results are valid for one calendar year.

Students are advised to come prepared. Placement exams may take between 2 to 4 hours, depending on their proficiency in both languages.

Undergraduate Developmental Courses

The undergraduate English language developmental courses are: ENGL 050-O and ENGL 102-O. Students are required to take both as a sequenced order or only ENGL 102-O, depending on their placement exam score. These courses must be taken during the student’s first semester of enrollment as they are designed to prepare students for rigorous academic work.

The undergraduate Spanish language developmental courses are: SPAN 100-O and SPAN 102-O. Students are required to take both or only SPAN 102-O, depending on their placement exam score. These courses must be taken during the student’s first semester of enrollment as they are designed to prepare students for college level academic work.

Testing out of developmental courses

Students who are proficient in either English or Spanish, as demonstrated by attaining a predetermined score on the placement exam may not need to enroll in developmental courses. These students will be asked to complete and pass a written essay examination and an oral interview. If successful, students may start taking language credit courses and begin working towards their degree from the
start. Otherwise, students must enroll in the corresponding language developmental course.

ACADEMIC POLICIES

Nursing Academic Calendar

The nursing academic calendar for the three terms of the academic year 2017 - 2018; 2018-01 (August-December), 2018-02 (January-May), and 2018-03 (June - August) can be found at the Universidad del Turabo Campus Catalog 2017-2018.

Standards for Academic Progress

There are three categories of regular students according to their Grade Point Average and a number of courses completed: students with excellent achievement, students with satisfactory achievement and students on probation.

Students with a satisfactory academic progress are those with a grade point index equal to or higher than the retention index established and has the percentage of credit approved hours established in the Academic Norm.

At the end of each academic year, the Registrar Office will determine the Grade Point Average (GPA), and the credit hours required per year of studies of each student. This information will be measured against the established retention standards in order to determine the academic status of the student.

Academic progress of students admitted as transfer students will be evaluated for retention purposes at the end of their first year; credits and grade point average prior to that year will not be considered.
Minimum Passing Grade

BSN students must approve the required nursing, health sciences and sciences courses with a grade of A, B or C.

Probation

Students whose academic achievement is below the established retention index or do not complete the percent of credit approved hours required according to the regulations will be on academic probation.

Suspension of Students for Academic Reasons

Any student whose cumulative GPA is less than established retention index or required credit hours for who do not complete the percentage of credit after a probationary period will be suspended from the University in accordance with the norm.

Graduation

Universidad del Turabo confers the BSN degree following completion of criteria outlined in the current University Bulletin.

Semester Load

Full-time undergraduate students are those enrolled in 12 credit hours during a regular semester. Enrollment in fewer credits than 6 per semester constitutes a part-time study. The academic load will not exceed 18 credits per term or summer session. An academic load or more than 18 credits will require prior approval by the SHS Dean.

Attendance and Absences Policy

Lectures:

- Students must arrive on time for class. Three tardies to one course will be considered equivalent to one absent.
• Students must attend the full class session in order to be marked present.
• For NURS courses of **5-weeks** in duration one (1) absence will result in a penalty of **30%** off the final grade.
• For NURS courses of **8 or 10 weeks** in duration, each absence will result in a penalty of **15%** off the final grade.
• For NURS courses of **15-weeks** in duration each absence will result in a penalty of **10%** off the final grade.
• Two (2) absences within a course require one-on-one counseling with the ADON, the Student Success Coordinator or the Academic Counselor.
• New and readmitted students must attend all classes during the first two (2) weeks of enrollment, or they are subject to withdrawal from the program.

Clinical Courses:

• All clinical hours are mandatory.
• In cases of emergency or illness, the clinical instructor must be notified prior to the start of the clinical day. Failure to contact the instructor prior to report time the student will be considered absent.
• Students must arrive on time at all clinical activities. Students must attend the full clinical session in order to be marked present. A student who arrives late or is unprepared to provide safe care will be sent home and will be considered absent.
• Students may not leave the clinical site during clinical hours, except if dismissed by the instructor, as in the case of illness or unpreparedness. If dismissed during the clinical day, the student will be considered absent.
• Only one absence is allowed with no grade penalty.
• Two absences will represent a grade penalty of **20%** off the clinical final grade, and three or more absences will result in a grade penalty of **50%** off the clinical final grade. Failure to satisfactorily pass the clinical component of the course will result in an “F” as the final course grade.
Grades
The Registrar Office distributes final grades after the end of each term. Students are graded according to the following system of letters and percentage values. Universidad del Turabo is on a 4.0 grade point system. Undergraduate courses are graded A, B, C, D and F. The following grading scale for the BSN Program is:

- 90% - 100% A
- 80% - 89% B
- 70% - 79% C
- 69% - 60% D
- 59% and below

In particular cases, the following grading system will be used:
- W   Official withdrawal
- WF  Discontinued attendance but did not officially withdraw in the Registrar’s Office
- I   Incomplete work
- IP  To be awarded only with the Registrar’s permission in courses that span more one term
- P   Grades of P are not counted toward quality point average.
- NP  Failure
- NR  Not reported
- *   Repeated course
- WA  Administrative withdrawal
- WN  Nonattendance – enrolled but did not attend classes

Completion of Degree Requirements
All requirements for the BSN degree must be completed within a 5-year period.

Withdrawals
Withdrawals must be made through the Registrar’s Office or a failing grade(s) will be recorded. Deadlines for withdrawal are provided in the Semester Schedule of classes.
Incomplete (I) Grades
Students, who fail to take the final examination and have at least one partial grade, will be given an incomplete grade. Students must provide to the professor valid reasons for the absence from the final exam. It is the responsibility of the students to make the necessary arrangements with the Professor, Associate Program Director or Program Director to complete any final class requirements and/or take the final exam in order to remove the Incomplete thirty (30) days after the next semester begins or in accordance with the Academic Calendar, If the grade is not made up, will be changed automatically to F.

Transfer Credits into the Undergraduate Program
Students from other institutions must meet the following requirements for admission:

a. Transfer courses must be from an accredited university.
b. Must not have been subjected to any academic or disciplinary sanctions.
c. Must meet the admission requirements of the particular program and specialty to which he/she is applying.
d. Must have a satisfactory interview with the Program Director or his/her representative.
e. Submit an official transcript with the admission application. Students who are transferring from a University outside the United States must submit a course catalog from the previous institution.

Testing, Remediation, and Electronic Resources
All students admitted to the nursing program are required to take nationally - normed specialty exams throughout the curriculum. All nursing students are required to take all standardized exams as scheduled in each course. The purpose of the exams is to assess student competency and evaluate achievement of curricular outcomes, to evaluate the student’s ability to apply nursing concepts within specific content areas and in the overall
program, and to contribute data to the systematic program evaluation. Also, it increases student’s familiarity with computerized test methodology that is similar to NCLEX testing style.

The curriculum has been technologically enhanced with a variety of tools and strategies provided by the Elsevier HESI to improve the student performance over the curriculum. These strategies provide the students a complete assessment of their nursing knowledge and competencies. The assessment has three components: formative assessment, summative assessment, and the capstone course assessment.

- **Formative assessment:** This assessment is implemented in all nursing courses. The assessment is composed of:
  - HESI Case Studies challenge students to use their knowledge and apply key concepts to realistic patient scenarios.
  - HESI Practice Tests assess knowledge and concepts learned while also introducing students to standardized testing with NCLEX® examination-style practice questions written at the application level.
  - HESI Clinical Skills- standardized format to teach, perform and evaluate skills across the curriculum.
  - Elsevier Adaptive Quizzing - Helps students of all skill levels focus their study and efficiently prepare for class and course exams through the use of adaptive technology.
  - Sherpath is a personalized teaching and learning technology that delivers interconnected course content and tools in a mobile-ready interface and provides dashboards showing learning analytics to drive outcomes for students, educators, and administrators. Includes virtual simulations that
offer case-based simulation scenarios to challenge students to apply their clinical competency within Sherpath.

- Summative assessment: This component measure students’ abilities to apply concepts related to specific clinical nursing content areas throughout the curriculum through proctored exams. The nursing areas where the students are assessed are Fundamentals, Maternity, Pediatrics, Pharmacology, Psychiatric and Mental Health, Medical Surgical, and Health Assessment. Each exam includes personalized online remediation plan.

- Capstone Course Assessment (NURS 407): This component includes strategies to help the students review and assess their knowledge. These strategies are:

  - NCLEX ® preparation at the start of the Capstone Course
  - Online and on-site live review
  - Test Taking Strategies Workshop
  - Diagnostic exam at the start of the capstone course with a remediation plan targeted to the enhanced the student’s knowledge and competencies that are below the established benchmarks.
  - Comprehensive Course Exit Exam
  - Remediation Plan for students below the establish benchmark in the Comprehensive Course Exit Exam

These assessment tools will provide students the opportunity to see how they are doing in each competency necessary to be comprehensive nurses and also identifying weak areas where students need to focus to be better prepared for the state licensure exam.
Elsevier HESI tools also provide students with easy access to the necessary information that needs to be studied, and a platform for nursing faculty and administrators to follow up on students’ progress and provide feedback for remediation and test taking strategies.

All BSN Students participate in the testing and remediation program. All nursing specialty courses include an RN Specialty Exam and the nursing capstone course, NURS 407-Nursing Knowledge Integration, includes a Comprehensive Standardized Final Exam, which is part of the grading criteria for the course.

The remediation plan is designed for the students to gain more nursing knowledge. This plan includes Saunders Online NCLEX Review on client needs, HESI Case Studies in nursing areas where the student scored the lowest, HESI Practice Tests on nursing specialties, and reach the highest mastery level in Elsevier Adaptive Quizzing for NCLEX on NCLEX Competencies. In addition, this plan helps to develop the students with test taking strategies, psychological support, anxiety management skills and technological assistance.

**NURSING REQUIRES A DIFFERENT WAY OF LEARNING**

Learning in nursing requires knowledge and understanding of the human condition and application of this knowledge to improve the health and well-being of individuals, families, and communities. Nurses are needed to use their intellect and practical skills to respond to the needs of people dealing with health challenges and conditions to applies to all levels of preparation for practice. SUAGM education has been designed to prepare the students with the knowledge and competencies to respond effectively to the needs of those you serve.

The education we provide at SUAGM fosters the type of learning we think best prepares you for a successful future in nursing. This program is very academically demanding and
time consuming. Involves a lot of time studying and preparing for clinical. Successful
students report studying a total of more than 47 hours per week, described as follows:

- 8 – 12 hours of lecture per week
- 16 hours of clinical per week
- 18 hours of studying per week

Successful nursing students must learn how to balance school with other life activities
(work, family...). Time management is essential. Prepare a weekly schedule aligned with
your academic goals.

We believe that learning occurs best in environments where faculty and students work
together for deep learning which prepares students for the critical role they play in
healthcare. This involves three essential intellectual capacities upon which you are
evaluated: analysis, synthesis, and application. These are described below:

- **Analysis** – Breaking down the whole and understanding the individual components and
  how they interact and impact each other

- **Synthesis** – Collating and combining information from a variety of sources to make a
  comprehensive, clinically-proficient decision

- **Application** – Taking the information and applying it to the unique and specific situation
  confronting you.

**STUDENT SERVICES ADVISING**

**Academic Advising**
Advisement of all students upon admission to the BSN Program is performed by
Associate Director of Nursing and Allied Health Sciences, the Student Success
Coordinator, Academic Counselor and the faculty who will continue to provide academic advising to students as they progress through their program of study. University advising guidelines and deadlines are followed throughout this process.

The role of the student service advisor at SUAGM is to enhance the student experience and support student success through proactive, informed and compassionate advising.

Your advisor can assist you with:

- Course planning
- Identifying resources to promote academic progression
- Registration – Students with a clinical, financial or another hold will be unable to register until their hold has been cleared. Students wishing to drop, add or withdraw from a course should contact their student advisor.
- Financing questions – If you are using loans to finance your education, it is important to understand your borrowing history and how it will impact your future. Your advisor is also available to assist you in developing a financing plan.
- Attendance questions
- Proficiency examination questions
- Academic questions –

It is important for students to familiarize themselves with these policies to ensure academic success throughout the nursing program. Students are encouraged to contact their student service advisor with any questions or needs.

Student service advisors may also contact students to increase student awareness of issues that may negatively impact their academic success and to help students identify faculty and college support services to help students successfully complete their nursing studies.
Nursing Students Code of Conduct

The Nursing Code of Conduct of the American Nursing Association is:

- Respect the Nursing Code of Ethics.
- Respect the institutional and departmental rules and regulations.
- Exhibit professional behavior, attitude, and courtesy towards instructors, staff, and fellow students.
- Neat, professional appearance at all times.
- Demonstrate a high level of responsibility and academic honesty.
- Maintain high standards of individual honor in scholastic work.

Signing of Clinical Documentation

Undergraduate nursing students should sign all clinical documentation as BSNs after their name and the signature of their clinical preceptor. Example, J. Doe, BSNs/p. John, RN. Violations of such practice are defined below so that each student may be aware of the seriousness of such actions.

Unsafe or unethical nursing practice may be evidenced by one or more of the following behaviors: Performing activities for which the student is not prepared or which are beyond the capabilities of the student.

- Performing activities which do not fall within the legal realm of professional nursing practice.
- Recording or reporting inaccurate data regarding client assessments, care plans, nursing interventions and/or client evaluations.
- Failing to recognize and/or report and record own errors (incidents) performed in relation to client care.
- Having physical, mental, and/or cognitive limitations which endanger or impair the welfare of the client and/or others.
• Disclosing confidential or private information inappropriately.

• Behaving in a disrespectfully manner toward clients and/or other health team members.

Confidentiality and Privacy of Client Information

The student is expected to adhere to the State’s Board of Nursing Code for Nurses. Confidentiality is the protection of a client’s privacy through the careful use of oral and written communications. The client’s right to privacy is safeguarded by judicious protection of confidential information. An individual can withhold any personal information desired. Nursing students must be especially careful regarding the invasion of the client’s privacy. Students should use only INITIALS of the client when completing history forms, care plans, and any other documents that are part of their educational experience.

Academic Honesty

In their academic activities, students are expected to maintain high standards of honesty and integrity. Passing off as one’s own the work of another (plagiarism) is totally unacceptable. A student is expected to maintain the professional standards of the nursing discipline.

Unacceptable Behavior

Subject to disciplinary action.

Plagiarism

Taking credit for someone else’s ideas, words or statements or other works as one’s own without proper acknowledgment. Examples of plagiarism include:

a. Word-for-Word Plagiarism – copying exactly from someone else’s text.

b. Section-by-Section Plagiarism – lifting phrases from someone else’s text.
c. Select-Term Plagiarism – lifting a special term from a text not one’s own.

d. Paraphrasing – using someone else’s ideas as if they were one’s own thoughts.

e. Borrowing facts, statistics, and other illustrative material – unless the information is common knowledge.

Cheating

Committing fraud on a record, report, paper, computer assignment, examination or another course requirement. Examples of cheating include:

a) Using unauthorized notes, study aids or information from another student or student’s paper on an examination or any other course requirement, including giving or receiving assistance from another student without the instructor’s permission.

b) Altering a graded work after it has been returned and then submitting the work for regrading.

c) Allowing another person to do one’s work and to submit the work under one’s own name.

d) Submitting two copies of the same or nearly similar papers to two professors without prior approval.

e) Fabricating data in support of laboratory or fieldwork. Dishonesty in reporting results, ranging from sheer fabrication of data, improper adjustment of results, and gross negligence in collecting or analyzing data, to selective reporting or omission of conflicting data for deceptive purposes.
Aiding and abetting dishonesty

Providing material or information to another person with knowledge that the material or information will be used improperly.

Falsification of academic records and official documents

Without proper authorization. Altering documents affecting academic or University record; forging signatures of authorization; or falsifying information on an official academic document, election form, grade report, letter of permission, petition, clinical record or any other official University document.

Misuse of computers

Violating the University’s “Condition of Use” statement, which define proper and ethical use of computers.

Misuse of available facilities

Intentionally abusing of available facilities. Examples of available facilities include, but are not limited to, laboratories, classrooms, and libraries.

Drugs and Alcohol

Using, possessing, selling, or distributing illicit drugs; illegally using, selling, possessing or distributing any drugs or alcohol; or using prescribed and/or illicit substance or alcohol in such a manner as to impair one’s judgment or performance as a nursing student.
Disciplinary Actions
Nurses have an ethical responsibility, to be honest, to maintain self-integrity and to exhibit high personal moral standards. The student who deviates from the Nursing Code of Ethics will be subjected to disciplinary actions. Sistema Universitario Ana G. Méndez and Universidad del Turabo are devoted to academic integrity. As a student of this university is expected to be honest in all of his or her academic coursework and activities. Academic dishonesty such as cheating of any kind on examinations, course assignment or projects, plagiarism, misrepresentation, and the unauthorized possession of examinations or other course-related materials, is prohibited. Students must be aware that these acts constitute faults and/or non-compliance to the essential norms of good order and institutional coexistence and shall carry disciplinary sanctions that may lead up to expulsion from the institution.

When acts against academic integrity are committed the instructor may take academic action ranging from denial of credit or assigning a grade of “F” on a specific assignment, examination or project and to assigning a grade of F” as the final grade for the course. As mentioned before, acts that go against the academic integrity policy may lead up to the expulsion of the institution.

For additional information, students are encouraged to carefully read and become familiar with the Universidad del Turabo Catalog.

STUDENT GRIEVANCE POLICY

The Ana G. Mendez University System has an established process to attend student grievances. Any student(s) enrolled in the BSN Program has the right to file a complaint by filing an official Student Complaint Form. These are the specifications regarding changes, grade objections, and additions.

1. In the event of a student grade objection, the student is obligated to present the
objection at the Integrated Services Office or Associate Registrar at Metro Orlando, Associate Registrar at South Florida and Associate Registrar at Tampa Bay Campuses and Associate Registrar at Capital Area Campus, as applicable to the campus, within thirty (30) calendar days of the first day of class of the term following the objected grade.

2. The professor must submit to the Academic Director any request for a grade change or addition, within a period of time not to exceed one term since the grade was given. The proper form will be provided. The Academic Director of the Campus will submit the form to the Associate Registrar as applicable to the campus, who will be responsible for making the change or addition in the Official Grade Register.

3. Changes made outside the established calendar must be justified in writing and approved by the Academic Director.

4. Special cases on grade objections or changes will be resolved by an Appeals Committee composed of the Chancellor or his/her representative, who shall preside, the Academic Director, a professor, the Associate Registrar or his/her representative, and a student appointed by the Director, at the beginning of each academic year. The decisions of the Committee will be final as decided by the majority of its members. The Academic Director and/or Campus Director will authorize grade changes. The Committee will make its decisions within 30 calendar days of the date the student’s objection was submitted.

**DRESS CODE GUIDELINES**

**General Information**
Uniforms must be clean, unstained, wrinkle free, of good fit and not frayed or unduly worn. Nursing student uniforms will be ordered or purchased from an approved vendor.
Clinical/Lab Uniform

- Men and women has designated a Sistema Universitario Ana G. Méndez scrubs.
- Women must wear white socks or knee socks (no ankle length or sports socks).
- Men must wear white socks (no ankle length or sports socks), and a white undershirt is acceptable.
- Shoes should be white, leather, a conservative style, and have closed toes and backs. Shoes should be new or nearly new in appearance, clean, and polished. Shoelaces, if present, must be clean. Leather athletic shoes are acceptable without colored logos.
- Only Sistema Universitario Ana G. Méndez nursing jacket may be worn while giving patient care and in lab settings. No long sleeve shirts are to be worn under uniforms.
- The Sistema Universitario Ana G. Méndez Picture ID badge will be the name tag used on campus and in the community. The specific hospital picture ID badge will be the name tag used for acute care experiences.
- Appropriate skin colored underwear is also considered part of the uniform. No long sleeve undergarments to be worn under uniforms.
- The student nurse uniform is completed with the following accessories: bandage scissors (the small, pediatric size is recommended as they stay in the pocket better), a watch with second hand, safety goggles, small notepad, small tape measure, pocket-size notebook, pen light, and black ball point pens. A quality stethoscope is also required.

Professional Appearances

To maintain a professional appearance:

- Hair cannot fall over a student’s shoulder, obstruct the line of vision or fall into the work field when leaning forward or providing patient care. No hair ornaments are to be worn except headbands to tie a ponytail or bun.
- Beards are neat, clean and well-trimmed.
- One pair of post-style earrings are allowed in the earlobe of the ear for females only.
- Visible body piercing, such as nose, brow, tongue rings, including in the tragus of the ear, is not allowed while in uniform.
- Tattoos must be covered by the uniform jacket if on the arms and with a bandage if visible in hands, neck or face.
- Wedding band is the only acceptable ring to be worn. No other jewelry is allowed.
- Nails should be short in length and not extend the end of the finger. Artificial nails are not allowed in clinical or lab settings. Clear nail polish may be worn.
- Make-up, if worn, must be minimal.
- Perfume, colognes and scented lotions are not to be worn in the clinical site.
- Appropriate personal grooming and hygiene are necessary, including body cleanliness, oral hygiene and use of deodorants.
- Students are not to chew gum while in uniform.

**Smoking Policy**

Smoking is not permitted while in uniform or when representing the nursing department. In addition, the odor of smoke may be not present on the student or the student may be sent home and will be considered absent.

**Mobile Phones**

It is recognized by the faculty and staff that the changing pace of life in our society necessitates the use of electronic communication in many styles and methods. It is also recognized that the time spent in the classroom or clinical setting is very important
and must be the primary focus of both the faculty and students involved. It is, therefore, necessary to prohibit the use of personal cellular phones, pagers and any other disruptive equipment in the classroom and clinical settings. When cellular phones are part of the communication within that clinical setting, an exception may be made. Should a student be in a situation where an emergency communication is pending, it should be brought to the attention of the faculty member or appropriate staff member. Cellular phones can be left with an appropriate person for a message to be delivered to the student if the need arises.

STUDENT PARTICIPATION IN FACULTY AND PROGRAM EVALUATION

The Universidad del Turabo is committed to excellence and offers students the opportunity to participate in program evaluation which involves the development of academic policies and curriculum planning. Besides having a campus and BSN program administrators available to students, BSN students have the opportunity to evaluate courses and faculty as well as other aspects that may influence the effectiveness of the teaching/learning process.

End of Course Evaluations (EOCE)

At the end of each course, students are asked to complete an end of course evaluation. This form includes evaluation criteria of elements, divided into four categories, involved in the teaching/learning experience: Module, Instructional Resources, Faculty and Student (self-evaluation). Results are collected and analyzed at the end of each semester to consider the interaction of these elements and possible adjustments to the program. Faculty results are shared with faculty at the end of each course. Faculty that does not meet the specified benchmark are required to meet with BSN program Associate Director to discuss the findings.
**Student Representative Meetings**

Students in each class elect a Student Representative. The student representative is responsible for collecting the input and feedback from the class and represent the class during the once per term Student Representative Meeting. During the meeting, student representatives have the opportunity to present to campus and program administration any concerns the class may have. Student representatives also complete a service satisfaction survey. The administration is committed to take action, if pertinent, and inform students.

**CLINICAL/EXPERIENTIAL LEARNING EVALUATION**

**Expected Student Clinical Behavior**

In addition, all students are expected to demonstrate professional nursing behavior and follow all standards of conduct outlined in the SUAGM Academic Catalog and Student Handbook while fulfilling the clinical requirements of the program.

The following are general expected student clinical behaviors:

1. Students are responsible for compliance with all health and safety requirements and for providing required documentation before completion of the first semester, after admission and before registering for a clinical course. Students not in compliance with all clinical requirements will not be permitted to begin their clinical rotations.

2. Students must arrange for their own transportation to clinical assignments.

3. Students must arrive at all clinical assignments 15 to 30 minutes prior to scheduled start time and complete the entire shift. Any unforeseen tardiness or absence must be reported immediately to the clinical instructor/nurse preceptor, the contact for the clinical agency (if different than clinical instructor/nurse preceptor) and course faculty.
4. Students are expected to attend all scheduled clinical assignments, including clinical orientations. Refer to the Attendance Policy in the BSN Student Handbook for more information regarding standards of attendance, and the consequences of violating standards of attendance.

5. Changes in scheduled clinical days may be made only in cases of emergency and only if agreed upon by the clinical instructor/nurse preceptor.

6. If a clinical day is canceled by the nurse preceptor or agency, the student must notify the course faculty.

7. The student is expected to be prepared to deliver nursing care to assigned patients. The student is responsible for planning in advance of the scheduled shift. Preplanning should include, but is not limited to, the following:
   a. Review of patient history, Past medical/surgical, present illness and psychosocial,
   b. Medications – Review use, administration, side effects and calculate safe dosages
   c. Treatments – Already received and scheduled
   d. Current orders – Care to be delivered.
   e. Nursing plan of care – Including outcomes/evaluation. The student is a guest of the sponsoring agency and nurse preceptor and must meet professional standards.

8. Student dress on-site must be appropriate at all times and abide by the Department of Nursing Dress Code Guidelines. Comfortable, informal apparel is permitted in the classroom. However, in clinical settings, simulations, and lab classes, uniforms are required. Items such as short shorts, halter-tops, swimsuits, playsuits and bedroom slippers are not appropriate for skills lab.
9. The student must abide by the lunch/break policy of the clinical instructor/nurse preceptor or agency.

10. Cell phones may not be used at any time for talking or checking email/text messages during a clinical rotation and must be turned off or silenced.

11. A student shall, in a complete, accurate and timely manner, report and document nursing assessments or observations, the care provided by the student for the patient and the patient’s response to that care.

12. A student shall, in an accurate and timely manner, report to the appropriate practitioner, errors in or deviations from the current valid order.

13. A student shall not falsify any patient record or any other document prepared or utilized in the course of, or in conjunction with, nursing practice. This includes, but is not limited to, case management documents, reports, time records or any other documents related to billing for nursing services.

14. A student shall implement measures to promote a safe environment for each patient.

15. A student shall delineate, establish and maintain professional boundaries with each patient.

16. At all times, when a student is providing direct nursing care to a patient, the student shall provide privacy during examination or treatment and in the care of personal or bodily needs. Treat each patient with courtesy, respect and full recognition of dignity and individuality.

17. A student shall practice within the appropriate scope of practice as set forth in all applicable state laws and regulations for a registered nurse, and any applicable state laws and regulations for a practical nurse.
18. Students are expected to be aware of and in compliance with all infection control policies and standard precautions regarding hand washing.

19. A student shall use universal blood and body fluid precautions established by any applicable state laws and regulations.

20. A student shall not:

- Engage in behavior that causes or may cause physical, verbal, mental or emotional abuse to a patient.
- Engage in behavior toward a patient that may be reasonably interpreted as physical, verbal, mental or emotional abuse.

21. A student shall not misappropriate a patient’s property or:

- Engage in behavior to seek or obtain personal gain at the patient’s expense
- Engage in behavior that may be reasonably be interpreted as behavior to seek or obtain personal gain at the patient’s expense
- Engage in behavior that constitutes inappropriate involvement in the patient’s personal relationships
- Engage in behavior that may be reasonably interpreted as inappropriate involvement in the patient’s personal relationships

22. The student must adhere to all clinical agency policies while participating in the clinical experience.

23. The student may not leave the premises during a clinical experience.
24. The student may not leave the premises during a clinical experience.

25. Failure to abide by these expected clinical behaviors will result in an unsatisfactory clinical performance rating, failure of the course and/or dismissal from the program. A student who has failed the clinical component of a nursing course prior to the end of the session may withdraw from that nursing course or continue to attend the lecture component of the course and be awarded an “F” as a final course grade.

In addition, students may be immediately dismissed for egregious behavior including, but not limited to:

1. Evidence of actual or potential harm to students, patients or the public.

2. Criminal behavior whether violent or nonviolent, directed against persons, property, public order or decency.

3. Intemperate use or abuse of drugs, diagnosis or treatment for chemical dependency, mental illness or diminished mental capacity.

4. The lack of good professional character as evidenced by a single incident or an integrated pattern of personal, academic and/or occupational behavior, which, in the judgment of the state board of nursing, indicates that an individual is unable to consistently conform his/her conduct to the requirements of the state nurse practice act, the state board of nursing’s rules and regulations and generally accepted standards of nursing practice, including but not limited to, behaviors including honesty.
HEALTH REQUIREMENTS

All undergraduate nursing students must provide evidence of compliance with health requirements of the Universidad del Turabo, Department of Nursing and Allied Health Programs, and appropriate clinical agencies in a timely manner. Failure to comply with timely submission of the clinical health requirements may result in the inability to participate in clinical experiences.

STATE BOARD OF NURSING RULES AND REGULATIONS

Students must become familiar with the Rules and regulations pertaining to nursing education programs and nursing licensure requirements for the corresponding state. Licensure or even qualifications for licensure may be jeopardized if certain criminal behavior is observed. These rules and regulations are presented during new student orientation. Students are encouraged to analyze all regulations further. Board of Nursing Rules and Regulations may be found under each state board of nursing website.

General Nurse Education and Licensure Requirements

(1) File a complete application containing data required by the board attesting that all information contained in, or referenced by, the application is complete and accurate and is not false or misleading, and the required application processing fee which is not refundable;

(2) Submit verification of completion of all requirements for graduation from an approved nursing education program, or certification from the nursing program director of completion of certificate or degree requirements. Prerequisites of an accredited master’s degree program leading to the first degree in professional nursing must be approved by the board;

(3) Pass the NCLEX-PN (LVN applicant) or NCLEX-RN (RN applicant);
As part of the nursing programs admission process, all students must read and sign this document. The signed document will be included in your student record. Please read and sign in the space provided at the end.

The admission to the program is limited. Even if the applicant meets all requirements, SUAGM does not guarantee admission to the nursing program. The applicant must meet all eligibility requirements (including placement tests) to be included in the official list of candidates for admission to the program.

Due to the nature of the Nursing Program, which involves practices in clinics and hospitals for all concentration courses, the scheduled clinical practice established by the University depends on the availability of different clinical institutions. These may vary depending on the availability of space and/or the facilitator. This means that the student enrolled in the nursing program will have courses at day, night and/or weekend hours during the program or until the student completes the graduation requirements. The theoretical course schedule will vary according to the availability of space and/or facilitators.

All students admitted to the nursing program are required to take nationally - normed specialty exams throughout the curriculum. All nursing students are required to take all standardized exams as scheduled in each course. The purpose of the exams is to assess student competency and evaluate achievement of curricular outcomes, to evaluate the student’s ability to apply nursing concepts within specific content areas and in the overall program, and to contribute data to the systematic program evaluation. In addition, it increases student’s familiarity with computerized test methodology that is similar to NCLEX testing style.

All students in the undergraduate nursing program must meet the requirements of the corresponding state Board of Nursing for licensure as a registered nurse (RN) and to practice in the state. These requirements include: 1) Complete the application for a license with the corresponding state Board of Nursing, 2) Criminal background check, 3) Pass the examination of the National Council Licensure Examination (NCLEX) and 4) Pay the required charges to corresponding state Board of Nursing.

**BSN Admission requirements:**

- Minimum GPA of 2.50, must have High School Diploma or its equivalent (GED)
and must undergo an admission interview process with the Associate Director of Nursing or his / her designee.

Requirements for clinical practice:

- Immunizations required and/or blood titters.
- Negative drug test result
- Tuberculin test and/or negative chest plate (valid for a year).
- Valid Certificate of Cardiovascular Resuscitation (CPR) by the American Heart Association.
- For Capital Area Campus, every student needs to comply with all the clinical requirements established by Castle Branch.
- The student must request a criminal history record check to the Volunteer & Employee Criminal System (VECHS). The report must be free of records of crimes or administrative offenses before they can participate in clinical experiences or practices.
- The Board of Nursing of each state requires a similar criminal history record check as mentioned and may refuse a request for examination or license if records of crimes or administrative offenses are reported in the criminal history record check.
- If the criminal background check shows any disqualifying offense, as defined by the state regulation, at any time during the program, the student will not be able to continue his/her studies in the Nursing Program. If a student’s background check discloses any criminal history, the University cannot address questions concerning individual background check results nor can the University provide any legal advice regarding the impact of the background check information on a student’s ability to become licensed in the state or to be accepted for a clinical experience. In these situations, the University advises students to consult their own attorney before entering the Nursing Program. If the student decides to enter the Nursing Program, they do so at their own risk with the understanding that the University cannot guaranty any particular outcome when the facilities providing clinical practice or the State Board of Nursing reviews the student’s criminal history.
- Meet minimum hours of practical experience set by the state (15 weeks).
- Flexibility to attend practices according to the availability of clinical scenarios.
- The clinical practice settings may have additional requirements.

__________________________________________________________________________
Student’s Signature

__________________________________________________________________________
Date

__________________________________________________________________________
Student’s Name (Print)

__________________________________________________________________________
Witness/Campus Representative
ACKNOWLEDGEMENT OF RECEIPT OF BSN STUDENT HANDBOOK

I affirmed that I have read, understand and will abide by all rules, acknowledgments, and regulations in the BSN Student Handbook. All Ana G. Mendez University System students are subject to the provisions in the BSN Student Handbook and are responsible for knowing, and complying with its policies. Periodically revisions may be made in the Handbook. These revisions will be distributed to the students and acknowledgment of said revisions will be obtained. By signing below, the student is confirming receipt of the BSN Student Handbook. In addition, the student affirmed that the information contains in the Handbook is fully understood. Failure to sign this form does not exempt a student from the provisions in the Ana G. Méndez University System Universidad del Turabo, BSN Student Handbook.

Student’s Signature: ________________________________

Printed Name: ______________________________________

Date: ________________

Nursing Associate Director’s Signature: ________________________________

Printed Name: ______________________________________

Date: ________________