



Graduate Nursing

Student Policy & Procedure Manual

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Policy Author: Graduate Nursing Council  
Review due: Biennially (odd years and as needed)

**Minnesota State University Moorhead  
School of Nursing and Health Care Leadership**

**Graduate Nursing Program**

**Title of Policy:** Academic Conduct Policy  
**Original Date:** 2013.05  
**Recent Reviews/Revisions:** 2015.11, 2017.01, 2018.02.21, 2019.02.14, 2021.05.06

The Graduate Nursing Program adheres to the Minnesota State University Moorhead policies related to academic conduct. Students are expected to follow policies on academic conduct and responsibility as well as the institutional academic requirements and procedures (See current MSUM academic standards policy found in the MSUM Student Handbook).

**Minnesota State University Moorhead  
School of Nursing and Health Care Leadership**

**Graduate Nursing Program**

**Title of Policy:** Academic Scholarship, Rigor, Integrity, and Honesty Policy  
**Original Date:** 2001.08  
**Recent Reviews/Revisions:** 2015.11, 2017.01, 2018.02.21, 2019.02.14, 2021.05.06

The nature of the nursing profession requires ethical behavior on the part of students both in the clinical and classroom settings. All work in this program and all related courses must be completed in a manner consistent with MSUM's Code for Academic Conduct (MSUM Student Handbook) and the Graduate Nursing Student Policy Manual.

Students are expected to conduct themselves in a professional manner. Nurses are held to an expectation of high integrity and honesty. Therefore, MSUM Graduate Nursing students will be held to the following academic policy:

1. Academic Honesty Expectations

- a. Plagiarism and cheating will not be tolerated.
- b. If a student has questions about the academic policies, it is the student's responsibility to discuss them with the instructor prior to submitting an assignment.
- c. All required assignments may be subject to instructor submission of the assignment to plagiarism detection software.
- d. Any student who commits plagiarism **as defined by the instructor** may fail the paper or the entire course, as determined by the faculty. **If** the instructor does not define plagiarism, students should use the following definition of plagiarism as a guideline:
  - i. More than 6 words in a row of exact content from another source without appropriate quotation marks and parenthetical citations.
  - ii. 10% or more exact cited content throughout the whole paper. This is the core of the paper– not including title page, table of contents, reference pages, or appendixes.
  - iii. 15% or more of very similar content throughout the whole paper. This is the core of the paper – not including title page, table of contents, reference pages, or appendixes.
  - iv. Failure to use quotes and parenthetical citations (including author, year, AND page number) when quoting material.
    1. Note: Direct quotes should be limited. Please refer to the instructor preferences on this. If not identified by the instructor, it is recommended that students have less than 10% of the entire paper in direct quotes. At the graduate level, students are expected to be able to read scholarly journals and synthesize information in

their own words rather than using an excessive number of direct quotes.

2. An instructor has the freedom to decide whether to allow the student to resubmit the test, quiz, or assignment for points if the first submission has been found to be plagiarized. The student is expected to learn from the mistakes on subsequent assignments. Subsequent instances of plagiarism in any course puts the student at risk for dismissal from the nursing program and possibly the university.
  - a. Any student caught copying or cheating on a test, quiz, or assignment, or having same or similar content in a paper to another student (current or former from any course) may fail the test/quiz/assignment or the entire course, as determined by the faculty.
3. Instances of cheating or plagiarism may be referred by the faculty to the appropriate authorities as per the Academic Honesty Policy as outlined in the MSUM Student Handbook  
<https://www.mnstate.edu/student-handbook/>

Policy Author: Graduate Nursing Council  
Review due: Biennially (odd years and as needed)

**Minnesota State University Moorhead  
School of Nursing and Health Care Leadership**

**Graduate Nursing Program**

**Title of Policy:** Admission Requirements Policy  
**Original Date:** 2001.08  
**Recent Reviews/Revisions:** 2015.11, 2017.01, 2018.02.21, 2019.02.14, 2021.05.06

Applicants to the Graduate Nursing Program must meet the following minimum requirements:

1. Hold a BS or BA in nursing from an ACEN (formerly NLNAC), NLN CNEA, or CCNE accredited nursing program.
2. Document current unencumbered registered nurse (RN) license in the US (does not need to be MN).
3. Have a total cumulative local GPA of at least 3.0 on a 4.0 scale in undergraduate courses at the institution where the baccalaureate nursing degree was awarded
4. Additional Admission Notes:

**Non-Minnesota Applicants**

A student applicant who is not currently a Minnesota resident is not fully admitted until the Department of Higher Education in the applicant's state of residence has approved distance education/online programs from the state of Minnesota. Other state approvals, including, but not limited to, the state's Board of Nursing, must also be in place. Student must check with the Graduate Program Coordinator prior to accepting admission. If the student moves after application to the program, it is the student's responsibility to check with the Graduate Program Coordinator whether continuation in the program is possible in the student's new location.

**International Students**

1. Student must first meet all the other admission criteria.
2. Student must also hold a current Work Visa (not Student Visa) that will be valid throughout the course of study in the graduate program. Only certain types of Work Visas will allow students to take an online program that does not have on-campus requirements. Please refer to the International Student Admission Policies (below\*).
3. If student meets criteria 1 and 2, the student must contact the International Student Office at 218-477-2956 to assure eligibility to apply.
4. If student is eligible to apply, the student must complete the International Student Application packet wherein the student indicates US citizenship as applicable.

**\*International Student Admission Policy**

The Homeland Security Act of 2002 fundamentally changed the requirements for the international students who wish to study in the United States. The major change that affects an online program is that no more than the equivalent of one on-line/distance education class or 3 credits per session may count towards the 'full course of study' requirement. A full copy of the NAFSA (Association of International Educators) Advisory Manual is available in the International Student Affairs office [Chapter 3: F-1 Students; Section 3.20.7; Authority cite 8 C.F.R. SS 214.2(f) (6) (i) (G)]. Students are able to be admitted to this program if they have an active Work Visa. Students are unable to be admitted to this program if they have a Student Visa.

**Additional Admission Notes (cont.)**

**Nursing Licensure**

Nursing licensure requirements are outlined by the Board of Nursing (BON). Please refer to the following information relevant to the MN BON. Note, if the student plans to complete clinicals/practicum outside of MN or ND, the BON in that state will need to be consulted and grant approval.

Refer to BON 6305.0300 AUTHORIZATION TO PRACTICE NURSING. Subpart 1 items A-C for further details. <https://www.revisor.mn.gov/rules/6305.0300/>

Author: Graduate Nursing Council  
Review due: Biennially (odd years and as needed)

**Minnesota State University Moorhead  
School of Nursing and Health Care Leadership**

**Graduate Nursing Program**

**Title of Policy:** Admission Requirements Procedure  
**Original Date:** 2001.08, 2018.02.21  
**Recent Reviews/Revisions:** 2018.01.24, 2018.02.21, 2019.02.14, 2021.05.06

Admission Requirement	Instructions
1. Online graduate application	-Complete the <a href="#">online graduate application</a> .
2. <b>*Non-Refundable</b> application fee for all graduate applicants	-After you complete the Graduate Online Application: 1. Log in to <a href="#">eServices</a> with your StarID. 2. Click on Bills and Payment, and you will be able to pay the application fee using a credit or debit card *The application fee will be waived if you graduated with a cumulative GPA of 3.0 or higher with a bachelors in nursing from a Minnesota State University (Bemidji, Mankato, Metropolitan, Moorhead, Southwest, St. Cloud, Winona)
3. <b>*Official transcripts</b> from all colleges and universities attended	-Contact ALL the colleges and universities you have attended and have transcripts sent US mail or electronically or to: <b>Graduate Studies Office, MSU Moorhead, 1104 7<sup>th</sup> Ave. S., Moorhead, MN 56563.</b>  *You do not need to order transcripts from MSUM or other MinnState institutions. See <a href="#">Transcript Policy</a> for more details.
4. BS or BA in Nursing from an ACEN, NLN, or CCNE accredited University or College	-This requirement will be verified by the Graduate Studies Office and the Graduate Nursing program.
5. Undergraduate total cumulative local GPA of 3.0 on a 4.0 scale in undergraduate courses at the institution where the baccalaureate nursing degree was awarded	-This requirement will be verified by the Graduate Studies Office and the Graduate Nursing program.



6. <a href="#">Nursing Application Form</a>	<ul style="list-style-type: none"> <li>• Log in to the <a href="#">Self Service Center site</a> (allow 24 hours after application submission before logging in).</li> <li>• Select the “Applications” tab, where you will see your graduate application listed.</li> <li>• Select “Continue” to access the extended program application and fill in all information. Be sure to “Submit Application” when you have completed all aspects.</li> </ul>
7. Documentation of current unencumbered RN license in the U.S.	<ul style="list-style-type: none"> <li>• Log in to the <a href="#">Self Service Center site</a> (allow 24 hours after application submission before logging in).</li> <li>• Select the “Applications” tab, where you will see your graduate application listed.</li> <li>• Select “Summary” to see a list of all program requirements and corresponding statuses.</li> <li>• Upload document by selecting the “Upload” link under the respective “Action” column.</li> </ul>
8. Essay	<p>-Compose an essay of approximately 500-800 words, typed and double-spaced, that represents your highest level of academic writing. Provide a description of your professional experiences and background that have contributed to your readiness for graduate education. Specify those experiences that prepared you for your desired specialty emphasis track. State your professional goals and indicate your potential to achieve this degree. Put your name on all pages.</p> <ul style="list-style-type: none"> <li>• Upload it to the Graduate Online Application Site:</li> <li>• Log in to the Graduate Online Application Site</li> <li>• Select the “Check Status”</li> <li>• Under “Program Specific Requirements”, click on “Upload Now button for the “Essay”</li> </ul>
9. Three letters of recommendations from professionals (e.g., supervisor, former faculty member). Not a co-worker or peer.	<ul style="list-style-type: none"> <li>• Log in to the <a href="#">Self Service Center site</a> (allow 24 hours after application submission before logging in).</li> <li>• Select the “Applications” tab, where you will see your graduate application listed.</li> <li>• If you have not submitted contact information yet, select “Continue” to go into your application and complete program app and recommender information.</li> <li>• After clicking “Submit Application” you will need to contact the Graduate Studies Office for any recommender information changes.</li> <li>• Your recommenders will receive an e-mail from the Graduate Studies Office asking them to fill out the recommendation form.</li> <li>• To check the status of your recommendations later, select “Summary” in the Applications tab.</li> <li>• *The three letters of recommendation will be waived if you graduated with a cumulative GPA of 3.0 or higher with a bachelors in nursing from a Minnesota State University (Bemidji, Mankato, Metropolitan, Moorhead, Southwest, St. Cloud, Winona)</li> </ul>

Policy Author: Graduate Nursing Council  
Review due: Biennially (odd years and as needed)

**Minnesota State University Moorhead  
School of Nursing and Health Care Leadership**

**Graduate Nursing**

**Program Title of Policy:** Advisement Policy  
**Original Date:** 2001.08  
**Recent Reviews/Revisions:** 2015.11, 2017.01, 2018.02.21, 2019.02.14, 2021.05.06

**Advisement**

Upon enrollment, each graduate nursing student is assigned an academic advisor from the School of Nursing and Healthcare Leadership (SNHL). Each student is responsible for conferring with their advisor on a regular basis, usually each semester, to assist with curriculum planning. Students may request a change of advisors at any time by contacting the Graduate Program Coordinator ([nursing@mnstate.edu](mailto:nursing@mnstate.edu)).

Near the end of the curriculum, when the student is ready to enroll in NURS 695 Professional Portfolio, the instructor for the NURS 695 course is generally designated as the Chair of the committee and the academic advisor for the duration of their enrollment. ( Refer to the policy on committee membership for additional information).

Policy Author: Graduate Nursing Council  
Review due: Biennially (odd years and as needed)

**Minnesota State University Moorhead  
School of Nursing and Health Care Leadership**

**Graduate Nursing**

**Program Title of Policy:** Alcohol & Illegal Substances Policy  
**Original Date:** 2001.08  
**Recent Reviews/Revisions:** 2015.11, 2017.01, 2018.02.21, 2019.02.14, 2021.05.06

Minnesota State University Moorhead (MSUM) recognizes that the misuse of alcohol and other drugs is a serious problem in our society and our community. MSUM seeks to create an environment that promotes healthy and responsible living that is conducive to the intellectual and personal development of students. MSUM is committed to establishing and enforcing clear policies regarding the use of alcohol and other drugs.

In accordance with state laws, the unlawful or unauthorized use, possession, storage, manufacture, distribution, or sale of alcoholic beverages and any illicit drugs or drug paraphernalia is prohibited in university buildings, any public campus area, housing units, university vehicles, or any university sponsored events either on or off campus.

Students who fail to comply with this policy will be subject to disciplinary and/or legal action. Additionally, students who attend class or clinical/practicum activities under the influence of, or suspected of being under the influence of, alcohol or illegal drugs will be asked to leave the classroom or clinical/practicum setting immediately. Readmission to the classroom or the clinical/practicum setting will be at the consent of the instructor.

Refer to the MSUM Student Policies on Alcohol and Other Drugs (AOD) for additional specific information. <https://www.mnstate.edu/student-handbook/>

Policy Author: Graduate Nursing Council  
Review due: Biennially (odd years and as needed)

**Minnesota State University Moorhead  
School of Nursing and Health Care Leadership**

**Graduate Nursing Program**

**Title of Policy:** Attendance Policy  
**Original Date:** 2013.05  
**Recent Reviews/Revisions:** 2015.11, 2017.01, 2018.02.21, 2019.02.14, 2021.05.06

Attendance at online synchronous classes may be required by the faculty (see course syllabus). Attendance at practica is required. Students must come to practica well-prepared to meet the educational learning expectations. Students are expected to notify their preceptor and course faculty prior to being absent. All required practica hours must be completed to be successful in the course.

Students are expected to demonstrate professional demeanor and are responsible for exhibiting professional attributes such as integrity, honesty, accountability, respect, and confidentiality. Students are expected to follow university policies including those related to use of alcohol and drugs during university sponsored activities such as practicum experiences (<https://www.mnstate.edu/student-handbook/>). Students must also comply with all Graduate Nursing Student Policies and the Graduate Nursing Student Handbook.

Policy Author: SNHL and Grad Nursing Council Faculty  
Review due: Biennially (odd years and as needed)

**Minnesota State University Moorhead  
School of Nursing and Health Care Leadership**

**Graduate Nursing Program**

**Title of Policy:** Civility Statement Policy  
**Original Date:** 2013.05  
**Recent Reviews/Revisions:** 2015.11, 2017.01, 2018.02.21, 2019.02.14, 2021.05.06

Members of the SNHL community, including faculty, staff, and students, are expected to deal with each other, other members of the University community, and our educational, institutional and community partners in a civil and respectful manner.

While both MSUM faculty and students enjoy freedom from institutional censorship in their scholarly pursuits and teaching and learning activities, such freedom carries with it a responsibility to be honest and accurate in speech and writing and to maintain civility, even in cases of personal or academic disagreement. Respectful communication, without intimidation, exploitation, or coercion, is an expectation of all SNHL community members, regardless of how or where that communication takes place.

Students and faculty are referred to Minnesota State Colleges and Universities (Minnesota State) Policy 1B.1 *Equal Opportunity and Nondiscrimination in Employment and Education* and to the MSUM *Student Conduct Code* and Minnesota State Procedure 3.6.1 *Student Conduct* for specific details regarding process and sanctions.

Policy Author: University Graduate Council and Graduate Nursing Council  
Review due: Per University Graduate Council

**Minnesota State University Moorhead  
School of Nursing and Health Care Leadership**

**Title of Policy:** Committee Membership-University Requirements Policy  
**Original Date:** 2012.11  
**Recent Reviews/Revisions:** 2015.11, 2017.01, 2018.02.21, 2019.02.14, 2021.05.06

Each graduate student must have a committee that oversees the student's capstone work. There are general university requirements for the committee membership. Additionally, there are more specific graduate nursing requirements for committee membership. Please review all relevant policies regarding committee make-up including: (a) Committee Membership-University Requirements Policy; (b) Committee Membership-Nursing Requirements, Plan A-Thesis; and, (c) Committee Membership-Nursing Requirements, Plan B-Portfolio/Project.

**University Capstone Committee Membership Requirement**

**MSUM Bulletin Language and Faculty Guide to Policies and Procedures Language**  
Capstone requirements, including the Dissertation, Thesis, and Project, require a committee for the Oral Discourse. The student and/or advisor select faculty to sit on the student's committee. The dissertation/thesis/project committee must include a minimum of 2 or 3 faculty (as described by each specific program handbooks) who have Graduate Faculty status.

A current list of Graduate Faculty can be accessed at  
<https://www.mnstate.edu/graduate/faculty-staff.aspx?terms=graduate%20faculty> .

**Minnesota State University Moorhead  
School of Nursing and Health Care Leadership**

**Graduate Nursing Program**

**Title of Policy:** Committee Membership-Graduate Nursing Plan B Portfolio/  
Project Policy  
**Original Date:** 2001.08  
**Recent Reviews/Revisions:** 2015.11, 2017.01, 2018.02.21, 2019.02.14, 2021.05.06

Each graduate student must have a committee that oversees the student's capstone work. There are general university requirements for the committee membership. Additionally, there are more specific nursing department requirements for the committee membership. Please review all relevant policies regarding committee make-up including: (a) Committee Membership-University Requirements Policy; (b) Committee Membership-Nursing Requirements, Plan A Thesis; and, (c) Committee Membership-Nursing Requirements, Plan B Portfolio/Project

**Portfolio/Project Committee Appointment and Approval**

Portfolio/Project committee members can be selected by students or by department approval.

Portfolio/Project Committee Selection by Students:

The student, in consultation with their advisor, selects individuals to serve on the portfolio/project committee. The role of portfolio/project committee members is to supervise the development and completion of the portfolio/project and to conduct the Oral Exam at the completion of the student's program. A committee member should be selected according to the individual's ability to contribute to a successful portfolio/project.

The portfolio/project committee must include two individuals (including the chair).

Chair

- Preparation:
  - o A MSUM nursing faculty member with a terminal degree (doctorate) in their field from the student's area of study.
- Graduate Status:
  - Hold Full MSUM Graduate Faculty Status <https://www.mnstate.edu/graduate/faculty-staff.aspx?terms=graduate%20faculty>

Committee Member #1

- Preparation:
  - o A nursing faculty member with a terminal degree (doctorate) OR master's degree in nursing.

- Graduate Status:
  - Hold Full or Temporary\* MSUM Graduate Faculty Status.

\*Temporary Graduate Faculty Status may be granted to a qualified master's or doctorally- prepared individual for the purpose of serving on one specific thesis committee and is limited to the duration of the specific student's enrollment. The Committee Chair must submit the request for Temporary Graduate Status to the Graduate School Dean/Director. Included in this request should be a brief summary of the unique expertise this individual will bring to the committee and the individual's CV. The Graduate Dean will review and decide upon appropriateness of the request.



**Minnesota State University Moorhead  
School of Nursing and Health Care Leadership**

<b>Title of Policy:</b>	Internship/Capstone/Practicum <u>Policy</u>
<b>Original Date:</b>	2015.02
<b>Recent Reviews/Revisions:</b>	2016.09, 2017.01, 2018.02 (SNHL), 2019.03.21(SNHL), 2021.05.06 (GNC)
<b>Application:</b>	RN-BSN, HSAD, Graduate Nursing & MHA Programs

The School of Nursing and Healthcare Leadership (SNHL) at Minnesota State University Moorhead (MSUM) is committed to providing students with quality internship, practicum and/or capstone projects as defined by their major/program. This policy defines minimum guidelines set forth by MSUM as well as SNHL-specific requirements to prepare, guide, and evaluate those experiences.

Each program within SNHL has requirements for clinical experiences that occur outside the classroom.

- RN-BSN program requires clinical practicum experience, as well as a professional pathways capstone project.
- HSAD program requires an administrative internship.
- Graduate Nursing program requires practicum experiences.
- MHA program requires a final capstone project.

Students work in partnership with faculty, graduate assistants, office assistant, and program coordinators when securing these experiences. Each program describes specific processes/ procedures in terms of steps and requirements in securing these experiences in a separate set of program-specific internship/capstone/practicum procedures.

**General Guidelines**

- MSUM Policy
  - Policy regarding internships can be viewed at:  
<https://www.mnstate.edu/policies/>  
\*\*Please note, some of the criteria from the university internship policy may not be applicable to clinicals, capstones, and practica that are required in this SNHL program.
- Program Standing
  - An internship/capstone/practicum may be taken only by a student majoring in a program with an approved internship/capstone/practicum component of the curriculum.

- The intern must have at least a junior standing for undergraduate programs.
  - Graduate students need to have at least a 3.0 GPA and approval to enter into the capstone/practicum.
- Campus Requirement
    - Students will not be required to return to campus after completing an internship/capstone/practicum. Students are expected to complete the remaining courses in their degree program in order to graduate. Students are encouraged to share their experiences with student peers and to complete their program.
  - Interagency Agreement
    - Before the starting date of the experience, an interagency contract will be verified and executed between the site and MSUM that clearly articulates liability assumption on the part of Minnesota State University Moorhead, the site, and the student.
  - Credits/Hours
    - A minimum of one (1) semester credit and a maximum of twelve (12) semester credits will be counted toward a degree, dependent upon the specific program curriculum plan.
    - Undergraduate internship credits may be awarded on the basis of a minimum of forty (40) hours of fieldwork equates to one semester credit.
    - Graduate internship/capstone/practicum credits may be awarded on the basis of fifty (50) hours of fieldwork equates to one semester credit.
  - Grading
    - An internship/capstone/practicum experience may be graded (by the faculty) on a pass-fail or a grade-basis. Refer to course syllabus for course specific grading standards.
  - Interagency Agreement
    - Each onsite internship/capstone/practicum must have a written interagency agreement outlining the mutual expectations and responsibilities of MSUM, the site, the department, and the student.
    - The current interagency agreement will be kept on file in the SNHL department.
    - Each internship/capstone/practicum site will be evaluated for appropriateness by the respective program coordinator or the course faculty.
  - Background Checks
    - Minnesota law requires any person who provides direct contact services to people receiving services from facilities and agencies licensed by the Minnesota Department of Human Services (DHS) and/or the Minnesota Department of Health (MDH) have a background study conducted. Direct contact is defined as providing face-to-face care, training, supervision, counseling, consultation, or medication assistance to people receiving services from the agency or facility. Any individual who is disqualified from having direct patient contact as a result of the background study will not be permitted to participate in a clinical or capstone placement in a DHS or MDH licensed facility or agency. Failure to participate in a clinical or capstone placement

- required by the academic program could result in ineligibility to qualify for a degree in this program.
- Students must complete a national background study on admission (nursing) and prior to practicum/internship/capstone course beginning (MHA/HSAD/Nursing). See the specific program policy Required Documentation/Immunization Policy-SNHL. There may be additionally imposed policies (e.g., COVID).
  - **Student Liability**
    - Students are liable for their actions and may be sued (along with others) for damages due to negligence. Minnesota State University Moorhead has a Student Intern Professional Liability Policy which covers students engaged in internships/practicums/capstones. The coverage is for \$2,000,000 per occurrence and \$5,000,000 in annual aggregate. In addition, some practicum sites/programs may require students to purchase separate liability insurance. See the specific Graduate Nursing program policy on required documentation for the internship/capstone/practicum experience. If the student or the academic department or practicum site does not have a formal internship/capstone/practicum agreement, and therefore does not have a formally acknowledged internship (i.e. no credit hours, etc.), the student is NOT covered by the University Student Intern Professional Liability Policy. (verified with K. Lester 2021.04.21)
  - Program-Specific Guidelines
    - Refer to the Internship/Capstone/Practicum Procedures for program-specific additional information.
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**Minnesota State University Moorhead  
School of Nursing and Health Care Leadership**

<b>Title of Policy:</b>	Internship/Capstone/Practicum <u>Procedure</u>
<b>Original Date:</b>	2015.02 (as a component of the policy)
<b>Recent Reviews/Revisions:</b>	2016.09, 2017.01, 2017.11, 2018.02 (SNHL), 2019.03.21 (SNHL), 2021.05.06 (GNC)
<b>Application:</b>	RN-BSN, HSAD, Graduate Nursing & MHA Programs

Each SNHL program has specific processes related to internships/capstones/practica. Please see the procedural details that follow.

- **RN-BSN Program**
  - Objectives:
    - Objectives for practicum/capstone experience will be defined in each corresponding class syllabus that requires these experiences.
  - Interagency Contract:
    - Prior to engaging in any onsite practicum/capstone experience, the faculty will ensure that a current interagency contract exists with the clinical site. If no contract exists, course faculty will contact the SNHL office to have an interagency contract initiated.
  - Methods of Documentation and Assessment:
    - Details of the practicum/capstone experience are outlined in the corresponding class syllabus that requires the experience.
  - Grading:
    - The practicum/capstone experience is graded by the course faculty using the RN-BSN program grading scale.
  - Monitoring of Practicum:
    - Oversight of the practicum/capstone experience is the responsibility of the faculty assigned to the course.
    - For NURS 473, responsibilities of the student, faculty, and the mentor are outlined in the NURS 473 Mentor Handbook.
  - Compensation:
    - Faculty compensation is per the IFO contract per credit of undergraduate coursework.
  
- **HSAD Program**
  - Objectives:
    - Objectives of the internship program are defined in the syllabus of the internship course – HSAD 469.
  - Interagency Contract:

- Prior to engaging in any internship experiences the faculty will ensure that an interagency contract exists. If no contract exists, faculty will contact the SNHL office to have an interagency contract initiated.
  - Methods of Documentation and Assessment:
    - Responsibilities of the student, faculty, and the site mentor (evaluator) are defined in the HSAD student workbook.
    - Approval of internships occurs during the Internship Seminar course – HSAD 468. The faculty and HSAD coordinator will approve all internships.
    - Students will track internship milestones via a weekly journal, internship summary document, as well as Domains of Practice. Faculty will review weekly journals, summary of internship and domains of practice mid-point during the internship and at the conclusion of the internship. Faculty will meet onsite and/or virtually with student and mentor.
  - Grading:
    - The internship is pass/fail.
  - Monitoring of Practicum:
    - Expectations and procedures of monitoring internship achievements are explained in the HSAD student workbook. Students are given this information in the Internship Seminar – HSAD 468 and Internship – HSAD 469 courses.
    - The HSAD coordinator oversees the internship experiences.
- Compensation:
  - Faculty Compensation is dependent with student enrollment as follows:
    - 1-4 students – 2 credits and
      - 1-2 students (Nursing Home Administration – 1000 hours and 480 hours ) – 3 credits (additional credit)
    - 6 students and above (including Nursing Home Administration – 1000 /480/240/80 hours and rotations) – 4 credits

### **Graduate Nursing Program**

- Objectives:
  - Objectives for practicum are defined in the syllabus of the practicum course (NURS 637P, NURS 642P, NURS 643P, NURS 644P, NURS 645P).
- Interagency Contract:
  - Prior to engaging in any clinical experience, the program will ensure that a current interagency contract exists with the clinical site. If no contract exists, faculty will contact the SNHL office to have an interagency contract initiated.
- Methods of Documentation and Assessment:
  - Practicum learning contract
  - Preceptor agreement
  - Mid-semester preceptor feedback on student
  - Student, preceptor, and faculty beginning-of-semester conference to determine plan and answer questions.
  - Student, preceptor, and faculty mid-semester conference to assess progress and answer questions.
  - End-of-semester preceptor feedback on student

- Tally of hours
- Student feedback on practicum preceptor and site
- There may be additional assessment methods per the faculty's discretion (e.g., papers, presentations, online discussion, and synchronous meeting participation).
- Grading:
  - The practicum is graded by the course faculty using the Graduate Nursing grading scale.
- Monitoring of Practicum:
  - Oversight of the practicum experience is the responsibility of the faculty assigned to the course
  - Responsibilities of the student, faculty, and the preceptor are outlined in the Practicum Student-Preceptor Handbook.

### **MHA Program**

- Objectives:
  - Objectives of the Capstone experience are defined in the syllabus of the Capstone II course.
- Interagency Contract:
  - Prior to engaging in any clinical/capstone experience, the faculty will ensure that a current interagency contract exists with the clinical site. If no contract exists, faculty will contact the SNHL office to have an interagency contract initiated.
- Methods of Documentation and Assessment:
  - Approval of a Capstone project occurs during Capstone I initially by the faculty and MHA coordinator and forwarded to the Dean of Graduate Studies for final approval.
  - Students will track Capstone milestones via a weekly progress report, weekly journal and project timeline, as well as a final presentation and executive portfolio. Faculty will maintain contact with the student during the Capstone experience to work through barriers and concerns that the student may experience. Site mentors can contact the faculty.
  - Students will present a final presentation to at least two graduate faculty that highlights project deliverables and major milestones. Students will submit an executive portfolio for evaluation and complete an oral exam during the final presentation.
  - Expectations and procedures of monitoring capstone achievements are explained in the MHA executive portfolio. Students are given this information in Capstone I and Capstone II.
- Grading:
  - The capstone is graded by the course faculty on a pass/fail basis.
- Monitoring:
  - Oversight of the capstone experience is the responsibility of the faculty assigned to the course

- Responsibilities of the student, faculty, and the site mentor (evaluator) are defined in the Capstone Responsibility document.
- Compensation:
  - Faculty compensation is per the IFO contract per credit of graduate coursework.

Policy Author: Graduate Nursing Council  
Review due: Biennially (odd years and as needed)

**Minnesota State University Moorhead  
School of Nursing and Health Care Leadership**

**Graduate Nursing Program**

**Title of Policy:** Email Accounts and Electronic Mailing Lists Policy  
**Original Date:** 2001.08  
**Recent Reviews/Revisions:** 2015.11, 2017.01, 2018.02.21, 2019.02.14, 2021.05.06

The University and Graduate Nursing Program send all official correspondence to students through Dragonmail (mnstate.edu email).

- All students are required to obtain their Dragonmail account upon enrollment in courses. Students will receive a MSUM mnstate username/star ID and self-select a password.
- Students must check their mnstate email account regularly.
- Please refer to this website for assistance with Dragonmail  
<https://www2.mnstate.edu/helpdesk/email/>

An electronic mailing list is used to send and receive information to all graduate nursing students and faculty. This is the primary mode of communication for the graduate nursing program. Students and faculty will be subscribed to the gradnursing electronic mailing list by the graduate nursing program. Again, it is very important that students have a current email subscribed to the electronic mailing list to receive important messages, such as schedule changes or scholarship announcements.



Policy Author: Graduate Nursing Council  
Review due: Biennially (odd years and as needed)

**Minnesota State University Moorhead  
School of Nursing and Health Care Leadership**

**Graduate Nursing Program**

**Title of Policy:** Graduate Nursing Grading Scale Policy  
**Original Date:** 2016.11  
**Recent Reviews/Revisions:** 2016.11, 2017.01, 2018.02.21, 2019.02.14, 2021.05.06

The Graduate Nursing Program uses a specific graduating scale as noted below. The number of earned points determine a student's overall grade. Total points earned divided by total points possible x 100 is the calculation used to determine percentage earned in the course. Plus/minus categories are used. No rounding up will be applied to individual or final grades. Letter grades are determined based on the percentage earned (also noted in the table below).

<b>A</b>	<b>A-</b>	<b>B+</b>	<b>B</b>	<b>B-</b>	<b>C+</b>	<b>C</b>	<b>C-</b>	<b>D+</b>	<b>D</b>	<b>D-</b>	<b>F</b>
94- 100%	92- 93%	89- 91%	86- 88%	84- 85%	81- 83%	77- 80%	75-76 %	72- 74%	69- 71%	67- 68%	<67 %

Policy Author: Graduate Nursing Council  
Review due: Biennially (odd years and as needed)

**Minnesota State University Moorhead  
School of Nursing and Health Care Leadership**

**Graduate Nursing Program**

**Title of Policy:** Practicum Hour Completion Policy  
**Original Date:** 2016.09  
**Recent Reviews/Revisions:** 2016.09, 2017.01, 2018.02.21, 2019.02.14, 2021.05.06

Students completing at least 50 of the required 100 clinical hours in NURS 642P, 643P, 644P, or 645P may earn an In-Progress Grade in the course per the guidelines below. In some situations, the student may be encouraged to fully withdraw from the course if the withdrawal deadline has not passed. Note, this is an In-Progress grade (not an incomplete grade). Therefore, an incomplete grade form is not needed (per the registrar 2021). The faculty will enter and In-Progress on the end-of-semester grade entry.

Guidelines for an In-Progress grade:

- If there are <10 hours remaining, the student must finish those hours the semester immediately following NURS 642P, 643P, 644P, or 645P (fall, spring, or summer). Completion of those remaining hours should occur within the first four weeks of the following semester. Failure to finish the hours by the timeframe outlined will result in a failure of the 642P/643P/644P/645P course and the NURS 690 course.
- If there are 11-30 hours remaining, the student must enroll in 1 credit of NURS 690 the semester immediately following NURS 642P, 643P, 644P, or 645P (fall, spring, or summer) and finish the hours by the end of that semester. Failure to finish the hours by the timeframe outlined will result in a failure of the 642P/643P/644P/645P course and the NURS 690 course.
- If there are 31-50 hours remaining, the student must enroll in 2 credits of NURS 690 the semester immediately following NURS 642P, 643P, 644P, or 645P (fall, spring, or summer) and finish the hours by the end of that semester. Failure to finish the hours by the timeframe outlined will result in a failure of the 642P/643P/644P/645P course and the NURS 690 course.
- If there are more than 50 hours remaining, the student is not eligible for an in-progress grade. Rather, a failure of the course will be recorded.

Policy Author: Graduate Nursing Council  
Review due: Biennially (odd years and as needed)

**Minnesota State University Moorhead  
School of Nursing and Health Care Leadership**

**Graduate Nursing Program**

**Title of Policy:** Post-Admission Requirements Policy  
**Original Date:** 2001.08  
**Recent Reviews/Revisions:** 2016.03, 2017.01, 2018.02.21, 2019.02.14, 2021.05.06

In order to maintain enrollment in the program, students must:

- Hold an active and unencumbered RN license from a state within the US. If the clinical practica will occur in a state other than Minnesota or North Dakota, the student must have an unencumbered RN license in the state where practica will be completed.
- The Department of Higher Education, the Board of Nursing, and possibly other agencies where the student will have their practica (Department of High Education, Board of Nursing, others) must first agree with MSUM offering distance nursing education in the state. It is the student's responsibility to check with the Graduate Program Coordinator whether clinicals in a state other than MN are possible.
- Stay in compliance with the Required Documentation/Immunization Policy-HSAD, MHA, and Graduate Nursing (see elsewhere in this document).
- Complete the statistics requirement (see Statistics Requirement Policy).

Policy Author: Graduate Nursing Council  
Review due: Biennially (odd years and as needed)

**Minnesota State University Moorhead  
School of Nursing and Health Care Leadership**

**Graduate Nursing Program**

**Title of Policy:** Progression and Degree/Graduation Requirements

**Original Date:** 2001.08

(Note: Formerly Degree Requirement Policy and Progression/Graduation Requirement Policy)

**Recent Reviews/Revisions:** 2015.11, 2017.01, 2017.04.18, 2018.02.21, 2019.02.14, 2021.05.06

The following are progression and degree/graduation requirements for a Master's of Science in Nursing:

- Students must adhere to the [MSUM Academic Policies](#):
- If a student steps out of the program for more than one year, when the student re-enters to the university, the student will be under the curriculum that is currently in place upon return (not at the time of initial enrollment in the program). Students should work closely with their advisor on the transition.
- Students must complete all program requirements within seven (7) years of admission.
- Student progression is flexible. Most graduate nursing students balance work, family, and school responsibilities. Therefore, a majority of students choose to enroll in courses on a part-time basis.
- A maximum of nine (9) graduate semester credits from nursing, all of which must be related to the program, may be transferred from other appropriately accredited colleges or universities with the graduate nursing program coordinator's consent. The transfer credits must be no older than seven (7) years by the time of the MSUM graduate nursing program/certificate completion and carry a B or better grade. Note: Teacher education sequence (TES) courses will not be counted as transfer credits to fulfill the graduate nursing program's requirements.
- A cumulative GPA of 3.0 is required and must be maintained to continue and graduate from the program. If the GPA falls below 3.0, the student is placed on probation for the next semester in which courses are taken. If the GPA remains below 3.0 at the end of the next semester, the student will be suspended from the graduate nursing program.
- The graduate school monitors graduate students' GPAs each semester.
- No more than two courses with a grade of C (including C+ and C-) may be applied to the program of study.
  - A course with a grade of C (including C+ and C-) may be repeated once, or a comparable course from another institution may be transferred in if this transfer does not exceed the allowed number of transfer credits.
- A successful oral examination (discourse) of the student, as evaluated by the student's committee following completion of the portfolio/project/thesis and the majority of coursework, is required.
- Further information on degree requirements may be found in "General Degree Requirements" at the front of the MSUM Graduate Bulletin.

Policy Author: SNHL  
Review due: Biennially (odd years and as needed)

**Minnesota State University Moorhead  
School of Nursing and Healthcare Leadership**

**Title of Policy:** Required Documentation/Immunization Policy-SNHL  
**Original Date:** 2001.08 Grad; 2002.10 RNB  
**Recent Reviews/Revisions:** 2015.11, 2016.09, 2017.01, 2017.03, 2018.02.21, 2019.02.14  
(GNC), 2019.03.19 (SNHL), 2019.04.11, 2019.05.23, 2021.05.06  
(GNC)

The SNHL programs give the health of the student and the consumer highest priority. This Required Documentation/Immunization Policy is based on [2014 CDC Recommended Vaccines For Healthcare Workers](#), [2015 CDC Adult Immunization Schedule](#), MN Department of Health Guidelines for Healthcare Workers, [MN Department of Health TB Guidelines](#), [American Nurses Association Position Statement on Immunizations](#), and clinical agency requirements.

To comply with Minnesota, federal, and/or clinical agency requirements, MSUM SNHL students must verify all program requirements (listed below). Thereafter, some requirements will need re-verification, depending on how long the student's program of study lasts. Also, some agencies may add requirements beyond what are current below; in such cases students would need to comply with the additional clinical site requirement(s).

To remain program compliant, it is absolutely the student's responsibility to remain current with the Required Documentation and Immunizations Policy. Listed below is an example of potential requirements (subject to change). Students who are non-compliant face risk of program dismissal. Students may seek immunizations from their primary care provider or public health agency.

**Subject to change. See SNHL Verification Software (e.g., CastleBranch, Passport) for latest requirements.**

\*Contact Program Coordinator if an exception or declination is requested (e.g. non-patient contact, organizational approval).

Item	Type of Documentation/ Details	Program and Time of Documentation Submission/Renewal
<b>Immunizations</b>		
Influenza (Flu)	Record of vaccine during the current flu season (Oct 1-March 31). Deadline: Nov 1.	Nursing Admission (on file by Nov 1)  All Programs Pre-Clinical/Internship/Practicum/Capstone: (by Nov 1)
Hepatitis B	Documentation of 3-dose series OR lab report documenting Hep B immunity (e.g., HepBsAb or anti HepB).	Nursing Admission  All Programs Pre-Clinical/Internship/Practicum/Capstone
Varicella (Chicken Pox)	Documentation of immunization (2 doses) OR lab report documenting immunity [a varicella-zoster virus (VZV) titer]. <i>Note: A history of varicella disease does not guarantee immune status.</i>	Nursing Admission  All Programs Pre-Clinical/Internship/Practicum/Capstone
Tuberculosis (TB) Screening	<p>Submit official documentation of either a, b, or c below:</p> <p>a. <b>Tuberculin Skin Test:</b>  <u>Nursing Admission:</u> Initial two-step Tuberculin Skin Test (TST). Submit report of two TSTs on admission.  <u>Pre-Clinical/Internship/Practicum/Capstone:</u> One-step TST annually thereafter.  OR</p> <p>b. <b>Lab Test.</b>  <u>Nursing Admission:</u> A negative TB blood test (within past 12 months) on admission (e.g., QuantiFeron ®-TB or T-Spot ® TB).  <u>Pre-Clinical/Internship/Practicum/Capstone:</u> One-step TST or blood test annually thereafter. OR</p> <p>c. <b>Chest X-Ray/Provider Report:</b>  <u>Nursing Admission:</u> Students who are positive reactors for TB must submit an initial healthcare provider report of one negative chest x-ray (within past 12 months of program start) and absence of symptoms.  <u>Pre-Clinical/Internship/Practicum/Capstone:</u> Healthcare provider report of absence of symptoms.</p>	<p>Nursing Admission (two step TST or b, c.) with annual verification (see specifics to the left)</p> <p>All Programs Pre-Clinical/Internship/Practicum/Capstone: (one-step TB)</p>

Item	Type of Documentation/ Details	Program and Time of Documentation Submission/Renewal
Immunizations		
Measles, Mumps, Rubella (MMR) Immunization	Documentation of two vaccines OR lab report documenting immunity (a titer documenting immunity of all three diseases).	Nursing: Admission*  All Programs: Pre-Clinical/Internship/Practicum/Capstone
Tetanus, Diphtheria, Pertussis (Tdap) Immunization	Either a or b below a. One adult T-dap within past 10 years OR b. One does of T-dap vaccine administered as an adult and one booster does of Td within the last 10 years (provide both records as single upload).	Nursing: Admission*  All Programs: Pre-Clinical/Internship/Practicum/Capstone
Background Clearances <sup>#</sup>		
Background Check-Minnesota (MN DHS NetStudy 2.0)	Graduate Nursing and RN-BSN: All nursing students must complete a Minnesota Department of Human Services (MNDHS) NetStudy 2.0 on admission*. The background study must show ability to provide direct patient care  *Rapback Determination is in place on NetStudy 2.0 to provide a more comprehensive background study that is updated if new criminal or maltreatment information is received on study subjects who are on an entity's active roster. Entities are notified if new information about a study subject changes the person's background study status. (info directly from NetStudy)  MHA/HSAD: This MN Background check is only required if doing clinicals in MN. Complete a Minnesota Department of Human Services (MNDHS) background study. The background check is valid for 1 year and must be initiated prior to clinicals/practicum/internship so that it will remain current throughout the entire clinical period. The background study must show ability to provide direct patient care.	Nursing: -Admission. (Is reviewed again prior to clinicals/practicum/internship to ensure it is still in good standing)
Background Check-National	Graduate Nursing and RN-BSN: Complete the Certified Background/National background study on admission. The background check is valid for 1 year and must be renewed prior to clinicals/practicum/internship so that it will remain current throughout the entire clinical period.  MHA/HSAD: Complete the Certified Background/National background study. The background check is valid for 1 year and must be initiated prior to clinicals/practicum/internship so that it will remain current throughout the entire clinical period.	Nursing: -Admission.  All Programs: -The background check must be initiated/renewed prior to clinicals/practicum/internship so that it will remain current throughout the entire clinical period

Item	Type of Documentation/ Details	Program and Time of Documentation Submission/Renewal
Registrations/ Certifications		
Current CPR Certification	Documentation of current Healthcare Provider/ Professional Level CPR certification	Nursing: Admission (expires q 2 years, resubmit with each renewal)
Current RN License Verification	Proof of unencumbered licensure by program start and must remain current (re-submit with each renewal).	Nursing: Admission and Pre-Clinical/Practicum
Insurance		
Professional Liability Insurance <sup>^</sup>	Certificate of insurance with limits not less than \$2,000,000 each claim and \$3,000,000 aggregate.	Graduate Nursing: Pre-Practicum
Health insurance	Proof of health insurance (please include both sides of the insurance card).	Graduate Nursing: Admission and Pre-Practicum  RN-BSN: Admission
Miscellaneous		
Student Consent Form	In SNHL verification software (e.g., Certified Background, Castle Branch, Passport).	Nursing: Admission  HSAD/MHA: Pre-Internship/Capstone
Demographic Document Data Manager	In SNHL verification software (e.g., Certified Background, Castle Branch, Passport).	Nursing: Admission  HSAD/MHA: Pre-Internship/Capstone
HIPAA and OSHA Acknowledgement /Signature	In SNHL verification software (e.g., Certified Background, Castle Branch, Passport).  Note, this information may be required by clinical site also.  RN-BSN completes only the HIPAA training.	Nursing: Admission  HSAD/MHA: Pre-Internship/Capstone
Program Student Acknowledgement	<ul style="list-style-type: none"> <li>• Handbook: Students verify understanding of the current program-specific student handbook (presented at orientation and updated regularly on the MSUM program website). Resubmit as handbook is updated.</li> <li>• Program Evaluation: Students verify understanding of the program evaluation processes (including student participation in surveys, student feedback session; acknowledgment that student files, written work, presentations, and course assignments may be open for review by evaluators of the program.</li> </ul>	Nursing: Admission  HSAD/MHA: Pre-Internship/Capstone



	<ul style="list-style-type: none"> <li>• Release of Records: Graduate Nursing/RN-BSN/MHA/HSAD: To assure clinical contract compliance, at times some agencies may require proof of specific verifications on this list. Students affirm that it is acceptable to release records if requested from CB.</li> </ul>	
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\* Registrar need verification also.

\*Contact Program Coordinator if an exception or declination is requested (e.g. non-patient contact, organizational approval).

### **^Professional Liability Insurance**

Students are liable for their actions and may be sued (along with others) for damages due to negligence. Minnesota State University Moorhead has a Student Intern Professional Liability Policy which covers students engaged in internships/capstones/practica. The coverage is for \$2,000,000 per occurrence and \$5,000,000 in annual aggregate (verified with K. Lester 2021.04.21). In addition, some internships and academic programs may require students to purchase separate additional liability insurance. See policy entitled *Required Documentation/Immunization Policy-SNHL*.

If the student the academic department or clinical practicum site do not have a formal agreement, and therefore does not have a formally acknowledged internship/capstone/practica (i.e., no credit hours, etc.), the student is NOT covered by the University Student Intern Professional Liability Policy. Students are not covered by this liability insurance while practicing for pay, during personal volunteer work, or during any engagements other than in student role.

Graduate Nursing students are required to carry their own personal professional liability insurance. RN-BSN students may choose to carry their own personal professional liability insurance. Reasonable insurance rates may be obtained from insurance companies (e.g., Nursing Service Organization, Mercer)

### **#Criminal Background Checks**

National and State criminal background checks are required by the program (see table above). A student who is disqualified from having patient contact based on results of a background check will be delayed in academic progression until qualified to provide direct care or the student will be ineligible for a degree in this program.

Annual MN Department of Human Services background checks must be completed while in the program. Please follow the directions below. In 4-6 weeks from completing the online study request, the student will receive a blue or yellow clearance form in the mail. Please load this form immediately to the SNHL verification software (e.g., Certified Background, Castle Branch, Passport) to ensure compliance. If the student loses or accidentally throws away the study form, the student will need to call MNDHS to request a new copy be sent or log into their account at [MN DHS NetStudy 2.0](#). If the student completes more than one study annually, the student will be charged the \$20 processing fee.

Policy Author: Graduate Nursing Council  
Review due: Biennially (odd years and as needed)

**Minnesota State University Moorhead  
School of Nursing and Health Care Leadership**

**Graduate Nursing Program**

**Title of Policy:** Statistics Requirement Policy  
**Original Date:** 2009.12  
**Recent Reviews/Revisions:** 2016.03, 2017.01, 2018.02.21, 2019.02.14, 2021.05.06

An **education, business, or healthcare** statistics course at the undergraduate (300/400 course, 3000/4000 course) or graduate level is required **prior to registering for NURS 615**. A course within the last 5 years is highly recommended. The Graduate Nursing Coordinator can provide a list of potential courses or approved alternatives.

Policy Author: Graduate Nursing Council  
Review due: Biennially (odd years and as needed)

**Minnesota State University Moorhead  
School of Nursing and Health Care Leadership**

**Graduate Nursing Program**

**Title of Policy:** Student Advisory Policy  
**Original Date:** 2001.08  
**Recent Reviews/Revisions:** 2015.11, 2017.01, 2018.02.21, 2019.02.14, 2021.05.06

The Department of Nursing highly values student input/perspectives to inform curricular and programmatic integrity. To that end, graduate students provide feedback to the program through attendance at the Graduate Student Advisory Group meetings (online). Advisory meetings are hosted regularly to request student feedback.

Students may be requested to provide course and instructor evaluations with each course taken at the end of the course. Students may also be asked to take an anonymous online survey regarding the program to provide student input.

**Minnesota State University Moorhead  
School of Nursing and Health Care Leadership**

**Title of Policy:** Student Appeals Policy  
**Original Date:** 2015.11  
**Recent Reviews/Revisions:** 2016.03.10 (SNHL), 2017.01 (GNC), 2018.02.21 (GNC),  
2019.02.14, 2021.05.06

Students are encouraged to seek resolution of any academic issues (e.g., grades, withdrawal) that they may encounter during the course of their education.

The SNHL acts vigilantly to resolve any issues on an informal basis. When issues arise, individuals are to first seek resolution at the lowest appropriate level. If resolution is not satisfactory, the individual informally escalates the concern, as appropriate, to the next level. Should issues not be resolved on an informal basis, the process for resolution becomes formalized.

The appeals process should occur in the following order:

**Informal Process**

1. The student will first discuss the academic issue with the faculty member of the relevant course.
2. If the matter remains unresolved, the student contacts the School of Nursing and Healthcare Leadership (SNHL) Chair in writing. The student provides as much detail about the academic issue as possible. The student and SNHL Nursing Chair will seek a potential resolution. If no resolution can be reached, the chair helps direct the student to complete a written, formal appeal process per University policy.

**Formal Process**

1. If the matter remains unresolved despite advancing the matter through the informal process ranks, the student will file a written appeal.
  - a. Undergraduate Appeals:
    - i. Addressed in the [MSUM Student Handbook](#) (and reinforced in the RN-to-BSN Student Handbook).
  - b. Graduate Appeals:
    - i. Addressed in the University Graduate School Policies/Regulations (<https://www2.mnstate.edu/policies/a-z.aspx>) and reinforced in the Graduate Nursing Student Handbook.

**Minnesota State University Moorhead  
School of Nursing and Health Care Leadership**

<b>Title of Policy:</b>	Student Complaints Policy
<b>Original Date:</b>	RN-to-BSN Program 1976 Graduate Nursing Program 2007 HSAD and MHA Programs-2015 Note: Program polices merged and revised March 2015
<b>Recent Reviews/Revisions:</b>	2016.03.10 (SNHL), 2017.01 (GNC), 2018.02.21 (GNC), 2018.04.10 (SNHL), 2019.02.14 (GNC), 2021.05.06 (GNC)

The School of Nursing and Healthcare Leadership (SNHL) at Minnesota State University Moorhead (MSUM) is committed to the promotion of quality education in an environment of civility, fairness, and integrity that is free from discrimination. To honor that commitment, students are encouraged to seek resolution of any concerns, problems, or grievances that they may encounter during the course of their education. All students are informed of the process at the time of orientation to the programs.

The SNHL acts vigilantly to resolve any issues on an informal basis. When issues arise, individuals are to first seek resolution at the lowest appropriate level. If resolution is not satisfactory, the individual informally escalates the concern, as appropriate, to the next level. Should issues not be resolved on an informal basis, the process for resolution becomes formalized.

A formal complaint is **defined** as a concern, grievance and/or complaint in which an individual feels that he/she has not received treatment consistent with University policy and/or has concerns about SNHL students, faculty, staff, or the department as a whole. A complaint becomes formal after it cannot be resolved informally, at which time it is sent out in writing, and forwarded as outlined in the grievance/complaint sections of the University Student Handbook.

The complaint process should occur in the following order:

**Informal Process**

1. The student will first discuss the problem with the person(s) directly involved to seek resolution of the problem (for instance, another student, a preceptor).
2. If the matter remains unresolved, the student discusses the problem with the faculty member.
3. If the matter remains unresolved, the student contacts the School of Nursing and Healthcare Leadership (SNHL) Chair in writing. The student provides as much detail about the concern as possible. The student and SNHL Chair indicate a potential resolution. If no resolution can be reached, the chair helps direct the student to complete a written, formal complaint and directs that formal complaint to the appropriate individual per

University policy.

**Formal Process**

1. If the matter remains unresolved despite advancing the matter through the informal process ranks, the student will file a written complaint. The student should refer to the University Grievance and Complaint process in the MSUM Student Handbook when completing the formal complaint.

<https://www.mnstate.edu/student-handbook/>

All written formal complaints will be kept by the Dean of that college discipline. Documentation of action/resolution in response to a formal complaint will be according to MSUM's Student Data Privacy procedures and the Master Agreement between Minnesota State and the IFO.