Doctor of Nursing Practice
Lourdes University
College of Nursing
Student Handbook
2022-2023

Revised: August 2022

Dear Student:

This Student Handbook provides you with information about the policies and procedures that apply to the students in the DNP Program at Lourdes University. It is a supplement to the information provided in the Lourdes University Academic Catalog. We hope this information is informative, helpful and supports your progression through the program.

This handbook will provide guidance for required courses, program communication, expectations, and issue resolution, and will be in place for the duration of your work in the DNP Program. The program leadership and faculty are available to help clarify questions and provide guidance. Students have the responsibility to review and follow the guidance provided in this handbook and seek clarification if needed. The faculty and administration of the College of Nursing reserve the right to change the policies and procedures in this document at any time if needed. If this occurs, you will be notified of the changes in a timely fashion. Students will be held to the policies that were in place during the year they entered the graduate program.

On behalf of the DNP Program faculty, Lourdes University, the College of Nursing, and the Franciscan tradition, we wish you all the best as we join you in your DNP journey.

Sincerely,

Barb Tassell DNP, RN, NPD-BC, EBP (CH)
DNP Program Director
Assistant Professor, College of Nursing

And the Administration, Faculty, and Staff of the College of Nursing

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Introduction to Lourdes University
College of Nursing
Student Handbook

Lourdes University and the College of Nursing are pleased to provide quality education that will prepare nurses to lead change and improve population health and health systems. Education is provided in a professional manner that enables the student to individualize the education to best support their career goals. Nursing students have the right to an educational environment where the freedom to learn is provided and where they can contribute to and engage in the educational process. Students are invited to participate in the formation and evaluation of academic and conduct standards through participation in the College of Nursing committee process. No student is treated differently based on age, religion, creed, national origin, handicapping condition, marital status, race, or sex.

Lourdes University and the College of Nursing are accountable to the public for the quality of professional nurses who graduate from our Doctorate in Nursing Practice Program. Therefore, Lourdes University and the College of Nursing have the right and responsibility to establish standards of admission, retention, progression, dismissal, and graduation in accordance with its philosophy, program objectives and national standards to protect the integrity of the educational program and the public.

1   Overview of the College of Nursing

1.1   Vision
Achieve national recognition for the continuous development of individuals and education that impacts the practice of nursing and patient outcomes

1.2   The Mission Statement of the Lourdes University College of Nursing
To prepare undergraduate and graduate nursing students in an individualized educational environment that incorporates quality nursing practice, critical thinking, leadership, diversity, and Christian ethics. Both the undergraduate and graduate programs prepare professional nurses to continuously improve quality and safety in healthcare delivery systems and exemplify holism, ethics, respect for diversity, community service, and Franciscan values. Emphasis is placed on nursing theory, research, and practice to facilitate personal and professional development in an environment that encourages lifelong learning.

1.3   Philosophy of the College of Nursing
Lourdes University College of Nursing believes that:

- Health is the dynamic state of physical, emotional, social, and spiritual well-being that is defined in the context of personal values and culture.
- Nursing is a scientific and caring profession which utilizes the most current evidence in diagnosis and treatment to optimize health, reduce risk, and promote wellness.
- Learning results in an increase in self-understanding and discovery of knowledge, values, and skills.
- Learning occurs in a supportive environment through a collaborative partnership that requires active involvement on the part of a student/learner and educator/facilitator.

1.4   Accreditation
Lourdes University is accredited by the Higher Learning Commission, a regional accreditation body recognized by the US Department of Education.

2   Curriculum: Admission and Progression Policies

2.1   Degree Purpose

The Doctor of Nursing Practice (DNP) is a practice-focused terminal degree designed to prepare experts in advanced nursing practice. The Lourdes Doctor of Nursing Practice (DNP) in Leadership for Population Health Program is designed as a post- master's degree program. The DNP graduate is prepared to apply current research to influence patient outcomes and lead at micro and macro system levels. This program also provides foundational knowledge of population health needed for improving patient outcomes in complex settings.

2.2   Curriculum Overview (Students enrolled after August 2022)

The Lourdes Doctor of Nursing Practice (DNP) in Leadership for Population Health Program offers core courses that provide a foundational knowledge of both Population Health and Advanced Leadership principles and two concentration options for nurses to customize their learning to meet their career goals. Concentration courses will further the student's knowledge and competence in Leadership or Population Health. The plan of study requires 37 credit hours which include online asynchronous courses, experiential learning, DNP project completion, and competency validation.

 Flexibility in the program completion is provided through two options. For students who wish to complete courses in six consecutive semesters, the program can be completed in two years. This option is admitted in the Fall Semester. Students desiring to have summers off will be admitted during the Spring Semester and will complete the program in three years. Students admitted together will progress through the program in a cohort manner.

Additionally, time is dedicated to experiential learning and each student may customize this time to work with leaders and experts in the practice setting of their choice while meeting the experience and competency requirements of specific courses. DNP students may achieve course requirements and program outcomes through direct or indirect care in practice settings with populations of interest to the student. Note, the academic setting (teaching) is not an appropriate experiential setting for the DNP student unless the population of interest is students as a care-related group.

Each DNP student will select, develop, implement, and evaluate a DNP Project based on a practice-related need. The project will be developed from an EBP or QI perspective. This project will occur over three semesters under the guidance of a Faculty Project Advisor and a Practice Project Mentor. Detailed information will be provided in a Project Guide and course syllabus. Proposed projects must be approved (according to the established timeline) by the Project Mentor and then by the Project Review Panel, which consists of the Program Director, the Faculty Project Advisor and at least one additional DNP faculty member.

2.3 Program Learning Outcomes

Building on the core Lourdes University Student Learning Outcomes and the Graduate Level Outcomes, the DNP Student Learning Outcomes include:

Graduate Learning Outcomes	DNP Program Learning Outcomes
1. Acquire and utilize specialized knowledge in their area of study.	Integrate, translate, and apply established and evolving nursing knowledge, as well as knowledge from other disciplines to assure or improve patient care or the health care system. (Essentials Domain 1) Strives for the improvement of equitable health outcomes through advocacy, development, and implementation of policies that impact local and global population health. (Essentials Domain 3) Employs established and emerging principles of safety and improvement science to enhance quality and minimize risk of harm to patients and health care providers. (Essentials Domain 5)
2. Gain intellectual and practical communication, analytic inquiry, and information fluency skills appropriate to their area of study.	Uses informatics processes and technologies to evaluate, manage, and improve the delivery of safe, high-quality, and efficient healthcare services. (Essentials Domain 8)
3. Develop a person and professional ethic consistent with the Franciscan values of learning, reverence, and service.	Assures the provision of holistic, individualized, just, respectful, compassionate, coordinated, evidence-based and developmentally appropriate person-centered care through advanced nursing strategies. (Essentials Domain 2) Collaborates across professions, patients, families, communities, and other stakeholders to optimize care, enhance the healthcare experience, and strengthen outcomes. (Essentials Domain 6)
4. Demonstrate a commitment to social responsibility, diversity, and the standards of their professions/disciplines.	Demonstrates advanced nursing professionalism through accountability, perspective, collaborative disposition, and comportment. (Essentials Domain 9)
5. Exhibit the professional development, work practices, global perspectives, and dispositions of lifelong learners.	Fosters personal health, resilience, and well-being; contributes to lifelong learning; and supports the acquisition of nursing expertise and the assertion of leadership. (Essentials Domain 10)
6. Integrate knowledge by engaging in meaningful graduate-level scholarly activities appropriate to their area of study.	Displays scholarship through the generation, synthesis, translation, application, and dissemination of nursing knowledge to improve health and transform health care. (Essentials Domain 4) Responds to and leads within complex systems of health care to effectively and proactively coordinate resources for safe, quality, and equitable care to diverse populations. (Essentials Domain 7)

2.4   DNP Course Descriptions

Please review the following course descriptions, so you are aware of the coursework and expected experiential learning (field work) requirements for each course.

Core Courses

<u>Foundational Principles of Evidence-based Practice and Implementation Science for Leading Change</u> (3 cr.): Evidence-based Practice is the foundation for change in the healthcare environment. This course provides the theoretical evidence-based practice foundation and practice strategies to implement and sustain change projects in any healthcare environment and context. Various models of EBP and implementation science as well as the individual steps of EBP are applied to current healthcare issues. A strong emphasis is placed on the development of proficiency in searching and evaluating the body of evidence on a given topic. This course includes a minimum of 20 field hours.

<u>Population Health for Advanced Nursing Practice</u> (3 cr.): This course covers the fundamental elements of population health, population health management strategies, as the core understanding required for addressing health equity and disparities, social determinants of health, public health issues, and policy advocacy needed by nursing leaders. Additionally, students will apply key steps of a population health model related to conducting an assessment, intervention, and evaluation of individuals and populations. This course includes a minimum of 20 field hours.

<u>Foundational Principles of Quality Improvement and Data Management for Leading Change</u> (3 cr.): Quality Improvement models and tools provide the foundation for quality improvement activities. Clinical Data Management strategies as a part of Nursing Informatics application are used as core skills to assess clinical processes and outcomes for areas of improvement. This course includes a minimum of 20 field hours.

<u>Epidemiology and Statistical Analysis for Population Health Management</u> (3 cr.): Students apply the core principles of Epidemiology within a population health framework to support analysis and improvement of healthcare. Epidemiological statistics and analytical tools are used to describe and determine causal inferences involving the distribution and determinants of morbidity and mortality. Epidemiologic study designs are used to interrupt health data at the global and local levels including analysis for policy changes.

<u>Leadership for Excellence: Advocacy, Policy, Equity, and Ethics</u> (3 cr.): Students will explore leadership principles and theories that support the advanced nursing roles of the DNP prepared nurse.
The course allows the student the opportunities to work with leaders at various levels on the design, implementation, and advocacy of healthcare policy and policy changes related to equity, justice, and ethical care. This course includes a minimum of 20 field hours.

Influencing Change- Leadership Skills for Planned and Unplanned Change (3 cr.): Students will analyze various leadership and communication models and strategies that are effective in supporting planned and unplanned change in the healthcare environment. In this course, students will develop a sense of how to lead change and not just implement change from an individual perspective.

DNP Project Identification and Development (3 cr.): Using the foundational knowledge of DNP courses, students will select a practice issue of their choice, provide internal and external data supporting the need and determine the appropriate change should be an EBP or QI approach. Project proposal is written and submitted for approval, followed by evidence analysis and design of the appropriate implementation, sustainment, and measurement strategies. This course includes a minimum of 100 project hours.

DNP Project Planning and Implementation (2 cr.) - Working with a project mentor, students will implement their DNP Project in the practice setting. Opportunity is provided for ongoing analysis and monitoring of the implementation and support of the sustainment strategies selected. Ongoing measurement of process indicators and preparation for final evaluation occurs at the end of this course. This course includes a minimum of 100 project hours.

DNP Project Evaluation and Dissemination (3 cr.): The culmination of the 3-semester project, this course focuses on the evaluation of the EBP or QI project using process and outcome metrics, assuring sustainment in the healthcare environment, and dissemination of the work in oral and written formats.
This course includes a minimum of 50 project hours.

Applications of advanced nursing concepts I (2 cr.): This course allows the student opportunity to work with their preceptor and practice leaders for the further development of knowledge and skills in the practice setting to align with the student's chosen career focus as well as the attainment and measurement of Advanced Level Nursing Competencies (per AACN 2021 Essentials)
This course includes a minimum of 90 field hours.

Applications of advanced nursing concepts II (2 cr.): This course allows the student opportunity to work with their preceptor and practice leaders for the further development of knowledge and skills in the practice setting to align with the student's chosen career focus as well as the attainment and measurement of Advanced Level Nursing Competencies (per AACN 2021 Essentials)
This course includes a minimum of 90 field hours. Additional hours may be required if the Advanced Level Nursing Competencies have not been achieved.

Concentration Courses
Students will select Population Health or Leadership track based on career goals. This selection will be incorporated into the student's plan of study.

Health Promotion and Population-Focused Interventions (3 cr.): Students will explore various ways a DNP Prepared nurse can address health promotion, healthcare disparities, and health equity. Students will self-select populations of interest to explore how health promotion, healthcare disparities, and health equity impact that population and what population management strategies might be useful. Students will have the opportunity to work within the practice setting of their choice to apply principles of health promotion and population management. This course includes a minimum of 20 field hours.

Health Disparities: Issues in Population Health for Vulnerable Populations (3 cr.): This course focuses on the health needs of vulnerable populations and the nurse's role in diminishing health disparities. Students will select several populations of interest based on their practice specialty or career goals. Evidence-based strategies to address health disparities will be explored in both coursework and Fieldwork.   This course includes a minimum of 20 field hours.

Leadership Competencies in Population Health (3 cr.): Based on the Leadership Competencies for Population Health from the American Organization of Nursing Leaders, this course explores how leadership competencies impact population health and the healthcare system in general. The benefits and limitations of using the AONL competencies and professional development strategies will be evaluated in light of population health needs. Students will have the opportunity for self-assessment and planning based on the AONL competencies. This course includes a minimum of 20 field hours.

Economic and Financial Concepts for Nursing (3 cr.): The focus of this course is the economic context of healthcare including the financial impact of population health initiatives.   Students will analyze financial strategies related to strategic planning and fiscal constraints including the use of data. Financial constructs related to change and sustainment initiatives will be examined. This course includes a minimum of 20 field hours.

2.5   Progression Standards

The DNP Curriculum is consistent with current professional standards and leadership practices including:

- The ANA Scope and Standards for Nursing Practice 4th edition (2021),
- The American Organization for Nursing Leadership Competencies https://www.aonl.org/resources/nurse-leader-competencies
- The Essentials: Core Competencies for Professional Nursing Education (2021) https://www.aacnnursing.org/AACN-Essentials
- American Association of Colleges of Nursing. (2006). *The essentials of baccalaureate education for professional nursing practice*. https://www.aacnnursing.org/Portals/42/Publications/DNPEssentials.pdf (While still in use for CCNE Accreditation)

Students working with the program director will create a plan of study to assure degree completion is achieved. Any changes that occur to the plan of study will be approved by the student and the program director.

PROCEDURE:

1. When initiating the individual plan of study, students will select either the Leadership or Population Health area of concentration based on their career goals and areas of practice interest. Students will maintain the POS for their admitting cohort unless changes are approved by the Program Director for extenuating circumstances.

2. Students will maintain course grades of B or higher in letter-grade courses and Pass in any Pass/Fail courses. (See Grading guidelines section of this handbook)

3. Four foundational courses provide the knowledge framework for the remainder of the program. These four courses will be completed first within the plan of study.

4. Students must maintain active attendance per course design as identified in the course syllabus.

5. Most courses contain requirements for experiential learning (field work). This requirement can be accomplished in the student's area of interest, including a current place of employment. These hours should not, however, be part of the student's typical work responsibilities and paid time. Completion and documentation of these hours will be managed by course faculty. Affiliation agreements may be required with agencies depending on the type of experience planned. Students will maintain Health and Professional Requirements as required by their practice (field work) settings. See the CON Health and Professional Requirements Policy. This policy is subject to change and students will be required to update requirements based on the current policy at the time.

6. Students will notify the College of Nursing/Program Director within five (5) days in the event of any legal infraction, or another action being taken against their nursing license including any investigation of such instances.

7. Students must demonstrate acceptable professional progression in the application of skills and knowledge throughout the program. Advanced-level nursing competencies will be developed and measured as outcomes of this curriculum. Preceptors/Practice Experts in the practice setting may be involved in the measurement and documentation of such competencies, and therefore must be approved by faculty or the program director.

8. The DNP Curriculum has a heavy focus on advanced nursing activities including writing at a scholarly level. Significant attention will be given in each course to the use of evidence, the development of concise and cogent writing skills, and collaborative professional communication. Scholarly papers in the Lourdes University College of Nursing are formatted using the student style in the APA Publication Manual (7th edition).

9. Students must complete all required elements as identified in each course syllabus to pass the course.

10. All students are encouraged to participate in course evaluations at the end of each semester. The Dean/Program Director receives aggregate results as well as the individual comments and shares evaluative feedback with the faculty after grades have been assigned.

3   Advising for the DNP Program

The DNP Program Director serves as the academic advisor for each student to discuss his/her academic plans, admission, progression, and graduation. The student and Program Director work together to develop a plan of study, and whenever changes in the plan of study are needed. The student and Program Director are both responsible for maintaining a current academic record. The <u>student</u> is responsible for knowing all the graduation requirements, including courses and credit hours required for the DNP degree as reflected in the plan of study.

PROCEDURES:

FOR REGISTRATION
1.   Online registration is available after the first semester at Lourdes University.
    a. Typically, the program director serves as the student advisor
    b. Direct communication via email will occur each semester before registration.
    c. If progression is in question for a student, formal verbal communication with the student will occur.
    d. Registration will be managed by the program director for the cohort on behalf of the students.

FOR GRADUATION
1.   The student has the primary responsibility with the assistance of the Program Director to monitor progression based on the current plan of study.

2.   The student receives an Application for Graduation from the Registrar's office. Once graduation fees are paid, the application must be submitted to the Program Director prior to the deadline specified by Lourdes University.

3.   The Program Director reviews the file and completes the Graduation Audit Form the semester of the student's expected date of program completion.

4.   The Program Director reviews the Application for Graduation for accuracy and completion; signs the Application and submits it to the Registrar.   All graduation audits are completed by the Program Director, who will contact the student if there is a discrepancy.

5.   It is the <u>student's</u> responsibility, with the Program Director's assistance, to ensure that all requirements are completed at the time of graduation

3.1   General Application Procedure for Admission to the Program

Admission to the DNP Program is open to any student without regard to race, religion, creed, national origin, sex, age, or marital status. The seats for students entering the program during fall,

or spring, semesters are offered to students who have met the admission criteria and submitted all required documentation. Applications for the Lourdes DNP Program will be accepted year-round for Fall and Spring admission consideration.

Requirements for Admission to the Program

- Registered nurses (RNs) who hold a master's degree are admitted directly into the DNP program upon satisfactory fulfillment of the following requirements.
- Graduated from an accredited college or university with a master's degree
- If the candidate does not hold an MSN, a BSN from an accredited college or university is required.
  - Completed a graduate-level statistics course prior to admission. Conditional admission may be granted while a statistics course is being completed.
    - With the director's approval, the statistics course may be completed within the first semester of the program with conditional acceptance.
  - Official transcripts from all colleges and universities attended
    Note: Unofficial transcripts of undergraduate courses may be reviewed by program advisor prior to application process at applicant's request.
  - Cumulative GPA of 3.0 or higher
  - A current, unrestricted license as a registered nurse in attendee's state of residence.
  - Complete a satisfactory interview (by invitation only).
  - Complete and submit the Graduate Application for Admission.

  A completed application also includes the following:
  - Two (2) recommendations using the Lourdes University recommender form supporting the applicant's potential success in the DNP program such as the applicant's potential or ability for functioning in the advanced practice role (clinical skills, critical thinking, independent decision making, collaborative skills with other health professionals, and nursing leadership). At least one recommendation must be from a graduate-prepared nurse.
    - Note: Applicants currently enrolled in a nursing program must submit at least one (1) recommendation from a faculty member in that program or a current manager/supervisor.
  - Written statement of personal career goals and areas of practice interest including intended utilization of leadership and population health knowledge and competence.
  - Resume or CV that includes work experience, educational, leadership and professional organization activities, and scholarly activities including publications, presentations, research, honors and awards.
  - Documentation of post baccalaureate clinical hours completed in master's program.
    - Note: All DNP graduates are expected to complete a minimum of 1,000 post-baccalaureate clinical hours. Even if a candidate's master's program included 1,000 hours or more, a minimum of 550 hrs. of experiential learning is required to meet the project and competency attestation requirements. Additional hours may be required if the competency requirements are not fully met within the prescribed 550 hours. See DNP Student Learning Outcome Section below for general competency categories. Specific competencies will be identified in each course along with development and measurement expectations.

- GRE is NOT required for admission

3.2   Transfer Credit

Transfer Credits for Admission:
Up to 33% of the credits required for graduation (in whole numbers) may be accepted as transfer credits pending the DNP Program Director's review and approval. In addition to general transfer credit requirements for Lourdes University:
- Transfer credits must be from the same graduate level as the degree being sought. Credits may not have been applied to another degree.
- Official transcripts are required as part of the admission process. Unofficial transcripts (with grading key) may be used for transfer credit analysis.
- Transfer credits include those earned at other institutions prior to or during the Lourdes program.
- Credits must correlate directly with the content of the program courses offered at Lourdes. Students must provide syllabi for each course under consideration. The program director will review learning outcomes, objectives, course content, and credits earned to assure adequate replacement for the Lourdes course.
  - Maximum credits awarded/course will be equal to the Lourdes course regardless of the credits awarded by previous university.
  - Courses with less credit than the Lourdes course will not be considered for transfer credit, unless the previous university provided the content in a series course which equal or exceed the content and value of the Lourdes course.
- Transfer credits are awarded for courses with A or B grade. No credit will be given for a P/F course.
- All completion courses (Capstone, Project, Practicum, Competency) must be completed at Lourdes University.

3.3   Academic Progression: Probation and Dismissal from the Program

The evaluation of student performance and progression within courses in the DNP Program is the shared responsibility of the students, faculty, and administration.

Successful Nursing Progression is maintained by:

- Having a NUR GPA of 3.0 or greater.
- All DNP courses must be completed within five calendar years.

A nursing student may be placed on academic probation for the following reasons:

- A NUR GPA 3.0 for 2 consecutive semesters.
- Failure of a course twice.
- Failure to meet the professional code of conduct and policy standards.
- Unsafe clinical performance.
- Incomplete grade not completed per the Lourdes University policy for "Incompletes"

- The Dean or Program Director informs the students of any changes in their academic status in the program.
- Students on academic probation will not be registered for the next semester until the probation has been resolved.

3.4   Complaints, Suggestions, and Grievance

Lourdes University College of Nursing has a feedback process for students to assure students have a procedure to communicate suggestions, complaints, concerns, and compliments to the College of Nursing

Lourdes University College of Nursing Students follow the Lourdes University Final Grade Grievance Policy which is in the University Academic Catalog. Students are always encouraged to attempt to resolve the issue directly with the members of the faculty, staff, or administration involved in an informal manner. After a discussion of the concern with the instructor, the student may in turn talk with the instructors' department chair or program director, dean, and finally, the Provost/VPAA. Any suggestions, complaints, concerns, or complaints of any other nature follow the procedure below.

PROCEDURE:
1. New students are informed of the method for suggestions, complaints, concerns, & compliments specific to the College of Nursing each academic year. Students may also utilize the University Online Complaint form if desired.
2. All problems that can be dealt with in a friendly or formal manner shall be examined and resolved considering the full confidentiality of the complaint and the expeditious determination of the complaint.
3. The designated person reviews the issue, complaint, compliment, or suggestion and forwards it to the appropriate committee/person.
4. All records of formal complaints are maintained and stored per the appropriate Program Director or designated committee procedure.
a. Academic Grievances are stored indefinitely in a secured location in the Dean's office
5. If applicable, the response to the complaint or suggestions will be posted for student viewing.
6. Confidentiality will be maintained concerning student's names.

4   College of Nursing Structure

The College of Nursing is responsible for the mission, philosophy and learning outcomes of all Nursing Programs. The central decision-making body of the College of Nursing is the General Nursing Assembly (GNA), and the Graduate Nursing Committee is the primary committee structure supporting the Graduate Nursing Programs. The College of Nursing (CON) ascribes to a shared governance model. All students in the nursing program are invited to attend departmental committees. Individual graduate students may be invited to attend as a student representative for 1 year on the GNC committee.

4.1   Student Participation in Program Evaluation

In addition to serving on committees and continuous informal student/faculty interaction, students routinely participate in program evaluation through various surveys, focus groups, and performance on standardized tests.

After graduation students participate in program evaluations through Graduate/Alumni Surveys.

5   Student Performance Policies, Procedures & Criteria

5.1   Grading

1. The grading scale is A (100-90), B (89-80), C (79-70), D (60-69) and F (below 60).
2. Numeric grades are calculated to the tenth place and rounded to the next higher number if five or above.
3. For the courses that use satisfactory or unsatisfactory, the parameters for each course are determined by the program director.
4. Students in jeopardy of failing at midterm are identified, provided written notice of performance, and actions necessary to improve/pass the course.
5. Faculty reserve the right to change course requirements with fair notice to students.
6. All written assignments are submitted within Canvas in the course "Assignment Drop Box "and will be reviewed for quality content, adherence stated to rubric/criteria/guidelines, APA format, and original thought on the subject. Ten percent (10%) of the assignment points will be deducted for a late submission and an additional 10% for each 24 hours an assignment is late thereafter. Proactive discussions are encouraged and considered by faculty for possible assignment of alternative due dates. Faculty will answer specific questions related to any assignment but will not read full drafts of any written assignment. Faculty reserves the right to not accept any late assignment(s)/submissions of assignment(s) after one week past the due date or the end of the course whichever comes first.
7. Students must complete all assignments (course and experiential) to pass the course.
8. Project Course Grades: Students who do not complete their projects during the original semester must enroll in the program's capstone continuation course (e.g.NUR&799) for 0 credit hours and pay the Project Continuation Fee of $150. Students may enroll in the Project Continuation course for up to three semesters. The project continuation courses will be graded Non-Credit (NC). Upon successful completion of the capstone, the student will be given the grade he/she has earned in the original project course.
9. Graduate students may repeat any graduate course in which a grade of less than B (3.0) is earned, including withdrawal (W) grades. They may not repeat any course more than once. No more than two graduate courses in a graduate degree program can be repeated. Students who repeat a course will receive only the credit and quality points from the most recent registration. The grade first earned will remain on the record.

5.2   Student in Good Standing

To remain in good standing in a graduate program and to graduate, a student must maintain a grade point average of 3.0 (on a 4.0 scale). Only graduate courses with grades of C (2.0) or higher can be used to fulfill degree requirements. No more than two graduate course grades of C (2.0) can be used to fulfill degree requirements.

5.3   Expectations, Issue Resolution and Escalation

Students are responsible for meeting standards that align with the nursing profession and Franciscan values and have the right to be informed about these standards, the means of assessment, and the appeal process. Students are invited to participate in the formation and evaluation of academic and conduct standards through participation in the College of Nursing committee process. Students are free to present reasoned dissent and opinions that differ from those offered in any course; they are entitled to use the University appeal process   throughout the academic program. No student is treated differently based on age, religion, creed, national origin, handicapping condition, marital status, race, or gender. Periodically, issues may arise between students or students and faculty members. Each incident should be handled directly with the individual and in a professional communication manner.   If an issue cannot be satisfactorily resolved, additional resources are available within the DNP Program including the course faculty member if not initially involved in the disagreement and the program director. If resolution cannot be reached within the program, students are encouraged to use the University resources as outlined in the University Catalog (insert link)

5.4   Social Media and Confidentiality Guidelines

- Students should not share, post, or otherwise disseminate any information that can identify a patient or in any way violate a patient's rights or privacy.

- Students should never refer to anyone in a disparaging manner, even if the person cannot be identified with the information stated.

- Students should not make threatening, harassing, sexually explicit, or derogatory statements regarding any person's race, ethnicity, gender, age, citizenship, national origin, sexual orientation, disability, religious beliefs, political views, or educational choices.

- Students should not make disparaging remarks about university, or college of nursing students, faculty, and or staff. e. Students should not post content or otherwise speak on behalf of the university, college of nursing or other student nurse association unless authorized to do so.

- A student shall maintain the confidentiality of patient information. The student shall communicate patient information with other members of the health care team for health care purposes only, shall access patient information only for purposes of patient care or for otherwise fulfilling the student's assigned clinical responsibilities, and shall not disseminate patient information for purposes other than patient care or for otherwise fulfilling the student's assigned clinical responsibilities through social media, texting, emailing or any other form of communication.

- To the maximum extent feasible, identifiable patient health care information shall not be disclosed by a student unless the patient has consented to the disclosure of identifiable patient health care information. A student shall report individually identifiable patient information without written consent in limited circumstances only and in accordance with an authorized law, rule, or other recognized legal authority. A student shall not use social media, texting, emailing, or other forms of communication with, or about a patient, for non-health care purposes or for purposes other than fulfilling the student's assigned clinical responsibilities.

- Refer to the Social Media guidelines on NCSBN at https://www.ncsbn.org/NCSBN_SocialMedia.pdf

5.5 Online Etiquette

Lourdes University College of Nursing requires students to engage in online learning as an integral part of instruction. Online learning is used extensively in the education of nurses and in the professional nursing community. Lourdes University College of Nursing expects students, faculty, and staff to conduct online communication with the same respect for human dignity and professionalism that characterizes face-to-face, telephone, and paper communication. Netiquette expectations are consistent with the Franciscan values of the Sisters of St. Francis, the mission of Lourdes University, and the Lourdes University Student Handbook, Community Standards and Code of Conduct.

Netiquette, or network etiquette, refers to the guidelines and recommended practices for online communications. It is the etiquette for the Internet, and should be used for all class communication for the course: email, chatting, blogging, discussion forums, messages, comments on assignments, etc. etc. Students are expected to conduct themselves in a manner that is respectful and upholds a supportive, mutually beneficial learning environment.

6   Experiential Education

6.1   Experiential Education (Field work)

Experiential hours are reported to accreditation bodies and must be completed satisfactorily and in entirety during the designated course. Students will work directly with the course faculty and the site preceptor to arrange and complete the required hours. Hours will be documented on the master Hours Log and maintained as cumulative program file. Experiential learning should provide each student with ample time to learn and demonstrate the ability to consistently achieve course objectives, competencies, and program outcomes.
Non-adherence may result in an incomplete grade for the course, the inability to progress to the next semester, or course failure.

6.2   Health and Professional Requirements

Practice agencies must have an active academic agreement with Lourdes University. Contact the program director to initiate or confirm an agreement is in place.

All students enrolled in a course with experiential or project hours must comply with the Health and Professional Requirements of the College of Nursing if required by that practice agency. Health and Professional Requirements are identified in the CON policy titled Clinical: Health and Professional Requirements: STUDENTS. Copies of this policy will be made available to students on admission, annually, and whenever changes occur in the policy content.

Students are responsible for completing and providing appropriate supporting documentation of completion to the College of Nursing (Program Director) within the given timeframe. The College of Nursing is accountable to ensure compliance for patient safety, student safety, and compliance with policy, clinical agencies, and accrediting bodies.

Graduate Student Considerations:

1. Depending on the location and type of experiential learning, Health and Professional Requirements will vary. Experience in a <u>Direct Care</u> role or environment requires full Health and Professional Requirements as listed in the CON policy. Experience in an <u>Indirect Care</u> role or environment will only require minimal professional requirements per policy.
2. Graduate students are not required to complete/submit until the semester they are required based on the practice setting. Requirements will be required BEFORE the first practice experience.
3. Graduate students may elect to complete and submit the full Direct Care Requirements at the beginning of the program and maintain them annually to be prepared for immediate access to experiential learning activities.
4. Submission forms will be available for providing documentation and may be supplemented by laboratory or vaccination records, as necessary.
5. Health and Professional requirements that are scheduled to expire or be renewed during the current semester must be completed and documentation provided prior to the expiration of those items.
6. Failure to complete requirements within an appropriate time frame could result in the inability to meet course objectives and result in course failure.
7. Students must also comply with any additional health and physical requirements requested by clinical agencies/affiliates not noted in the CON policy.

6.3 Technical Standards for Nursing Students

The Lourdes University College of Nursing is committed to equal access for all qualified program applicants and students. Nursing students must be able to perform certain mental, physical, and other tasks that are essential in providing care. Faculty will evaluate throughout each semester, the students' continued ability to demonstrate compliance with the standards. These requirements are outlined in the College's **Technical Standards for Nursing Students and Technical Standards Certification Statement**.

Acceptance into the DNP Program is conditional upon the nursing student submitting a signed Technical Standards Certification statement stating that they believe that they can meet these standards with or without reasonable accommodation. The student's statement must also be confirmed through a physical examination by a licensed healthcare provider of the student's choosing who also signs a statement on the form. Students are responsible for the cost of the physical examination and must provide the healthcare provider with the Technical Standards for Nursing Students Table. The executed certification form must be on file before the beginning of the program.

If a student believes he or she needs accommodation(s) to meet these requirements, the student must have the need for accommodation validated through the **Office of Accessibility Services.** Accommodation may not be possible in some cases. If a condition or change is identified at any time during the Nursing Program that affects the student's ability to perform under the Technical

Standards, the student is required to report and obtain accommodation to continue in practice settings.

Any student who cannot meet each of the Technical Standards with or without reasonable accommodation can no longer be enrolled in the DNP Program.

Students requesting disability-related accommodations must have their need for reasonable accommodation validated through the **Office of Accessibility Services** before beginning clinical nursing courses to permit adequate time to arrange the accommodation. It may not be possible to provide some accommodation on short notice.

Accessibility Services works jointly with the student and the College of Nursing to explore accommodation options. Note: Some accommodations are not possible due to current workplace practices, practice site contracts, and professional expectations.

Students are responsible for informing their faculty about the need for accommodation for courses or practice experience.

Note: Student medical information will be kept confidential. Lourdes University may disclose as needed or required by law.

Note: Faculty who evaluate students as non-compliant in meeting technical standards will notify the appropriate administrative personnel. Administrative personnel will decide upon the course of action to maintain the safety of students and patients. Part of this action will be referring the student back to a health care provider for re-evaluation of ability to meet technical standards.

Technical Standards for Nursing Students Table

The Lourdes University College of Nursing is committed to equal access for all qualified program applicants and students. The College of Nursing faculty has identified specific technical standards essential to the delivery of safe, effective nursing care during practice education activities. These standards determine the students' ability to acquire knowledge and develop the competencies required by the curriculum. Therefore, the student must meet these standards and maintain satisfactory demonstration of them for successful program progression and graduation. Nursing students, with or without reasonable accommodation, must satisfy the performance standards described below.

Technical Standard	Definition	Examples
Senses	Have functional use of the senses of vision, touch, hearing, and smell so that data received by the senses may be quickly integrated, analyzed, and synthesized in an accurate manner.	Hear, observe and speak to patients; detect skin color changes, anatomical abnormalities such as edema, sounds related to bodily functions using a stethoscope, and odor associated with a wound infection.
Physical Abilities	Perform gross and fine motor movements with reasonable endurance, strength, flexibility, balance, mobility, and precision as required to provide holistic nursing care.	Perform CPR, safely transfer and control fall of a patient, and manipulate equipment such as syringes and medication packages.
Cognitive	Collect, analyze, and integrate information and knowledge to make clinical judgments and decisions that promote positive patient outcomes.	Measure, calculate, reason, and understand information and graphs; identify priorities; problem-solve in a timely manner; select, implement, and evaluate interventions; and teach patients and families.
Communication	Communicate effectively and sensitively with patients and families, other professionals, and groups to elicit information and transmit that information to others. Possess sufficient interpersonal skills to interact positively with people from all levels of society, all ethnic backgrounds, and all belief systems.	Speak, read, write, and comprehend English at a level that meets the need for accurate, clear, and effective communication; perceive patients' nonverbal communication; maintain accurate patient records; obtain accurate health history; establish rapport with patients, faculty, peers, and agency staff; and accept constructive feedback on performance.
Mental/Emotional Stability	Have sufficient emotional health to fully use intellectual ability, exercise good judgment, and complete all responsibilities necessary to the care of patients.	Function under stress, problem solves, adapt to changing situations, and follow through on assigned patient care responsibilities, in a safe manner.
Professional Behavior	Engage in activities consistent with safe nursing practice and display responsibility and accountability for actions as a student and as a developing nurse.	Does not demonstrate behaviors of addiction to, abuse of, or dependence on alcohol or other drugs that may impair judgment; displays compassion, nonjudgmental attitude, consciousness of

TECHNICAL STANDARDS CERTIFICATION STATEMENT – CONFIDENTIAL

Student Name:_____

This form is a companion to the *Technical Standards for Nursing Students** found in the program handbook. After being accepted for admission to the College of Nursing, students must complete and submit this certification form to the Program Director prior to beginning the program. If a condition or change is identified at any time during the Nursing Program that affects the student's ability to perform under the Technical Standards, the student is required to report and obtain accommodation to continue. The Lourdes University College of Nursing is committed to equal access for all qualified program applicants and students.

Enrollment of accepted students in the College of Nursing is contingent, in part, upon:
1. Submission of this completed *Technical Standards for Nursing Students Certification Statement* to the DNP Program Director.
2. The ability to meet the *Technical Standards for Nursing Students* either with or without accommodation(s).
3. The verification of the physical aspects of this ability as determined through a routine physical examination by a health care provider licensed and qualified to perform such routine physical examinations (typically a physician, physician assistant or advanced nurse practitioner).

Students are responsible for:
1. The cost of the physical examination.
2. Providing a copy of the *Technical Standards for Nursing Students* table to the health care provider completing the physical exam.

STUDENT STATEMENT:
After being accepted into the College of Nursing, **check only one** *of the statements below and sign where indicated:*

_____ I certify that I have read and understand the *Technical Standards for Nursing Students* documents, and I believe to the best of my knowledge that **I meet each of these standards without accommodation(s)**. I also understand that if I am unable or become unable to meet these standards with or without accommodation(s), I cannot enroll or remain enrolled in the College of Nursing.

_____I certify that I have read and understand the *Technical Standards for Nursing Students* documents, and I believe to the best of my knowledge that **I meet each of these standards with accommodations**. I will contact the Office of Accessibility Services to have my need(s) for accommodation(s) validated. I will work with both the Office of Accessibility Services and the College of Nursing to examine reasonable accommodation options. I understand that in some cases, accommodation(s) might not be reasonable. I also understand that if I am unable or become unable to meet these technical standards with or without accommodation(s), I cannot enroll or remain enrolled in the College of Nursing.

_____I certify that I have read and understand the *Technical Standards for Nursing Students*, and I believe to the best of my knowledge that I do not **meet each of these standards with or without disability-related accommodations.** I also understand that if I am unable to meet these standards with or without accommodation(s), I cannot enroll or remain enrolled in the College of Nursing.

Signature of Student:_____ Printed Name: _____
Date: _____

6.4   Fitness for Class/ Experiential Learning Participation

The College of Nursing will maintain an environment that ensures the provision of safe, quality patient care and is also supportive of the well-being of students. Accordingly, DNP students are required to report to practice settings unimpaired from drugs and alcohol, unimpaired by non-communicable personal illness or at risk of transmitting a communicable disease and will be removed immediately from any situation to ensure patient and/or student safety. The College of Nursing will assist students desiring to correct a substance abuse problem by directing them to appropriate professional services. All faculty and students will adhere to the Center for Disease Control (CDC) and Prevention Guidelines for work restrictions when exhibiting signs and /or symptoms or for post exposure follow-up of certain communicable diseases. www.cdc.gov

- The College of Nursing will maintain the confidentiality of all information related to faculty/student health, substance abuse, non-communicable personal illness and/or communicable disease problems or concerns.

- Students are responsible for managing their own physical and mental health concerns. Health Insurance is the responsibility of Lourdes Students.

- Students who are unable to meet academic or experiential learning responsibilities without undue risk to their own health will need to follow the Lourdes University Policy on "Health and Human Services" in the Lourdes University Student Handbook.

Communicable Diseases

- Students will promptly report to faculty and practice preceptor an exposure to communicable disease or when presenting signs or symptoms of a communicable disease.
- The student will follow the agency protocols and the CDC guidelines when deciding to reschedule a practice experience due to a communicable disease. www.cdc.gov
- When a clinical agency notifies the College of Nursing Dean/Chair of a student's or faculty member's exposure to a patient with a communicable disease the said individual will be notified immediately in order to initiate post exposure follow-up and/or work restriction.
- The student's primary health care provider should counsel the individual regarding the appropriate treatment needed as a result of active infection or exposure follow up**.**

Non-Communicable Disease

Drugs & Alcohol

On the Lourdes University Campus or During Course Interactions
1. Students are referred to the Lourdes University "Policies on Drugs & Alcohol" for information in compliance with the "Drug-free Schools and Communities Act Amendments of 1989." Students are further referred to the Lourdes University Student Code of Conduct #11 & 12.
2. If, during course interactions, student behaviors are indicative of chemical impairment and the safety of the student and/or peers is in jeopardy, the suspected impaired student is referred to the Director of Community Services (DCS) for assistance and referral.

3. Faculty will complete an "Incident Report Form" to be sent to the DCS and notify the appropriate Chair or Associate Chair. Further action may be taken by the DCS, which can range from recommendation to a treatment plan to reprimand, suspension, or dismissal from the University. These can be found at https://www.lourdes.edu/campus-life/public-safety/community-standards-student-conduct/community-standards-code-policy/

4. If after a referral the student is recommended to a substance abuse treatment program, the DCS will notify the College of Nursing of verification of participation and approval for continuance in the nursing program.

5. Refusal to comply with the recommendations for treatment could result in disciplinary action up to and including dismissal from the nursing program.

6. Student behaviors that cause faculty to suspect abuse of chemicals must be objectively documented and sent to the DCS to ascertain the problem.

Within a Practice Agency

1. If student behaviors are indicative of chemical impairment and the safety of patients and/or students is in jeopardy, immediate action is necessary. The preceptor may accompany the student to the clinical agency's emergency department or employee health services for evaluation (drug toxicology and/or substance abuse evaluation paid for by the student). In the event no health services/emergency department is available within the agency, the student is referred to an agency that provides such evaluations and arrangements are made for transportation of the student.

2. The Preceptor will notify the faculty who will complete an "Incident Report Form" to be sent to the DCS and notify the Clinical Director. Further action may be taken by the DCS which can range from recommendation to a treatment plan to reprimand, suspension, or dismissal from the College. The form can be found here: https://www.lourdes.edu/campus-life/public-safety/community-standards-student-conduct/community-standards-code-policy/

3. If after a referral the student is recommended to a substance abuse treatment program, the DCS will notify the College of Nursing of verification of participation and approval for continuance in the nursing program.

4. Refusal to comply with the recommendations for treatment could result in disciplinary action up to and including dismissal from the nursing program and the University.

5. Student behaviors that cause faculty to suspect abuse of chemicals must be objectively documented and submitted to the DCS to ascertain the problem.

6.5   Incident Reporting

Any member of the Lourdes University community can submit an online incident report if they witnessed or have information regarding an incident. An online incident report alerts the designated College officials so an appropriate intervention can be made to resolve the incident.

Accidental Exposure to Blood and Body fluids
Nursing students sustaining an accidental percutaneous (puncture wound) and/or mucous membrane exposure to blood or body fluids during clinical experiences shall comply with the bloodborne pathogens exposure policy of the facility. The student can follow up with the Lourdes University Student Health Center and be treated by a healthcare provider as soon as possible

If exposure occurs while the student is affiliated with an agency that has no policy to cover such as incident, the student should be treated by the personal healthcare provider or by the student health center.

Accidental Exposure to Communicable Disease
Students who experience an accidental exposure to a communicable disease during clinical must notify the course faculty immediately. Follow practice site policy for immediate assessment.

Emergency Procedure for Students in the Practice Setting
If a student becomes ill or is injured in the practice setting, seek available emergency treatment at the practice site. If treatment is not available, arrange for transport to the closest emergency facility.

Occurrence Reports for Accidental Injury and/or Hazardous Exposure
Students who experience an accidental injury or hazardous exposure during practice experiences are expected to complete an incident report. The form is completed electronically as per Lourdes University policy. Information should be concise but related to the injury and illness.

PROCEDURE:

1. Regardless of the location of an incident, an incident report form should be generated. Student incident report forms are located on the Intranet. The report should include only the facts of the situation, not qualitative judgments about individual actions. Faculty and staff should assist the student when completing an incident report to assure accuracy.

2. A separate incident report may be required by the practice agency. In the event of an exposure to a reportable communicable disease, in addition to complying with the practice agency's procedures, the student notifies the faculty and together they complete a Lourdes University Student Incident Report Form.

3. All incident report forms will be reviewed by the appropriate University representative.

4. The Dean of Students office will submit the student incident report forms to the Provost/VPAA and the employee involved in the incident report forms to the Director of Human Resources.

7   Resources and Support

7.1.   The Academic Success Center (ASC)

The Sr. Cabrini Warpeha Academic Success Center maintains an atmosphere, utilizing Franciscan values, that is focused on increasing success and retention for all students at Lourdes University. The Academic Success Center offers academic support services to a diverse community in a nurturing, student-centered environment.

7.2 Lourdes University Duns Scotus Library

Students have access to The Duns Scotus Library collection that includes books, audio visuals, periodicals, and online resources such as research databases, eBooks, and electronic journals. The library homepage (http://www.lourdes.edu/library) has links to subject guides, tutorials, an article request form, and the patron's library account, as well as the catalog and databases. The library staff provides patrons with assistance in learning how to access OPAL/OhioLINK library catalogs to locate and request books and other materials, and research databases to find and request journal articles.

8 Student Feedback Mechanisms

8.1 Individual Suggestion, Complaint/Concern, & Compliment Feedback

A student who has a concern about assignments, exams, grades, or issues related to a course should discuss the issue with the course instructor as soon as possible. Except in the event of discrimination or harassment, students must meet with the course instructor in an attempt to resolve the issue. Allegations of discrimination and harassment shall be addressed in accordance with the Institutional Policy on Discrimination and Harassment.

Lourdes University College of Nursing Students follow the Lourdes University Final Grade Grievance Policy which is in the University Academic Catalog. Students are always encouraged to attempt to resolve the issue directly with the member of the faculty, staff, or administration involved in an informal manner. After a discussion of the concern with the faculty, the student may talk with the faculty department chair or program director, the dean, and finally, the Provost/VPAA. Any suggestions, complaints, concerns, or complaints of any other nature follow the procedure below.

PROCEDURE:
1. New students are informed of the method for suggestions, complaints, concerns, & compliments specific to the College of Nursing each academic year. Students may also utilize the University Online Complaint form if desired.
2. All problems that can be dealt with in a friendly or formal manner shall be examined and resolved considering the full confidentiality of the complaint and the expeditious determination of the complaint.
3. The designated person reviews the issue, complaint, compliment, or suggestion and forwards it to the appropriate committee/person.
4. All records of formal complaints are maintained and stored per the appropriate Program Director or designated committee procedure.
   a. Academic Grievances are stored indefinitely in a secured location in the Dean's office
5. If applicable, the response to the complaint or suggestions will be posted for student viewing.
6. Confidentiality will be maintained concerning students' names.

9   Program Completion

9.1   Program Completion Requirements:

DNP students must successfully complete the following prior to graduation:

- All Lourdes University graduation requirements.
- Satisfactory course completions (or transfer credit) of curriculum described in the catalog of their admission year.
- Documented completion of 1000 post-bachelorette clinical/experiential learning hours (per AACN guidelines)
- Identification, Design, Implementation and Dissemination of an EBP or QI practice project.

9.2   Graduation

Students' complete requirements for the Doctorate in Nursing Practice according to the Lourdes University policy.

1. The student receives an Application for Graduation from the Registrar's office prior to the deadline specified by Lourdes University. Once graduation fees are paid, the application is submitted to the Program Director for the graduation review audit.

2. The Program Director reviews the Application for Graduation for accuracy and completion, signs the application, and submits it to the registrar. All graduation audits are completed by the Program Director who will contact the student with any discrepancies before the posted deadline.

9.3   Application for Graduation

Lourdes University has two formal commencements held in December and May. To graduate, students must file an Application for Graduation Form in the Registrar's Office. The application requires the signature of the Program Director and the attachment of the advisor's Degree Audit Sheet. Graduation fees must be paid at the Student Accounts Office prior to submitting the application to the Registrar.

Students must have completed all academic requirements for their degree before they will be able to graduate and participate in one commencement ceremony. Students receiving degrees are encouraged to participate in the commencement exercises. Each candidate is assessed a fee for expenses, regardless of participation.

9.4   Nursing Pinning Ceremony

A Nursing Pinning Ceremony is held twice a year; every December and May. This is a nursing celebration and recognition event for all graduating nursing students. Families are invited to join the celebration and to see the nursing pinning and acknowledgement of awards. Students will be notified by invitation each semester. Pins are purchased through the online website provided when ordering opens. Deadlines and websites for purchasing pins will be communicated to students.

9.5   Baccalaureate Mass

A Baccalaureate Mass is held in the Queen of Peace chapel for all Lourdes University graduates and their families. Dates and times will be published.

10   Scholarships and Awards

10.1   Lourdes University College of Nursing DNP Award

The Lourdes University College of Nursing and professional nursing organizations present awards to Undergraduate and Graduate students to recognize student achievement in the program. The various awards are listed below with their criteria and procedure for awarding.

GRADUATE DNP LEADERSHIP AWARD

Presented to one December and one May graduate DNP student who demonstrates the spirit of DNP nursing as captured in the mission statement of the College of Nursing and the following criteria:

- Integrates the Franciscan values and beliefs to professional DNP practice through volunteerism and community service.
- Acts as a positive role model and /or mentor to peers and students.
- Demonstrates a strong commitment to advancing the art and science of DNP nursing through creative and innovative practice.
- Influences the quality of DNP leadership, nursing care and population health through scholarly pursuits.

PROCEDURE:

1. Graduating students considered for these awards must complete the graduation application by the deadline in October for fall or February for spring.

2. The Program Director prepares a list of graduating students using these criteria by November or February to be presented to the graduate faculty team in the form of a ballot.

3. The final votes are presented to the Dean of the College of Nursing with the names of the recipients.

4. The College of Nursing presents certificates to the recipients at the corresponding College ceremony.