Welcome to the Anoka Technical College Practical Nursing program! This handbook contains information that is helpful to students as they progress through the nursing program. Policies and procedures specific to the Practical Nursing program are outlined in this student handbook and supplement those in the college handbook. Students are expected to read these policies and sign a confirmation affirming this. Please use this handbook as a reference throughout the practical nursing program. Students may request an appointment with their advisor at any time to clarify information in the handbook. The Practical Nursing program reserves the right to modify or update any statements contained in the handbook at any time.

College-wide policies and procedures as outlined in the Anoka Technical College Student Handbook are applicable to all students. Students are expected to adhere to the policies and procedures of the Practical Nursing Student Handbook, the Anoka Technical College Student Handbook, and the policies of clinical agencies where the student is placed. For further information, the following resources are available:

- Anoka Technical College <u>Policies and Procedures</u> are located on the College website.
- Further guidelines that describe customary activities in the College, particularly pertaining to students, are found in the <u>ATC Student Handbook</u>.

Diploma in Practical Nursing

Practical Nursing Program Anoka Technical College 1355 West Hwy. 10 Anoka, MN 55303

Phone: 763-576-4700

Guardian Angels Care Center	400 Evans Ave NW
, and the second	Elk River, MN 55330
The Homestead at Anoka	3000 4th Ave
	Anoka, MN 55303
Benedictine Community Living	1101 Black Oak Drive
	New Brighton, MN 55112
Elim Wellspring	701 First Street
	Princeton, MN 55371
Multiple clinic and school district sites	

Programs preparing persons for licensure as practical nurses are approved by the Minnesota Board of Nursing. The statutory requirements for continuing approval of a nursing program are found in <u>Minnesota Statutes Section 148.251</u>. The ATC Practical Nursing program is approved by the Minnesota Board of Nursing.

Minnesota Board of Nursing 1210 Northland Drive Suite 120 Mendota Heights, MN 55120 612-317-3000

Website: mn.gov/health-licensing-boards/nursing/ Email: nursing.board@state.mn.us

The Practical Nursing Diploma program at Anoka Technical College located in Anoka, Minnesota is accredited by the:

Accreditation Commission for Education in Nursing (ACEN) 3390 Peachtree Road NE, Suite 1400 Atlanta, Georgia 30326 (404) 975-5000 www.acenursing.org

The most recent accreditation decision made by the ACEN Board of Commissioners for the Anoka Technical College Practical Nursing diploma program is Initial Accreditation.

View the public information disclosed by the ACEN regarding this program on the ACEN website.

The most recent evaluation visit was Fall 2024.

- 45% or greater of all NURS 1410 students who remain after the 4 day drop date will complete on-time, which is two semesters.
- 60% or greater of all NURS 1410 students who remain after the 4 day drop date will complete within 3 semesters, which is 150% of program length.
- graduate classes with an annual NCLEX-PN passing rate in compliance with standards established by the Accreditation Commission for Education in Nursing (ACEN) and the Minnesota Board of Nursing (MBON)
 - o 80% or greater for first-time test-takers ____
 - o 80% or greater for first-time test-takers and repeaters ____
 - At or above the national mean
 - o above 75% to satisfy Board of Nursing requirements
- 90% or greater of ATC PN program graduates will be employed within 6 months of

:

- are derived from the professional concepts.
- form the basis for the philosophy statement.
- guide the delivery of instruction and learning activities through the course outcomes.
- are used to evaluate student progress in the knowledge, technical skills, and behaviors expected in practice-ready graduates.

 Revised 9/22

The Practical Nursing (PN) faculty supports the mission, vision, and the values of Anoka

Professional values guide interactions with individuals and the healthcare team. PNs demonstrate by exhibiting accountability for their actions and ensuring a commitment to fulfill the legal responsibilities inherent in competent, respectful nursing

- 3. Utilize holistic information to provide evidence-based patient care that contributes to continuously improving care processes
- 4. Demonstrate a caring and empathic approach while providing for individual patients' needs across the lifespan and health/illness continuum within a diverse community
- 5. Participate in supporting patient care through the utilization of information technology

Seven professional concepts are the foundation for the end-of-program student learning outcomes.

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enhances patient empowerment and positive patient outcomes, establishes a therapeutic relationship, identifies health behaviors, social/economic conditions, and physical environment factors that impact health and wellness,

modification of the plan of care (MBON, 2014; NLN, 2014; NCSBN, 2023)

The following professional standards, guidelines, or competencies are used to develop, revise, and evaluate the nursing program framework and curriculum.

Accreditation Commission for Education in Nursing. (2024). Retrieved from https://resources.acenursing.org/space/SAC/1824227333/2023+ A).pt60 (s [(1)0.5Td[(h)-2 (t)8 TT29/MCID 12020.51 0 Td[().)-1 () Tf-0.004 Tc 0.008 Tw 0.78 0 Td[(A)-5 (C) Td(A)-5 (C) Td(

machines). Students have access to online tutorials on the various

Anoka Tech policy 1A.14: Course Fees. Additional charges are reviewed and approved annually.

NURS 1405	Supplies for lab and individual practice use
NURS 1420	Liability insurance, background study*, Castlebranch document verification
NURS 1515	Supplies for lab and individual practice use
NURS 1500	NCLEX preparation resources

Anoka Technical College adheres to the federal Drug-Free Schools and Campuses Act (DFSCA) and Minnesota State Board Policy 5.18 which prohibits the unlawful possession, use, or distribution of alcohol and illicit drugs by students and employees on the college premises or in conjunction with any college- sponsored activity or event, whether on- or off-campus. No student shall report to campus or a clinical site while under the influence of alcohol or a controlled substance, except as prescribed by a healthcare provider, which affects alertness, coordination, reaction, response, judgment, decision-making, or safety.

Although the use of marijuana (cannabis) is legal for those 21 years old and older in Minnesota in their private residence, the possession and/or use of marijuana remains illegal under federal law, including the Drug-Free Schools and Communities Act, Controlled Substances Act and the Campus Security Act, and is prohibited under Minnesota State Board Policy 5.18 Alcoholic Beverages or Controlled Substances on Campus and Anoka Technical College policy 1A.8. Therefore, marijuana continues to be prohibited while a student is on college owned or controlled property or any function controlled or authorized by the college, such as clinical learning environments. In accordance with federal regulations, the Anoka Technical College Practical Nursing program upholds these drug-free policies.

Anoka Technical College has a campus <u>Safety and Security Policy</u> <u>1A.16</u> in accordance with Minnesota State policy <u>5.24</u>. Anoka Technical College students and

to maintain and hold confidential all information regarding the performance of individuals and the details of specific scenarios.

Additionally, as part of these learning experiences, students understand that video recordings occur in the Nursing Simulation Lab. By participating in class, students grant permission to Anoka Technical College Practical Nursing Department to record, film, and/or electronically capture their likeness, image, voice, appearance and/or performance. Recordings created in the Nursing Simulation lab are for learning purposes and educational benefit only and may be shared in a class debriefing experience. Access to video recordings is managed by nursing faculty. Recordings are automatically deleted after one month. No commercial use of the audiovisual recordings can be made without written permission of all involved students.

If used: Through the remote exam proctoring product Respondus Lockdown Monitor students are recorded in testing situations. These recordings are only accessible to the course instructor(s). Data is encrypted and FERPA-compliant. Recordings created by students and shared with instructors for educational purposes through the student's Kaltura/Mediaspace account are reviewed only by the instructor(s) of the course. These recordings are within full control of the student and may be deleted when no longer necessary. Students sign a consent form that acknowledges confidentiality in simulation and agreement to recording during simulation lab experiences and testing as well as for other educational purposes.

The Practical Nursing program reserves the right to modify or update any statements contained in the handbook at any time. The program is committed to communicating changes in a timely and accurate manner. If changes are made to the Practical Nursing department policies and procedures, this procedure is followed:

- 1. Once approved by faculty and/or college and/or advisory body, the new policy is updated in the program handbook which is found on the department webpage.
- 2. Updates are posted in a written form on the communication board located in the open nursing lab, Room 213.
- 3. Verbal notification of the change is announced in Semester 1 and 2 classes: NURS 1400 and NURS 1500.
- 4. The link to the program handbook with the updated policy is located on D2L Brightspace in all NURS courses.

The most current rp(ab0cations of the contained book april 1800 (1811) (4) (2:3) B5 (m(q)) 10(4) 221 ((2:3) 15) 10 (3) 32 1(9 ((4)) 15) 16 (16) 16) 16

The system of Minnesota State Colleges provides the following example of performance standards, based on the Minnesota Nurse Practice Act, that	

	honesty, responsibility, and tolerance	 Demonstrate professional accountability and ability to work in hierarchical environment. Demonstrate intent to follow the ANA Code of Ethics.
Environmental Stressors	Other considerations	 Ability to work with infectious agents and blood-borne pathogens. Ability to work in area with potential chemical and radiation hazards. Ability to work with potential allergens such as latex. Ability to work in areas of potential violence. Ability to work in close proximity to others.
Other	Sensory	Visual and auditory ability to perform assessments, safe nursing care, and meet program outcomes.

H.C. Gonzalez, E-L. Hsiao / Teaching and Learning in Nursing 15 (2020) 53-56. Minnesota Nurse Practice Act – Minnesota Statute Section 148.171. Revised and approved by AD and PN Nursing Directors of Minnesota State, June 2020. Reviewed by Office of General Counsel, 2020 Students progress through the Practical Nursing program following a 2-semester program plan. Nursing courses are offered every fall and spring semester. General education courses are offered fall, spring, and summer semester. Clinical experiences are scheduled according to clinical site availability.

These definitions refer to the following individuals and criteria:

<u>Unsatisfactory Grades</u> Defined as D, F, FN, FW, U, NC, or W in NURS courses or less than an A in MATH 1010.

<u>Repeating Student</u> Student who is retaking a course(s) to achieve a satisfactory grade. College policy allows a student to repeat a course one time on a space available basis. Failure to successfully complete a course (receiving a D, F, FN, FW, U, NC, W, or less than an A in MATH 1010) when repeating it will result in being ineligible to re-register for that course. After two attempts, students may petition to repeat a course by submitting an Academic Petition to the Dean of Academic Affairs following Anoka Technical College policy number: 3.8 <u>Grading</u>. Failure to successfully complete a course after three times excludes the student from the program major of Practical Nursing.

<u>Re-entry Student</u> Student who is re-entering the program less than one year after a break in nursing education for unusual or extenuating circumstances or who is returning to Anoka Technical College after being ineligible to continue in the college due to unsatisfactory academic progress grades (unsuccessful in the same non-nursing class twice, applicable to MATH 1010, HLTH 1005, and ENGL 1107).

<u>Re-admitted Student:</u> Student who is re-starting the Practical Nursing program after being ineligible to continue in the Practical Nursing program due to unsatisfactory grades (2 or more unsuccessful NURS courses). A student may only be readmitted

- 1. If a student cumulatively receives two unsatisfactory grades in courses in the Practical Nursing program, the student is ineligible to continue in the Practical Nursing program. Students may apply for readmission to the program . (See readmission policy below.)
- 2. Students may apply to be readmitted to the Practical Nursing program as a restarting student. To be eligible for readmission, a student must meet all program requirements at the time of readmission, must be in satisfactory college academic standing with a cumulative GPA of 2.0 or greater, and must repeat all NURS courses. This re-admission is regarded as a new program start re

All previously enrolled students have an opportunity to be re-admitted to the Practical Nursing program on a space available basis

An individual interested in readmission meets with the Practical Nursing Program Director to discuss the readmission process and submit the required documents. Following this meeting, the student applies through the Anoka Technical College Enrollment Services Department to be readmitted to the Practical Nursing program as a re-starting student. To be eligible for readmission, the student must meet all program admission requirements at the time of readmission and will repeat all NURS courses on the program plan. This re-admission is regarded as a new program start and the previous failing grades are not considered for practical nursing program progression. This practice is intended to provide the best opportunity for student success.

Readmission has impacts on Anoka Technical College's Satisfactory Academic Progress policy as well as financial aid implications. at the at (c) 4 dalg(u) 6 1 (rc) - 3. (ialg(u) 6 9 () 10 (r5a) 10

- 2. The Re-admission Request and Learning Plan is evaluated by the Practical Nursing Director. The Readmission Request and Learning Plan summarizes the contributing factors for the unsatisfactory academic performance and a plan to modify these circumstances.
- 3. Once the Practical Nursing Program Director signs the Re-admission Request and Learning Plan, the student submits the form along with a completed application packet to Enrollment Services and is notified of the acceptance to the nursing program through Enrollment Services. Registration for classes cannot begin until notification is received.
- 4. Any program prerequisites and requirements must be met by the specified deadline before the student is eligible to begin practical nursing courses.

Re-entry is defined as:

- returning to the Practical Nursing program less than one year after successfully completing at least one NURS course before a break in nursing education for unusual or extenuating circumstances
- returning to Anoka Technical College after being ineligible to continue in the college due to unsatisfactory grades (unsuccessful in th(a)7.1Tj/TT1 1T1 (011 Tw(no)4 (ol(ol(ol((y)8 (gm -itl(ol(d0Tw

- 3. The student is notified of the decision. Registration for classes cannot begin until notification is received.
- 4. Any program prerequisites and requirements must be met by the specified deadline before the student is eligible to begin courses on the Practical Nursing program plan.

A repeating student is one who is retaking a course to obtain a satisfactory grade. College policy allows a student to repeat a course one time on a space available basis. Repeating students can continue in the Practical Nursing program if space is available.

A re-entry student is one who is re-entering the program less than one year after a break in nursing education for unusual or extenuating circumstances or who is returning to Anoka Technical College after being ineligible to continue in the college due to unsatisfactory academic progress in non-nursing courses (unsuccessful in the same non-nursing course twice, applicable to MATH 1010, HLTH 1005, and ENGL 1107).

A waiting list for available seats is established in the following order:

1. Students who have withdrawn for less than one year due to unusual or extenuating and the content of the cont

Students continue in the Practical Nursing Program when they demonstrate consistent, satisfactory progress toward the goals as identified:

1.

- NURS 1420 and 1521. The simulation laboratory is treated like all clinical environments in which students participate. All clinical policies apply in the simulation environment.
- 10. Virtual simulation may be used as an online clinical experience for students in NURS 1420 and 1521. Virtual simulation is treated like all clinical environments in which students participate. Clinical policies as designated by the instructor apply in the virtual simulation environment.
- 11. Academic misconduct is defined in the Anoka Technical College Student Code of Conduct found in the student handbook and in the Practical Nursing Program Policy on Academic Misconduct. The Anoka Technical College Student Code of Conduct, the PN Program Policy on Academic Misconduct, and the individual syllabus of an instructor further define examples of academic misconduct. If a faculty member determines that a student has participated in academic misconduct, the student is informed of the consequences as outlined in the course syllabus and in the practical nursing department policy standards described in this handbook (ATC Code of Conduct; Practical Nursing Program Policy on Academic Misconduct).

2. In clinical courses NURS 1420 and NURS 1521, attendance for the full scheduled clinical day is

This includes on-site and off-site clinical experiences. Attendance consists of arriving punctually, being prhc 0 Tw (-) 0.31 9 (d)-46.gination BD17poms on

Students with pre-existing medical/physical restrictions must supply documentation from a healthcare provider describing the limits. This is submitted to the Clinical Coordinator. Some physical limitations may affect the student's ability to participate in clinical experiences.

Students who experience a significant change in their health status such as illness, surgery, childbirth, or injury that affects their physical or mental ability are required to notify the Program Director or Clinical/Simulation Coordinator and submit the Medical Permission to Return to Classroom/ Clinical Form. This form must be signed and stamped by the student's healthcare provider who verifies that the student has the functional abilities to safely perform nursing care throughout the duration of the clinical day.

Experiential Learning (clinical rotations, supervised practice, or observations) are a required component of the practical nursing academic program. These experiences occur in settings where students interact with patients, clinical staff, and fellow students. Students are required to adhere to instructor instructions, facility protocols, and program-specific information relating to personal conduct in the nursing skills laboratory or simulation setting and at clinical sites.

The sites selected for student laboratory and clinical experiences, including the nursing skills or simulation

The Anoka Technical College Practical Nursing faculty is committed to safe medication administration. To ensure safe and accurate patient care during clinical experiences that include medication administration, the student nurse is required to adhere to the following guideline:

Faculty observation is required to supervise students throughout the entirety of the
medication administration process. This policy requires Anoka Technical College faculty to
be present for all steps of the medication administration procedure at the clinical site.
Under no circumstances will Anoka Technical College practical nursing students complete
any portion of medication administration without the faculty present. Failure to adhere to
this policy results in an automatic failure of the clinical course.

The Anoka Technical College Practical Nursing program partners with the data management system Castle Branch to verify that students in the nursing program comply with the requirements detailed in the college's affiliation agreements with clinical sites. These affiliation agreements require students to complete the requirements outlined in the ATC PN Student handbook (Basic Life Support Cardiopulmonary resuscitation [CPR] and

- Basic Life Support (BLS) CPR, current. Online certifications _____ meet this requirement.
 American Heart Association BLS .t 476.28 72.48 68511.04 38Tc 0.007 Tw 11.04 0 0 11.04 355.92 702.7

- 5. No perfume is worn while in the clinical environment. Because of close contact with patients, personal hygiene is very important for nurses. Daily bathing, application of deodorant, and daily oral hygiene ensures a professional presentation.
- 6. Earrings are small in appearance with no large or dangling styles. Ear gauges are flesh-toned or clear and fully enclosed. Clinical facilities may have additional requirements that are enforced.
- 7. Permissible jewelry in the clinical environment includes engagement/wedding rings, medical I.D. bracelets, and nurse's watch. Exceptions to the jewelry policy are addressed with the clinical coordinator prior to clinical experiences.
- 8. Students do not chew gum.
- 9. Smoking is allowed only in designated areas at clinical sites. Facility policy is strictly enforced. Students may not have an odor of smoke on their hair, body, or uniform.
- 10. Keep fingernails clean and short. Nail polish and artificial nails are not worn.
- 11. Students are to avoid sitting on the floor or sitting on their shoes.

Faculty reserves the right to dismiss a student from the clinical setting if not in compliance with the student uniform/professional attire and etiquette requirements. This counts as a clinical absence.

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The complete College policy on Student Conduct is found in the ATC Student Handbook. Anoka Technical College students are obligated to adhere to a set of principles that preserve integrity and professional conduct. Please refer to the Anoka Technical College Student Handbook's Policy designed to explain the rights and responsibilities inherent in membership in the Anoka Technical College community. The Practical Nursing Department expects students to demonstrate the interpersonal skills, positive attitude, and behavior consistent with professional nursing practice. Moreover, nursing is a profession that considers personal integrity and honesty as essential attributes.

The Practical Nursing program at Anoka Technical College has an obligation to graduate students who provide safe, competent nursing care and uphold the ethical principles of the profession of nursing. Students enrolled in the practical nursing program at Anoka Technical College accept the professional, ethical, and legal responsibilities credited to the profession of nursing. This requires the nursing student to understand the scope and

Nursing is a profession that is committed to evidence-based practices that preserve the welfare and safety of all individuals and promote respect for human rights, values, and personal choices of beliefs. The faculty expects socially responsible, respectful, and non-discriminatory behavior and does not condone actions that are perceived as threatening, uncivil, or unsafe to patients or others. It is the faculty's expectation that students promote a positive public image of nursing. The National Student Nurses' Association Code of Ethics (2022) provides guidance for nursing students in the personal development of an ethical foundation.

Maintaining and protecting the dignity and safety of patients is the foremost priority in the provision of nursing care. It is also expected that students will act with concern for the physical and emotional well-being of others. The following are examples of unprofessional/unethical behavior judged to be unacceptable for the practical nursing student at Anoka Technical College. These behaviors include, but are not limited to:

- 1. Failing to report errors or omissions in patient care, including written or verbal clinical data (e.g., medication error).
- 2. Endangering or creating unnecessary risk to a patient through abuse or neglect by failing to provide care necessary for patient safety.
- 3. Theft from patients, clinical settings, the college, or fellow students.
- 4. Sharing confidential information with unauthorized persons (Health Insurance Portability and Accountability Act, <u>HIPAA</u>). Confidential information related to patients, patients' families or visitors, college or clinical facility staff, class or clinical situations should never be discussed in any form online. Information gained through the nurse-patient relationship is never shared or posted on social networking sites. The personal exchange of information between students and patients or their families is prohibited.
- 5. Sharing confidential information related to patients, patient's families or visitors, college or clinical facility staff, fellow classmates, or clinical /simulation situations in any form, online or outside of the therapeutic environment or classroom.
- 6. Removing any facility documents or client chart information from the clinical area.
- 7. Falsifying, altering, or counterfeiting official documents, including client health records, student attendance or sign-in records, or student signed attestations.
- 8. Fabricating or falsifying information related to or associated with student activity or responsibilities when operating as an Anoka Technical Nursing Student, including the documentation of clinical requirements or screening

- 10. Failing to respect appropriate professional boundaries in interactions with patients, patients' family members, faculty, and/or the health care team.
- 11. Neglecting reporting/handoff communication protocols of the facility, jeopardizing patient safety.
- 12. Video-recording, audio-recording, or photographing an instructor, staff, or fellow student for personal or social media use without the express permission of the instructor, staff, or fellow student. At NO time shall patients/clients be video/audio-recorded or photographed.
- 13. Disrupting or intimidating others with aggressive behaviors or addressing others with disrespect through verbal or written communication, including uncooperative or defiant approaches to problem-solving with peers, faculty, or others in the college or clinical setting.
- 14. Engaging in profane language, name calling, yelling/shouting, or negative verbal attacks which are personal and go beyond the bounds of fair professional comment or indicate a loss of emotional control.
- 15. Perpetuating harassment or discrimination of others in the clinical or campus setting

If patient safety or confidentiality is compromised or student behavior negatively impacts the care of patients, nursing faculty has the discretion and authority to dismiss a student from the clinical setting.

If a student engages in any of these unprofessional, unethical, and/or illegal behaviors directed toward peers, faculty, patients, patients' family members, health team members, and/or others in any clinical or college setting, it may result in sanctions up to and including failure of the course and dismissal from the program.

If infractions of the attendance policy or student conduct policies occur or if student progress at clinical reflects sub-optimal performance, a Student Academic Success Plan (SASP) may be initiated by the instructor. Not meeting the criteria described in the plan jeopardizes student progress in the course.

4/22

responsibility to practice honesty, truthfulness, and accountability in all intellectual efforts. Academic misconduct is defined in the Anoka Technical College Student Code of Conduct. Academic misconduct generally refers to behavior where an individual cheats, plagiarizes, or otherwise falsely represents someone else's work as his or her own. Examples of academic

Academic integrity is the

otherwise faisely represents someone else's work as his or her own. Examples misconduct include, but are by no means limited to:

Acquiring answers or information from any unauthorized source in completing an
examination or assignment. This includes looking at another student's exam, using
unauthorized materials in an evaluative situation, using unauthorized or unoriginal

materials in the submission of work, using unauthorized assistance, including

Students who desire recourse for complaints follow the College policy for Student Complaints Process or the Academic Grade Appeal policy. Those procedures are found in the ATC student handbook and in the College <u>Policies and Procedures</u>. The policies are as follows:

This process is in place so that a student can voice their issue or concern to the college, without the expectation of formal action. All complaints should be filed by an individual student. If the complaint involves any of the following, the Informal Student Complaint Procedure should not be used. Refer to the appropriate policies and procedures:

- Grade Appeal See <u>Academic Grade Appeal</u>
- Discrimination and Harassment See <u>Nondiscrimination in Employment and Education</u> <u>Opportunity Policy</u>

Assistance with the informal report and resolution process is available in the Counseling office.

- 1) A student is encouraged to discuss a complaint with the involved employee prior to submitting a complaint.
- 2) A student may submit a written complaint using the Informal Student Complaint Form to the Dean of Student Affairs to share their concern with the college. The Dean of Student Affairs will provide a copy of the complaint to the supervisor of the employee involved in the complaint, which will be shared with the employee.
- 3) The student should retain a copy of any submitted Informal Student Complaint Forms and all related documentation for their records. A copy of this form and all related documentation will be retained by the Dean of Student Affairs.

A student may submit a student complaint form at any time. The student is asked to state any date(s) related to the complaint on the Informal Student Complaint Form to ensure a better understanding of the student's concern.

No retaliation of any kind shall be taken against a student for participating in or refusing to participate, in a complaint process. Retaliation may be subject to action under appropriate student or employee policies.

The designated Student Affairs staff member shall keep copies of all submitted forms and related documentation for recordkeeping. These records shall be periodically reviewed to determine trends or patterns that would be addressed as part of a quality improvement process.

Any student who believes they have a valid complaint regarding an employee of the college will be afforded due process and must follow the established procedure. All complaints must be filed within 30 days of the day the incident occurred. When a student believes a valid complaint should be registered against any employee of the college, the following steps should be taken in the order indicated:

- 1. The student is advised to make an appointment with the employee and explain the nature of the complaint and the reason for this belief. The employee involved and the student should make every effort to resolve the issue. It is expected that most, if not all, misunderstandings will be resolved at this level.
- 2. If the student and employee are not able to reach a satisfactory agreement, the student may, no later than ten (10) school days after the meeting with the employee, request that a counselor arrange a meeting with the student, the employee, and the counselor to attempt to resolve the issue. The student shall complete a _______, outlining the nature of the complaint, and submit copies to the counselor and the employee prior to the meeting. The counselor will schedule the meeting within an appropriate timeframe after receiving the student request.
- 3. Should the issue be unresolved, or no agreement be reached, the student may appeal, in writing to the appropriate administrator, no later than five school days after the meeting with the counselor and employee. The appropriate administrator will then call a meeting of the employee, the student, and the counselor to attempt to resolve the problem within an acceptable timeframe after receiving the student appeal request.
- 4. Should the issue still be unresolved, or no agreement be reached, the student may appeal, in writing, no later than five school days after the meeting to the appropriate Vice President. The appropriate Vice President shall notify the student of their decision, in writing, within ten (10) days after receiving the student appeal request. The decision of the appropriate Vice President is final.

In this procedure, all parties involved shall keep written records of the time, date, and other pertinent facts relating to the nature of conferences in which they are involved.

All processes are subject to the time limits as listed within this policy. The college encourages informal resolution of complaints through the student discussing the complaint with the employee(s) and/or administrators with whom the complaint exists. If not resolved through this informal discussion, a formal written complaint may be filed. Exceptions to this may include <u>Discrimination and Harassment</u> or <u>Sexual Violence</u> allegations. If a complaint cannot be resolved at the college level, you may contact the <u>Minnesota Office of Higher Education</u>. If you reside in another state, you may contact your <u>local state agency</u> for further information.

Anoka Technical College recognizes the long-standing and widely accepted practice that the individual classroom instructor is the final authority in evaluating student performance in their courses. The grade appeal process is not intended to grade or re-grade individual assignments or projects, but rather to determine if the grade was assigned in an accurate and consistent manner. Faculty members have the right to establish individual standards and approaches to grading consistent with the principles of academic freedom. It follows that this right brings with

gather advice on program design and operation. The primary purpose of the advisory committee is to review and advise on curriculum. The Practical Nursing Program Advisory Committee meets up to two times each year. A student representative is elected by fellow students each incoming new semester on a voluntary basis to participate in the Advisory Committee. The election takes place within Semester 1 students, and the student may continue in the role of representative throughout their tenure in the program and is encouraged to participate as a graduate of the program in the future. A description of the role expectati-f-4 (s)2 ()f6 (o)22 (ry)