

## Standard IV: Culture of Excellence and Caring – Students

The parent institution and nursing program are committed to providing student-centered services sufficient to create a learning environment focused on promoting student success. The learning environment is supportive of students, enabling them to achieve academic success. The nursing program has established student policies which conform with institutional student policies. Student policies include, but are not limited to, those related to recruitment, admission, retention, progression, and graduation processes. Students enrolled in distance learning programs have access to student services to support their success. The program's commitment to acting in the best interest of its students and creating a caring environment that fosters student success is exhibited through the achievement of the following associated quality indicators.

| Quality Indicators  | Interpretive Guidelines  | Supporting Evidence Exemplars  |
|---|--|--|
| <p>IV-A. The institution and program provide student services that are student-centered; culturally responsive; and readily accessible to all students, including those enrolled in distance education; and, guide students through the processes associated with admission, recruitment, retention progression, graduation and career planning. Student services are evaluated for effectiveness and ability to satisfactorily meet student needs through a process of continuous quality improvement.</p> | <ul style="list-style-type: none"> <li>▶ Students enrolled in on-campus and distance education programs have sufficient access to student services to facilitate their achievement of learning outcomes and academic success.</li> <li>▶ Student support services include, but are not limited to, academic advising; tutoring; financial aid guidance; personal counseling; and career guidance.</li> <li>▶ There is evidence of ongoing review and revision of the effectiveness of student support services with attention to meeting the needs of diverse learners.</li> </ul> | <ul style="list-style-type: none"> <li>▶ Copies of student handbooks, bulletins, catalogs, describing policies related to recruitment, admission, retention, progression, graduation, and career preparation</li> <li>▶ Descriptions of program and institutional support services that are available to students.</li> <li>▶ Evidence that students have knowledge of and access the support services available to them.</li> <li>▶ Example of evaluation plan for student services and documentation of actions taken in response to the review</li> </ul> |
| <p>IV-B. The program's student policies conform with institutional student policies and are readily available to the public.</p>  | <ul style="list-style-type: none"> <li>▶ There is evidence that student policies conform with the parent institution's policies. There is an explanation with accompanying rationale related to any existing differences between institutional and programmatic student policies and expected</li> </ul>   | <ul style="list-style-type: none"> <li>▶ Examples of nursing program policies' alignment with the parent institution's policies, and the program's mission, goals, core values, and expected</li> </ul>  |

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|   | <p>program outcomes.</p> <ul style="list-style-type: none"> <li>➤ Documents outlining recruiting and admissions practices, program marketing, academic calendars, catalogs, and grading policies and practices are accurate and accessible to students and the public.</li> <li>➤ There is evidence of a plan for regularly scheduled review and revision of policies and documentation of outcomes resulting from decision-making in response to the periodic reviews.</li> <li>➤ Evidence exists that student policies are implemented in a consistent and uniform manner.</li> </ul> | <p>program outcomes</p> <ul style="list-style-type: none"> <li>➤ Copies of student handbooks, bulletins, catalogs, describing policies related to recruitment and admission; retention and progression; graduation and career preparation</li> <li>➤ Evidence of regularly scheduled review of student policies and resulting actions</li> <li>➤ Examples of consistent and equitable application of student policies to all learners</li> </ul> |
| <p>IV-C. Student policies are clearly delineated and accessible with students advised of changes with adequate notice.</p>                  | <ul style="list-style-type: none"> <li>➤ All information regarding student policies is clear, documented, and readily accessible in various media formats for on-campus and distance education students.</li> <li>➤ There is evidence that students are notified of policy changes with adequate notice.</li> </ul>   | <ul style="list-style-type: none"> <li>➤ Examples of the accessibility of student policies (websites, handbooks, etc.) and communication of changes in policies to on-campus and distance education students</li> <li>➤ Examples of adequate notice of policies changes to students.</li> </ul>  |
| <p>IV-D. Faculty and staff process the formal program complaints of students using policies and procedures that are clearly delineated.</p> | <ul style="list-style-type: none"> <li>➤ The program provides students with a process for addressing formal complaints in accordance with parent institution and program policies.</li> <li>➤ The institutional and program definition, policies, and procedures associated with filing a formal complaint are accessible to students.</li> <li>➤ Evidence exists that information regarding formal complaints is maintained by the program and addresses due process and actions taken to resolve the complaint.</li> <li>➤ The program makes available to on-site program</li> </ul>  | <ul style="list-style-type: none"> <li>➤ Records of formal complaints against the program from date covering the most recent accreditation period (or previous three years, if program not currently accredited) and resolution outcomes</li> <li>➤ Copy of student appeals process</li> </ul>   |

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|   | <p>evaluators records of student complaints accrued from date covering most recent accreditation period</p>   |   |
| <p>IV-E. Student records are maintained in a secure, confidential manner in accordance with the policies of the parent institution, nursing program, and regulatory guidelines.</p> | <ul style="list-style-type: none"> <li>➤ Established program policies and processes on document security and retention are in place in written form to ensure security and confidentiality of student records. Evidence exists that the processes are followed by all faculty and staff.</li> </ul> | <ul style="list-style-type: none"> <li>➤ Copies of policies and procedures regarding document security and retention</li> <li>➤ Copies of policies and procedures followed by faculty and staff to maintain confidentiality of student records and examples of compliance with policies and processes.</li> </ul> |