POLICIES AND PROCEDURES

A. PROGRAM DESCRIPTION
The Department of Family, Nutrition, and Exercise Sciences of Queens College of The City University of New York offers a Dietetic Internship through the graduate program. This program is based on both The Standards of Education of The Accreditation Council for Education in Nutrition and Dietetics (ACEND) and The Standards of Practice of The Academy of Nutrition and Dietetics. In addition, required core competencies for dietitians and a community concentration area required by The Standards of Education are met through this program.

Students will gain experience in the areas of basic and advanced community nutrition, medical nutrition therapy in a clinical setting, and food service management. Successful completion of a minimum of 1305 hours of prescribed experiences is required for the Queens College Dietetic Internship. The program is designed to be completed within ten months. An extension to a maximum of 15 months requires proof of extenuating circumstances and a written agreement to extend the Dietetic Internship Agreement.

Upon successful completion of the program, candidates will be eligible to sit for the Dietetic Registration Examination, administered by The Commission on Dietetic Registration (CDR).

B. ACCREDITATION STATUS
The Dietetic Internship is accredited by The Accreditation Council for Education in Nutrition and Dietetics (ACEND). The College is approved by The State of New York and is accredited by The Middle States Association of Colleges and Secondary Schools.

C. PROGRAM MISSION
The mission of the Queens College Dietetic Internship is to prepare interns as entry-level registered dietitian-nutritionists in a manner that promotes flexibility and innovation in the increasingly global society.

D. PROGRAM GOALS
Goal 1. The program will develop competent entry level dietitian-nutritionists utilizing the resources of Queens College, City University of New York.

   a. 80% of graduates taking the Registration Exam for Dietitians for the first time will pass.
   b. 90% of employed graduates’ survey responses, collected within 12 months of program completion, will indicate competency for entry-level practice.
   c. 90% of employers’ survey responses, collected within 12 months of program completion, will indicate graduates’ competency for entry-level practice.
Goal 2. The program will contribute to meeting the employment demand for registered dietitian nutritionists (RDNs) who are able to innovate and serve diverse populations in various settings.
   a. 80% of interns will complete the program within 15 months of beginning the internship.
   b. 70% of graduates who have sought employment will be hired as RDNs serving diverse populations in various settings, including community-based positions, within twelve months of program completion.
   c. 50% of program graduates will contribute to innovation at their site of employment within 12 months of completing the program.

E. ACADEMIC/PROGRAM CALENDAR AND SCHEDULE
Students are scheduled by each preceptor to work as if they were full-time employees (i.e. 40 hours per week, 8 hours per day), to insure a continuum of experience in each practice area. Specific hours are based on the work schedule of the preceptors. Depending on the type of experience, students may be scheduled as early as 6 AM and as late as 7 PM. On rare occasions, interns may be asked to stay later than 7 PM. Days and specific hours assigned are at the discretion of each preceptor. Individual student requests for specific hours or days may not be able to be accommodated. All experiences of a specific type (i.e., community, clinical, food service management, etc.) are scheduled as a separate block of time.

A weekly “log” sheet, which shows the number of hours and planned learning experiences fulfilled for the time period, will be completed on a weekly basis. Students will submit their logs to the Dietetic Internship Director, to allow monitoring of activities. Each sheet will be signed by the clinical instructor (preceptor) and the student, and is to be submitted to the Internship Director as signed hard-copy, with other required assignments at the end of each rotation. Projects are to be submitted in electronic form, incorporated into a rotation portfolio. The competencies met will be detailed in the log. About half-way through every rotation and at the end of the rotation, student and preceptor complete evaluations submitted to the Dietetic Internship Director, assessing the student’s competencies and professionalism relevant to the rotation. Evaluations and logs should ultimately coincide. If the signed log indicates a competency Not Applicable/Not Accomplished, it should not appear on an evaluation. Competency worksheets are to include the date the competency was met.

Log forms, evaluation forms, the program calendar and schedule will be posted on Blackboard, in the Dietetic Internship Seminar course (FNES 773 and FNES 774).

F. VACATIONS, HOLIDAYS, AND ABSENCE
The program will operate on the schedule of the various facilities. The student will not be eligible for vacation during a rotation. Students may be required to work holidays or weekends, at the discretion of the facility.

Students are required to make up all time missed for illness or other causes within the rotation during which hours were missed, to fulfill the minimum number of practice hours and to acquire required competencies of the rotation.

Specific requests for time off must be made at least two weeks prior to entering the next rotation.

Interns are expected to participate in all seminar classes, unless there are extenuating circumstances such as personal or family illness or other emergency situations. In such situations, the Director should be notified prior to the scheduled class, wherever possible.
G. PROGRAM COMPLETION REQUIREMENTS
To receive a verification statement attesting to the satisfactory completion of the internship the student must:

- Successfully meet all the program objectives.
- Successfully complete all core and emphasis competencies, including all required projects.
- Receive satisfactory evaluations from preceptors, faculty and the Dietetic Internship Director.
- Successfully complete seminar assignments.
  - Course grades are based on quality of assignments, participation in seminar, and class discussion, compliance with Program Policy and Procedures (as defined in the Handbook) and satisfactory evaluations from preceptors and faculty. The grading formula is contained in the syllabi of the respective classes, FNES 773 and FNES 774.
- Successfully complete all co-requisite graduate courses.
  - A minimum of six graduate credits, excluding the internship credits, must be successfully completed in order to be verified, unless the student has completed their Master's degree in Nutrition and Exercise, Nutrition Speciality.
  - FNES 767, (Advanced Diet Therapy) must be completed before the start of the Medical Nutrition Therapy rotation.
- Successfully complete ALL requirements within 10 months of entry into the program. Availability of rotation sites may extend this time frame to a maximum of 12 months from entry into the program. If there are extenuating circumstances, the intern must obtain an extension of the Dietetic Internship Student Contract and may be asked to take an official leave of absence. If this is not communicated to the Program Director by the time the leave is up, it will be considered that the intern has left the program and will not be allowed to return.

H. WITHDRAWAL AND REFUND OF TUITION FEES

- In order to receive a 100% refund of tuition, a student must drop course(s) on line through CUNY First before the official opening day of classes.
- Fall and spring refunds are made according to the following schedule:
  - Withdrawal from course at least one day before official scheduled opening of semester 100%
  - Withdrawal from course within one week after scheduled opening of semester 75%
  - Withdrawal during second week after official opening of semester 50%
  - Withdrawal during third week after official opening of semester 25%
  - Withdrawal after completion of third week after official opening of semester none
- The last day to add a course is one week after classes begin.

Application for tuition refunds for extenuating circumstances should be made in writing to the Registration Review Committee c/o the Registrar's Office (Jefferson Hall, Room 100.) Except as
otherwise noted, no other fees are refundable. For further information, see the Graduate Bulletin on-line at www.qc.cuny.edu.

I. FORMAL EVALUATION OF STUDENTS AND PERFORMANCE REPORTS

Formal evaluations, on the Queens College Rotation Evaluation Forms, are completed by the lead preceptor at each site. In facilities where the student works with more than one preceptor, each preceptor evaluates the student, and the lead preceptor combines all evaluations into one, unless previous arrangements are made, and are sent to the Internship Director and Coordinator.

⇒ If the preceptor has not shared the evaluation with the intern before the intern leaves the facility, interns will have the opportunity to see the evaluation and to sign that they have seen it, when the Director receives it. An intern will not be placed into the next site until all logs and evaluations are signed by the preceptor.

⇒ If there is a problem with the student’s progress/performance and/or compliance with program Policies and Procedures, as defined in the Handbook, the site preceptor should meet with the student and notify the Internship Director immediately.

⇒ The Internship Director will meet with students individually at any time during the program when either the student or preceptor finds a need to do so. After such a meeting, at the discretion of the Internship Director, a Conference Form will be filled out by the Director and placed in the student’s record, after the student sees the completed form and signs it.

⇒ An Observation Form will be completed by the Internship Director, if a site visit is made. This will be placed in the student record, after the student signs it.

J. DISCIPLINARY/TERRMINATION PROCEDURES

Students are required to meet all obligations as set forth in Policies and Procedures, as defined in the Handbook. Minimum competencies are set by ACEND. Students are also required to use the property of the institution with care and economy and act ethically. Students found to be guilty of any form of academic dishonesty will be subject to discipline, including suspension or dismissal from the Dietetic Internship Program.

If the site preceptor and/or the Dietetic Internship Director find a problem exists with student progress/performance and/or compliance with Policies and Procedures, and the student/faculty conference(s) (as discussed in I., Formal Evaluation) do not yield a satisfactory agreement, the student will be required to meet with a committee of The Queens College Department of Family, Nutrition, and Exercise Sciences faculty to discuss the problem. If the committee determines, after meeting with the student, that the problem can be resolved by a change of facility, increase in length of rotation, or other measures, appropriate action will be taken by the Internship Director, and documented in the student record. If any of these problems resurface, the student will be dismissed. If the committee determines, after the initial meeting, that the student can no longer meet the program obligations, the student will be dismissed from the program. The student has the opportunity to grieve any decision of the committee by using the procedure defined in K. Grievance Procedures, Section 3.

K. GRIEVANCE PROCEDURES

Should a student have a grievance at a site, the following procedure shall be followed:
1. The student may take the matter to the lead site preceptor on an informal basis, in order to settle the matter promptly. Under such circumstances the student should inform the Internship Director about the concern and its resolution.

2. If the grievance is not satisfactorily settled in Step 1, the student should meet with both the Internship Director and the lead site preceptor.

3. If the grievance is not satisfactorily settled in steps 1 and 2, a written grievance should be filed with the Internship Director. The written grievance should set forth the facts giving rise to the grievance, including the date and persons involved, and designate the cause. A meeting with the student, the Chair of the Department of Family, Nutrition, and Exercise Sciences, the Dietetic Internship Director, and any other person who has knowledge of the issue, shall follow. The decision of the Chair of the Department shall be binding.

Should a student believe he/she has received an inappropriate grade, the following procedure shall be used for resolution:

1. The student shall first consult with the instructor.

2. If no satisfactory resolution can be reached with the instructor, the student shall consult with the Department Chair. The Chair may convene a faculty committee to review the appeal.

3. If there is still no satisfactory resolution, the student shall appeal to the Office of Graduate Studies for a further review. The appeal must be in writing, and must detail the reasons why the grade is felt to be inappropriate.

4. Appeals from the decision of the Office of Graduate Studies may be directed in writing to the Graduate Scholastic Standards Committee.

5. At the departmental level, a grade appeal is based on the academic quality of the student’s work and any other requirement established in the syllabus. The only basis for an appeal to the Office of Graduate Studies and the Graduate Scholastic Standards Committee is that the student feels that he/she has been treated in an arbitrary and capricious manner by the instructor. To make such an appeal, the student must be prepared to demonstrate that the grade was assigned punitively, unfairly, or on a basis other than impartial academic evaluation.

L. COST

Full Details can be found for QC Tuition and related costs at:

http://www.qc.cuny.edu/admissions/bursar/Pages/QCTuitionCosts.aspx

- Graduate tuition at Queens College is presently $425/credit for New York State Residents and $780/credit for out of state residents.

  ⇒ The Internship tuition is six credits in the fall semester (FNES 773) and six credits in the spring semester (FNES 774) plus the regular graduate courses taken in the fall and spring semesters, for a total of 9 credits each semester. The total number of credits for the entire internship is therefore 18, as reflected above.

  ⇒ Example calculation, for residents: $425/credit for 9 credits per semester ($3825) x 2 semesters, fall and spring: $7650 tuition for the DI year.
• The consolidated fee, paid at the time of registration, which includes activity fees, consolidated service fees and technology fees: $260.85

• All students must be allowed to work in the U.S. and provide proof thereof, typically in form of the Social Security Card. A visa that includes permission to work would be acceptable.

• All students are required to have a complete medical examination within three months before the start of the internship at their own expense, and present documentation to the Dietetic Internship Director from the physician certifying that the student is medically fit to take part in all parts the program. Certification requires physician stamp (name and contact information) and signature.

⇒ In addition, students must present proof of the following titer immunizations:

◊ Mantoux test (or whatever is currently being used by the health department to test for TB)

◊ A tetanus inoculation

◊ MMR/titors

◊ Hepatitis B series

◊ Varicella/titors

◊ Annual influenza vaccination (required by some sites)

◊ Vaccination or signed waiver for meningitis

• All students must carry their own medical insurance and proof of current coverage must be provided to the Internship Director before the student goes to the first facility.

• Transportation to and from each placement is the responsibility of each student.

⇒ Cost varies depending on the distance from home to the assigned facility. Parking fees are assessed at certain facilities and must be paid by the student.

⇒ New York State law requires that each automobile registered in the state be insured. Automobile insurance is the responsibility of the owner of the vehicle.

⇒ At some sites, the student may be required to attend local meetings or seminars, where the cost is borne by the student.

⇒ In some community settings, especially those in New York City, it may be easier to take public transportation for which cost is borne by the student.

• Students must provide a lab coat and/or uniform in some assigned facilities and instant thermometer. Comfortable, closed, slip-resistant shoes with support are needed.

• Students are expected to have smart phones and Internet devices (such as a computer/pad/notebook) and printer/scanner. If students use the computers at any lab on campus, they are required to save their material on CDs and/or flash drives. All printers connected to computers for student use require a pay card for printing.

• Students are expected to check their email at the address on file with the Dietetic Internship Director and their current preceptor on all weekdays (Monday to Friday).
• Students are expected to participate in conferences, webinars, obtain certifications and certification programs in addition to the DI. These expenses can run from $600-1200 for the year.

• Information concerning financial aid is available from the Financial Aid Office located in Jefferson Hall, Room 202. The telephone number is 718-997-5100. Graduate students who meet the requirements may be eligible for student loans.

⇒ Financial aid counselors are available Monday through Thursday 9:30 AM until 4 PM, Friday from 9:20 AM until 2PM throughout the year and Tuesday and Wednesday evenings from 5-7 PM when regular Fall/Spring classes are in session.

M. INSURANCE
Student Professional Liability Insurance
Students in the CUNY clinical programs including the Dietetic Internship Program are covered by professional liability insurance at sites with active affiliation agreements. Certificates are not needed to effectuate the coverage.

General Liability Insurance
CUNY is covered by general liability insurance that protects the university against third party claims invoking alleged malpractice of a student. The general liability insurance is only valid if it is part of a legal agreement between CUNY and an affiliate.

The College is not responsible for any liability incurred by the student in traveling to and from assigned areas or meetings.

* Separate insurance for automobiles and travel should be obtained by the student or vehicle owner, (for automobile travel) at the student or owner’s expense.

Medical and accident insurance are the responsibility of each student. (See L. Cost)

* Neither the individual facility/organization where students obtain the pre-professional experience nor The College is responsible for illness or injury incurred in those settings.

* If an emergency occurs at a practice facility, the facility will help the student obtain emergency care, with expenses incurred by the student.

All insurance must be obtained to cover the duration of the student’s participation in the Dietetic Internship.

N. STATEMENT OF EQUAL OPPORTUNITY
“It is the policy of Queens College of the City University of New York and this program to recruit, employ, retain, and promote employees and to admit and provide services for students without regard to race, color, creed, national origin, ethnicity, ancestry, religion, age, sex, sexual orientation, gender identity, marital status, legally registered domestic partnership status, disability, predisposing genetic characteristics, alienage, citizenship, military or veteran status, or status as a victim of domestic violence.” Students who believe they have been discriminated against in violation of this policy should bring their complaints to the Chief Students Affairs Officer for investigation by the officer or his or her designee in accordance with this policy. Retaliation against any member of the University community who has made a complaint of discrimination is prohibited. For further information, please contact the Queens College Office of Compliance and Diversity http://www.qc.cuny.edu/about/administration/affirmativeaction/Pages/default.aspx
Students with disabilities needing academic accommodation should contact the Special Services Office, Frese Hall room 111A, 718 997-5870.

O. PROTECTION OF PRIVACY
The student’s right to privacy shall be protected in accordance with the provisions of the Federal Education Rights and Privacy Act of 1974. “Students have the right to be advised of which student records and information are maintained by the College, who maintains them, who has access to them, for which purposes, policies for reviewing and expunging them, procedures for granting students access, and for challenging the records, cost charged for copies, and other rights and requirements under the Act. All of this information is available from the Registrar’s Office, Jefferson Hall, first floor, during the hours the office is open.” For further information, please go to http://www.qc.cuny.edu/Academics/Documents/Grad_Bulletin_06_09.pdf, page 26 or call the Registrar’s office at 718.997.4400.

P. ACCESS TO PERSONAL FILES
Students’ personal records will be kept in a locked file cabinet in the office of The Dietetic Internship Director. These records are available to the Internship faculty. Students who wish to review their personal files may do so in the presence of the Internship Director, by appointment. Student files are retained for five years from the date of entry into the Dietetic Internship, except for Verification information, which is retained indefinitely.

Q. CREDIT FOR PRIOR EXPERIENCE
The Queens College Dietetic Internship does not give credit toward prior experience.

R. DRESS CODE
Queens College does not have a specific dress code. For internship work, however, professional business casual attire is expected in each assigned facility, or dress in required uniform as may be required. Professional attire is required for presentations and at all professional venues, including those held on campus.

S. DRUG/FINGERPRINTING
If you are assigned to certain facilities, you may have to be drug tested and/or fingerprinted. At some of those facilities, you will have to pay for it. At others, the facility will pay for it. Each facility has different rules on background checks. You will need to contact the facility to which you are assigned for specific requirements.

T. CONTACT INFORMATION
Interns must advise the Director of any change of address, telephone number, including cell number and e-mail address as soon as any one of them changes. Additionally, all interns must have a working e-mail address and check it on all weekdays (Monday through Friday), along with Blackboard. E-mail is available through the college for all students and should be checked often because the college will not be sending bills or other messages by any means other than for e-mail. All students should have a college ID card (available through Security). With the ID card, the intern may apply for computer accounts through the college (OCT in “I” Building or on-line at http://www.qc.cuny.edu/computing/Pages/default.aspx ) to access grades, registration
information, course requirements, library resources and have the ability to use the computer system throughout the Queens College campus.