



**UNIVERSITY OF MASSACHUSETTS WORCESTER  
GRADUATE SCHOOL OF NURSING**

**STUDENT HANDBOOK**

**2015-2016**

**Reviewed and approved by the GSN Faculty Assembly June 11, 2015**

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**UNIVERSITY OF MASSACHUSETTS WORCESTER  
GRADUATE SCHOOL OF NURSING  
STUDENT HANDBOOK**

**A COMMITMENT TO NON-DISCRIMINATION AND AFFIRMATIVE ACTION**

The University of Massachusetts Medical School (UMMS) is firmly committed to an environment free of all forms of discrimination, harassment, intimidation and acts of intolerance. The University seeks to provide equal opportunity and access to all students, employees, applicants and individuals who are authorized to conduct business with and/or on behalf of the institution regardless of race, color, religion, creed, gender, age, national origin, sexual orientation, disability, and veteran status.

The Diversity & Inclusion Office (D & I O) is responsible for the oversight of the University's Affirmative Action and Diversity and Equal Opportunity policies, and for monitoring practices, procedures and programs designed to reach this goal. In addition, the Diversity & Inclusion Office works with all departments and services of the University to reasonably accommodate persons with disabilities.

Chapter 151C, Section 2B of the Massachusetts General Laws state that any student in an educational or vocational training institution, other than a religious or denominational educational or vocational training institution, who is unable, because of his/her religious beliefs, to attend classes, to participate in any examination, study or work requirement on a particular day shall be excused and shall be provided with an opportunity to make up such examination, study or work requirement which he/she may have missed because of such absence. However, this accommodation shall not create an unreasonable burden upon the said department or school. No fees of any kind shall be charged by the institution for making available to the said student such opportunity. No adverse, prejudicial or retaliatory effects shall result to any student or employee because of his/her availing the provisions of this section.

Disabled or impaired persons who need assistance to access this information should contact Diversity and Equal Opportunity at 508-856-2179; TDD: 508-856-6395.

## KEY CONTACT INFORMATION

### Who do I contact when I.....

#### Have a question about my safety (harassment, stalking...)?

- Emergency:

University Campus	dial 911
Memorial Campus	dial 1234
- Non-emergency/Lockout/Escort Service:

University:	508 856-3296
Memorial:	508 334-8568
- Director, Equal Opportunity  
Jesse Edwards 508-856-5555
- Title IX Coordinator  
Greer Jordan 508-856-3970

#### Need to change the date of a required activity, clinical or exam?

- The course instructor or coordinator

#### Have a question about my grades/think I need academic help?

- The course instructor or coordinator
- Faculty advisor
- Program Director

GEP:	Dr. Eileen Terrill	508 856-3952
NP Programs	Dr. Jill Terrien	508 856-6622
Nurse Educator Program	Dr. Maureen Wassef	508 856-3016
DNP:	Dr. Jean Boucher	508-856-5755
MS in Nursing Population Health:	Dr. Janet Hale	508-856-5769
PhD:	Dr. Carol Bova	508 856-1848
• Associate Dean for Advanced Practice:	Dr. Karen Dick	508-856-5345
• Associate Dean for Academic Affairs:	Dr. James Fain	508 856-3686
• Center for Academic Achievement	Dr. Scott Wellman	508-856-1143
• Vice Provost, School Services	Dr. Deborah Harmon-Hines	508 856-2444

#### Have a question about medical insurance, health clearance?

- Student Health Services 508 334-8464

#### Have a question about myself or a peer with regard to stress, mental health or substance abuse?

- Faculty advisor
- Student Counseling Service 508 856-3220
- UMMS Emergency Mental Health 508 334-3562

**Have a question about a professor or a course?**

- The course instructor or coordinator
- Faculty advisor
- Program Directors (see above)
- Associate Dean for Academic Affairs: Dr. James Fain 508 856-3686

**Have a question about scholarships**

- Director of Student Affairs - Susan Young 508 856-5756

**Have a question about diversity**

- Director Equal Opportunity – Jesse Edwards 508-856-5555

**Have a question about tuition, fees or a bill?**

- Director of Student Affairs - Susan Young 508 856-5756
- Bursar's Office – Yi Chen 508 856-6641

**Have a question about financial aid?**

- Director of Financial Aid, Shawn Morrissey 508 856-2265

**Have a question but can't quite put your finger on what it's about?**

- Faculty advisor
- Program Directors
- Your class representative to the Graduate School of Nursing Organization (GSNO)
- Director of Student Affairs - Susan Young 508 856-5756
- Associate Dean for Academic Affairs: Dr. James Fain 508 856-3686

## **FOREWORD**

The purpose of this handbook is to provide academic and nonacademic information about study at the University of Massachusetts Worcester, Graduate School of Nursing (GSN).

The contents of this handbook do not, in whole or part, constitute a contractual obligation on the part of the University of Massachusetts, its employees or agents, nor does any part of this Handbook constitute an offer to make a contract. While every effort has been made to ensure the accuracy of the information in this Handbook, the University reserves the right to make changes at any time with respect to course offerings, promotion, graduation requirements, services provided, fees or any other subject addressed in this Handbook. The information in this Handbook is provided solely for the convenience of the reader, and the University expressly disclaims any liability, which may be otherwise incurred.

This book is intended to be used in conjunction with the GSN catalog. This document goes into effect August 1<sup>st</sup>, 2015 and is, in its entirety, reviewed and approved by the Academic Standards and Admissions Committee and the Faculty Assembly annually. \*\*\***Information in this handbook is subject to change. All revisions approved after June 11, 2015 will be noted with RED font.\*** The most up to date version is posted on the GSN website <http://www.umassmed.edu/gsn/>

All students are responsible for complying with the rules, regulations, policies, and procedures contained in this publication as well as those in other official University publications and announcements which may be issued or revised from time to time. *All matriculated students sign an "Acknowledgement Form" indicating that they are aware of how to access the handbook, the purpose of the handbook, and the expectation that they will adhere to the policies, procedures and regulations noted in the handbook.*

## **GRADUATE SCHOOL OF NURSING ADMINISTRATION**

**Dean:** Professor Paulette Seymour-Route, PhD, RN

**Associate Deans:**

Associate Dean for Academic Affairs: Professor James Fain, PhD, RN, BC-ADM, FAAN

Associate Dean for Interprofessional & Community Partnerships: Janet Hale, PhD, RN

Associate Dean for Advanced Practice: Associate Professor Karen Dick, PhD, GNP-BC

**Directors:**

Director of Graduate Entry Pathway Program: Assistant Professor Eileen Terrill, PhD, RN

Director of DNP Program: Assistant Professor Jean Boucher, PhD, ANP-BC

Director of Nurse Practitioner Programs: Assistant Professor Jill Terrien, PhD, ANP-BC

Director of Nurse Educator Program: Assistant Professor Maureen Wassef, PhD, RN

Director of the PhD Program: Professor Carol Bova, PhD, ANP-BC

Director of Student Affairs: Susan Young, BS

## MESSAGE FROM THE DEAN

Welcome to the University of Massachusetts Worcester Graduate School of Nursing (GSN). The faculty and I are pleased to provide you with the 2015-2016 edition of the UMASS Worcester GSN Student Handbook. This handbook serves as a guide to the resources that support your successful progression as a graduate student in our school. Among the areas you will find helpful are the academic review and advancement policies, academic and institutional resources and services, student rights, responsibilities and governance. These are the all-important aspects of your day-to-day living while a graduate health professions student on our academic health science campus.

Your venture into the Master's, Post-master's or Doctoral programs requires that you assume an active role in your education. This Handbook offers you important and practical tips that can contribute to your success in the graduate program. Included in the Handbook are the mission, philosophy and core values and program goals that serve as the guide for all we do at the GSN. I encourage you to read this Handbook and take full advantage of the unique resources afforded the GSN as one of the few nursing schools in New England within an academic health center. By sharing location and services with the University's School of Medicine and Graduate School of Biomedical Sciences, we are afforded exceptional interprofessional resources and services that support the GSN.

Become familiar with this edition of the Student Handbook. As you meet with your faculty advisor, clarify information in this Handbook relevant to your progression through the program. In our role to serve you as a student and future alumni of our school, the faculty, staff and I are available to answer your questions pertaining to your progression and advancement. You are now a member of the GSN community, with its proud tradition of leadership in education, service and research. The faculty and I are committed to your development as the next generation of nurse leaders, scientists, educators and advanced practice nurses.

Yours truly,

A handwritten signature in cursive ink that reads "Paulette Seymour-Route".

Paulette Seymour-Route, PhD, RN  
Dean and Professor

## **THE GRADUATE SCHOOL OF NURSING MISSION, PHILOSOPHY, CORE VALUES & GOALS**

### **Mission**

The mission of the Graduate School of Nursing is to prepare practice-focused and research-focused nurses and leaders to improve the quality of life and health outcomes for the Commonwealth and beyond. Through partnerships with multi-cultural communities and clinical organizations, research, practice, service and education are integrated to advance nursing knowledge, science and competencies to provide exemplary health care for all.

### **Philosophy of Nursing**

Nursing is a science grounded in shared values and ethical principles encompassing healing and the art of caring. Professional nursing is the use of core and generalist knowledge and competencies across the health/illness continuum in the care and actualization of individuals, families, and communities of diverse ethnic, religious and socioeconomic backgrounds in a variety of settings. Nursing recognizes that the concept of the health/illness continuum has evolved to appreciate that health is dynamic, encompassing the biophysical, psychosocial, behavioral and spiritual aspects of the human experience, and that the health of individuals, families and communities is inseparable from the social, economic, political and physical environment in which people grow and develop. Graduate education prepares advanced practice nurses, educators and scientists to provide and manage care, collaborate with colleagues in other professions, contribute to the growth of the discipline through leadership, scholarly inquiry, teaching and lifelong learning, and serve society by shaping the complex environment in which care is provided.

### **Philosophy of Nursing Education**

The Graduate School of Nursing shares the values of the professional schools of the University of Massachusetts Worcester campus and of the American Association of the Colleges of Nursing, of which it is a member. The Graduate School of Nursing endorses the Social Policy Statement, Code of Ethics and the Scope and Standards of Advanced Practice Nursing of the American Nurses Association.

Graduate nursing education builds on the liberal arts and sciences and major concentrations of undergraduate education. The GSN supports graduate students as they prepare for and transition into roles as advanced practice nurses, leaders, and scientists by providing them with programs of study that are organized for adult learners, and that meet national and state standards. The foundation for the core and specialized knowledge and competencies incorporated into the GSN programs of study are the *Essentials of Baccalaureate Nursing Education*, the *Essentials of Master's Education for Advanced Practice Nursing*, and the *Essentials of Doctoral Education for Advanced Nursing Practice and the Research-focused Doctoral Program in Nursing*, all from the American Association of the Colleges of Nursing; the standards of the National Organization of Nurse Practitioner Faculties; national certification; and the requirements of the Massachusetts Board of Registration in Nursing.

Students are expected to actively engage with nursing faculty to shape the learning environment

of the GSN. Our aim is to provide high quality affordable education of advanced practice nurses, leaders and scientists in an environment that fosters personal and professional development within the nursing community.

### **The Goals of the Graduate School of Nursing are to:**

1. Prepare advance practice nurses, leaders, educators and scientists to shape nursing and health care delivery through the integration of education research, practice and public service.
2. Create a dynamic research environment to conduct multi-method research where findings are translated into practice.
3. Integrate faculty and student practice to meet mutually prioritized health needs through innovative education, practice, public service and research.

### **University of Massachusetts Worcester Medical School Core Values and Vision:**

- Improving health and enhancing access to care for people within our community, the commonwealth, and the world;
- Excellence in achieving the highest quality standards in patient care and satisfaction, education and research;
- Common good as an institutional focus, exercised both internally and externally
- Collegiality as we work through a shared vision for the common good;
- Integrity in decision-making and actions held to the highest ethical standards
- Diversity promoted within our institution to foster an atmosphere of compassion, courtesy, and mutual respect, stimulating inventiveness and broadening our talents and perspectives;
- Academic opportunity and scholarship through high-quality, affordable educational programs for the training of physicians, nurses, advanced practitioners, researchers, and educators; and
- Scientific advancement made possible by embracing creative thinking and innovation to yield an understanding of the causes, prevention; and treatment of human disease for the pursuit of knowledge and the benefit of people everywhere.

## Core Values: Graduate School of Nursing

Value	Statement
Academic Opportunity	Provide high quality, affordable education programs for professional and advance practice nurses, educators, scientists, and leaders in an environment that fosters personal & professional development within the nursing community.
Collaboration	Foster effective interprofessional partnerships with multi-cultural communities, families and individuals, and clinical and educational organizations.
Human Dignity, Respect, Altruism	Respect the dignity and diversity of all individuals while engaging in practice, research, and education for the benefit of others.
Integrity, Self-regulation, & Autonomy	Embrace the ANA Code of Ethics for nurses in practice, research, and education to preserve the autonomy and integrity of the nursing profession and those we serve.
Quality	Promote excellence in achieving the highest quality standards in patient care and satisfaction, education and research.
Scientific Advancement	Create, translate, integrate, and apply the science of nursing through evidence-based practice to improve the quality of life and health outcomes for individuals and families.
Service	Foster initiatives to promote health and social justice to provide care and advocacy for vulnerable populations.

## ACADEMIC PROGRAMS

### **PRE-LICENSURE – GRADUATE ENTRY PATHWAY (GEP)**

**Director:** Eileen Terrill, PhD, RN  
**Location:** Graduate School of Nursing, Room S1-853  
**Telephone:** 508.856.3952  
**E-mail:** [Eileen.terrill@umassmed.edu](mailto:Eileen.terrill@umassmed.edu)

The Graduate Entry Pathway (GEP) is designed as an alternate pathway into Advanced Practice Nursing for applicants who have a bachelor's degree in a field other than nursing, who are not registered nurses, and who seek a graduate degree in nursing as a professional registered nurse, nurse practitioner or nurse researcher. The GEP responds to the growing need for well-educated professional nurses and faculty, particularly in specialty areas. The GEP is a full-time program that prepares professional nurses for generalist entry– level practice and initial licensure by examination in Massachusetts as a registered nurse (RN). The GEP program establishes the foundation for competent professional practice as a registered nurse with a requirement of 1000 registered nurse (RN) practice hours by graduation.

#### **Requirements for GEP Certificate of Completion**

As per state law CMR 244-6.03, a Certificate of Completion can be granted to students who have met the academic and clinical qualifications to sit for NCLEX-RN as part of their graduate program of study.

- Successful completion of the pre-licensure courses
- Enrollment in required 600 or 700 level courses

#### **ATI NCLEX Predictor Test**

Students will take the Assessment Technologies Institute (ATI) RN Comprehensive Predictor exam at the end of the summer semester. The expected benchmark is a 'predictor score' (certainty of passing the NCLEX exam) of 95%. Students are strongly encouraged to prepare for the exam with the use of texts, online testing, and other sources.

**Students who do not achieve the benchmark will develop a remediation plan with their advisor or a designated member of the faculty.**

## **MASTERS PROGRAMS**

The Master's and the Post-Master's Certificate Programs prepare registered nurses as Nurse Educators, Nurses with Population Health experience and Nurse Practitioners (Family Nurse Practitioners, Adult Gerontology Primary Care Nurse Practitioner and Adult Gerontology Acute Care Nurse Practitioner Tracks.)

### **Master of Science Degree in Nursing, Nurse Educator Track**

**Director:** Maureen Wassef, PhD, RN

**Location:** Graduate School of Nursing, Room S1-853

**Telephone:** 508.856.3016

**E-mail:** [Maureen.Wassef@umassmed.edu](mailto:Maureen.Wassef@umassmed.edu)

### **Master of Science Degree in Nursing, Population Health Concentration**

**Director:** Janet Hale PhD, RN

**Location:** Graduate School of Nursing, Room S1-853

**Telephone:** 508.856.3016

**E-mail:** [Janet.Hale@umassmed.edu](mailto:Janet.Hale@umassmed.edu)

### **Master of Science Degree in Nursing, Nurse Practitioner Tracks**

#### **Includes: Traditional Masters, Pre-Graduate Option, and Post Master's Certificates**

**Director:** Jill Terrien, PhD, ANP-BC

**Location:** Graduate School of Nursing, Room S1-853

**Telephone:** 508.856.6622

**E-mail:** [Jill.Terrien@umassmed.edu](mailto:Jill.Terrien@umassmed.edu)

#### **Requirements for graduation**

- \*\*\*GEP students are required to complete 1000 RN hours prior to graduation.\*\*\*
- Successful completion of all required coursework.
- Successful completion of required clinical hours.
- Demonstration of the ability to perform the skills in the GSN Technical Standards with or without reasonable accommodations consistent with the Americans with Disabilities Act.
- Completion of Certification for Graduation with the GSN Office of Student Affairs and any additional administrative requirements such as payment of all fines including library and parking, returning all books, payment of any outstanding bills, course evaluations, etc.
- Completion of all degree requirements within the statute of limitations for the respective program.

#### **Certification**

It is an expectation that graduates of the nurse practitioner programs will seek national certification. Certification provides tangible recognition of professional achievement in a defined functional or clinical area of nursing. Certification is required to practice as a Nurse Practitioner in Massachusetts and many other states.

## **DOCTOR OF NURSING PRACTICE (DNP) PROGRAM**

**Director:** Jean Boucher, PhD, ANP-BC  
**Location:** Graduate School of Nursing, Room S1-853  
**Telephone:** 508.856.5755  
**E-mail:** [Jean.Boucher@umassmed.edu](mailto:Jean.Boucher@umassmed.edu)

The DNP program is designed to prepare graduates in advanced practice nursing specialties for careers in clinical practice with diverse populations, organizational and systems leadership in health care systems, and clinical nursing education in professional nursing programs. The core and track course work meets the standards and guidelines established by the American Association of Colleges of Nursing (AACN), *The Essentials of Doctoral Education for Advanced Nursing Practice, National Organization of Nurse Practitioner Faculties and Practice Doctorate Nurse Practitioner Entry-Level Competencies*. There is a strong focus on interdisciplinary partnerships with the School of Medicine, School of Biomedical Sciences, Commonwealth Medicine, UMass Memorial Health Care and the greater Central Massachusetts community.

### **DNP Capstone Project**

DNP students are required to lead and complete a capstone project that translates evidence into clinical practice. The capstone project includes 3 courses for the development, implementation, and evaluation of the project. The student conducts the capstone project under the mentorship of a faculty advisor. Each student is required to do a formal presentation of their DNP Capstone Project.

### **DNP Residency**

The focus of the DNP residency is the development and refinement of leadership skills. These experiences enhance each student's ability to apply theories, standards of practice and evidence-based research findings to the care of increasingly complex patients to improve practice and health care delivery. Each student works with a faculty advisor to select a residency site and mentor to facilitate leadership skill development.

### **Professional DNP Portfolio**

The focus of the professional DNP portfolio is to demonstrate the attainment of the DNP Essentials established by the American Association of Colleges of Nursing and/or the competencies established by the National Organization of Nurse Practitioner Faculties or the American Organization of Nurse Executives through formative and summative documentation. In addition, each Nurse Practitioner student must successfully achieve the NONPF competencies prior to completing the DNP program.

### **Requirements for graduation**

- \*\*\*GEP students are required to complete 1000 RN hours prior to graduation\*\*\*
- Successful completion of all required coursework.
- Successful completion of required clinical hours.
- Successful completion of doctoral capstone project and residency.
- Successful completion of professional portfolio.

- Demonstration of the ability to perform the skills in the GSN Technical Standards with or without reasonable accommodations consistent with the Americans with Disabilities Act
- Completion of Certification for Graduation with the GSN Office of Student Affairs and any additional administrative requirements such as payment of all fines including library and parking, returning all books, payment of any outstanding bills, course evaluations, etc.
- Completion of all degree requirements within five years for students entering the program with a Master's degree, seven years for students entering with a Baccalaureate degree and eight years for students entering through the Graduate Entry Pathway Program.

### **PhD in NURSING Program**

**Director:** Carol Bova, PhD, RN, ANP

**Location:** Graduate School of Nursing, Room S1-853

**Telephone:** 508.856.1848

**Email:** [Carol.Bova@umassmed.edu](mailto:Carol.Bova@umassmed.edu)

The focus of the University of Massachusetts Worcester Graduate School of Nursing PhD program is on the development and transformation of scholars who will lead the discipline of nursing. We recognize that students come to us with their own experiences, questions, knowledge and skills. Our goal is to help students to expand their horizons through seeking new phenomena, raising further questions for scientific inquiry, applying qualitative and quantitative research methods and fulfilling their professional responsibility to nursing and society. Our program is influenced by the cognitive philosophy of Bernard Lonergan, a Canadian philosopher (<http://www.iep.utm.edu/lonergan/>). We focus on the scholar as a human person with her/his own emerging questions who undertakes doctoral inquiry as a means to answer those questions. We engage the emerging scholar in a transformative process of wonder and discovery, self-reflection, critical thinking and genuine dialogue with other students and faculty. We emphasize the need for scholarship that addresses the broader conditions that influence human health. Graduates will be attentive, intelligent, reasonable and responsible when developing knowledge and making ethical decisions. We envision that our graduates will make scholarly contributions to the cumulative progression of scientific knowledge through their ongoing research.

### **Core Values**

Our scholarly endeavors and relations with others are built upon the values of the University of Massachusetts Medical School and the Graduate School of Nursing. The Nursing PhD Program highly values and places additional emphasis upon:

- Scientific integrity
- Transparency
- Generosity
- Cultural humility
- Self-reflective inquiry
- Commitment to working toward the human good in society

### **Program Outcomes**

The Nursing PhD Program prepares students for careers in teaching and research with the ability to conduct research within a multidisciplinary milieu. At the completion of the PhD program, graduates will:

1. Apply philosophical and theoretical principles to scholarly inquiry
2. Critique and synthesize knowledge to advance nursing science and human health
3. Design, conduct and disseminate independent and collaborative research
4. Demonstrate the core program values in all scholarly endeavors
5. Assume leadership roles in research, education, policy, administration and/or professional practice.

The core and related course work meets the standards established by the American Association of Colleges of Nursing (AACN) outlined in the *Research-Focused Doctoral Programs in Nursing: Pathways to Excellence* (2010). Graduates will be novice researchers with a strong foundation in nursing inquiry prepared to assume investigator, academic, and leadership roles and contribute to the ongoing development of nursing science, the preparation of future nurses, the improvement of human health, and the continual evolution of professional nursing practice.

### **Grantsmanship, Socialization and Support**

Throughout the program students are given the opportunity to integrate with a community of scholars and are expected to participate in scheduled doctoral colloquia, doctoral round tables, dissertation seminars, select conferences, UMASS 5-campus PhD Forum , research conferences, and to engage with students and scholars throughout the UMASS Worcester campus and research community. The UMASS Center for Clinical and Translational Science (<http://www.umassmed.edu/CCTS/landing/abouttheumcts.aspx>) has many services and additional opportunities to facilitate scholarly efforts. Students are encouraged to explore dissertation funding opportunities, including applying for a National Research Service Award (NRSA). NRSA applicants must be committed to working full-time on dissertation and scholarly activities and should consult their faculty research advisor early in the process. All grant applications prepared, while a student at the GSN, must be reviewed and approved by the faculty research advisor. Students applying for funding will have their grant application pre-reviewed at a faculty “mock” review session arranged through the Research Advisory Committee.

### **Course Progression and Incomplete Courses**

Students are required to take a minimum of two doctoral courses per semester during their first two years of study. At the end of a semester, an Incomplete “I” may be listed on the student’s transcript at the discretion of the faculty of record when, in their determination, assigned coursework has not been completed. The faculty of record will notify the student in writing stating (1) the reason(s) for the “I” (the work not yet completed); and (2) the date by which the involved course work must be fully completed, which time shall not exceed one (1) year from date of enrollment in the involved course. A copy of the notice, acknowledged by the student via email or signature, will be placed in the student’s official file. All work submitted by the required date will be graded as submitted. If the student fails to fully complete the work within the stated deadline, a grade of “F” will be submitted to the Registrar.

Exceptions to this policy will be made only for situations that involve severe personal medical or hardship reasons which require documentation from the student and approval from the Program Director (in their sole and exclusive discretion).

If a student has an “Incomplete” in a course that is listed as a pre-requisite for another course, the student may not take that course until the “Incomplete” has been changed to a passing grade.

**PhD students may not progress in the program until all incomplete grades are removed from their transcript.** Students receiving a grade of Incomplete will be required to pay a fee for each semester, until the incomplete is removed from their transcript.

### **Comprehensive Exam**

All students must take and pass the comprehensive examination after successful completion of all coursework and prior to the dissertation proposal. Comprehensive examinations are offered three times a year in August, October and January. Students are given 7 days to complete the examination. At least three graduate faculty members evaluate the comprehensive exam.

Students may receive a grade of pass with distinction, pass, conditional pass, or fail. Students who fail the comprehensive examination may re-take the examination only once. If a grade of pass is not achieved on the second attempt, the student must withdraw or be administratively withdrawn from the PhD program.

The following criteria are used to evaluate the comprehensive examinations:

- Synthesis of the literature
- Application of philosophical, theoretical and methodological issues to knowledge development in nursing science
- Linkages among bodies of knowledge
- Comprehension of subject matter
- Appropriate use of terminology
- Understanding of the research process
- Evidence of scientific integrity
- Clarity of writing
- Responsiveness to the specific questions asked
- Appropriate referencing

### **Dissertation**

#### *Dissertation Advisement Credit Guideline*

Students are required to complete 18 dissertation advisement credits. These credits are awarded for independent work aimed at completion of the student’s dissertation research. The student and faculty research advisor will negotiate, on an individual basis, the requirements per semester (including summer semester) for dissertation credit completion. If not met, the student will receive an “Incomplete” until satisfactory progress has been made. A continuation fee per semester (including summer semester) will be charged for students who have not completed their dissertation requirements after completing the 18 dissertation credits. At a minimum students should plan to accomplish the following during dissertation advisement:

- Completion of 6 credits of dissertation advisement: the student should have the introduction, background and significance, and theoretical framework sections completed.

- Completion of 12 credits of dissertation advisement: the student should have the methods section and the proposal hearing completed.
- Completion of 18 credits of dissertation advisement: the student should have secured IRB approval and be in the data collection phase of the study.

Candidates for the degree of Doctor of Philosophy (PhD) must complete an acceptable oral defense of their dissertation as well as an acceptable written dissertation. The dissertation qualifies for acceptance when it:

- demonstrates the candidate's intellectual competence,
- makes an original and valid contribution to nursing science,
- represents an individual achievement, and
- is the product of independent research.

The dissertation research is conducted under the supervision of a dissertation committee. Two committee members must be University of Massachusetts Worcester faculty who have received graduate faculty appointment with dissertation advising privileges. The third committee member can be an external expert in either the area of the dissertation content or methods. The external member must be pre- approved by the Director of the PhD program.

In consultation with the academic advisor the student identifies potential faculty to serve on the dissertation committee. Dissertation committee members typically are selected because of the different types of knowledge they contribute. For instance, one might contribute knowledge of the research topic area, another of methods, and the third of the research population. The proposed dissertation committee members are presented to the Dean of the Graduate School of Nursing who in consultation with the PhD Program Director appoints the dissertation committee. The Dean and the PhD Program Director are responsible to sign off on the Dissertation Committee Form prior to the development of the dissertation proposal and once the proposal is ready to be defended, they will sign off on the Dissertation Proposal Hearing Form. All members of the dissertation committee must approve and sign off on the dissertation proposal.

Students will then have a minimum of seven months to complete the dissertation research and defend their work. The final oral examination (defense of dissertation) must be scheduled in advance and announced on the UMASS Intranet two weeks (14 days) prior to the actual defense. Members of a student's dissertation committee must be present in person or via teleconference for the oral defense. Attendance at the final oral examination is open to all members of the candidate's major department and any other members of the graduate faculty on the UMMS campus. However, only the three members of the dissertation committee may cast a vote. A unanimous vote is required for the student to pass the final oral examination.

The Dean and the PhD Program Director are responsible for signing the Dissertation Completion Form. A copy of the signed Dissertation Defense Completion Form will be given to the student to be included with the final dissertation copy. The original forms will be sent as a packet to the Registrar's Office by GSN Student Affairs after the student graduates from the program.

Students are required to submit the original unbound version and 5 bound copies of the dissertation to the Graduate School of Nursing by the deadline for the appropriate degree-granting period. Students will have six weeks after a successful oral defense to submit the final copies of the dissertation to the GSN. It is strongly recommended that a technical review of the dissertation take place prior to the deadline. Materials returned after the deadline or not in accordance with technical requirements will be processed for the next degree-granting period.

### **Requirements for Graduation in the PhD Program**

- Successful completion of all required coursework.
- Successful completion of Comprehensive Examination.
- Successful oral and written defense of Dissertation Proposal leading to doctoral candidacy.
- Please note: The UMW GSN does not sanction the use of the designation PhD(c).
- Successful oral and written defense of completed Dissertation.
- Completion of Certification for Graduation with the GSN Office of Student Affairs and any additional administrative requirements such as payment of all fines including library and parking, returning all books, payment of any outstanding bills, etc.
- Completion of all degree requirements within the statute of limitations; five years for students entering the program with a Master's degree and six years for students entering with a baccalaureate degree or from the Graduate Entry Pathway Program. A doctoral student may be granted additional time to complete his/her degree program by the Director of the PhD program provided satisfactory and reasonable progress is being made.

### **TECHNICAL STANDARDS**

#### **For Admission and Continuation for all programs except PhD:**

As a health professions school that has contracts with a variety of clinical and community agencies, the GSN must consider the right of patients to safe and effective care in addition to the right of students to an education. The Technical Standards, adopted by the faculty and listed below, refer to the academic and clinical practice requirements that are *necessary for admission to, continuation in, and graduation from the programs of the GSN*. These requirements are essential for achieving the expected academic and clinical competencies of the curriculum. *Candidates who are offered admission to the GSN are required to acknowledge that they understand and meet these Technical Standards.*

Applicants and students (matriculating and non-matriculating) with questions about the Technical Standards are strongly encouraged to discuss the issue as soon as possible with the Associate Vice Chancellor for School Services; however, applicants are not required to disclose the nature of a disability at the time of application. Reasonable accommodations may only be granted with due process through the Office of School Services: [www.umassmed.edu/schoolservices](http://www.umassmed.edu/schoolservices). Therefore, applicants and all students (matriculating and non-matriculating) are responsible for becoming informed about the services provided by that Office and the options that are available to them. Applicants to the GSN and all

students should be aware that accommodations that may be reasonable for a classroom setting may not be reasonable for a clinical practice setting.

Reasonable accommodations are adjustments or modifications of course/program requirements that 1) do not fundamentally alter the nature of the course/program, and 2) do not compromise patient safety, health and well-being.

A student must possess aptitude, functional abilities and skills in the five areas listed below: 1) observation; 2) communication; 3) sensorimotor coordination and function; 4) intellectual-conceptual, integrative and quantitative abilities, and 5) professional, behavioral, and social attributes. Students must be able to perform independently in these areas.

**Observation** is the ability to accurately process visual, auditory, tactile and olfactory information in a meaningful way as part of a nursing assessment. Observation of patients often occurs in the midst of competing sensory stimuli; therefore, the student must be able to attend to and process stimuli appropriately, selectively, and quickly in spite of competing stimuli.

**Sight** includes (but is not limited to) the ability to: observe demonstrations in the classroom, including projected slides and overheads; read written, electronic and illustrated material; observe a patient accurately at a distance and close at hand, noting non-verbal signs of health, illness, disease, injury and disability; discriminate changes, such as color of fluids, skin, culture media, and reagent tests; detect and discriminate findings on x-rays and other imaging tests; discriminate numbers, patterns and other visual displays associated with instruments and tests used for diagnosis and treatment, such as sphygmomanometers, electrocardiograms, and infusion pumps, and with signaling devices, such as pagers and alarms; and discriminate anatomic structures using diagnostic instruments such as otoscopes, ophthalmoscopes and microscopes.

**Hearing** includes (but is not limited to) the ability to detect, process and distinguish: verbal and auditory information being presented in a classroom or lab; verbal and auditory information that others in the health care setting are communicating, such as patients, families, and other health professionals; auscultatory sounds using a stethoscope; sounds when palpating and percussing patients during assessment; auditory signals from instruments and tests used for diagnosis and treatment, such as infusion pumps, and from signaling devices, such as pagers and alarms; cries for help and other sounds indicating distress; verbal and auditory information being communicated over the telephone, intercoms, radio and other transmitting equipment; verbal and auditory information being communicated by persons wearing a mask.

**Touch** includes (but is not limited to) exteroceptive sense and proprioceptive sense, which means the ability to detect, process and distinguish weight, temperature, texture, shape, size, position, movement, pressure, vibration, rigidity and flow associated with the physical properties of anatomic structures and technical equipment. Students must be able to detect, process, and distinguish touch from patients, such as a hand grip to assess patient strength, and from equipment, such as a needle stick.

**Smell** includes (but is not limited to) the ability to detect, process, and distinguish: odors associated with disease processes, such as ketones on a patient's breath and purulent wound

drainage; and odors associated with environmental gases and fires.

### **Communication**

Communication is the ability to have meaningful and effective exchanges with patients, families, faculty and staff, and members of the interdisciplinary health care team through verbal, nonverbal, electronic and written means.

Students must be able to relate effectively and sensitively to patients, their family members and groups of patients, conveying a sense of compassion and empathy. This requires that students have the ability to listen, interpret, and offer meaningful and appropriate feedback in a timely and articulate manner. The ability to perceive, interpret and respond to non-verbal communication is also essential. This would include (but is not limited to) patients' emotional status, such as sadness, worry, agitation; mental status, including comprehension; and physical activity, gestures, and posture. Students must be able to communicate clearly with patients and their family members to elicit information, provide appropriate health teaching, and offer emotional support.

Students must be able to communicate quickly, effectively and efficiently in oral and written English with all members of the interdisciplinary health care team, the management of the health care delivery system, patients and their family members and the broader community. This would include (but is not limited to) the ability to: elicit a thorough history from patients; communicate complex findings in appropriate terms to patients, their family members, groups of patients, members of the interdisciplinary health care team and management; record observations and plans legibly, efficiently and accurately in documents, such as the patient record; prepare and communicate concise but complete summaries of individual clinical encounters and complex prolonged clinical encounters; complete forms according to directions in a timely fashion; make formal presentations for educational and/or clinical practice purposes.

### **Sensorimotor Coordination and Function**

Gross and fine motor coordination and function includes (but is not limited to) the integration of sensory and motor information, hand-eye coordination and manual dexterity, as well as the ability to use the student's own body force to safely and effectively move, push, pull and lift patients and equipment, and to safely and effectively bend, reach, stretch, walk and/or run as needed to deliver patient care. Students must be able to respond promptly to urgent situations in the clinical setting, and must not hinder the ability of other health care professionals to provide prompt care. Usual clinical settings require that the student be able to carry and lift loads from the floor, from 12 inches from the floor, to shoulder height and overhead. This would involve occasionally lifting 50 pounds, frequently lifting 25 pounds, and constantly lifting 10 pounds.

Examples of the integration of sensory, gross and fine motor coordination and function include (but are not limited to) the ability to: perform a physical examination using palpation, auscultation, percussion, and other diagnostic maneuvers; perform laboratory tests and diagnostic and therapeutic procedures; perform cardiopulmonary resuscitation; administer medications through multiple routes; apply pressure to stop bleeding; open obstructed airways; insert catheters, IV lines and other invasive means of accessing interior body cavities; suture

uncomplicated wounds; remove and apply dressings; use technical, diagnostic, and monitoring equipment, such as, but not limited to computers, signaling devices, electronic record systems, infusion pumps, otoscopes, ophthalmoscopes, sphygmomanometers, and electrocardiograms; and measure angles and diameters of various body structures using tape measures.

Students must be able to transport themselves to a variety of clinical and community practice settings, including patient homes. Clinical practica, assistantships, internships and clerkships require prolonged standing in place, rapid ambulation, and stamina. Students will be in these settings during day, evening, and night shifts.

Students shall perform skills that require gross and fine motor coordination and function unassisted.

### **Intellectual-Conceptual, Integrative and Quantitative Abilities**

These abilities include reading, measurement, calculation, reasoning, analysis, judgment, numerical recognition, and synthesis. Education for advanced nursing practice and leadership presents exceptional challenges in the volume and breadth of required reading and the necessity to impart relevant information to others. Students must be able to cognitively process, interpret and retain large amounts of information, delivered electronically, orally, in writing, and in graphs and charts—quickly and accurately, and often in urgent situations. Errors in any of these areas may seriously compromise patient care.

Students must be able to demonstrate critical thinking for the purposes of clinical judgment and scholarly inquiry and reasoning, as follows:

Critical thinking for the purposes of clinical judgment is an essential skill demanded of registered nurses, advanced practice nurses and nurse leaders. Sound clinical judgment reflects consistent and thoughtful deliberation in assessing patients; diagnosing health problems; and developing, implementing and evaluating a plan of care. It requires that students identify and interpret significant findings from history, physical examination and laboratory data; provide a reasoned explanation for likely diagnoses; and prescribe appropriate medications and therapy, often in urgent and time-limited situations, and on an ongoing basis. The ability to incorporate new information from members of the interdisciplinary health care team, families and patients, faculty and peers, and from the literature in formulating and revising diagnoses and plans is essential. Students must be able to identify and communicate the limits of their knowledge to others when appropriate.

Critical thinking for the purposes of scholarly inquiry and reasoning is an essential skill consistent with graduate study. Students must be able to read, interpret and synthesize the literature, including statistical analyses, and demonstrate command of essential concepts through scholarly papers, written for publication or distribution to professional and lay audiences; oral and poster presentations for professional and lay audiences; examinations; and application in clinical settings. They must be able to do so independently when expected so that their work reflects their own abilities. The student should have basic computer skills that include but are not limited to: document preparation, sending and receiving email with attachments, internet

navigation, accessing databases that include the school library and the ability to access the internet with the required software to access and complete the required courses.

**Technical Standards for Admission, Continuation, and Graduation for PhD program only:**

Critical thinking for the purposes of scholarly inquiry and reasoning is an essential skill consistent with doctoral study. Students must be prepared to read, write and communicate effectively and efficiently in oral and written English. Students must be able to independently prepare and interpret graphical representations of quantitative data. They must be able to read, interpret and synthesize the literature, including statistical analyses, and demonstrate command of essential concepts through a dissertation and other scholarly papers, written for publication or distribution to professional and lay audiences; oral and poster presentations for professional and lay audiences; examinations; and application in clinical settings. They must be able to do so independently so that their work reflects their own abilities, but also be able to identify and communicate the limits of their knowledge to others when appropriate. Students must have basic computers skills that include but are not limited to: document preparation, sending and receiving email with attachments, internet navigation, access databases that includes the school library, and the ability to access internet with the required software to access and complete the required courses. Good judgment is required to plan their program of study so that they will complete the requirements for graduation in the specified amount of time.

## PROFESSIONALISM SECTION

### Policy for Professional Behavior

The faculty and student body of the University of Massachusetts Worcester, Graduate School of Nursing regard the following as guidelines for professional conduct. All members of the UMass Worcester GSN community are to act professionally in the school, hospital, clinics and in the community with or in front of patients, families, members of the health care team and others in the professional environment including members of the faculty and administration, other students, standardized patients and staff.

*All allegations of misconduct, whether made by students, faculty or administrative personnel, are to be directed to the Associate Dean for Academic Affairs or his/her designee. All information concerning allegations of misconduct is privileged and confidential and will not be discussed outside of the appropriate process.*

### Overview

Students in the Graduate School of Nursing shall conduct themselves in a manner consistent with the values of the professional schools of the University of Massachusetts Worcester campus and of the American Association of the Colleges of Nursing, of which the Graduate School of Nursing is a member. The Social Policy Statement, Code of Ethics and the Scope and Standards of Nursing and of Advanced Practice Nursing of the American Nurses Association, the Good Moral Character Clause of the Massachusetts Board of Registration in Nursing, and the Scope of Practice for Academic Nurse Educators from the National League for Nursing shall also serve as standards for professional conduct for students.

Empathy, integrity, honesty, concern for others, good interpersonal skills, interest and motivation are all personal qualities that are required. Students must possess the emotional health required for full use of their intellectual abilities, the exercise of good judgment, the prompt completion of responsibilities and the development of mature, sensitive and effective relationships with patients and colleagues. At times, this requires the ability to be aware of and appropriately react to one's own immediate emotional responses. For example, students must maintain a professional demeanor and be organized while confronting stressful work situations such as long hours, dissatisfied patients and tired colleagues.

Students must be able to develop professional relationships with patients and colleagues, providing comfort and reassurance when appropriate while protecting patient confidentiality. Students must possess adequate endurance to tolerate physically taxing workloads and to function effectively under stress. All students are required, at times, to work for extended periods. Students must be able to adapt to changing environments, to display flexibility and to learn to function in the face of uncertainties.

Students shall take responsibility for their nursing practice and their academic progress, including being prepared for clinical and classroom activities, completing requirements in a timely fashion, recognizing their own limits, seeking assistance as appropriate and accepting responsibility for their errors. They shall accept appropriate suggestions and criticism from

faculty and preceptors, and, if appropriate, modify behavior. In addition, all students must be effective in both the formal and informal work groups that design, implement and monitor systems to achieve stated goals. This requires the ability to interpret and interact in group processes; to access and interpret data from management information systems; and to analyze and interpret legislative and regulatory initiatives.

Students shall not compromise patient care or safety for any reason, including but not limited to physical or psychological illness or disability in the student. Deficiencies in knowledge base, judgment, integrity, character or professional attitude or demeanor that may jeopardize patient care may be grounds for failure and possible dismissal. Students who compromise patient care or safety will be asked to leave the clinical setting.

Students who themselves are at greater risk for illness or injury as a result of being in a clinical setting, including but not limited to students with immune disorders, or who may pose a risk to others due to a blood-born pathogen disease, must abide by the Policy on Students Infected with a Blood-Borne Disease.

Specifics include, but are not limited to:

**Displaying Honesty and Integrity:**

Consistently displays ethical behaviors, which are behaviors that conform to the GSN's accepted standards of conduct. Students do not engage in:

**Cheating:**

- Copying from another, submitting others work as your own, “recycling” papers or assignments completed by others as your own or obtaining answers to assignments prior to their administration.
- Submitting work that has not been independently created.

**Fabrication**

- Falsification of any citation or information including resubmission of previously completed works that are not one's own.

**Facilitating dishonesty**

- Knowingly helping another to commit dishonesty includes allowing another to copy your work in assignments or examinations.

**Plagiarism**

- Representing another's work as your own.
- Failing to identify works or partial works with appropriate citations from printed or electronic sources.
- Incorporating another person's work into assignments as your own.
- Works independently taking credit only for own work/contributions that have been independently created.

Student Expectations:

**Maintaining a Professional Demeanor**

- Treats peers, faculty, staff and patients with respect in:
  - Individual settings – not arrogant or insolent.
  - Lectures and conference settings – turning cell phone/pager to vibrate, refrain

- from disturbing others via text messaging, talking or activities not related to class, including, but not limited to non-class related in class web browsing.
- Maintains professional demeanor even when stressed:
  - Not verbally hostile, abusive, dismissive or inappropriately angry with peers, faculty, staff or patients.
  - Never physically aggressive when angry
- Conforms to policies governing behavior:
- Confidentiality, sexual harassment, consensual amorous relationships, use of alcohol and other existing policy of the GSN or clinical systems.
  - Follows generally accepted professional norms for appearance, dress and professional behavior.

### **Showing Respect for Patient's Dignity and Rights**

- Makes appropriate attempts to establish rapport with patients and families showing sensitivity to their feelings, needs, wishes and diversity.
- Shows respect for patient autonomy and demonstrate appropriate empathy.
- Maintains confidentiality of patient information.

### **Accurate Self-Reflection**

- Correctly recognizes own limits in abilities or knowledge
- Seeks help from peers, faculty or tutoring services.

### **Responding to Supervision**

- Accepts responsibility for own errors.
- Incorporates feedback in a non-resistant and non-defensive manner.

### **Demonstrating Dependability and Appropriate Initiative**

- Completes task in a timely fashion without needing reminders
- Papers and assignments are submitted on or before due date and time
- Assist and facilitate learning processes among peers by being on time to class and participating in discussions.
- Attends class, GSN required activities, and other professional responsibilities
- Responds to e-mails and request for information from faculty or staff in a timely manner.

*(Adapted with permission from a UMMS policy approved by the UMass Worcester Education Policy Committee on 11/2001).*

### **Graduate School of Nursing Honor Code:**

Nursing is a profession, which requires of its members high standards of ethical conduct and honesty. It is expected that each student will respect the academic environment of the University of Massachusetts Worcester, Graduate School of Nursing and make a personal commitment to abide by an honor code exemplifying a standard of behavior that will form a firm basis for future professional conduct. This implies avoidance of any form of dishonesty or misrepresentation as well as the demonstration of respect for the rights and well-being of others including students, faculty, staff, patients and members of the community. It also implies a responsibility to take

positive action to insure that failure of others to comply with these standards is not permitted.

The University and the GSN take the above listed behaviors seriously. Any breach of behaviors shall be evaluated by the Honor Code Committee using the following process:

**Honor Code Committee:**

The Honor Code Committee is an ad hoc committee established by the Dean of the Graduate School of Nursing. The membership on the committee will consist of the Chair of Academic Standards & Admissions (AS&A), who will chair the committee as appropriate. The Dean will also appoint three additional faculty members and one student.

**Procedure for resolving a claim of misconduct and the institution of the Committee:**

- a. Members of the GSN community are encouraged to resolve claims of violation of the Honor Code at the lowest possible level, and as soon as possible following the alleged violation. Therefore, anyone who suspects that a student has violated the Code, e.g., a faculty member, fellow student, preceptor, dissertation committee member or staff member, should first address the concern with the student, allowing the student's understanding of events to be heard. Students may also initially bring their concerns to the faculty member in whose course the violation is alleged to have taken place.
- b. If following a discussion with the student suspected of violating the Code, a claim is filed, the person filing the claim will first notify the faculty member in whose course the violation is alleged to have taken place, if this has not already occurred. The person filing the claim will present in writing (within 10 business days of notifying the faculty member)\* a description of the alleged violation of the Honor Code to the Chair of AS&A, with a copy to the faculty member.
- c. The Chair of AS&A may consult with at least one other committee member before recommending to the Dean that he/she establish the Honor Code Committee. The Chair will send a copy of the alleged violation to the student and the student's academic advisor and notify them of the date of the meeting of the Honor Code Committee.
- d. Participants in meetings of the Honor Code Committee shall include the committee members, the individual alleging the violation, and the student and student's advisor, if the student so desires. The student may also bring someone for support, but this person is not permitted to participate in the hearing. The parties must notify the Chair at least two business days before\* the meeting regarding who the attendees will be. Legal counsel shall not be permitted in a hearing for any party.
- e. The individual alleging the violation will appear before the Honor Code Committee, and present verbally and in writing to the committee a description of the nature of the violation of the Honor Code. The student (s) who is alleged to have violated the Honor Code can be present at this meeting if he/she so desires. At this meeting or at a meeting held within 10 business days, the student (s) will be provided the

opportunity to present his/her position regarding the alleged violation.\*

- f. No later than 10 business days following the last meeting of the committee, the Chair of the Honor Code Committee will present in writing the recommendations of the committee to the Associate Dean for Academic Affairs.
- g. The Associate Dean for Academic Affairs will make the final decision regarding the disposition of the alleged violation and will inform the Chair, the members of the Honor Code Committee, and the student(s) and his/her advisor of the decision no later than 10 business days after receiving the recommendations of the committee.\* If the student has been found in violation of the Code, the Associate Dean reserves the right to dismiss the student from the Graduate School of Nursing (see Academic Dismissal). A copy of the decision will be placed in the student's file.
- h. The Associate Dean will notify the Dean of the decision.
- i. Students who wish to appeal the decision must follow the policy in the Student Handbook.
- j. All discussion regarding and documentation of the alleged violation shall remain confidential.

\*Time frames stated here may be extended by the parties with notification to the Chair of AS&A or Chair of the Honor Code Committee.\*

### **Civility:**

Civility is a key value of the culture of the Graduate School of Nursing. We are dedicated to fostering an environment that values the unique contribution of each member of the GSN. This commitment to civility requires that we consider and respect the different backgrounds and viewpoints of individuals who work, volunteer, or study at the Medical School.

Our commitment to civility is expressed in the following ways:

- We recognize the intrinsic importance of each person's role and appreciate every individual's contribution to making the GSN an outstanding member of a medical sciences campus.
- We honor every member of the GSN community and commit to treating one another with respect. We are all colleagues dedicated to performing our jobs in a courteous and professional manner.
- We treat our students with dignity and respect, recognizing their important contribution to the GSN and their important role as our representatives to the community at large.
- We maintain integrity and courtesy in our dealings with fellow members of the GSN community, and with individuals from the broader community with whom we interact.

- Communication, cooperation and teamwork are key as we work together to achieve the common goal of providing excellence in health sciences education, research and public service.
- We appreciate the diversity of the people who work, volunteer, study, and visit at the GSN and value the strength and richness that such diversity brings to our organization. We also seek to educate and enlighten our community on issues of diversity to help advance respect for individual differences, rights and beliefs. Our objective is to create a community that respects each individual's worth and rights. Accordingly, all members of our organization must understand and dedicate themselves to the value of civility. We dedicate ourselves to fostering an environment that recognizes our interdependence as human beings, in an organization striving to achieve national distinction in health sciences education, research and public service.

**Hazing:**

Please refer to the University Policies and Procedures section for the official UMMS Policy on Hazing.

**Dress Code**

Students are asked to remember that our campus shares space with a major medical center and those patients may see them at any time. Therefore students are asked to use judgment at all times in selecting clothing and to avoid clothing that is ripped, revealing, or which displays slogans or images that could be offensive to patients or colleagues. Students are required to abide by all policies of the hospital or clinical system in which they are rotating or in which they are doing research involving patient contact.

Students are expected to dress in a manner which is appropriate for their particular work or classroom environment. As part of professional appearance, students are expected to be generally well groomed. Students should attend to personal grooming. Body piercing and tattoos should not be visible. Earrings should be limited to one stud in each ear lobe. Artificial nails are not permitted. Do not wear perfumes and colognes. Male facial hair should be sufficiently trimmed.

**Students in GEP Year One** are expected to wear the GSN student uniform in inpatient clinical settings, unless another mode of dress is identified by faculty as more appropriate for the setting. The uniform is:

- Navy scrub pants
- Khaki scrub top with the GSN logo patch on the left sleeve
- Short white lab coat with the GSN logo patch on the left sleeve
- Navy scrub jacket with the GSN logo patch on the left sleeve
- GSN name pin on the shirt
- White, brown, or black leather shoes with a closed toe and heel
- Water resistant watch with a second hand sweep

**Students in the Master's and DNP Program** are expected to wear the GSN student uniform

in inpatient and outpatient clinical settings, unless another mode of dress is identified by faculty as more appropriate for the setting. The uniform is:

- Business casual clothing
- White lab coat
- GSN name pin and any clinical agency identification badge visible on the lab coat
- Closed toe and heel shoes (white, brown, or black). Heels should be low and stable.

Violation of the dress code can have detrimental consequences for patient care and influence the reputation of the Graduate School of Nursing. Flagrant and repeated violations of the dress code may be deemed to signify a lack of insight or maturity on the part of the individual student and call for counseling and discipline. Violations of the dress code should be initially brought to the attention of the Director of the Program, who shall discuss the infraction with the student involved. If flagrant, repeated violations continue, the Associate Dean for Academic Affairs shall recommend formal counseling or disciplinary action.

### **Guidelines for written work**

Unless otherwise specified, guidelines for written work will follow APA format. These guidelines can be found in: American Psychological Association (2010). *Publication Manual of the American Psychological Association*, (6th ed.). Washington, D.C.

### **Guideline for internal review of scholarly work to be submitted for external review**

Students preparing their work for external review seek internal review by their advisor at least two weeks prior to the planned submission date, or as negotiated between student and advisor.

### **Application**

This guideline applies to student authors naming the GSN and/or The University of Massachusetts Worcester as their professional affiliate.

### **Goals**

The goals of internal review include:

- Support the student planning public dissemination of his or her scholarly work;
- Reinforce the transparency of each person's scholarly work;
- Support the scholarly community that is the GSN; and
- Advance knowledge for practice.

### **Rationale**

Participation in internal review is a matter of professional integrity because public dissemination of ideas and knowledge developed by GSN scholars potentially affects many people's welfare. For example, what we present as new knowledge has the potential to affect patients and nurses in practice settings. Also, a history of excellent submissions by members of the GSN community to a funding source or conference can be strengthened or damaged by each submission going forward.

## Definitions

Scholarly materials appropriate to internal review include any materials the student intends to submit to a public forum outside of the GSN. These materials include:

- Manuscripts for publication;
- Abstracts (e.g., for oral or poster presentation at conferences and scientific sessions);
- Slides and other materials for oral presentation;
- Posters;
- Grant proposals of any kind, including prospecti and letters of intent; and
- Any other materials planned for outside submission or dissemination.
- Internal review is critique by scholars within the GSN. Reviewers offer balanced oral and written commentary and collaborative thinking to resolve dilemmas such as how to reduce content to meet space restrictions, manage specific research issues, and enhance displays of information. Students can request attention to specific aspects of their work where they seek particular support. Internal Review may take various forms, depending on the student's request and the advisor's direction, forms including:
  - Review by the student's advisor only;
  - Review by the student's advisor and additional reviewers such as the faculty member of the course in which the materials were developed, and/or the Program Director;
  - Mock Review, coordinated by the Chair of the Research Advisory Committee; and/or
  - Dress rehearsal of oral presentations

## Guidelines for Authorship and Acknowledgement

An “author” is someone who has made substantive intellectual contributions to a piece of work. Many journals have policies on both authorships and contributorship that specify who should be listed as authors/contributors to papers. The GSN supports the Uniform Requirements for Manuscripts Submitted to Biomedical Journals: Ethical Considerations in the Conduct and Reports of Research: Authorship and Contributorship <http://www.ncbi.nlm.nih.gov/pmc/articles/PMC3142758/>

All people listed as author should have participated in:

1. Substantial contribution to conception and design, acquisition of data, or analysis and interpretation of data;
2. Drafting the paper or revising it critically for important intellectual content;
3. Final approval of the version to be published.

Each person listed as author should have engaged enough in the work to take public responsibility for appropriate portions of the content. All contributors who do not meet the criteria for authorship should be considered for the acknowledgments section.

As a matter of professional integrity, scholars list each major contributor to a work as a co-author.

1. Individual students considering developing their work for public review should confer

with their advisors about authorship, preferably before work begins.

2. Student groups considering developing work with the potential for public review should confer with each other and with the lead author's advisor to determine authorship, preferably before work begins.
  - a. A student group "owns" its work and must come to consensus about authorship prior to submitting the work for any review.
  - b. Groups should work with course faculty or the group leaders' advisors to make decisions about authorship and publication.
  - c. In no case should one or more members of the student group appropriate and submit the project for any review without the consent of all group members who developed the project.
3. Written acknowledgements typically appear in a side bar near the beginning or end of a journal article or a poster. Sometimes this section is marked as "Acknowledgements" or "Author Note".
4. Oral acknowledgements can usually be made at the beginning of a presentation and/or included on an early slide if the oral presentation includes slides.
5. Note that some funding sources publish preferred language for use by authors crediting the contributions of others to a published work.

## **Application**

These guidelines apply when individual students develop material with the potential for public dissemination, including ideas and papers developed as part of course work and considered potentially publishable, reports of group projects, dissertation research, Capstone projects and reports based on any data owned by a student or others.

## **Goals**

The goals of decisions about authorship include:

1. Fair acknowledgement of the contributions of persons to the work;
2. Recognition of professional creativity and effort; and
3. Acceptance of the potential consequences of public review, including:
  - Advancement of knowledge;
  - Professional advancement and recognition, and
  - The responsibility to respond to challenges to the work.

## **Rationale**

Policies and less prescriptive, conventional practices addressing authorship and acknowledgement vary among institutions, often among departments within institutions. Publishers may specify policy governing authorship and acknowledgements of items in their own publications. Property and copyright laws may also apply. Therefore, GSN student authors may want guidance with authorship decisions in consultation with course faculty, advisors, and Program Directors.

- Authorship can be a simple or a complex issue, depending on whether the work represents solely the original work of one person; or others provided major pieces of the work, such as central ideas, data, analysis, or major written sections of the manuscript or presentation.

- The order of co-authors' names in a published work is significant, and the significance of that order varies among disciplines and publication venues. In nursing, the order of co-authors' names often signifies the proportion of each co-authors' contribution to the work. (In other fields, the department head or principal investigator is always listed first). Order-of-authorship conventions suggest the importance of authorship decisions.
- Some journals require authors to formally list the contributions of each named co-author at the time of submission. Copyright laws and other considerations may apply.
- Note that most venues, such as publishers and conference organizers, require signatures testifying to certain assurances about authorship prior to accepting materials for review or publication, and certain laws protecting intellectual property apply.

### **Guidelines for Acknowledgement**

Authors readily, publicly, thank persons and institutions by name for their support of a work submitted for public dissemination.

- Authors typically confer in advance with those they intend to name in print or verbally in a public forum.
- Before naming an institution or using its logo, seal, or other trademark, authors intending to present work for public review confer with one of that organization's authorized representatives. At the GSN, this would be the student's advisor or Program Director.
- Students publishing from their dissertation research or Capstone project as sole authors typically acknowledge the support of the dissertation committee members and funding sources.

### **Definitions**

Acknowledgements are public signs, lists, or statements authors make recognizing the contributions of persons and institutions to their work. These persons and institutions may include, for example, field workers whose outreach or interpretive services made the work possible, dissertation advisors, statisticians or experts who assisted with particular parts of an analysis, and funding sources.

### **Joint authorship guideline**

This guideline offers direction for student- faculty publications and addresses joint authorship of manuscripts and presentations. These may arise from collaborative student-faculty course presentations, papers, and/or projects; and from research, such as dissertations or faculty research in which students serve as Research Assistants.

### **Goals**

The goals of the guideline are to encourage ethical professional behavior and reduce the potential for misunderstandings about authorship of student work.

### **Rationale**

Authorship implies ownership of scholarly work and often affects authors' professional

advancement.

### **Definition**

Student-faculty joint authorship is authorship of a manuscript or presentation shared by at least one student and at least one faculty member.

### **Guideline**

A student and faculty mentor whose work has the potential for eventual publication should discuss and develop a mutual, signed agreement spelling out the authorship responsibilities of either the student (or group of students) and the faculty mentor.

The GSN faculty shares some assumptions about joint authorship:

- Students' work is their own intellectual property.
- Students develop their scholarly work with guidance from faculty mentors.
- Particularly at the doctoral level, it is the faculty's professional obligation to mentor students in a way that leads students to publish their work.
- Students publishing work developed with the support of faculty mentors should acknowledge faculty contributions to their papers in the acknowledgement section of the student's publication.
- Faculty has the responsibility to assure that students' dissertations represent original, independent work. Therefore, manuscripts that students prepare directly from their dissertation findings would be expected to list the student as first author.
- Students using faculty data to conduct their research (i.e., secondary analysis of data owned by a faculty member) should include those faculty as authors on student publications. The students, however, retain the right to be first author and corresponding author for such publications

The mutual, signed agreement for joint authorship should:

- List the proposed type(s) of manuscripts(s) and presentation(s) to come from the work
- Suggest a venue (e.g., professional journal or conference) for each;
- List the proposed order of authors for each;
- Describe the proposed substantial intellectual contributions of each author for each manuscript or publication;
- Describe a timeline for development of each manuscript(s) and presentation(s);
- Describe any contingencies, such as whether ownership of the work will default to the faculty member if the student does not develop it for publication within a designated period of time; and
- Include the signatures of intended co-authors.

### **Grantsmanship**

All grant applications prepared, while a student at the GSN, must be reviewed and approved by the faculty research advisor (PhD students) or academic or Capstone advisor (GEP, MS and DNP students). Students applying for funding will have their grant application pre-reviewed at a faculty "mock" review session arranged through the Research Advisory Committee.

## GSN ACADEMIC POLICIES AND PROCEDURES

### Attendance

Students are expected to attend all scheduled classes as well as seminars, conferences and research socialization activities recommended by the faculty. Students should refrain from scheduling vacations and work-related conferences or meetings on scheduled class, clinical and/or practicum days.

### Attendance Due to Inclement Weather:

Last update 2/17/2015

Student safety is our first priority. Weather varies greatly across the state and region, thus students are encouraged to assess the road conditions and environmental situation in the regions in which they will be commuting. Students are asked to use their best judgment in deciding whether to attend class or clinical experiences. Students are expected to communicate any absences to classroom and clinical faculty, as well as preceptors, in advance of the expected start time. Methods of notification of class delay or cancellations due to inclement weather include the following:

- 1) Faculty will email any school delays or cancellations to the student class or will post on the GSN Blackboard course. This plan will be discussed by the course faculty with students enrolled in their course(s) at the start of each semester.
- 2) Students can call the main UMass Medical School Weather Watch (school delays/cancellations) phone line: 508-856-1100. Press # 1 for the GSN.
- 3) Students can visit the GSN Website: <http://www.umassmed.edu/gsn/>. On the right side of the page are listed any Inclement Weather Announcements.

### GSN Communication Policy

Updated 5/9/2013

It is a GSN policy that students use their school e-mail address for school-related matters. Personal e-mail addresses will not be used to notify students of school related matters. Students are responsible for checking their school e-mail on a regular basis (**at least every 72 hours**) and notifying (including during the summer months) the Director of Student Affairs, the registrar and the faculty advisor of any change in mailing address or contact information during the course of the program. The GSN recognizes requests, acknowledgements and agreements from the school email address as acceptable and equivalent to signed documents.

### Recording of Classroom Materials, Discussion Policy:

Last Update: 5/8/2014

This policy addresses recordings of any faculty student communication as well as course materials, lectures, discussion or presentations. This includes video or audio replication or photographic image recorded on devices, including, but not limited to, audio recorders, video recorders, cell phones, digital cameras, media players, computers or other devices that record images and/or sound.

The GSN prohibits recording of any faculty communication or classroom materials/discussion. Faculty and guest presenter(s) may grant permission in the exercise of their sole and exclusive discretion. Exceptions to this policy may also be made when the UMMS Academic Accommodations Committee has noted this as a reasonable accommodation for a qualified student.

If faculty or a guest presenter has expressly permitted such recordings or if they are permitted as a reasonable accommodation for a qualified student, all students in the class (and the guest speaker, if applicable) must be informed that a recording may occur. Students may use such recordings only for course purposes, may not distribute them outside the class and may not reproduce or upload to publicly accessible online environments. Permission to record is not a transfer of any copyrights in the recording or related course materials. Students must destroy recordings at the end of the semester in which they are enrolled in the class unless they receive the faculty's written permission to retain them or are entitled to retain them as an accommodation per the UMMS Academic Accommodations Committee.

Violations of this policy may violate GSN policies and/or federal or state copyright law and may be subject to GSN and/or University disciplinary action, including but not limited to potential dismissal.

### **Licensure**

All matriculated Master's and DNP students must have a current unrestricted Massachusetts RN license and a current unrestricted license in any state where they will perform their clinical practicum. Proof of licensure is required upon matriculation into the Graduate School of Nursing. GEP students must meet this requirement prior to the start of their advanced practice clinical courses.

### **Requirements before beginning clinical experiences/practicum**

These requirements must be current/complete prior to the first day of class and/or practicum each semester. Students who do not have the proper clearances will not be permitted in the clinical setting.

- **Basic Life Support Certification for Healthcare providers** (pre-licensure and all NP students by August 1<sup>st</sup>)
- **Advanced Cardiac Life Support Certificate** (Acute care track NP students only by August 1<sup>st</sup>)
- **HIPAA Privacy Information Security Training.** All students are required to complete basic UMMS HIPAA privacy and security training presented on-line at the School. This training explains the provisions of the HIPAA Privacy and Security Regulations.
- **Standard Precautions.** All pre-licensure nursing students are required to complete training on practices recommended by the Centers for Disease Control (CDC) for the prevention of blood-borne pathogens as part of their pre-licensure curriculum.
- **Confidentiality Statement.** All pre-licensure, master's and DNP students are required to sign a Confidentiality/User Access Agreement which is needed to obtain password for

electronic health records at UMASS Memorial Health Care. This may also be required for other clinical affiliates as well.

- **Criminal Background Checks (CBC)/ Criminal Offender Records Information Checks (CORI).** National Criminal Background Checks (CBC) or Massachusetts Criminal Offender Records Information (CORI) checks are used as screening tools of all students to ensure the welfare of patients and children. A Criminal Background Check contains information received from court proceedings, including arrest records as well as convictions and dismissals. A CBC may be required for participation in certain activities, by one of our clinical affiliates, or by the School. The Schools Policy for Criminal Background checks can be found in its entirety at: <http://www.umassmed.edu/studentaffairs/cbc.aspx>
- **Health Clearance.** All students must submit the required forms and documentation and receive clearance from Student Health Services Prior to the first day of class or clinical. See complete information in Section IV-D “Health Resources and Guidelines – Student Health Clearance.” Details of the health clearance requirements and forms can be found at: <http://www.umassmed.edu/studenthealth/>
- **Influenza vaccine.** UMMC, our clinical partner, requires an annual influenza vaccine. The GSN requires all students to adhere to the UMMC Influenza Season Policy (Policy #5034). In addition, students must follow the policy/guidelines of the setting in which they are doing their clinical rotations.
- **N95 Respirator/Mask FIT Testing (pre-licensure students).** All pre-licensure and acute care NP students are required to have been cleared by Student Health Services (SHS) and Environmental Health and Safety (EHS) for either N-95 respirator mask fitting or PAPR mask fitting prior to beginning clinical rotations. See complete information under Health Resources and Guidelines.
- **On-line Orientation Modules.** Students must complete on-line orientation modules prior to attending clinical at UMMC and any orientation requirements by the agency in which students are doing rotations.
- **RN Clinical Hours for GEP students:** prior to August 1<sup>st</sup> of the advanced practice clinical courses, all GEP students must attain at least 500 hours working as a registered nurse. All GEP students must also attain at least 1000 hours working as a registered nurse prior to graduation. Documentation of the hours must be maintained by the student and submitted to the specialty coordinator/director. Those individuals not meeting either of these requirements will need to meet with the specialty coordinator/director regarding their academic progression.
- **Additional Clinical Requirements.** Students participating in clinical rotations in other locations may have additional requirements that must be met prior to beginning the rotation. Requirements are subject to change without notice based upon changes in the healthcare environment. Student adherence to specific institutional policies, procedures and practices is expected.

### **Liability Insurance**

University of Massachusetts Graduate School of Nursing students are fully covered for liability insurance when enrolled in clinical courses and other supervised clinical experiences that have had prior approval from the Office of Risk Management.

## **Student Status**

Full time students must be registered for a minimum of nine (9) credit hours for that semester by two weeks before the start of the semester and must maintain a minimum enrollment of 9 credit hours during the semester in order to maintain active student status (eligibility for course credit, malpractice insurance, financial aid, etc.).

Students taking less than nine (9) credits per semester are considered part time. Part time students must be registered for a minimum of five (5) credit hours each semester to be eligible for financial aid.

## **Continuous Enrollment**

Students are required to maintain continuous enrollment each semester until program requirements are complete. Failure to be properly enrolled may result in the student being administratively withdrawn from the program.

Graduate Entry Pathway students are enrolled full-time, with full credit load in the Fall, Spring and Summer semesters in the pre-licensure year.

PhD students must register for Fall, Spring, and Summer semesters after passing the comprehensive examination until completion of the dissertation defense.

## **Maximum Credit Load**

Graduate students may register for up to 18 credits each semester. Exception: A graduate student in the Graduate Entry Pathway pre-licensure year may register for up to 20 credits per semester. Students who wish to register for more than the maximum credit load must secure written permission from their faculty advisor.

## **Transfer of Credits**

Last update: 7/19/11

Credit for courses equivalent to required GSN courses may be transferred from other institutions with permission of the program coordinator or director. Credit for courses taken at UMMS, GSN through Continuing Education prior to matriculation must be transferred onto the student's transcript. Written permission from the program director or track coordinator is necessary if a student wishes to transfer more than 9 credits prior to matriculation. If a doctoral student requests to transfer a course to meet an elective requirement, the course MUST compliment the student's program of study. Students who wish to take an elective at another UMASS campus may do so by completing the UMASS Graduate Course Exchange Registration Form that is available in the Registrar's Office. The signatures of the GSN faculty research advisor and the faculty of record at the other campus are required. The cross-registration form is returned to the Registrar's Office to ensure continuous enrollment and active student status. For PhD students, transfer of more than 9 credits from other UMASS campuses will be evaluated on an individual basis by the Program Director and the faculty research advisor. In all cases involving transfer of a course from another school, the student receives credit for the transfer courses, but the grades are not calculated in the University of Massachusetts Worcester GPA.

Program	Number of credits that can be accepted in transfer	Minimum grade requirement for transferred courses	Time frame within which courses must have been taken to be considered	Approval granted by
GEP	0	N/A	N/A	N/A
MS	9	B	Within 5 years	Faculty Advisor
DNP	10	B	Within 5 years	Director of DNP Program
PhD	9	B	Within 5 years	Faculty Advisor and PhD Director

### Credit Hour Definition

The University of Massachusetts Medical School, which consists of its School of Medicine, Graduate School of Nursing and Graduate School of Biomedical Sciences, fulfills the following Federal definition of a credit hour:

“Except as provided in 34 CFR 668.8(k) and (1), a credit hour is an amount of work represented in intended learning outcomes and verified by evidence of student achievement that is an institutionally established equivalency that reasonably approximates not less than –

(1) One hour of classroom or direct faculty instruction and a *minimum* of two hours of out-of-class student work each week for approximately fifteen weeks for one semester or trimester hour of credit, or ten to twelve weeks for one quarter hours of credit, or the equivalent amount of work over a different amount of time; or

(2) At least an equivalent amount of work as required in paragraph (1) of this definition for other academic activities as established by the institution, including laboratory work, internships, practica, studio work, and other academic work leading to the award of credit hours.”

Each GSN grade-granting course is assigned credits based on the following process, which builds on standard educational benchmarking and local expertise in curriculum development and expectations for clinical work:

#### Didactic Courses:

The GSN allocates one credit per 15 contact hours/classroom hours. An additional three hours of independent work per contact hour is expected.

**Example:** For a three credit graduate course over the fall semester, the student may have a three hour class supplemented by nine hours of reading and/or other outside class assignments to complete each week for 15 weeks.

**Clinical/Practicum/Residency hours:**

- Pre-licensure clinical hours (500 level courses) are allocated as one credit per 45 contact hours.
- Graduate clinical/practicum/residency hours (600 level and higher courses) are allocated as one credit per 90 contact hours.

**Number of Years to Complete Educational Program (Statute of Limitations)**

It is expected that students admitted into the Graduate School of Nursing will complete graduation requirements within a specified number of years (not counting time away for an approved Leave of Absence) depending on their specific educational program as noted below.

Program	Maximum years of
GEP to MS	5
BSN to MS	5
MS to DNP	5
MS to PhD	5
BS to PhD	6
BS to DNP	7
GEP to DNP	8

**Evaluation of Courses – Completed by Students**

Each student\* is REQUIRED to submit to the Institutional Research Evaluation and Assessment (IREA) office completed final evaluations for every course and/or clinical experience. A student will not receive a final grade for the course and/or clinical experience until he/she submits completed evaluations to the IREA. To insure confidentiality, a student's NT login will be retained when an on-line evaluation form is submitted; however, student names will not be associated with specific responses-only summary tables will be provided.

\* Final course grades will not be held for PhD students who do not complete a course evaluation, however, each student is strongly encouraged to complete course and teacher evaluations as a professional responsibility to improve teaching effectiveness and overall program quality.

**Academic Advising**

Last update: 6/12/2014

The role of the academic advisor, a faculty member in the Graduate School of Nursing, is to inform and guide students regarding their program of study and achievement of educational standards and programmatic outcomes. All students are assigned a/an academic advisor(s) at the time of matriculation into their academic program. Students are encouraged to seek advice from their advisor(s) for any course or program-related concerns at any time while in the program.

**Pre-licensure students** are assigned a Graduate Entry Pathway faculty advisor while they are taking pre-licensure courses. During the fall semester of year 2, a faculty member who teaches in the track the student has chosen to study will assume the role of Academic Advisor.

**Traditional students in the nurse practitioner and nurse educator tracks** are assigned an academic advisors at the time of matriculation based on their program of study.

**DNP students:** DNP students are assigned an academic advisor upon matriculation and will follow the student progression through the program.

All DNP students will also have a capstone faculty advisor to guide the capstone project. The faculty capstone advisor is assigned for each student prior to enrollment in the DNP Capstone Prospectus Course. Students meet at varied intervals with their capstone advisor during the development, implementation and evaluation phases of the project.

#### *GEP, Master's and DNP Advising Process*

Group and individual advising sessions are utilized within these programs.

##### **Group Advising Sessions:**

- Advisors meet with students during orientation to the school. If students are unable to attend orientation, students should set up a time to meet with their advisor for an individual advising session.
- Group advising sessions occur prior to course registration in the Fall and Spring semesters. General information is provided to all students by the Track Coordinators, Program Directors, and Director of Student Affairs.

**Individual Advising sessions:** are on an as needed basis and may be initiated by the student or the Advisor. Students are encouraged to meet with their advisor at any time during the program.

#### **PhD Students**

PhD students are assigned an academic advisor who is their potential dissertation chairperson. GEP to PhD students will be assigned an advisor from the PhD program and will meet with them at least once each semester throughout the student's entire program of study.

As student research interests may change, a student may request a change of advisor by contacting the Director of the PhD Program. It is the joint responsibility of the academic advisor and PhD student to design an individualized program of study that meets the learning and research needs of the student. Students are advised to contact their advisor to set up a meeting schedule.

#### *PhD Advising process*

When students are taking all PhD coursework, students are required to meet with their academic advisor at least once each semester during the first year of study, at least twice each semester in year 2. During the dissertation phase of study, the meeting schedule is individualized based on the needs of the student.

## **Change in progression**

Last Update: 9/12/2013

A student may request a change of academic progression due to personal or professional reasons. The student should submit a written request to the Track Coordinator requesting the change, outlining the rationale for the change and a proposed revised program of study. Written approval from the Track Coordinator and/or director of the program is required.

*\*\*\*Exception: GEP students\*\*\**

### **Change in Progression after NCLEX-RN Failure**

GEP students who have not passed the NCLEX-RN exam by December 31 of Year 2, fall semester may not continue in their program of study (although they may enroll in select courses). Furthermore, the student must change their progression for Year 2, spring semester. In addition, failing to pass the NCLEX-RN exam after three attempts will result in administrative dismissal from the program at the completion of the student's current courses. After passing the NCLEX-RN exam, the student may reapply to the Graduate School of Nursing, as a Pre-Graduate student, however, automatic re-admission is not guaranteed.

#### *Process:*

If a student fails the NCLEX-RN exam on the first and/or second attempt, the Director of the GEP program and the faculty advisor will offer to assist the student to develop a remediation plan and develop a revised program of study. Students who do not pass the NCLEX – RN exam are encouraged to seek assistance from course faculty, clinical faculty, student advisor, the Center for Academic Achievement and/or Student Counseling Center.

## **Change in Program: (Continuing on or switching between Doctoral Programs)**

Last update 2/17/2015

Students may request at any time to change from the program they identified at the time of application into a different program. Exception: GEP students may only request change in program after successful completion of all GEP year 1 coursework.

### **Continuing on to a Doctoral Program or switching between Doctoral Programs:**

- MS to DNP
- MS to PhD
- PhD to DNP
- DNP to PhD

Matriculated students in the GSN Master's Programs may apply to the GSN Doctoral programs during the last semester of the Master's program using a modified application process. Deadline to apply for the PhD program is March 15<sup>th</sup>. Deadline to apply for DNP program is April 1<sup>st</sup>.

*Procedure for continuing on to a Doctoral Program or switching between Doctoral programs:*

1. The student will meet with his/her current track coordinator or program Director, as appropriate, to discuss.
2. The student will then meet with the prospective program Director
3. The student will prepare an application which must include the following documents:
  - a. A written request to be considered for the program, including a revised personal goal statement articulating the desire to change programs. Highlight specific experiences that have influenced the application to pursue the new program.
  - o A sample of scholarly writing from within the last three (3) years
  - o An updated resume or CV
  - o An official transcript from University of Massachusetts, Worcester
  - o A letter of recommendation from any individual who can address the applicant's leadership ability, teamwork, communication skills, creativity and/or perseverance within the last year.
4. The completed information should be submitted to the Admissions Coordinator.
5. The student will participate in the interview process.
6. Following a review of the application materials and considering the content of the interview the Program Director will make a recommendation to the Academic Standards and Admissions committee (AS&A committee) regarding admission.
7. The Academic Standards and Admissions committee shall review the above along with the Program Director's recommendations and will make a final decision on acceptance into the Doctoral Program.
8. The student will be notified of the committee's decision in writing.

**Change in Program (Doctoral to Master's):**

- DNP to MS
- PhD to MS

Matriculated students in GSN Doctoral Programs may apply to the GSN Master's programs using a modified application process. After review of applicant materials and results of interview(s) the program Director will make a recommendation regarding admission to the Academic Standards and Admissions Committee, in the Program Director's exercise of their sole and exclusive discretion.

*Procedure to change program:*

1. The student will meet with his/her current track or program director, as appropriate, to discuss.
2. The student will then meet with the prospective program director
3. The student will submit to the prospective program director:
  - o A written request to be considered for the program, including a revised personal goal statement articulating the desire to change programs. Highlight specific experiences that have influenced the application to pursue the new program.
  - o An updated resume or CV, including current RN work experience and/or rotations for GEP students
  - o An official transcript from University of Massachusetts, Worcester

- Request a letter of endorsement from the current track coordinator or program director.

4. The student will then meet with the prospective program director
5. Following a review of the application materials and considering the content of the interview the Program Director will make a recommendation to the Academic Standards and Admissions committee (AS&A committee) regarding admission.
6. Academic Standards and Admissions committee (AS&A committee) shall review the above along with the Program Director's recommendation and will make a final decision on acceptance into the Master's Program.
7. The student will be notified of the committee's decision in writing.

### **Change in Track:**

Last update 2/17/2015

Students may request at any time to change from the track they identified at the time of application into a different track or to add, drop, or change a specialty. The one exception to the policy is as follows: GEP students may only request change in track or specialty after successful completion of all GEP year 1 coursework. Change in Track requests may only be approved by the Track Coordinator and/or Program Director, in the exercise of their sole and exclusive discretion.

*Procedure to change track:*

1. The student will meet with his/her current track coordinator to explore the process of changing tracks.
2. The student will submit the following information to the Track Coordinator of the track that he/she desires to change into:
  - A written request to change tracks, including a revised personal goal statement, articulating the desire to change tracks, and identifying new career goals.  
Highlight specific experiences that have influenced the request to change tracks.
  - An updated resume or CV, including current RN work experience and/or rotations for GEP students
  - An official transcript from University of Massachusetts, Worcester
  - An academic letter of recommendation from University of Massachusetts, Worcester
  - GEP only: A letter of recommendation from the faculty who supervised the student's clinical internship
3. Interview with the Track Coordinator of the track that the student desires to discuss proposed change of track.
4. The Track Coordinator shall consider all information submitted by the student as well as the content of the interview and shall make a decision in their sole and exclusive discretion whether the change of track will be granted.
5. The decision will be communicated in writing to the student and copied to the Director of Student Affairs.

## **Add/Drop or Change a Specialty:**

Last update 2/17/2015

A student may drop a specialty at any time during their program of study and must communicate it in writing to the track coordinator.

The request to add or change a specialty may only be approved by the Track Coordinator in the exercise of their sole and exclusive discretion.

### *Procedure to add or change specialty:*

1. The student will submit a statement detailing the reason and justification for the request a written request for the addition or change in specialty to his/her Track Coordinator.
2. The student will meet with his/her Track Coordinator to discuss the proposed addition or change in specialty. Track Coordinator shall decide on the request.
3. If approved, the Track Coordinator shall submit a signed formal add/change in specialty form for the students.
4. The decision will be communicated in writing to the student and copied to the Director of Student Affairs.

## **Leave of Absence (LOA)**

Last update 2/17/2015

A student may apply for multiple LOAs during the time of their matriculation, but collectively the total amount of LOA time may not exceed one (1) year. The request must be made in writing to the Director of the Program and copied to the student's Advisor and the GSN Director of Student Affairs. The written LOA request must include:

- Student Name
- Educational Program and Track (if applicable) student is currently enrolled in
- Reason for request
- Start and end date of the requested leave
- Proposed revised program plan of study

The Director of the Program will make the final determination of whether or not the requested LOA is to be granted, and what, if any, conditions for return will be set. The Director of the Program will inform the student in writing of the decision and of any required conditions that must be met prior to return. The Director of the Program will notify the student's Advisor and the GSN Director of Student Affairs if an LOA has been approved.

If any changes to the curriculum have been implemented or taken effect while a student is on an LOA, the student must fulfill the new, changed requirements when they return. If an LOA is granted, the student's maximum years of enrollment for degree completion (statute of limitations) will be adjusted proportionately. The Office of Financial Aid will be informed by the Director of Student Affairs that a student will be taking an LOA. Students must contact the Office of Financial Aid to understand the implications an LOA may have on any financial aid and scholarship awards.

If the student's LOA is year-long and the student wishes to be reinstated at the end of the LOA, he/she must submit in writing to the Director of the Program (and copied to the student's advisor and GSN Director of Student Affairs) no less than three (3) months prior to reinstatement his/her intent to resume studies on the designated date. Please note, however, the exact timing of return from the LOA is dependent upon completion of all required conditions for return and space availability in the program of study. If the student's LOA is semester-long, this written request for reinstatement must be submitted not less than thirty (30) days prior to reinstatement. Failure to comply with deadlines for above notice shall preclude the student from reinstatement.

If a student meets the above deadlines to confirm their intent to return and has completed all required conditions for return within the time frames noted, but there is no space available in a required course he/she will have their progression altered and will be given a seat in the next available class. The student may take other classes that have space providing they have met the pre-requisite(s) for these classes.

If a student is approved for an LOA based on a medical/health related condition, he/she must provide sufficient documentation to Student Health Services (SHS) from the qualified treating provider stating the student is able to return to school without any conditions or restrictions and is able to fully meet all the Technical Standards as outlined in the GSN Student handbook. Such documentation shall be on the qualified provider's letterhead, complete with the date of the letter and date(s) of treatment (if applicable) along with original signature. Such clearance from SHS is needed in order to return from an LOA. Documentation from SHS shall be submitted to the Advisor and course faculty. The Advisor shall place the documentation from SHS in the student's file with the Director of Student Affairs.

Students who wish to apply for Academic Accommodations, please refer to the Department of School Services website for further information: <http://www.umassmed.edu/schoolservices/matriculation-services/ada-accommodations/>

A student who fails to provide timely notice of their intent to return (as stated above) or who does not complete all required conditions related to the LOA will be administratively withdrawn from the GSN. A student may reapply to the GSN for matriculation into an educational program within the GSN, however, such application for re-admission is not guaranteed to be accepted.

### **Add/Drop and Course Withdrawal**

Last update 5/9/2013

A student may add or drop courses anytime up to 10 days after the beginning of a course by notifying the GSN Director of Student Affairs in writing, who will in turn notify the Registrar's Office. No entry will be made on the student's permanent record of any courses

dropped within this time frame. No course may be added after 10 days from the beginning of a course.

After these ten (10) days, if a student wishes to withdraw from a course, they must notify the faculty of record in writing. Faculty of Record will notify the Director of Student Affairs in writing with notation of the grade to be given. If the student withdraws before one-third of the course has been taken, a grade of 'Withdrawal' (W) will be given. After this time and up until two-thirds of the course is completed, a grade of 'Withdrawal-Passing' (WP) or 'Withdrawal-Failing' (WF) will be given, based upon the current grade at the time of withdrawal. Withdrawals are not allowed after two-thirds of the course has been completed. The Director of Student Affairs will notify the Registrar's Office. Please note a Withdrawal-Failing is considered a course failure; this may have implication on course progression.

First year Graduate Entry Pathway students who withdraw from any course in the first year of study are considered to have withdrawn from the program. If the student decides they would like to resume their studies they need to reapply to the program, and automatic re-admission is not guaranteed.

### **Withdrawal from GSN**

Students must follow course withdrawal policies and procedures and notify in writing their academic program coordinator, director, faculty advisor, and the Registrar of their intention to withdraw from the program. Students who withdraw without notifying the Registrar of their status will be considered withdrawn as of the last recorded date of class attendance as documented by the University.

### **Evaluation of Students**

#### **Grading**

Last update 1/9/2014

The following grades are used at the Graduate School of Nursing:

<b>Grade</b>	<b>Numerical Equivalent for GPA</b>	
A	93-100	4
A-	90-92	3.7
B+	88-89	3.3
B	83-87	3
B-	80-82	2.7
C+	78-79	2.3
C	73-77	2.0
C-	70-72	1.7
D+	67-69	1.3
D	63-66	1
F	0-62	0

W, WP, WF = Withdraw, Withdraw Pass, Withdraw Failure

P = Pass

F = Fail

**Minimum Passing Grades in the GSN:**

<b>Course level</b>	<b>Minimum passing grade for individual courses</b>	<b>Cumulative semester GPA for program progression</b>
500 Didactic	78	3.0
600 Didactic	83	3.0
700 Didactic	83	3.0
800 Didactic	78	3.0
Clinical courses, OSCE, residency, practicum	Pass	N/A

**Incomplete Courses:**

Last Updated: 5/9/2013

At the end of a semester, an Incomplete “I” may be listed on the student’s transcript at the discretion of the faculty of record when, in their determination, assigned coursework has not been completed. The faculty of record will notify the student in writing stating (1) the reason(s) for the “I” (the work not yet completed); and (2) the date by which the involved course work must be fully completed, which time shall not exceed one (1) year from date of enrollment in the involved course. A copy of the notice, acknowledged by the student via email or signature, will be placed in the student’s official file. All work submitted by the required date will be graded as submitted. If the student fails to fully complete the work within the stated deadline, a grade of “F” will be submitted to the Registrar.

Exceptions to this policy will be made only for situations that involve severe personal medical or hardship reasons which require documentation from the student and approval from the Program Director (in their sole and exclusive discretion).

If a student has an “Incomplete” in a course that is listed as a pre-requisite for another course, the student may not take that course until the “Incomplete” has been changed to a passing grade. Students receiving a grade of Incomplete will be required to pay a fee of \$100 per semester until the incomplete is removed from their transcript.

*Exception:* No incomplete grades will be given for Graduate Entry Pathway (GEP) didactic or clinical courses the first year of the program.

**ATI NCLEX Predictor Test**

GEP students will take the Assessment Technologies Institute (ATI) RN Comprehensive Predictor exam at the end of the summer semester. The expected benchmark is a ‘predictor score’ (certainty of passing the NCLEX exam) of 95%. Students are strongly encouraged to prepare for the exam with the use of texts, online testing (PubMeds), and

other sources.

**Students who do not achieve the benchmark will develop a remediation plan with their advisor or a designated member of the faculty and complete it prior to taking the NCLEX exam.**

### **Academic Warning Policy**

Last update 9/12/2013

For didactic courses, the faculty of record may give an academic warning if any of the following occur:

1. A student has low exam, quiz and/or assignment grades
2. A student consistently submits assignments late or late without permission of instructor;
3. A student has unexplained or unexcused absenteeism; or
4. A student's conduct is inconsistent with professional expectations included but not limited to the course evaluation, Student Handbook, the ANA Code of Ethics, and/or the ANA Social Policy Statement.

For clinical, practicum, and residency courses, the faculty of record may give an academic warning if any of the following occur:

1. A student does not deliver safe and appropriate patient care;
2. A student does not seek appropriate consultation from the clinical instructor, preceptor and/or health care provider;
3. A student fails to complete clinical, practicum, or residency responsibilities assigned by faculty within the time frame allotted, including required practice hours, and submission of clinical documentation, such as logs, notes, and required clinical paperwork;
4. A student fails to progress in acquiring skills, knowledge, efficiency, or productivity as specified in formative evaluations and final course evaluation tool;
5. A student does not abide by the ANA Scope and Standards of Nursing Practice or by the regulations issued by the Massachusetts Board of Registration in Nursing (BORN); or
6. A student's conduct is inconsistent with professional expectations included but not limited to the course evaluation, Student Handbook, the ANA Code of Ethics, and the ANA Social Policy Statement.

*Please note that in the setting of unsafe patient care, the student may be removed from the clinical, practicum, or residency setting at the time, in addition to receiving a written warning.*

*The Procedure for Academic Warnings:*

A meeting will be scheduled between the student and the course faculty, track coordinator (if applicable), and faculty advisor (if applicable), at which time the written academic warning will be given to the student.

The participants will discuss the student's performance and conditions for corrective behavior, options for remediation and/or progression including, as applicable, return to class, clinical, practicum or residency setting. The student will also be encouraged to seek assistance from the course faculty, clinical faculty, student advisor, the Center for Academic Achievement and/or Student Counseling Center.

Copies of the academic warning signed by the issuing faculty will be placed in the student's official file. The program director and the student's advisor will be notified of the academic warning.

### **Course Failure Policy**

Last update 5/8/2014

All students must maintain an overall GPA of 3.0 and can receive only one non-passing grade and still remain in the program.

Occurrence of either of the following situations will result in academic dismissal:

- A student's Grade Point Average falls below 3.0.
- A student receives two non-passing grades.

(Please note, however, the EXCEPTION for PhD Student Probation).

In addition to the above minimum requirements for a student's overall GPA, the following also applies for specific courses.

#### **500 level courses:**

1. Students must earn a minimum grade of C+ to pass courses and Pass (P) to pass a Pass/Fail courses.
2. Students who earn less than a C+ in a course or Fail a Pass/Fail course will be academically dismissed.
3. Reapplication to the GSN is required for matriculation into any educational program at UMass GSN. Automatic re-admission is not guaranteed.

#### **600 and 700 level courses:**

1. Students must earn a minimum grade of B to pass courses and Pass (P) to pass Pass/Fail courses.
2. If a student earns a B- or C+ in one course he/she may repeat the course once. The student must earn a minimum of B on the second attempt or will be academically dismissed.
3. If a student fails a Pass/Fail course he/she may repeat the course once. The student must earn a Pass on the second attempt or will be academically dismissed.
4. Academic dismissal will also occur when during the program a student:

- a. earns less than a B in more than one course, or
- b. earns less than a C+ in any course, or
- c. fails two Pass/Fail courses, or
- d. earns less than a B in one course and fails one Pass/Fail course.

**800 level courses:**

1. Students must earn a minimum grade of C+ to pass courses and Pass (P) to pass Pass/Fail courses.
2. If a student earns a C in one course he/she may repeat the course once. The student must earn a minimum of C+ on the second attempt or be academically dismissed.
3. If a student fails a Pass/Fail course he/she may repeat the course once. The student must earn a Pass on the second attempt or be academically dismissed.
4. Academic dismissal will also occur when during the Program a student:
  - a. earns less than a C+ in more than one course, or
  - b. earns less than a C in any course, or
  - c. fails two Pass/Fail courses, or
  - d. earns a C in one course and fails one Pass/Fail course.

**Notations:**

1. In some cases, repeating a course may lead to a change in progression.
2. If a student fails a course with both a theory and clinical component, an individualized plan of study will be developed with the student, faculty of record and advisor.

**PhD Student Probation**

A PhD student will be placed on probation if a student receives a “C” in a core course, and/or if a cumulative GPA at any semester-end of at least a 3.0 is not maintained. A meeting will be scheduled between the student and the program director. Students placed on probation are notified in writing and a copy is sent to the student’s faculty advisor. A student on probationary status is given one semester to raise the cumulative GPA to at least 3.0. If at the conclusion of this semester the cumulative GPA is not raised to 3.0 or above, the student will be academically dismissed.

**Administrative Dismissal:**

Last update 5/8/2014

A student may be administratively dismissed from the University of Massachusetts Medical School Graduate School of Nursing (GSN) if, the student fails to comply with certain administrative requirements of the University of Massachusetts Medical School (UMMS).

Any of the following conditions may warrant administrative dismissal:

- Failure to comply with prior conditions on admission to the GSN
- Failure to satisfy an overdue financial obligation to UMMS, consisting of tuition, loans, library charges, or other student charges, such as orientation, student activities, health services, child care, and other such fees as may be established;

- Failure to comply with other administrative requirements, such as the submission of health clearance documents, maintenance of current Massachusetts RN license, BLS, ACLS (if applicable), or maintenance of a current Nursing license in any state where student is performing a clinical rotation/providing direct patient care;
- Failure to return from a leave of absence at the specified time and resume course work;
- Failure to comply with conditions set to return from the Leave of Absence

### **Academic Dismissal:**

Last update 5/8/2014

The Graduate School of Nursing, through its faculty and appropriate committees, reserves the right to dismiss any student for:

1. Unsatisfactory performance of academic or clinical requirements and/or
2. Deficiency in standards of professional conduct, ethical practice or professional abilities.

Graduate nursing students, as members of the nursing community are expected to adhere to the Code of Ethics as stated by the American Nurses Association. Students are expected to abide by a Code of Honor that exemplifies a standard of behavior worthy of a professional. That is, students are not to engage in any form of dishonesty or misrepresentation. Students are required to report unprofessional or unethical behaviors. Such misconduct includes but is not limited to falsification of data, fabrication of data and/or plagiarism as well as clinical misconduct.

Any of the following conditions may warrant Academic Dismissal:

- Unsatisfactory performance of academic requirements – refer to course failure policy.
- Forgery, fraud or falsification of information on any official University document, including but not limited to Bursar's clearance card, grade report, recommendations, transcripts;
- Violation of the GSN Honor Code;
- Failure to comply with Board of Registration in Nursing regulations as noted in 244 CMR 7.00: M.G.L.c. 112, s.

61. <http://www.mass.gov/eohhs/docs/dph/regs/244cmr007.pdf> Grounds for complaints are acts which indicate that the nurse is in violation of relevant provisions of Massachusetts General Laws, or Regulations of the Board. Examples include, but are not limited to, conviction of a felony, practice of nursing while ability is impaired by alcohol, drugs or mental or physical instability, drunkenness, or addiction/dependence on controlled substances, gross or habitual negligence, practice beyond the scope of licensure, and fraudulent procurement of registration.

- Failure to comply with the following American Nurses Association documents:
  - ANA Code of Ethics with interpretive statements:  
<http://www.nursingworld.org/MainMenuCategories/EthicsStandards/CodeofEthicsforNurses>
  - Nursing's Scope and Standards of Practice: <http://www.nursesbooks.org/Main-Menu/Standards/Nursing-Scope-and-Standards-of-Practice.aspx>
  - Nursing's Social Policy Statement: The Essence of the Profession,  
<http://www.nursesbooks.org/Main-Menu/Foundation/Nursings-Social-Policy-Statement.aspx>

- Professional Standards:  
<http://www.nursingworld.org/MainMenuCategories/ThePracticeofProfessionalNursing/NursingStandards>

A student who is administratively or academically dismissed, will cease to be enrolled and will not be allowed to complete the current semester, attend any courses or classes, or to register for future semesters. Such students will return their identification cards and any and all University property currently in their possession.

### **Appeal Policy/Grievance**

#### **GSN student complaint and grievance policy**

**Purpose:** The purpose of this policy is to define the elements that constitute a complaint and a grievance.

**Student Complaint:** A complaint is an expression of dissatisfaction with an individual, service, policy or procedure, action, or lack of action. A complaint is considered an issue that can be resolved in an expedited manner by a GSN faculty member or the GSN administration. A complaint can be formal or informal.

- An informal complaint is a verbal complaint expressed by a student to any administrator (Dean, Associate Dean, and Directors) or Faculty member. A verbal complaint is always considered an informal complaint.
- A formal complaint is one that is typed and submitted as a hard copy letter to a GSN faculty member. The first line of the letter should indicate that this is a formal complaint.

**Complaint Procedure:** If the student complaint involves a course or instructor, the student shall try to resolve the issue with that instructor during a formal meeting. If satisfaction is not reached, the student will then bring the complaint (*in the following order*) to: 1) course faculty coordinator, 2) Program Director and 3) Associate Dean of Academic Affairs. It is the responsibility of the student to describe the nature of the concern and offer constructive suggestions to correct the situation. It is important to note that all complaints may be documented for programmatic review.

**Student Grievance:** A grievance is a formal charge filed regarding the alleged violation of a policy, procedure, individual's right, or standards that cannot be resolved in an expedited manner by the GSN administration. Students can grieve an action, or lack thereof, that adversely affects the student's academic status including, but not limited to probation, dismissal, clinical warning and academic or administrative withdrawal. Course or assignment grades cannot be grieved. Disputes regarding individual course grades should be resolved between the course faculty of record and the student. Complaints of discrimination may be filed with the Diversity & Inclusion Office.

### **Grievance Procedure**

1. The student must provide the Associate Dean of Academic Affairs a written grievance statement within seven days of the event which caused the grievance. This statement

must include the specific nature of the grievance, names of individuals (if any) who are the subjects of the grievance, other individuals who may have information helpful to resolving the grievance, and the remedy sought by the student.

2. The Associate Dean of Academic Affairs shall provide a copy of the grievance to the subject of the grievance and the Dean's Office. The Associate Dean of Academic Affairs shall schedule a conference with the student and the subjects of the grievance.
3. If a direct conference between the parties fails to resolve the grievance, then the student may request the Associate Dean of Academic Affairs convene a hearing by an impartial committee. The Hearing Committee will be composed of a minimum of three individuals, two Graduate Nursing School faculty and one student member. The student may select one member of the Committee; the Associate Dean of Academic Affairs shall select the other two members.
4. The Hearing Committee will determine what procedures to follow in reviewing the grievance. Every effort will be made to provide appropriate due process to the student and subject(s) of the grievance. Such due process should include, but not be limited to, providing the student and the subject(s) of the grievance with the opportunity to present to the Committee his/her side, opportunity to question all witnesses (if suspension or dismissal would be the outcome), and to submit supporting documentation. The Hearing Committee shall provide a written recommendation to the Dean of the Graduate School of Nursing within fifteen (15) working days of completion of the Committee's deliberations.
5. The Dean will review the recommendation of the Hearing Committee and may meet with the student and his/her advocate and/or the person against whom the grievance was filed. If the student is grieving a suspension or dismissal, he/she may also submit written materials prepared by an attorney for the Dean's consideration. The decision of the Dean of the Graduate School of Nursing will be final and binding.

### **Representation**

Attorneys representing parties of the grievance are not permitted to be present during the conference, Committee proceedings, or Dean's interview. However, the student or subject(s) of the grievance may be accompanied, advised or represented by a faculty or student of the Graduate School of Nursing (not an attorney) acting as the party's advocate at any stage of the proceedings. The sole exception is when the conduct resulting in the proposed disciplinary action may also result in criminal charges in which case the student may have an attorney present. This right to have an attorney present (at the student's expense) should also apply when in the judgment of the Hearing Committee it appears likely that such charges shall be filed. Any student who elects to be accompanied by an attorney is required to provide at least five (5) days notice to the Dean or Hearing Committee.



## **IV. HEALTH RESOURCES AND GUIDELINES**

### **Student Health Clearance**

The University of Massachusetts Medical School (UMMS) **requires** all students admitted to the Graduate School of Nursing to complete the Student Health Clearance process **prior to matriculation**. Non-matriculated students must obtain health clearance prior to taking clinical courses. This policy was developed to decrease risk of transmission of potential infectious agents. It is part of each student's professional responsibility to maintain health clearance throughout his/her educational experience at UMMS.

All clinical sites within UMMS and outside of UMMS require documentation of medical clearance prior to starting any clinical educational experience. Student Health Services (SHS) is responsible for tracking this clearance process for all students and notifying students who need updated clearance information.

The Student Health Services (SHS) office can help with any questions regarding the clearance paperwork and can assist with resources to help complete the process. Required forms can be downloaded from SHS <http://umassmed.edu/studenthealth/forms.aspx>. For additional information, please call (508) 334-8464.

**Any student who fails to comply with SHS requests to complete the clearance process by the first day of class will be reported to the Dean of the Graduate School of Nursing and the Registrar's Office for further action including suspension of registration. Suspension of registration would result in being withheld from classes and all clinical educational experiences.**

Additional resources for assistance in completing these requirements can be found on the GSN website.

Please submit SHS clearance forms no later than one month prior to the start of classes directly to: UMMS Student Health Services  
1st Floor Benedict Building  
55 Lake Ave. North  
Worcester, MA 01655

### **Student Health Fee**

The student health fee is different than the student health insurance plan. This fee is **mandatory** for all students whether they have the student health insurance plan or their own health insurance. The student health fee supports Student Counseling Services and Student Health Services. Required fees help to defray costs for required immunizations, infectious disease titers, paperwork, administrative support, and all primary care visits to Student Health Services.

### **Student Health Insurance**

Massachusetts Law requires that all students have health insurance. The UMASS-Worcester

Student Accident and Sickness Insurance Plan provides coverage to students for a 12-month period. You have the option to enroll in a plan through the University of Massachusetts or purchase health insurance with a company of your choice. ALL UMASS-WORCESTER STUDENTS ARE REQUIRED TO EITHER ENROLL IN OR WAIVE THE STUDENT HEALTH INSURANCE PLAN prior to each fall semester. Details of the insurance plan, enrollment information, and waiver information can be found online at: [http://www.universityhealthplans.com/letters/letter.cgi?school\\_id=171](http://www.universityhealthplans.com/letters/letter.cgi?school_id=171).

The student health insurance plan covers most services received outside of Student Health Services. Refer to the student health plan brochure for more details and a summary of the benefits. Students may elect to purchase dependent coverage (spouse, children) for an additional cost after the completion of their student enrollment in the University's health insurance plan. Students may also elect to enroll in an optional dental insurance plan for an additional cost.

### **Student Health Service**

**Location:** 1st floor of the Benedict Building on the University campus in the Family Medicine Department.

**URL:** <http://www.umassmed.edu/studenthealth/index.aspx>

**Telephone:**

For any health related concerns call 508-856-2818 for an appointment.

For after hours/weekends health related concerns call 508-856-2818.

For prescriptions refills call the automated refill line call 508-856-2818. Press Option #2

For administrative questions call 508-334-8464 or e-mail either Lori Davis at [studenthealth@umassmemorial.org](mailto:studenthealth@umassmemorial.org)

For billing questions/ concerns, e-mail Nancy Whalen at [nancy.whalen@umassmemorial.org](mailto:nancy.whalen@umassmemorial.org)

For questions related to health clearance, labs, or vaccinations call 508-334-8464

**Email:** [studenthealth@umassmemorial.org](mailto:studenthealth@umassmemorial.org)

**Hours:** 7:30 AM-4:00 PM (closed for lunch from 12:00-12:45)

Students may also email Student Health Services with routine visit inquiries. Routine visit inquiries are visits that are of a **non-urgent** nature such as travel visits, appointments for immunizations, routine physicals. Please allow up to 48 hours for a response. Students can e-mail [studenthealth@umassmemorial.org](mailto:studenthealth@umassmemorial.org) Students must include their name and date of birth, the reason for the visit and list some dates and times they are available to meet. Students should identify their primary care provider if known. Otherwise, SHS can assist the student with identifying a provider if needed.

The email service is **not** to be utilized for urgent visits or medication refills. Urgent visits are those which involve acute illness concerns or complications of an existing health problem. Students will need to follow the usual procedure and contact Family Medicine to be triaged by nursing staff (508)334-2818. In addition, students requesting a medication refill should call this number and listen to the prompts for the refill line to process their request.

### **Student Counseling Service**

**Location:** S1-620. The Student Counseling Service is located behind the Medical School

Library, in Room # S1-620. Enter the library, then head towards the Computer Lab in the back-right corner and then proceed through the brown steel door. There are signs for SCS.

**Telephone:** **508-856-3220**

**Fax:** **508-856-3036**

**E-mail:** **SCS@umassmed.edu**

**URL:** <http://www.umassmed.edu/psychiatry/studentcounseling.aspx>

The Student Counseling Services (SCS) provides counseling, psychotherapy, assistance with stress management, and educational programs on emotional well-being for students.

Students come seeking personal growth and greater self-understanding, as well as healthier psychological functioning. Many students using the service are people who want to cope more effectively with difficult or stressful academic situations, while others seek counseling to deal with broader life issues. Some students come because of more serious, troublesome and/or chronic difficulties in their lives.

While short-term counseling is most common, it is possible, when time permits, for students to be seen for an extended period. The cost of these services is covered by the prepaid Student Health Plan fee; there is no additional charge to students using SCS.

The SCS maintains strict standards of privacy and confidentiality. Counseling records are kept separate from students' general medical records. No information about a student's contact with the service or information obtained in counseling is released to anyone outside the counseling service staff, including school or hospital administration, faculty, family, or other students, without the knowledge and written consent of the student, unless required by law or in the rare instance of an emergency situation involving someone's safety.

Scheduled and Drop-In Clinic Hours are available. Check the SCS website for specific times. <http://www.umassmed.edu/psychiatry/studentcounseling.aspx>. If a mental health emergency arises Monday through Friday between 8:15am and 2:15pm call, 508-856-3220 or email [SCS@umassmed.edu](mailto:SCS@umassmed.edu) to arrange to speak to the covering clinician. Outside Business hours please call please call Emergency Mental Health at 508-334-3562 and ask to have the covering clinician paged.

## **N95 Respirator Fitting/Mask FIT Testing**

CDC infection control recommendations suggest that healthcare workers protect themselves from droplet spread infections including tuberculosis by wearing a fit tested respirator such as a NIOSH-approved N95 respirator.

All GSN students working in the UMASS Memorial Health Care System are required to have been cleared by Student Health Services (SHS) and Environmental Health and Safety (EHS) for either N-95 respirator mask fitting or Powered Air Purifying Respirator (PAPR) mask fitting prior to entering any clinical site. This process will take place before your first clinical/practicum rotation. An e-mail will be sent by Student Health to direct you to complete the Respirator Fitness Form that can be found

at: <http://www.umassmed.edu/uploadedFiles/studenthealth/Respirator%20Fitness%20Form.pdf>

Please download this form and return it to SHS. at: Once cleared, you will be instructed to call Environmental Health and Safety (EHS) to arrange for a mask fitting.

Students not medically cleared to be fitted for the N-95 mask will need to be trained for the PAPR which would be arranged through EHS. Conditions where this would apply include certain medical conditions such as poorly controlled asthma or extensive facial hair.

Any students not cleared by SHS and EHS for either N95 or PAPR mask fitting might not be allowed to participate in clinical rotations.

### **Blood-Borne Pathogen Exposure/Needlestick/Injury**

Last Reviewed by Student Health & Employee Health 6/8/15

#### Procedure following Blood/Body Fluid Exposure:

Students who experience a critical exposure such as blood, visibly bloody fluids, or other body fluids e.g. cerebrospinal, synovial, peritoneal, pleural, amniotic, semen, vaginal secretions from a needlestick, cut or splash to eyes, mouth, nose, or open cut:

1. Gently bleed, wash, flush affected area with soap and water.
2. At UMASS Memorial Health Care page the BUGS beeper:
  - a. Internal: 77-BUGS (2847)
  - b. External: 508-334-1000 request the operator page BUGS (2847)
3. Notify your clinical faculty and the Director of your program.
4. Obtain initial evaluation. - DON'T DELAY - It is important to be evaluated within 2 hours of exposure. You may need immediate treatment. Go to the appropriate place for evaluation and treatment:
  - a. Employee Health University Campus 774-441-6263 (M,T, W F 7:00am - 4:00pm) closed on Thursdays
  - b. Employee Health Memorial campus- call BUGS pager or 508-793-6400 - no office hours
  - c. Employee Health 210 Lincoln Street 508-793-6400 (M - F 7:00am - 5:00pm)

If after hours, go to the Emergency Department. DO NOT go to Student Health Service for any immediate attention for a needlestick/body fluid exposure.

At all non-UMASS Memorial Health Care sites (clinicals/practicums), students should follow the protocol at that site for initial treatment and follow-up will be provided through Student Health Service.

5. Fill out incident report (as appropriate at site of occurrence) and bring to Student Health Service.
6. All students with exposures will go to Student Health Service for Follow-up after initial visit in the ER or with Employee Health.

Employee Health Services will work and advise Student Health Services regarding any necessary follow-up treatment and counseling.

## **POLICY: Nursing Students with Blood Borne Pathogen Infection**

Last updated June 7, 2013

The University of Massachusetts Medical School (UMMS) recognizes its duty to minimize the risk of transmission of blood-borne pathogens by individuals studying at the University. UMMS also recognizes its duty to provide a study and work environment which is free from discrimination. The policy which follows has been developed to ensure that UMMS acts in a manner consistent with these two duties.

This policy is based on currently available evidence from the medical literature and position papers from discipline-specific organizations. Revision of this policy may occur from time to time in light of new scientific evidence.

The intent of this policy is to limit the possibility of transmission of blood-borne pathogens by infected students within both the educational and clinical setting. UMMS recognizes, however, that it is not possible to completely eliminate the risk of infection.

This policy applies to all students enrolled in University of Massachusetts Worcester GSN sponsored educational programs, including both University of Massachusetts Worcester GSN students as well as visiting students.

### **1. General Considerations**

To decrease their risk of acquiring or transmitting blood-borne pathogens, all GSN students involved in patient care will receive training in the principles of Standard Precautions. They will be expected to adhere to those principles at all times within educational and clinical settings. Any students who believe that they may have exposed others to their blood or bodily fluids in a clinical situation have a professional responsibility to notify the attending physician and supervising faculty member. All students must comply with the applicable reporting, follow-up policies and protocols of the clinical site where the incident occurred. As professionals concerned with the health of others, it is strongly recommended that students involved in such incidents consent to undergoing diagnostic testing for blood-borne pathogens as defined below.

### **2. Admission to UMASS Worcester Graduate School of Nursing (GSN)**

An applicant's HBV, HCV, or HIV serologic status will have no impact on consideration for admission to University of Massachusetts Worcester GSN.

### **3. Immunization**

GSN students are expected to undergo HBV immunization as a condition of admission unless they are (a) already known to be seropositive or (b) can provide proof of prior effective immunization-with adequate HBV surface antibody titers. If a student has undergone immunization prior to or on admission to the GSN and remains seronegative, the student will be expected to receive a single booster dose of HBV vaccine and will be retested no sooner than six weeks after that immunization. If still seronegative, the two additional doses of the HBV vaccine will be administered. Should the subsequent HBV surface antibody titer measurement remain negative, then testing for HBV surface antigen will be performed.

Students who are found to be HBV surface antigen positive, will be advised to follow up with the Student Health Service (see 6. UMMS Student Health Service responsibilities

#### **4. Visiting Students**

In the event that the GSN has a visiting student the UMASS Medical School policy on Visiting Students will be enacted.

#### **5. Other Serologic Testing**

GSN or visiting students are not required to undergo serologic testing for HIV or HCV. However, it is the professional responsibility of the student who may be at risk for HIV or HCV infection to ascertain his/her own serostatus for these infections.

#### **6. UMMS Student Health Service Responsibilities**

University of Massachusetts Worcester GSN students infected with a BBP may come to the attention of UMMS student health service (SHS). It is the responsibility of the SHS:

- a) To confirm that the infected student is receiving adequate medical and psychological care, either at the SHS or with the student's personal physician.
- b) To assist with providing, arranging, and coordinating such care if necessary.
- c) To advise the student of precautions to be taken to prevent transmission of their BBP infection, both in terms of patient care activities as well as general lifestyle considerations.
- d) To advise the student of signs of possible progression of their disease that would interfere with his/her physical or emotional ability to fulfill educational requirements.
- e) To review the UMMS policy regarding students with blood-borne pathogen infection including explaining the expectation that the student self-identify to the ADA Student Coordinator.
- f) To explain that, as a medical provider involved with the student's health care, the SHS adheres to HIPAA guidelines and will not discuss the student's medical condition without the student's permission.

In addition, the SHS, or the student's personal physician, may be expected to perform semi-annual follow-up evaluations of infected students. This will provide the UMMS BPP Review Panel (see section 10 below) with clinical updates on any changes in the student's degree of infectivity (e.g., viral load, etc.). It also allows for a written statement of medical clearance ensuring that the student's BBP disease has not progressed to the point of limiting the student's educational capabilities as described in the GSN Technical Standards.

#### **7. Notification**

Nursing students who are infected with HBV, HCV, or HIV have a professional responsibility to self-identify their serologic status to the ADA Student Coordinator (school official designated to oversee the educational program of students who with BBP infection). Such notification should occur upon enrollment. If a student is diagnosed with a BBP infection after starting graduate school, the student should notify the ADA Student Coordinator promptly. Failure to self-report is basis for disciplinary action, up to and including dismissal from the GSN.

## **8. Career Guidance and Educational Monitoring**

Upon notification, the ADA Student Coordinator will begin ongoing meetings with the infected student to:

- a. Review the UMASS Worcester GSN policy on students with BBP infection
- b. Confirm and monitor that the student is receiving appropriate medical care
- c. Assist the student with applying for ADA status
- d. Discuss with the student if there is a possibility that s/he may have already participated in patient care activities in which injury to the student may have led to exposure of patients to the student's blood
- e. Provide ongoing intensive career guidance regarding track selection
- f. Review and approve all planned elective clinical rotations.

The ADA Student Coordinator will also convene a meeting of the UMMS BBP Review Panel to discuss potential modifications in the educational program for the infected student. In the case of a need for an urgent determination, temporary restrictions may be issued by the ADA Student Coordinator, pending a meeting of the full UMMS BBP Review Panel.

## **9. UMMS BBP Review Panel**

An *ad hoc* panel, known as the UMMS Blood Borne Pathogen Review Panel, will be convened to review each infected student's clinical status. This BBP Review Panel will consist of the following membership: at least two physicians with expertise in infectious disease, two members of the clinical clerkship faculty who perform surgical or obstetrical procedures, two faculty members from the Graduate School of Nursing, the UMMS ADA Student Coordinator, and the Assistant Dean of Student Advising (chair). With the student's permission, his/her personal physician will be invited (but not required) to attend the review panel meeting(s).

The UMMS BBP Review Panel will review relevant medical information regarding the infected student and propose any necessary specific modifications in the student's educational program. Each infected student's situation will be assessed individually on a case-by-case basis. The BBP Review Panel will not be informed of the identity of the student. The BBP Review Panel will take into account such factors as type of BBP infection, degree of infectivity (e.g., based on viral load, etc.), basic health of the student, any associated co-morbidities, as well as the particular requirements and locations of upcoming clinical clerkships or other educational experiences, etc. The BBP Review Panel will then make specific recommendations to the ADA student coordinator to help shape the appropriate accommodations to the student's upcoming educational experiences.

Trainees typically have limited experience with performing procedures and are lacking in technical expertise. As such, they are more likely to make errors in procedural technique that could lead to an exposure. In addition, it is reasonable to assume that patients undergoing an exposure prone procedure would be very unlikely to consent to the non-essential participation of an infected student if there is a risk of BBP transmission. For these reasons, the Review Panel may stipulate broader restrictions on an infected student's participation

than what is recommended in guidelines concerning experienced infected health care workers with BBP infection.

## **10. Confidentiality**

Confidentiality of all information about HIV, HBV, or HCV serostatus will be maintained pursuant to state and Federal laws. The Review Panel will consider the details of the student's serostatus and relevant medical history but will not know any particulars of the student's identity.

On a need-to-know basis, only those faculty, who will be providing modifications in the student's educational program will be informed that the student has a blood borne pathogen infection without identifying the specific type of pathogen. It may also be necessary to notify other rotation site supervisors that the student is "sharps restricted." These individuals will not be informed about the student's particular disease. The individual clinical sites where students train also may have additional reporting requirements depending upon procedures and activities to be performed by nursing students at that site.

## **11. Accommodations.**

In compliance with the American with Disabilities Act (ADA) of 1990 and the ADA Amendments Act of 2008 (ADAAA), students living with blood-borne diseases are to be treated like anyone else having a "disability" for the purposes of admission and retention at University of Massachusetts Worcester GSN. University of Massachusetts Worcester GSN is committed to non-discrimination of disabled individuals and makes reasonable accommodations to enable them to complete their medical education. Reasonable accommodations may be made in the Nursing degree program for infected students so that they will not necessarily be prevented by their blood-borne pathogen disease status from completing a degree. Accommodations should be designed such that the infected student has every reasonable opportunity to excel.

The UMMS BPP Review Panel will work with the UMMS ADA Student Coordinator to provide the student with reasonable accommodations where needed. An accommodation is not considered reasonable if it alters the fundamental nature or requirements of an educational program, imposes an undue hardship, or fails to eliminate or substantially reduce a direct threat to the health or safety of others. Infected students, like all students, must meet the University of Massachusetts Worcester GSN technical standards.

Prior to starting a rotation that the UMMS BPP Review Panel considers as a potential risk for exposure, the infected student must meet with the program director or faculty so that restrictions on the student's participation can be clearly defined.

## **12. General Principles Governing Clinical Activities of Infected Students**

Each student with BBP infection will have an individualized educational program designed by the UMMS BBP Review Panel. There are, however, some general guidelines that apply to all infected students. In addition to practicing Standard Precautions, students with BBP infection should:

- a) Always double glove any time gloves are to be worn.
- b) If at risk of transmitting infection, not participate in exposure-prone procedures, which at a minimum include the following:
  - i. digital palpation of a needle in body cavity
  - ii. simultaneous presence of the student's fingers and a needle, other sharp instrument, or sharp tissues (e.g., teeth, spicules of bone, etc.) in a poorly visualized or highly confined anatomic space
  - iii. see appendix for detailed list of specific exposure prone procedures
- c) In the clinical setting, if an infected student is asked to assume a role in a procedure which may put a patient at risk, s/he should decline participation and indicate that s/he is "sharps restricted."
- d) If a glove or any other body part of an infected student is entered or nicked by a needle or sharp instrument, that instrument will be discarded or removed and cleaned, and the student will retire from the procedure.
- e) If an infected student sustains an injury that may have exposed a patient to the infected student's blood or bodily fluid, the student shall immediately notify the patient's attending physician or the responsible faculty member about the incident, and also comply with the applicable reporting and follow-up policies and protocols of the clinical site where the incident occurred. The attending physician should then communicate with the appropriate institutional officials (i.e., risk management, etc.), to initiate a full disclosure process.
- f) On a case by case basis, infected students may be required to provide the UMMS Blood-Borne Pathogen Review Panel with updated information from their health care provider. Such reports will be requested at intervals not to exceed 6 months and may include the following:
  - i. A current statement from the student's medical provider confirming that the student's overall condition is sufficiently healthy so as to be able to perform expected duties on clinical rotations as described in the Technical Standards found in the University of Massachusetts Worcester GSN Student Handbook.
  - ii. Appropriate recent laboratory tests confirming that the student's potential infectivity has not changed since the Review Panel issued their recommendations.

### **13. General Principles Governing Educational Programs of Infected Students**

For the required clinical rotations and other required clinical experiences considered higher risk for potentially exposing patients to blood borne pathogens, infected students will preferentially be assigned to rotation sites where the content and structure of their educational experience can be most closely supervised.

To ensure that appropriate restrictions and accommodations are put in place for all clinical situations where patients or others are potentially at risk, the infected student is required to seek authorization from the ADA Student Coordinator for all elective clinical rotations. The Assistant Dean for Student Advising must also be notified of any changes in the student's schedule of clinical experiences. Infected students who are at risk for transmitting a blood

borne pathogen may not be permitted to do elective rotations in specialty areas involving exposure prone procedures. If the student disagrees with such a determination, s/he may appeal to the UMMS Blood Borne Pathogen Review Panel.

Infected University of Massachusetts Worcester GSN students wishing to do an elective rotation away will need to follow the Blood Borne Pathogen Policy of the host institution.

### **Appendix 1: Resources: CDC Current guidelines regarding exposure prone procedures for infected health care workers**

From: Centers for Disease Control and Prevention; Updated CDC Recommendations for the Management of Hepatitis B Virus-Infected Health-Care Providers and Students; MMWR Recomm Rep; 2012; July 6;61 (RR03); 1-12.

#### **CDC classification of exposure-prone patient care procedures**

##### **Category I. Procedures known or likely to pose an increased risk of percutaneous injury to a health-care provider that have resulted in provider-to-patient transmission of hepatitis B virus (HBV)**

These procedures are limited to major abdominal, cardiothoracic, and orthopedic surgery, repair of major traumatic injuries, abdominal and vaginal hysterectomy, caesarean section, vaginal deliveries, and major oral or maxillofacial surgery (e.g., fracture reductions). Techniques that have been demonstrated to increase the risk for health-care provider percutaneous injury and provider-to-patient blood exposure include

- digital palpation of a needle tip in a body cavity and/or
- the simultaneous presence of a health care provider's fingers and a needle or other sharp instrument or object (e.g., bone spicule) in a poorly visualized or highly confined anatomic site.

Category I procedures, especially those that have been implicated in HBV transmission, are not ordinarily performed by students fulfilling the essential functions of a medical or dental school education.

##### **Category II. All other invasive and noninvasive procedures**

These and similar procedures are not included in Category I as they pose low or no risk for percutaneous injury to a health-care provider or, if a percutaneous injury occurs, it usually happens outside a patient's body and generally does not pose a risk for provider-to-patient blood exposure.

These include

- surgical and obstetrical/gynecologic procedures that do not involve the techniques listed for Category I;
- the use of needles or other sharp devices when the health-care provider's hands are outside a body cavity (e.g., phlebotomy, placing and maintaining peripheral and central intravascular lines, administering medication by injection, performing needle biopsies, or lumbar puncture);
- dental procedures other than major oral or maxillofacial surgery;
- insertion of tubes (e.g., nasogastric, endotracheal, rectal, or urinary catheters);

- endoscopic or bronchoscopic procedures;
- internal examination with a gloved hand that does not involve the use of sharp devices (e.g., vaginal, oral, and rectal examination; and
- procedures that involve external physical touch (e.g., general physical or eye examinations or blood pressure checks).

**Appendix 2: Policy Summary Statement re: Students Infected with a Blood-Borne Pathogen (for student signature)**

**All matriculating students are required to sign this statement as a condition of admission**

The University of Massachusetts is committed to a policy of non-discrimination and protecting the legal rights and privacy of students infected with blood-borne pathogens while also protecting the health of the public. A student who is infected may attend the University of Massachusetts Graduate School of Nursing; however, certain restrictions may be imposed on the scope of the infected student's training. Actual recommendations and advice to the student will depend on current medical findings and standards of practice.

All matriculated UMMS students will have their Hepatitis B immunity status confirmed as part of the School's immunization policy. Although testing for hepatitis C and human immunodeficiency virus is not required for attendance at UMMS, it is the professional responsibility of any student who has risk factors for these diseases to make arrangements for serologic testing.

Students who are aware that they are infected with a blood-borne pathogen [including but not limited to Hepatitis B virus (HBV), Hepatitis C virus (HCV), and Human Immunodeficiency virus (HIV)], if not currently under the care of a personal physician, are strongly urged to contact the Student Health Service so that appropriate medical treatment may be instituted or continued.

Students infected with a blood-borne pathogen must avoid circumstances in which they could potentially transmit their infection to others. They are required, therefore, to disclose their infection status to the ADA student coordinator in order to arrange any necessary adjustments to their educational program. Such notification is considered a professional responsibility of the student, and failure to disclose blood-borne pathogen infection status will be grounds for disciplinary action, up to and including dismissal from the medical school.

The University of Massachusetts Graduate School of Nursing reserves the right to restrict students who may transmit blood-borne pathogens from situations that place others at risk. Reasonable adjustments will be made for any student who has tested positive for a blood-borne pathogen to be able to continue medical education. Restrictions and adjustments will be determined on a case-by-case basis by the UMMS Blood-Borne Pathogen Review Panel. In addition, the ADA student coordinator will provide career guidance and elective rotation oversight to all students who have a blood-borne pathogen infection. Every reasonable effort shall be made to maintain confidentiality regarding the blood-borne pathogen status of students.

Nevertheless, before an infected student begins a clerkship; directors and supervisors of that clerkship may be informed on a need-to-know-basis of limitations imposed on the student's activities. In the event that an urgent determination is required, the ADA student coordinator will issue temporary restrictions.

The full UMMS Policy regarding Medical Students with Blood Borne Pathogen Infection contains a list of some of the procedures which infected students may not be allowed to undertake or participate in. Students infected with blood-borne pathogens should be aware that, based on current medical knowledge and practice, they may be restricted from future residency training and specialty practices which require the performance risk-prone procedures.

A student infected with HBV, HCV, or HIV may continue in the GSN program as long as he or she is able to carry out the physical and intellectual activities of all students as outlined in the GSN Technical Standards.

Demonstrated competence on Standard Precautions is required of all students in clinical programs of the University of Massachusetts Graduate School of Nursing. Any student who may have exposed others to their blood or bodily fluids in a clinical situation has a professional responsibility to notify the patient's attending physician or supervising faculty member and to comply with the applicable reporting and follow-up policies and protocols of the clinical site where the incident occurred. As professionals concerned with the health of others, it is strongly recommended that students involved in such incidents consent to undergoing diagnostic testing for blood-borne pathogens as defined in the school's policy on "GSN Students with Blood Borne Pathogen Infection."

In addition to the UMMS Policy, students on clinical rotations are also subject to the blood-borne pathogen disease policies for health care workers at those individual host sites.

The complete Policy regarding GSN Students with Blood Borne Pathogen Infection can be found in the GSN Student Handbook.

I have read and understand the above Policy Statement on Blood-Borne Pathogen Infection

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name: \_\_\_\_\_

### **Substance Abuse Rehabilitation Program – Massachusetts Board of Nursing**

The Massachusetts Board of Registration in Nursing, in response to the enactment of legislation M.G.L.C. 112, s. 80F, has established the Substance Abuse Rehabilitation Program (SARP). This program assists nurses whose competency has been impaired by alcohol and/or other drugs. The five year program is designed in a manner which provides adequate safeguards and monitoring so as not to endanger the public health and safety nor jeopardize professional standards of nursing practice. The rehabilitation program provides guidance for nurses through individualized treatment plans and monitoring as a voluntary alternative to the disciplinary process, provided that the nurses cooperate fully with the recommended treatment plans and comply with the requirements for monitoring of their continued well-being after formal treatment has ended. No action is taken against the licenses of the nurses, and, in most cases, nurses will continue to practice. The licensees assume financial responsibility for all aspects of the program. For further information contact the at 617.973.0800 or <http://www.mass.gov/eohhs/gov/departments/dph/programs/hcq/dhpl/nursing/sarp/substance-abuse-rehabilitation-basic-information.html>

## **V. STUDENT ENGAGEMENT WITHIN THE GRADUATE SCHOOL OF NURSING**

### **UMASS Worcester Graduate Nursing Organization (GSNO)**

The Graduate Student Nursing Organization's purpose is to foster communication, coordination, and continuity among students, faculty, administration, alumni, and the University community at large.

Membership is open to all full-time and part-time students enrolled in the UMMS Graduate School of Nursing. The activities of the GSNO are determined by elected student representative officers. Meetings are held a minimum of twice a year, and more frequently as needed.

Faculty Advisors: Omanand Koul and Susan Young

### **GSN Committees with student members**

Students are invited to participate on three standing committees within the Graduate School of Nursing, Faculty Assembly, the Curriculum Committee and the Academic Standards and Admissions Committee. The president of the GSNO represents the students at the monthly GSN Faculty Assembly meetings.

The Curriculum Committee reviews and evaluates the curriculum of the GSN programs. Membership includes GSN faculty, a matriculated GSN student, and one GSN alumni.

The Academic Standards and Admissions Committee develops, reviews, and makes recommendations regarding issues relevant to the admissions, progression, retention, and graduation standards and policies of the GSN and acts on recommendations for acceptance of applicants to GSN programs. Membership includes GSN faculty, GSN Coordinator of Admissions, GSN Director of Student Affairs, and a matriculated GSN student.

### **UMMS committees with Student Members**

GSN students are also part of the UMMS campus committees. Two students serve on the SGA (Student Governance Committee), and 2 students serve as representatives to The Three School Committee. Additionally the GSN asks for a student representative for the Student Health Advisory Committee and for students to sit on the commencement planning committee. Students from all three schools are eligible to run for a position on the UMass Board of Trustees. Additional committee opportunities throughout the UMMS campus may arise during the year.

For more information regarding participation on one of these committees, please see the Director of Student Affairs, Susan Young.

## **VI. UNIVERSITY POLICIES AND PROCEDURES**

### **Access to UMass Medical School Facilities**

1. UMMS facilities may be utilized to provide care and treatment of patients, to conduct research for the advancement of health care and to teach and train health- care professionals. In support of these goals, the facilities may be used by the following:
  1. Recognized internal organizations for purposes which promote the health-related, educational, research and service and development goals of the organization; and
  2. Non-Profit outside organizations which are public service or health related sponsored by a recognized internal organization and approved by the Associate Vice Chancellor for University Relations. Such sponsorships of outside organizations shall not interfere with programs or activities conducted by UMMS.
  3. A recognized organization must send a request, in writing, to the Office of Communications and Publications Office thirty days in advance of the event or program for permission to use the facilities if an outside organization is being sponsored and will participate in the event. The outside organization must be identified in the request and its proposed participation described.
  4. Commercial use of UMMS facilities is prohibited.

Please note that the entire UMMS Policy on “ACCESS AND SOLICITATION,” Human Resource; General Administration Policy #06.05.00 as found at:

### **Alcohol Policy**

All members of the University of Massachusetts community shall abide by the laws of the Federal Government, the Commonwealth of Massachusetts, the regulations of the Alcohol Beverages Control Commission and local ordinances and regulations relative to the possession, consumption, distribution, transportation, manufacture and sale of alcoholic beverages or products, on land or premises owned or occupied by the UMMS. (Trustee Document T97-112) Students must also be in compliance with Alcoholic Beverages on Campus policy 1.2.01 from the Vice Chancellor of Operations (copy of this policy is available in the Office of Student Affairs).

Alcohol can be consumed on the campus of the University of Massachusetts at Worcester only by students of legal drinking age at University-sponsored student events in designated areas.

Any student-sponsored event that includes alcoholic beverages must be reviewed and approved through the Vice Chancellor of Operations.

Student sponsored events shall prohibit under-age drinking, excessive drinking, and shall stress safety and individual accountability by those who choose to drink. No advertisement, sale or promotion of alcoholic beverages of any kind is permitted on campus. Outdoor public

drinking on premises owned, occupied or controlled by the University of Massachusetts is forbidden, except at University-sponsored events in designated areas. The University will take disciplinary action against any student who violates federal, state, city or University regulations.

In summary:

- There is no advertisement involving alcohol for this event.
- Students cannot sell individual drinks (if a caterer is hired, the caterer may sell individual drinks using its license).
- Students cannot serve anyone who is underage.
- Students cannot serve anyone who is intoxicated.
- Students must also provide and display equivalent non-alcoholic drinks (for example; cans of soda if cans of beer are being offered, or pitchers of non-alcoholic beverage if pitchers of beer are being offered. Students cannot set up a situation where the beer is free and to get a non-alcohol drink the student has to purchase it out of a machine). Students MUST stay in the designated area - Students CANNOT take alcohol outside of the designated area, [e.g. student lounge] (i.e. NO drinking outside the building or in the lobby or in the halls).

Further, the University will provide educational programs for the campus community relative to the dangers of alcohol use/abuse. These programs will be provided by the academic departments as part of required courses in all three Schools. The Student Health Service and Counseling Service will provide information about counseling and treatment programs for individuals in need of such intervention.

### **Americans with Disabilities Act**

The Medical School, the Graduate School of Nursing, and the Graduate School of Biomedical Sciences consider all applicants who meet the admissions requirements and will make every effort to provide reasonable accommodations. Please visit [www.umassmed.edu/ada](http://www.umassmed.edu/ada) for additional information

It is UMMS policy to comply with all the provisions of Chapter 15 1 C, Section 2B of the Massachusetts General Laws, as well as with all other applicable federal and state laws. Students who avail themselves of the provisions of this section will not be treated with prejudice or adversity. The School Services Office, working in collaboration with the Diversity & Inclusion Office, shall coordinate all student disability issues for the schools.

Deborah Harmon Hines, PhD, serves as the Student ADA Student Coordinator. All inquiries should go directly to Dr. Hines (508-856-2444). Once admitted, the student is responsible for notifying the ADA Student Coordinator of their disability, requesting academic accommodations in writing and providing appropriate documentation of the disability. A student may request accommodations at any time during matriculation. All requests for accommodations are reviewed and acted on by the Academic Accommodations Committee (see below). It is always the student's choice whether or not to accept any recommended accommodation. Confidentiality is a strict practice of the Academic Accommodations

Committee. Accommodations are not granted retroactively.

The University of Massachusetts Medical School (UMMS) is firmly committed, to the extent possible, to providing full access to individuals with disabilities and to covered veterans of the U.S. armed services. For complete details

see: <http://www.umassmed.edu/Content.aspx?id=70948&linkidentifier=id&itemid=70948>

### **Academic Accommodations Committee**

After receiving and reviewing all requests for accommodations, the Academic Accommodations Committee (AAC) designs, implements and monitors individual accommodation plans for students with disabilities in compliance with the Americans with Disabilities Act (ADA). The Academic Accommodations Committee designs and monitors individual accommodation plans for all students with disabilities and makes accommodations in compliance with ADA.

The Academic Accommodations Committee is composed of the ADA Student Coordinator, a Liaison from the Office of Undergraduate Medical Education, an Educational Specialist and relevant experts in the field of diagnostic testing and representatives from the SOM, GSBS, GSN, GME. Dr. Harmon-Hines chairs the committee.

Students may be referred to the AAC by Course Coordinators or Academic Evaluation Boards for analysis of the academic difficulty and its possible relationship to a disability. It is always the student's choice whether or not to accept the accommodation. Confidentiality is a strict practice of the AAC.

Examples of accommodations include, but are not limited to, extended time on examinations, examinations taken in separate rooms, magnified course and examination materials, readers, books on tape, special microscopes for the visually impaired, special chairs, modified stethoscopes for the hearing impaired, etc.

All students are expected to satisfy the Technical Standards of their respective schools. Accommodation under ADA will not be in conflict with the fundamental nature of the academic programs of each school. For more information visit: <http://www.umassmed.edu/schoolservices/ada.aspx>

### **Appropriate Treatment of Students**

Last Update September 2010

In 2004, the University of Massachusetts Worcester developed a policy and complaint procedure to help ensure the appropriate treatment of students (ATS) in the School of Medicine, Graduate School of Biomedical Sciences, Graduate School of Nursing and Graduate Medical Education. The full policy is available at: <http://www.umassmed.edu/Global/Diversity%20and%20Equality%20Opportunity%20Office/Documents/ATS%20202010.pdf>

As a student/resident, you should expect to be treated with respect, and to learn and work in a safe environment. All individuals who interact with students/residents are expected to behave in accordance with the ATS policy, which applies to faculty, administrators, nurses, house staff, postdoctoral students, technicians, other learners, and other volunteer or paid staff.

Inappropriate treatment occurs when behavior shows disrespect for the dignity of others and unreasonably interferes with the learning process. It can take the form of physical punishment or threat, sexual harassment, psychological cruelty, and discrimination based on race, color, national origin, religion, gender, sexual orientation, age, disability or veteran status.

\*Please note that separate school-wide policies are in place covering sexual harassment, consensual amorous relationships, and discrimination based on protected-class status.

For more information, including definitions, policies and procedures for reporting suspected inappropriate treatment, students are encouraged to contact the Office of Educational Affairs or the Diversity & Inclusion Office (D & I O) located at H1-728, 508-856-2179 or <http://www.umassmed.edu/deoo/index.aspx>. The policy and procedure is also available in the Office of Student Affairs. The D & I O is responsible for coordination and monitoring of all ATS complaints. D & I O also is responsible for training faculty members to serve as resource persons for students/residents with ATS-related inquiries and concerns, and for ongoing oversight and periodic review of the training process.

### **Clergy Act**

The University of Massachusetts Worcester is dedicated to maintaining a safe and secure environment for learning and working. Our campus, like other college and university campuses, does experience some crime. The Department of Public Safety wants students, faculty, and staff to be aware of crime on campus and in the surrounding area.

The Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act is a federal law that requires colleges and universities to annually disclose information about certain campus crime. Each year the campus files a report with the United States Department of Education tabulating incidents of Clery-related crimes on campus. The report can be accessed by visiting the Public Safety website at <http://umassmed.edu/publicsafety/index.aspx>

The annual report lists the incidents of Clery-related crimes that occurred on or near campus for the previous three calendar years. Also included in the report are the numbers of arrests and disciplinary referrals.

Other topics included in the report are incidents of timely warning, emergency response and evacuation; general information about campus facilities safety and security; security awareness and crime prevention programs and sexual assault prevention and response.

Anyone may obtain a copy of the report from the UMass Worcester Department of Public Safety office on the main level of the visitor parking garage, 55 Lake Avenue North, Worcester, MA 01655.

For additional information on the Clery Act, please visit <http://www.umassmed.edu/publicsafety/crime-awareness/clery-act.aspx>

### **Confidentiality of Patient Information**

Faculty, students and staff are responsible for maintaining the confidentiality and security of information about, and materials related to, patients at UMass Memorial, its affiliates and other clinical sites, and must abide by the privacy and security policies and procedures of all clinical facilities visited during clerkship assignments. The UMass Memorial Notice of Privacy Practice information is available at: [www.umassmemorial.org/systemip.cfm?id=2782](http://www.umassmemorial.org/systemip.cfm?id=2782)

This policy applies to the use of such information and material in educational activities outside of the clinical care setting, such as grand rounds, lectures, patient reports and clinical case correlations taking place within UMass Medical School, or outside UMass Memorial or other clinical sites.

We are required by law to keep confidential and secure patients' "protected health information." Protected Health Information (PHI) has two components: (1) one or more personal identifiers; and (2) information about or relating to a person's health condition, provision of health services, or payment for health services.

In these educational settings, patient-related materials, such as medical records, radiographs, or pathology specimens must be de-identified. This may require concealing or otherwise eliminating patient names and/or other identifiers. When materials which in any way identify patients are used for educational purposes outside of the clinical setting, an Authorization for the Disclosure of Protected Health Information (PHI) form must be signed by the patient in advance of the presentation.

What elements are considered Identifiers? The following is a list of data elements that are considered to be personal identifiers under HIPAA:

- Name;
- All geographic subdivisions smaller than a state, to include street, address, city or town, county, precinct, zip code, geocode, and three-digit zip code tracts where less than 20,000 people live
- Names of relatives and employers
- All elements of dates (except year), to include birth date, admission date, discharge date and date of death
- Telephone and fax numbers
- E-mail addresses
- Social security number

- Medical record number
- Health plan beneficiary number
- Account number
- Certificate/license number
- Any vehicle or other device serial number
- Web URL
- Internet Protocol (IP) address
- Finger or voice prints
- Photographic images and
- Any other unique identifying number, characteristic, or code.

Also please note, that while the age of a person in years is generally not considered an identifier, ages of 90 and over must be aggregated to a category of 90+ to avoid identification of individuals within this population. Other demographic information, such as gender, race, ethnicity and marital status are not identifiers.

### **Consent for Educational Use of Visual Images**

A Consent for Educational Use of Visual Images form, i.e., photographs or videos that reveal patient identity must be signed before these images are obtained and an Authorization for the Disclosure of PHI form must be signed before the images are presented. UMMS Consent for Educational Use of Visual Images forms are available from Communications at 508.856.2000. UMMMC Authorization for the Disclosure of PHI forms are available through the UMMMC Health Information Management Department at 508.334.5700, option 1. Other clinical sites will require patient signature on similar forms.

As with all matters regarding patients' confidentiality, all participants attending educational programs and activities are responsible for maintaining the confidentiality and security of patient-related information.

### **Social Media**

It is *never* permissible to post any information that could possibly be used to identify a particular patient. This not only includes patient names but other identifying details that could allow someone to recognize a patient (e.g., photos, dates, locations, or a description of symptoms or an incident).

### **Patient Information Security**

UMMS is required by federal regulations such as the Health Insurance Portability and Accountability Act (HIPAA) to ensure that Protected Health Information (PHI) is only accessed by authorized individuals. Medical School students are responsible for the secure handling and storage of any confidential patient information that they may access as part of their studies. The following guidelines provide practical steps that you can take which will ensure that any confidential patient information that you are exposed to remains secure:

### **Minimum Use**

The best way to ensure that patient information is protected is to not transcribe or acquire it in the first place. Take steps to anonymize patient information before storing it on a laptop or computer. By simply removing key identifiers such as name, address, date of birth and telephone number, you can retain data that is meaningful to your studies or research but is not identifiable to a specific individual.

### **Physical Security**

Always be aware of your surroundings when discussing or working with confidential information. Remember to lock your screen if you step away from your laptop and only leave your laptop unattended in a trusted and secure (locked room, locked drawer, secured via a cable lock) environment. Never leave your laptop in a visible location inside a parked car such as on the floor or the front or back seat. “Smash and grab” thieves are on the lookout for computer bags and backpacks that can easily be seen by walking by the vehicle. Try to lock your laptop in the trunk of your car or if there is not a trunk, position it in such a way that isn’t obvious to thieves. When traveling, never leave your laptop unattended and never check your laptop as luggage; always keep your laptop with you as carry-on luggage. Understand the specific laws which regulate the transport of computing devices (specifically with encryption) into foreign countries.

- **Passwords:** Ensure that your laptop is protected with a strong password. Your password should be something that is easy to remember but hard to guess. Passwords should be at least 8 characters long with a combination of lower case, upper case and numbers. Consider using a pass-phrase (ILike@pplePie!) while incorporating multiple construction parameters.
- **Encryption:** UMMS IT can provide encryption software for student or personally owned laptops that meet Medical School specifications. Contact the Help Desk if you do not have encryption software installed. Once encryption software has been installed, do not remove it and contact the Help Desk to have it reinstalled if your laptop is re-imaged.
- **Other Security Software:** Anti-virus and Geotracking software must be installed (again the Help Desk can assist) to ensure that student laptops are properly protected and traceable if lost or stolen.
- **Email:** Do not send confidential information via email. If it is necessary to transmit patient information to an authorized recipient, please contact the Help Desk for instructions to encrypt the message.
- **Back-ups and Portable Media:** It is always a good idea to back-up up important files in the event that your laptop crashes. If you must store confidential information, ensure that your back-up is encrypted. Never store unencrypted confidential information on any portable media device (such as a CD or a thumb drive).
- **Report Security Incidents:** It is imperative that you immediately report to the Help Desk any instance of a lost or stolen laptop or computing device that is used in the course of your time at UMMS. If the incident happens after hours or over the weekend, contact Campus Police (508-856-3296).

### **Breaches of Protected Patient Information**

Alleged breaches, whether made by students, faculty or staff, are to be directed to the Associate Dean for Academic Affairs. All allegations will be investigated and disciplinary action, if deemed appropriate, will be implemented based on the severity of the breach. The facility where the alleged breach occurred will be engaged in the investigation as appropriate. Breaches of confidentiality by students are considered violations of the GSN Honor Code and will be handled according to that process. Sanctions may be applied up to and including dismissal from the Graduate School of Nursing.

### **Issues of Confidentiality**

Students are encouraged to bring their concerns regarding confidentiality in the use of patient information and medical records in teaching to the attention of individual faculty members, Advisors, Directors, Associate Deans or the Dean. Other resources available to discuss confidentiality issues are the UMMMC Privacy Officer at 508.334.8096, the UMMMC Privacy and Security Hotline at 508.334.5551, the UMass Memorial Healthcare Privacy and Security email account at [privacyandsecurity@ummhc.org](mailto:privacyandsecurity@ummhc.org), as well as the UMMS Office of Compliance and Review at 508.856.6547, by email at [hipaa.compliance@umassmed.edu](mailto:hipaa.compliance@umassmed.edu) or by calling the UMMS Confidential Reporting Line at 508.856.6432.

### **Consensual Amorous Relationships (Guidelines For)**

UMass Medical School (UMMS) strives to provide a friendly, supportive work and learning atmosphere for its employees and students. As well, it must promote an environment where all work/academic decisions are made professionally and fairly, unencumbered by the effect of personal relationships. Nevertheless, in any work or academic setting, it is possible – even likely – that consensual romantic relationships will develop. UMMS recognizes this potential, particularly in an academic health care milieu where individuals work closely together in circumstances that are frequently demanding and complex.

There are certain potential risks inherent in all workplace romantic relationships between individuals in unequal positions within the institution, such as supervisor/employee or faculty member/student. Such relationships may compromise or be *perceived* as compromising the fairness and impartiality of a supervisor's/faculty member's conduct toward the subordinate or to others in subordinate positions. Further, there is potential impact on the work environment and potential damage to the supervisory individual's own credibility and standing, within the department and within the organization as a whole.

Given the power imbalance between the two individuals, the relationship may in fact be far less voluntary for the subordinate than it appears to the supervisory individual. Also, circumstances may change, and conduct that was previously welcomed by the subordinate party may in fact become unwanted and unwelcome. Initial consent of both parties to the relationship may not prevent later charges of sexual harassment by the subordinate. Legally, the supervisory individual and the organization could be challenged if a consensual amorous relationship results in allegations of hostile work environment by the subordinate or by any others in the department who feel they themselves have been treated unfairly as a result of the relationship.

In view of these considerations, academic and corporate institutions and organizations across the country are issuing policies or guidelines regarding consensual amorous relationships. For purposes of these guidelines for UMMS, the term “consensual amorous relationships” covers existing marriages and/or domestic partnerships, in addition to relationships that may develop. The following guidelines apply to UMMS employees and students.

The UMMS policy with regard to faculty and students is:

- A UMMS faculty member should not date, or have a romantic relationship with, a student over whom s/he has a direct or indirect teaching/advisory/mentoring/evaluative responsibility, or over whom there may be a perception of such responsibility.
- A faculty member with questions/concerns should consult promptly with his/her department chair, or may choose to consult with other individuals such as his/her dean, the vice chancellor for Faculty Administration, the vice chancellor for Research, or the Diversity & Inclusion Office. A student with concerns should consult with his/her dean, advisor or the Diversity & Inclusion Office.
- The dean (or designee) will recommend a resolution in consultation with D & I O.
- Managers/supervisors and employees, as well as students and faculty, are encouraged to contact the Diversity & Inclusion Office (H1-728 or call 508-856-2179) with any questions about these guidelines.

### **Criminal Background Checks (CBC), Criminal Offender Records Information Checks (CORI) Last Updated February 16, 2010**

Applicants are offered a provisional acceptance and are subject to a criminal background check (CBC) or Criminal Offense Record Investigation (CORI). A Criminal Background Check contains information received from court proceedings, including arrest records as well as convictions and dismissals.

If this reveals some prior criminal history, the applicant will be offered a full opportunity to respond. Provisional acceptances may (or may not be) withdrawn pending the school's review of that history and the applicant's response. The school has a process which governs these matters. The process can be found at: <http://www.umassmed.edu/studentaffairs/cbc/>

An increasing number of clinical agencies are requiring criminal background checks, or CORIs. Our contract with our clinical partner, UMass Memorial Medical Center requires all students engaging in direct clinical care of patients have a CORI performed. Although this CORI will be accepted at a wide number of agencies, some agencies may not accept this CORI and students are responsible to follow the procedures and policies of the agencies to which they are assigned. Students are responsible for the cost of any additional CORI or Criminal Background Check fees.

### **Drug-Free Schools and Communities Act Amendments Of 1989 Public Law 101-226**

The University of Massachusetts, in accordance with both federal legislation and existing University policy, is committed to providing a drug-free, healthful, and safe environment for all faculty, staff and students.

The Drug-Free Schools and Communities Act Amendments of 1989, Public Law 101-226, require that, as a condition of receiving funds or any other form of financial assistance under any Federal program, an institution of higher education adopt and implement a program to prevent the unlawful possession, use, or distribution of illicit drugs and alcohol by students and employees.

The unlawful manufacture, distribution, dispensation, possession or use of a controlled substance, and the unauthorized possession or use of alcoholic beverages on the University of Massachusetts Worcester campus or as part of any University activity or business that is off University premises is prohibited. If it is determined that a violation of this policy has occurred, disciplinary action up to and including termination of employment, expulsion of students, and referral for prosecution may result as deemed appropriate. Applicable legal sanctions for the unlawful possession or distribution of illicit drugs and alcohol are summarized in the following section.

The University recognizes alcohol and drug dependency as an illness and a major health problem. Alcohol is the number one drug problem in this country and on campus. Drinking alcohol has acute effects on the body. It impairs judgment, vision, coordination and speech and often leads to dangerous risk-taking behavior. These may include drunken driving, injuries and serious accidents. Nearly half of all accidental deaths, suicides and homicides are alcohol related. The misuse of alcohol is often involved in violent behavior, acquaintance rape, unintended pregnancies, and exposure to sexually transmitted diseases. Long-term excessive drinking and drug use can lead to a wide variety of health problems in many different organ systems.

The use of drugs and alcohol can cause physical and psychological dependence. They can interfere with memory, sensation and perception. Drugs impair the brain's ability to synthesize information. Regular users of drugs develop tolerance and physical dependence often evidenced by withdrawal symptoms. The psychological dependence occurs when drug use becomes central to the user's life.

Students with substance abuse problems are encouraged to use the full range of educational and treatment services provided by the University Health Services 508.334.8464.

#### **Summary of Legal Sanction (Alcohol and Drug Abuse)**

Specific findings of alcohol impairments as identified by federal studies, have been compiled and distributed to all members of the campus community to meet the requirements of the Drug-Free Schools and Communities Act. In addition to this policy, other University of Massachusetts policies which relate to inappropriate use of alcohol and drugs remain in force. (see AIMS policy)

Local, state and federal laws make illegal use of drugs and alcohol serious crimes. Conviction can lead to imprisonment, fines and assigned community service. Courts do not modify life prison sentences in order for convicted persons to attend college or medical school or to continue their jobs. A felony conviction for such an offense can prevent you from entering many fields of employment or professions.

Cities and towns in Massachusetts prohibit public consumption of alcohol and impose fines for violation. The Metropolitan District Commission also prohibits public consumption of alcohol in its parks. Massachusetts laws prohibit sale or delivery of alcohol beverages to persons under 21 with a fine of up to \$2,000 and six months imprisonment, or both. Misrepresenting one's age or falsifying an identification to obtain alcoholic beverages is punishable by a fine of \$300. First conviction of driving under the influence of alcohol has a \$1,000 fine, one year revocation of driver's license, up to two years in prison, and mandatory alcohol rehabilitation.

Massachusetts has criminal penalties for use of controlled substances, or drugs, which vary with the type of drug. In general, narcotic and addictive drugs with a high potential for abuse have heavier penalties.

Possession of drugs is illegal without valid authorization. While penalties for possession are generally not as great as for manufacture and distribution of drugs, possession of a relatively large quantity may be considered distribution. Under both state and federal laws, penalties for possession, manufacture and distribution are much greater for second and subsequent convictions. Many laws dictate prison terms and the full minimum term must be served.

Massachusetts makes it illegal to be in a place where heroin is kept and to be "in the company" of a person known to possess heroin. Anyone in the presence of heroin at a private party or suite risks a serious drug conviction. Sale and possession of "drug paraphernalia" is illegal in Massachusetts.

Persons convicted of drug possession under state or federal law are ineligible for federal student grants and loans for up to one year after the first conviction, five years after the second; the penalty for distributing drugs is loss of benefits for five years after the first conviction, ten years after the second, permanently after the third conviction.

Under federal law, distribution of drugs to persons under age 21 is punishable by twice the normal penalty with a mandatory one year in prison; a third conviction is punishable by mandatory life imprisonment. These penalties apply to distribution of drugs in or within 1,000 feet of a college or school. Federal law sets greatly heightened prison sentences for manufacture and distribution of drugs, if death or serious injury results from use of the substance.

### **Electronic Mail**

The University makes e-mail facilities available to both students and staff. Campus e-mail users are encouraged to use these communications resources to share knowledge and

information in furtherance of the University's missions of education, research, and public service. Students are free to use e-mail for personal use. E-mail is made available to employees for the purpose of conducting University-related business, but occasional social/personal use is allowed providing it does not interfere with an employees' job function. An employee's university email address, however, should not be considered the same as a personal email address. Violation of the e-mail policies and guidelines may result in disciplinary action.

**E-mail is considered an official means of communication at UMass Medical School. Failure to comply with this policy may be viewed as a violation of the student professionalism policy.**

### **E-Mail Policies**

1. Individuals are prohibited from using an electronic mail account assigned to another individual to either send or receive messages. If it is necessary to read another individual's mail (e.g., while they are on vacation, on leave, etc.), delegates or message forwarding should be utilized.
2. Individuals with e-mail IDs on University computer systems are prohibited from sending messages that violate state or federal law, or University policy.
3. The use of e-mail for transmission of information disparaging to others based on race, national origin, gender, sexual orientation, age, disability or religion is prohibited.
4. The use of e-mail for the transmission of information that solicits or results in personal gains (as in the case of personal or fraudulent donations and "chain letters") is prohibited.
5. Authorized users will not "rebroadcast" information obtained from another individual that the individual reasonably expects to be confidential.
6. Bulletin Boards used for soliciting or exchanging copies of copyrighted software are not permitted on University electronic mail systems.
7. Authorized users are prohibited from sending, posting or, publicly displaying or printing unsolicited mail or materials that are of a fraudulent, defamatory, harassing, abusive, pornographic, obscene or threatening nature on any University system. The sending of such messages/materials will be handled according to University codes of conduct, policies and procedures.
8. Authorized users will NOT unnecessarily or inappropriately use limited computer resources by sending chain e-mails, spamming, mail bombing, generating unnecessary excessive print, etc.
9. Global email shall be restricted to emergency events requiring timely notification to all members of the University of Massachusetts-Worcester community and must be approved by the Office of Public Affairs and Publications. The header ID must include a description of the topic/issue being addressed. Broadcast messages must address one issue at a time.

The University cannot control the content of electronic mail. If an individual receives electronic mail that they consider harassing, threatening or offensive, they should promptly contact one of the following departments; Information Services, Equal Employment Office,

Human Resources and/or Student Affairs.

### **E-Mail Forwarding**

Upon graduation, students who provide a valid e-mail address will have their email forwarded indefinitely. If the destination e-mail address ever becomes invalid, the forwarding of e-mail will be terminated. The mailbox content will not be forwarded. Students transferring to another educational institution can have their e-mail forwarded for 90 days.

### **Communication**

It is school policy that students use their school e-mail address for school-related matters. Personal e-mail addresses will not be used to notify students of school related matters. Students are responsible for checking their school e-mail on a regular basis (**at least weekly**) and notifying (including during the summer months) the office of student affairs, the registrar and the faculty research advisor of any change of mailing address or contact information during the course of the program.

### **Family Educational Rights & Privacy Act (FERPA)**

All educational records at the University of Massachusetts Medical School concerning student's enrolled and former students are maintained by the Office of the Registrar. If possible, you will have immediate access to your record. In no case will you have to wait more than 45 days. If you are required to wait, the office will tell you when your record will be available. You will have to identify yourself with a picture ID to see your record.

The Family Educational Rights and Privacy Act (Part 99 of Title 34 of the Code of Federal Regulations) allows present or former students at educational institutions access to educational records kept on them, as well as basic protections of privacy of their records. The law does not apply to applicants seeking admission to the University. The law applies to educational records, which are defined as those records that are directly related to a student and maintained by an educational agency or institution.

The law exempts from the definition of "education records," generally, records of instructional, supervisory, and administrative personnel which are kept in the sole possession of the person who made the record and are not accessible or revealed to any other person except a substitute for the maker of the record; records of a law enforcement unit of the University which are maintained solely for law enforcement purposes; records of employees of the University; records which are created or maintained by a physician, psychiatrist, psychologist, or other recognized professional or paraprofessional acting in his or her professional capacity or assisting in a paraprofessional capacity which are made, maintained or used only in connection with treatment of the student; and records that only contain information about an individual after that individual is no longer a student at the University.

The University will provide the student with a copy of his/her transcript upon written request. The Family Educational Rights and Privacy Act do not give you the right to a copy of your records unless failure to receive a copy would make it impossible for you to exercise your right to inspect and review your records. You can also receive a copy, upon written request, of information from your record which you have instructed the University to disclose to

another party. If the University transfers records which apply to you to another educational institution, you can receive a copy of those records if you request it in writing.

If confidential letters and confidential statements of recommendation were placed in your record before January 1, 1975, they will be removed before you have access to the record provided the letters or statements are used only for the purpose for which they were intended. If you have waived your right to see confidential letters or statements concerning admission to the University, these letters or statements will also be removed before you see your record. If you believe your record contains information which is inaccurate, misleading, or otherwise in violation of your privacy rights, you have the right to challenge the content of the record. While you cannot challenge the correctness of a grade, you may challenge the accuracy with which the grade was recorded.

The University can release directory information without the consent of the student. The University defines directory information as a student's name, major, acknowledgment of a student's participation in officially recognized activities and sports, weight and height of members of athletic teams, date(s) of attendance; degrees, certificates, awards received; the most recent previous educational agency or institution attended by the student and appointment as a Resident Assistant or Community Development Assistant. For graduate students who are teaching credit courses, work department, office address, and employment category are also defined as directory information.

The University will not permit access to or release of a student's educational records, or personally identifiable information contained therein (other than directory), to third parties, without the student's written consent, except to the following:

- A. Other University officials who have a legitimate educational interest in a student's record. The University defines "University officials" as any professional employee who is head of an office, department, school, college, division, or their specified designee. "Legitimate educational interests" is defined as academic status check or evaluations, research, curriculum evaluation or development, institutional/statistical evaluation and analysis, student placement, public safety, and admission evaluation. The University may disclose, to teachers and school officials in other schools who have legitimate educational interests in your behavior, disciplinary action taken against you for certain kinds of conduct.
- B. Authorized representatives of the Comptroller General of the United States, the Secretary of the U.S. Department of Education, authorized representatives of the Attorney General of the United States for law enforcement purposes, and state and local educational authorities.
- C. In connection with a student's application for, or receipt of, financial aid, provided that personally identifiable information from the education records of the student may be disclosed only as may be necessary for such purposes as:
  1. to determine the eligibility of the student for financial aid;
  2. to determine the amount of financial aid;
  3. to determine the conditions which will be imposed regarding the financial aid?

4. to enforce the terms or conditions of the financial aid.
- D. State and local officials or authorities to whom such information is specifically allowed to be reported or disclosed under state statutes adopted before November 19, 1974 if the allowed reporting or disclosure concerns the juvenile justice system and the system's ability to effectively serve the student whose records are released. Such information may be reported or disclosed under state statutes adopted after November 19, 1974 on the same basis as prior to that date if the report or disclosure will assist the juvenile justice system to serve the student prior to any adjudication.
- E. Organizations conducting studies for, or on behalf of, educational institutions for the purposes of developing, validating, or administering predictive tests, student aid programs, and improving instruction, provided that the identity of students is not revealed to other than representatives of such organizations.
- F. Recognized accrediting organizations carrying out their accrediting functions.
- G. In compliance with a judicial order or pursuant to any lawfully issued subpoena, provided that the University makes a reasonable effort to notify the student of the order or subpoena in advance of compliance therewith. A court or other agency which issues a subpoena for law enforcement purposes may order the University and its officials not to disclose the existence or contents of the subpoena to any person.
- H. In connection with an emergency situation, if the knowledge of such information is necessary to protect the health or safety of a student or other persons.
- I. Where the disclosure is to parents of a dependent student, as defined in section 152 of the Internal Revenue Code of 1954.

Additional FERPA information can be found by searching the Department of Education's online library: <http://www.ed.gov/policy/gen/guid/fpcos/ferpa/index.html>

For additional information, you may call 1-800-USA-LEARN (1-800-872-5327

Family Educational Rights and Privacy Act (FERPA) full text - US National Archives and Records Administration: Title 34, Part 99: Family Educational Rights and Privacy

### **Hazing:**

In accordance with Massachusetts General Laws, Chapter 269, Sections 17 & 18, The Graduate School of Nursing does not tolerate any form of hazing. Massachusetts General Laws, Chapter 269, Section 17 and 18 contain the following:

**Section 17:** Whoever is a principal organizer or participant in the crime of hazing, as defined herein, shall be punished by a fine of not more than three thousand dollars or by imprisonment in a house of correction for not more than one year or both such fine and

imprisonment.

The term 'hazing' as used in this section and in sections eighteen and nineteen, shall mean any conduct or method of initiation into any student organization, whether on public or private property, which willfully or recklessly endangers the physical or mental health of any student or other person. Such conduct shall include whipping, beating, branding, forced calisthenics, exposure to weather, forced consumption of any food, liquor, beverage, drug or other substance, or any other brutal treatment or forced physical activity which is likely to adversely affect the physical health or safety of any student or other person, or which subjects such student or other person to extreme mental stress, including extended deprivation of sleep or rest or extended isolation.

Notwithstanding any other provisions of this section to the contrary, consent shall not be available as a defense to any prosecution under this action.

**Section 18:** Whoever knows that another person is the victim of hazing as defined in section seventeen and is at the scene of such a crime shall, to the extent that such person can do so without danger or peril to himself or others, report such crime to an appropriate law endorsement official as soon as reasonably practicable. A fine of not more than one thousand dollars shall punish whoever fails to report such a crime.

**Section 19:** Each institution of secondary education and each public and private institution of post secondary education shall issue to every student organization which is part of such institution or is recognized by the institution or permitted by the institution to use its name or facilities or is known by the institution to exist as an unaffiliated student organization, a copy of this section and Sections 17 and 18; provided, however, that an institution's compliance with this section's requirements that an institution issue copies of this section and Section 17 and 18 to unaffiliated student organizations shall not constitute evidence of the institution's recognition or endorsement of said unaffiliated student organizations.

### **Identification of Students**

Identification tags are issued to all students at the time of registration during the first year and should be worn at all times. Students may be asked to present their Identification Card for identification by UMMS Police, library personnel, cafeteria personnel, etc. Lost cards may be replaced by contacting the Public Safety Office on A-level. Cards must be returned when the student leaves the school. Cards temporarily assigned at rotation sites must be returned once the student is no longer participating in a rotation at that site.

### **Massachusetts Identity Theft Law**

Students must be aware of the University's and its associated providers' obligation under the Massachusetts ID Theft Law. Under this law, if the University (or a clinical partner) knows or suspects that certain personal information has been improperly used or accessed, it must inform the individual of the breach, as well as various state agencies. The information which triggers this obligation is as follows:

The individual's first name & last name or first initial and last name, PLUS any one

or more of the following:

1. social security number
2. driver's license number (or state issued ID card number)
3. financial account number
4. debit or credit card number

Students who know or suspect that this information has been compromised, or subject to possibly compromise due to a lost or stolen portable electronic device, must immediately call the UMMHC Privacy and Information Security Hotline at 508-334- 5551 (for a breach concerning a UMMMC patient), or the UMMS Department of Public Safety at 508-856-3296. (for all other breaches).

### **Patient Rights under HIPAA**

In addition to information concerning the HIPAA Privacy, Confidentiality of Patient-Related Information and Security Regulations found in this Handbook, students must read and be familiar with the "UMass Memorial Health Care / UMass Memorial Medical Center Joint Notice of Information Practices" brochure distributed to all patients at the time of their first clinical visit. Students must also read and be familiar with the privacy notices of all other clinical sites visited for clinical experience.

HIPAA requires that written notice be presented to patients to inform them, among other things, of their privacy rights and to make them aware of how the Medical Center and its affiliates can use and disclose their protected health information. It also includes a point of contact for answering questions or receiving complaints.

Patient rights afforded by HIPAA include:

- Right to Access (inspect/copy) Designated Record Set.
- Right to Amend Designated Record Set.
- Right to Accounting of Disclosures of Protected Health Information.
- Right to File a Complaint regarding alleged Privacy Violations.
- Right to Request Restrictions on Uses and Disclosures of Protected Health Information.
- Right to Confidential Communications.
- Right to the Notice of Privacy Practices.
- Right to Revoke Authorizations for the disclosure of Protected Health Information.

### **Red Flags Rule**

Students must be aware of the "Red Flags Rule," enacted by the Federal Trade Commission to protect consumers from identity theft (and medical identity theft). Under this law, UMMS (or a clinical partner) is responsible for investigating actual or suspected incidences of identity or medical identity theft if it knows or suspects that an individual is using or attempting to use someone's identity to obtain services or pay for services.

Medical identity theft is one of the fastest growing types of identity theft in the United States and providers and their employees (including students) must be aware of their

responsibility to spot and report “Red Flags” to the appropriate people for investigation. Examples of “Red Flags” include:

- Alerts, notices, or warnings from the credit reporting companies (Equifax, Experian, TransUnion).
- Suspicious documents - paperwork has telltale signs of identity theft. e.g. identification, SSN card, or driver’s license that looks fake or forged.
- Suspicious personal identifying information - personal information that doesn’t ring true (e.g. address, phone number or SSN that has been used by someone else.)
- Suspicious account activity. (e.g. Patient receives a bill or Explanation of Benefits for procedure patient didn’t have.)
- Notice from the patient, customer, law enforcement, or victim of identity theft
- See FTC web site for complete list of Red Flags: New ‘Red Flag’ Requirements for Financial Institutions and Creditors Will Help Fight Identity Theft.

Students who spot a “Red Flag” at UMMMC clinical sites must immediately report this to the UMMMC Privacy and Information Security Department by either calling the Privacy and Information Security Hotline at (508-334-5551) or by email at: [privacyandsecurity@umassmemorial.org](mailto:privacyandsecurity@umassmemorial.org). Students need to be aware that they are obligated to report Red Flags when assigned to other healthcare provider sites and act accordingly.

For Red Flags suspected at UMMS, Students must report to the UMMS Department of Public Safety (508-856-3296).

### **Room Reservations**

All room requests are made in Resource Scheduler Software <http://www.umassmed.edu/roomreservations/>

All UMass Campus Outside/External spaces must be scheduled through Resource Scheduler found at: <http://resourcescheduler.umassmed.edu/resourcescheduler/>

A Faculty Advisor and phone number is required by all students as the “Second Contact” on all space requests.

See complete policy and procedure at: <http://www.umassmed.edu/roomreservations/policies/>

### **Refund Policy and Allocation of Refunds**

Refunds are calculated when students do not register for the academic term for which they are charged, take an approved leave of absence or otherwise fail to complete the program on or after the first day of class of the period of enrollment for which charges are assessed.

Students who cease enrollment after 60 percent of the term has elapsed receive no refund and are not required to refund any federal aid received for the term. Students who cease enrollment before 60 percent of the term has elapsed receive a refund for the percentage of the term

remaining after the last date of attendance. The percentage is calculated by dividing the number of calendar days elapsed between the beginning of the term and the date the individual ceases enrollment by the number of calendar days in the term. For example, a student who withdraws 57 percent of the way through the term of enrollment receives a refund of 43 percent of tuition and fees (100 percent minus 57 percent). If a student received Title IV funds, a “Return of Title IV Funds” calculation will also be performed with the same percentage. Accordingly, only the prorated amount of financial aid is available to the student. Additionally, per federal regulations, the student is required to return the unearned percentage of aid received as cash or from a credit balance. Failure to return unearned Title IV aid may result in ineligibility for future federal aid.

### **Allocation of Refunds**

A share of the refund will be returned to the financial aid programs that funded students. Refunds and recovered overpayments are allocated to the programs from which an individual received aid in the following order:

1. Federal Unsubsidized Stafford Loan
2. Federal Stafford Loan
3. Federal Perkins Loan
4. Other federal student aid programs
5. Institutional student aid programs
6. State student aid programs
7. Private student aid programs
8. Student

Students must notify their Program Director, Advisor and the registrar in writing of their intent to withdraw. Students who withdraw without notifying the dean and registrar of their status will be considered withdrawn as of the last recorded date of class attendance as documented by the University.

Upon request, the school bursar will provide examples of the application of these policies. Any withdrawn student who believes that individual circumstances warrant exceptions from published policy may make a written appeal to:

Nancy E. Vasil, Associate Vice Chancellor, Finance, University of Massachusetts Worcester, 333 South Street, Shrewsbury 01545.

This policy is subject to change at any time without prior notice if necessary to comply with federal law.

Go to [http://inside.umassmed.edu/financialservices/divisions/bursar/student\\_functions.aspx](http://inside.umassmed.edu/financialservices/divisions/bursar/student_functions.aspx) for the specifics regarding:

- Tuition and fee schedule
- Tuition and fee refund policy
- Tuition and fee billing
- Payment options
- Delinquent student accounts
- Health insurance
- Financial aid disbursement, refund, and direct deposit

Go to <http://www.umassmed.edu/gsn/catalogue/> for tuition remission/waiver specifics regarding:

- University employees
- Members of armed forces
- Native Americans
- Senior citizens

### **Sexual Harassment (Policy and Procedures)**

The Medical School is firmly committed to working to ensure that all employees, students and individuals who are authorized to conduct business with and/or perform other services on behalf of the Medical School are not subject to sexual harassment. To that end, it is the policy of the Medical School to comply with all federal and state laws and regulations: Title VII of the Civil Rights Act of 1964, Chapter 151B, and M.G.L. 151B Sec. 3A.

Retaliation against an individual for filing a complaint of sexual harassment or against any individual for cooperating in an investigation of a complaint is against the Medical School policy and it is against the law. If retaliation is found to have occurred, appropriate action(s) will be taken.

[Sexual Harassment Complaint Policy and Procedures](http://www.umassmed.edu/uploadedFiles/deoo/Docs/UMMSSexualHarassmentComplaintProcedure.pdf) <http://www.umassmed.edu/uploadedFiles/deoo/Docs/UMMSSexualHarassmentComplaintProcedure.pdf>

### **Smoke Free and Tobacco Policy**

Last Updated 5/27/2008

UMass Medical School (UMMS) promotes a smoke and tobacco free environment across our campuses in order to model and encourage healthy behaviors which are consistent with the UMMS mission and purpose; an institution dedicated to the education and training of health care professionals.

Accordingly, everyone is prohibited from smoking or using tobacco products in any UMMS vehicle, building, facility, site, garage, grounds, or adjacent grounds that are owned, leased, controlled or operated by UMMS.

For the complete policy, please visit the following site: <http://inside.umassmed.edu/content.aspx?id=25982&linkidentifier=id&itemid=25982>

### **Title IX Incident – Investigative Policy and Procedure for Sexual Discrimination**

Last Update May 30, 2013

It is the policy of the University of Massachusetts Worcester (“UMW”) [also referred to as the University of Massachusetts Medical School (“UMMS”)] to comply with Title IX of the Education Amendments of 1972 (“Title IX”), 20 U.S.C. §§ 1681 et seq., and its implementing regulations, 34 C.F.R. Part 106, which prohibit discrimination on the basis of sex in education programs or activities operated by recipients of Federal financial assistance. Sexual harassment of students, which includes acts of sexual violence, is a

form of sex discrimination prohibited by Title IX. Sexual violence refers to physical sexual acts perpetrated against a person's will or where a person is incapable of giving consent due to the victim's use of drugs or alcohol or due to an intellectual or other disability. A number of acts may fall into the category of sexual violence, including rape, sexual assault, sexual battery, non-consensual video or audio taping of sexual activity, domestic violence, dating violence, stalking incidents and sexual coercion. All such acts of sexual violence are forms of sexual harassment covered under Title IX.

The Diversity & Inclusion Office is available to students, faculty and staff with respect to any questions and concerns about sexual harassment, sexual violence or other forms of discrimination on the basis of sex.

The policy is available on the Diversity and Equal Opportunity Website, under Policies/Procedures, at <http://www.umassmed.edu/Global/Diversity%20and%20Equality%20Opportunity%20Office/Documents/Title%20IX%20Signed%20Pol%207-13.pdf> You may contact the Title IX Coordinator, C. Greer Jordan via phone at 508-856-3970 (office) or via email at: [greer.jordan@umassmed.edu](mailto:greer.jordan@umassmed.edu)

### **UMass Medical School Style Guide**

The Office of Communications has developed a style guide as a resource for members of the UMass Medical School community who are engaged in communicating with audiences both inside and outside the institution. It is intended to provide information that answers common communication questions and resources for representing the institution in a professional and consistent manner.

The guidelines presented on the website are developed to ensure that all official UMass Medical School communications present a clear, consistent and professional image of the institution. Communications include publications, stationery, business cards, promotional items, websites, signs, presentations, posters and all other documents and materials that represent UMass Medical School and any of its schools, divisions and departments.

A logo, along with other graphic elements such as color and typeface, when consistently applied, serve as a visual representation of an organization to an external audience. Together these elements comprise a visual identity that reflects the organization's standards of quality.

If you have questions that are beyond the scope of the guidelines presented on the website, please contact a member of the Office of Communications team at 508-856-2000 or [ummscommunications@umassmed.edu](mailto:ummscommunications@umassmed.edu)

Access the style guides at: <http://inside.umassmed.edu/StyleGuide/>

### **Vendor Relations, (Faculty and Student) Conflict of Interest Policy**

Last Update 10/17/2012

This policy seeks to prevent conflicts of interest between commercial Vendors doing business with the University of Massachusetts Medical School (UMMS) and UMMS' Faculty Members, and Students. Such potential conflicts can be viewed as influencing patient care and/or purchasing/procurement.

This policy, working in tandem with the Commonwealth of Massachusetts' Ethics Laws (M.G.L. c. 268A), strives to ensure that relationships between the UMMS Faculty Members or Students and commercial Vendor representatives enhance the University's mission as a center of excellence for teaching and research.

This policy recognizes that some UMMS Faculty Members provide patient care and/or conduct research in various hospitals, outpatient settings, and research centers that may have their own policies governing Vendor relations and conflicts of interest. Such policies may vary from this policy. When two or more policies govern the relationships of UMMS faculty members with commercial vendors, the faculty member must comply with all restrictions. Each faculty member must identify and adhere to the applicable policies.

#### People Governed By This Policy:

The UMMS Faculty and Student Vendor Relations Conflict of Interest Policy apply to all UMMS Faculty Members and Students, unless otherwise specified. When UMMS faculty are subject to other laws, regulations or policies, this policy supplements those laws and regulations and policies but does not supersede them. In each case where such laws or regulations or policies differ from this policy, faculty members must comply with the most restrictive applicable standard.

Specific areas of this policy that apply to medical students are indicated below, however, students are responsible for abiding by the entire policy which is available at: [http://inside.umassmed.edu/uploadedFiles/policies/Faculty\\_Administration/Faculty%20and%20Student%20Vendor%20Relations%20COI%20Policy.pdf](http://inside.umassmed.edu/uploadedFiles/policies/Faculty_Administration/Faculty%20and%20Student%20Vendor%20Relations%20COI%20Policy.pdf)

- Product Fairs: Product fairs at UMMS sites are allowed. Students and Faculty Members Providing Patient Care may not accept offered samples.
- Gifts to Students: Students in the School of Medicine and Graduate School of Nursing may not accept gifts from a Vendor. Students in the Graduate School of Biomedical Sciences will adhere to the requirements of section (4).
- Vendor Contributions to UMMS Student Educational Activities: In the event that a Vendor wishes to contribute supplies, equipment or other goods/services of material value to support an educational activity, the Vendor is responsible for contacting the appropriate program, department or school representative, respectively. It is understood throughout the process of approving such contributions that Students will not be responsible for negotiating, securing or otherwise designating the allocation of these items of services. The department and/or the UMMS administration responsible for the oversight of such Vendor goods or services must assure that they are acquired, managed and distributed in a

manner that complies with UMMS conflict of interest standards. These standards include but are not limited to the avoidance of Vendor names and brands on items of general use and assuring anonymity of the Vendor's name in association with any such items, whenever practical. All UMMS Student handbooks must explain that students can invite industrial, commercial or Vendor groups to UMMS only after obtaining prior approval from their respective Dean or the Dean's designee, who must make a recommendation for approval to the Provost for final review

The complete policy is available

at: [http://inside.umassmed.edu/uploadedFiles/policies/Faculty\\_Administration/Faculty%20and%20Student%20Vendor%20Relations%20COI%20Policy.pdf](http://inside.umassmed.edu/uploadedFiles/policies/Faculty_Administration/Faculty%20and%20Student%20Vendor%20Relations%20COI%20Policy.pdf)

## VII. ACADEMIC AND INSTITUTIONAL RESOURCES

### **Academic Achievement (Center for)**

Personnel: Scott Wellman, MD, Interim Director Center for Academic Achievement  
(508)-856-5038  
[Scott.wellman@umassmed.edu](mailto:Scott.wellman@umassmed.edu)

Christine Woolf, PhD, Director of Academic Enrichment  
(508) 856-1143  
[Christine.Woolf@umassmed.edu](mailto:Christine.Woolf@umassmed.edu)

The Center for Academic Achievement is open to all students and residents at the GSN, SOM, GME, and GSBS. Our mission is to assist students and residents in achieving the most comprehensive and meaningful educational experience possible. Services include sessions related to developing academic, clinical, test-taking, time management, and organization skills. The faculty and staff of the Center for Academic Achievement work with individual students to identify learning needs which can be met through programs designed with learning specialists, educational psychologists, and medical practitioners. The academic achievement program at UMMS is oriented toward prevention of academic concerns through systematic needs assessment, mobilization of resources, and continuity of the support experience. In partnership with the Center for Academic Achievement, iCELS provides simulation opportunities for diagnostic learner assessment and remediation programs. Programs aim to improve learner performance in a range of areas including: communication skills, professionalism, test taking, and clinical problem solving. Study skills assistance focuses on increasing comprehension as well as retention of information. Students may schedule one-to-one meetings with CAA professionals to address the previously listed skills. Students also attend yearly CAA class presentations on study skills, time management, and test-taking.

For more information go to:

<http://www.umassmed.edu/oea/Center-for-Academic-Achievement/>

### **Bursar (Office of):**

Location: S1-802  
Telephone: (508)856-2248; Toll Free 1-877-210-2238  
Fax: (508)856-2555  
URL:  
[http://inside.umassmed.edu/financialservices/divisions/bursar/student\\_functions.aspx](http://inside.umassmed.edu/financialservices/divisions/bursar/student_functions.aspx)

The Bursar's Office provides support to the academic and related departments of the University of Massachusetts Medical School and external private and public agencies in all revenue receipt transactions. All cash transactions are managed in accordance with University policy and campus internal control policies. The Bursar's Office is also responsible for all student financial accounting including billing, collecting, and financial aid disbursements.

The Bursar's Office:

- Processes all tuition and fee billings and payments.
- Disburses emergency loan checks and financial aid excess checks upon presentation of the UMASS Medical School Student I.D.
- Provides endorsements for jointly payable checks to the student and the UMASS Medical School.

The Bursar's Office provides a check cashing service for enrolled students. The check cashing procedure is:

1. Student presents a UMASS Medical School Student I.D.
2. Checks must be drawn on a Massachusetts bank.
3. Students may cash one check per day for a maximum of \$25.00.
4. No more than two checks may be cashed per student each week.
5. Checks are made payable to "Cash".
6. The student's endorsement on the back of the check is required.
7. Student ID number, phone number, and address must be listed on the front of the check.

### **Refund Policy and Allocation of Refunds**

Refunds are calculated when students do not register for the academic term for which they are charged, take an approved leave of absence or otherwise fail to complete the program on or after the first day of class of the period of enrollment for which charges are assessed.

Students who cease enrollment after 60 percent of the term has elapsed receive no refund and are not required to refund any federal aid received for the term. Students who cease enrollment before 60 percent of the term has elapsed receive a refund for the percentage of the term remaining after the last date of attendance. The percentage is calculated by dividing the number of calendar days elapsed between the beginning of the term and the date the individual ceases enrollment by the number of calendar days in the term. For example, a student who withdraws 57 percent of the way through the term of enrollment receives a refund of 43 percent of tuition and fees (100 percent minus 57 percent). If a student received Title IV funds, a "Return of Title IV Funds" calculation will also be performed with the same percentage. Accordingly, only the prorated amount of financial aid is available to the student. Additionally, per federal regulations, the student is required to return the unearned percentage of aid received as cash or from a credit balance. Failure to return unearned Title IV aid may result in ineligibility for future federal aid.

### **Allocation of Refunds**

A share of the refund will be returned to the financial aid programs that funded students. Refunds and recovered overpayments are allocated to the programs from which an individual received aid in the following order:

1. Federal Unsubsidized Stafford Loan
2. Federal Stafford Loan
3. Federal Perkins Loan
4. Other federal student aid programs
5. Institutional student aid programs
6. State student aid programs
7. Private student aid programs

## 8. Student

Students must notify their Program Director, Advisor and the registrar in writing of their intent to withdraw. Students who withdraw without notifying the dean and registrar of their status will be considered withdrawn as of the last recorded date of class attendance as documented by the University.

Upon request, the school bursar will provide examples of the application of these policies. Any withdrawn student who believes that individual circumstances warrant exceptions from published policy may make a written appeal to:

Nancy E. Vasil, Associate Vice Chancellor, Finance, University of Massachusetts Worcester, 333 South Street, Shrewsbury 01545.

This policy is subject to change at any time without prior notice if necessary to comply with federal law.

Go to [http://inside.umassmed.edu/financialservices/divisions/bursar/student\\_functions.aspx](http://inside.umassmed.edu/financialservices/divisions/bursar/student_functions.aspx) for the specifics regarding:

- Tuition and fee schedule
- Tuition and fee refund policy
- Tuition and fee billing
- Payment options
- Delinquent student accounts
- Health insurance
- Financial aid disbursement, refund, and direct deposit

Go to <http://www.umassmed.edu/gsn/catalogue/> for tuition remission/waiver specifics regarding:

- University employees
- Members of armed forces
- Native Americans
- Senior citizens

### **Communications (Office of)**

Location: S4-228 – 4<sup>th</sup> Floor, Basic Science Wing

Telephone: 508-856-2000

Personnel: Jennifer Berryman, Vice Chancellor, Communications  
Mark L. Shelton, Associate Vice Chancellor  
Lisa Larson, Managing News Media Producer

URL: <http://www.umassmed.edu/communications/index.aspx>

The Office of Communications supports all components of the University of Massachusetts Medical School - the School of Medicine, the Graduate School of Biomedical Sciences, the Graduate School of Nursing, Commonwealth Medicine, MassBiologics, and the research enterprise. The office is responsible for communications, media relations, electronic and print publications and promotes special events, such as Commencement.

The Office of Communications publishes UMassMedNow ([www.umassmed.edu/news](http://www.umassmed.edu/news)), an online news portal showcasing the activities and accomplishments and research and clinical breakthroughs of our academic medical center community. The Office of Communications staff are interested in student life, programs and events and publicize them whenever possible. Information on student news, events, and accomplishments may be sent to [ummscommunications@umassmed.edu](mailto:ummscommunications@umassmed.edu). The office also manages special projects for the institution. The staff includes a media relations team of experienced public relations professionals who are dedicated to meeting the needs of the campus community and journalists. Media relations personnel support the educational, clinical and research enterprises by showcasing topics of potential interest to the media, responding to requests from media, faculty, staff and students, and providing media consultation. Information about potential stories may be sent to [UMMSNews@umassmed.edu](mailto:UMMSNews@umassmed.edu).

The Office of Communications monitors and holds accountability for Medical School policies on 1) access, distribution, solicitation; 2) news media inquiries; 3) bulletin boards/posting; and 4) the top-level campus web pages.

#### **Diversity and Inclusion Office (DIO)**

Location: S1-710- First Floor

Telephone: 508-856-2179

Staff: Deborah L. Plummer, PhD, Vice Chancellor, Diversity and Inclusion  
C. Greer Jordan, PhD, Associate Vice Chancellor, Diversity & Inclusion  
Jesse Edwards, Director, Diversity & Equal Opportunity  
Bonnie Bray, Executive Assistant  
Holly Brown, Diversity & Inclusion Coordinator  
Fernanda Gama, Program Coordinator  
John Trobaugh, Diversity & Inclusion Project Specialist

URL: <http://www.umassmed.edu/dio>

The Diversity and Inclusion Office leads and fosters university-wide efforts to embrace the diversity of the UMMS community and maintain an environment in which students can learn and thrive. Students are welcome to participate in [DIO events and activities](http://www.umassmed.edu/dio/dio-events/) <http://www.umassmed.edu/dio/dio-events/> that help to build a strong UMMS community through collaboration, service and fun. The office also works to maintain a learning environment that is safe, civil, and free of all forms of harassment and discrimination. Towards this end, there are three important policies GSN students should be familiar with. These policies and guidelines provide protections to students and guide expected behavior in a graduate school environment.

[Appropriate Treatment of Students](http://www.umassmed.edu/dio/equal-opportunity/ppg-ats/) : <http://www.umassmed.edu/dio/equal-opportunity/ppg-ats/>

[Title IX Policy](http://www.umassmed.edu/dio/equal-opportunity/title-ix-incident-investigative/): <http://www.umassmed.edu/dio/equal-opportunity/title-ix-incident-investigative/>

Consensual Amorous Relationships: <http://www.umassmed.edu/dio/equal-opportunity/ppg-car-consensual/>

Please review these policies and direct any questions or concerns to your Campus Title IX Officer, C. Greer Jordan, PhD [greer.jordan@umassmed.edu](mailto:greer.jordan@umassmed.edu), S1-710B, or Jesse Edwards, [jesse.edwards@umassmed.edu](mailto:jesse.edwards@umassmed.edu). Both can also be reached at 508-856-2179

**Ethics (Office of)**

Location: S3-205  
Telephone: 508-856-6397  
Personnel: Marjorie A. Clay, PhD, Medical Center Ethicist; Professor of Ethics in Medicine  
Nicholas Smyrnios, Chair, Ethics & Treatment Issues Committee  
Anne Winslow, MPH, Ethics Associate

Under the Direction of the Medical Center Ethicist, the Office of Ethics offers an environment in which students are encouraged to consider the ethical issues implicit in caring for patients. The Office is committed to providing high quality ethical consultation for students, patients and medical staff, as well as clinically relevant educational programming.

**Financial Aid Office**

Location: Room S1-844, First Floor  
Telephone: 508-856-2265; Toll Free: 877-210-2238  
FAX: 508-856-1899  
Personnel: Shawn Morrissey, Director of Financial Aid  
Tina M. Sasseville, Assistant Director of Financial Aid  
Lindsay Louis, Loan Manager  
URL: <http://www.umassmed.edu/financialaid/>

The Financial Aid Office administers federal and institutional student loans and gift aid. To be eligible for financial assistance, students must be enrolled at least half time, in an eligible degree granting program and making satisfactory academic progress. In addition, applicants must neither owe a repayment on a Federal Pell Grant, a Federal Supplemental Educational Opportunity Grant, or State Incentive Grant, nor be in default on a Federal Perkins Loan, or a Federal Family Education Loan, or a Federal Direct Student Loan received for study at any post-secondary institution. Furthermore, students must demonstrate either federal eligibility or financial need to be eligible for most financial aid programs. Because financial aid is awarded annually, all financial aid recipients need to reapply each year. The maximum amount of aid a student may receive in a given year may not exceed the cost of attendance as defined by the US Department of Education. More detailed information is available in the GSN catalog and the financial aid website [www.umassmed.edu/financialaid](http://www.umassmed.edu/financialaid).

**Satisfactory Academic Progress-Eligibility for Federal Student Aid (FSA) funds**

**I. Financial aid is available to nursing students who:**

- a. Are matriculated at the UMMS Graduate School of Nursing,
- b. Take a full credit load as a full time or a part time student,
- c. Maintain a semester GPA of 3.0 and satisfactory academic progress, and

d. Complete requirements for the programs as noted in the table below.

Students in the Graduate School of Nursing will complete graduation requirements within a specified number of years (not counting time away for an approved Leave of Absence) depending on the specific educational program as noted in the chart below.

Program	Anticipated years of enrollment for degree completion	Maximum years of enrollment for degree completion
GEP to MS	3	5
BSN to MS	2	5
GEP or BS to PhD	5	6
MS to PhD	4	5
BS to DNP	4	7
MS to DNP	2	5
GEP to DNP	5	8

For either academic or personal reasons, a student may take more than the anticipated number of years to complete the curriculum. In this circumstance, the student will qualify for financial aid only if he/she advances through specified percentages of the Graduate Nursing School curriculum as defined below:

	% of GSN Curriculum Completed			
	GEP or BS to MS	MS to DNP or PhD	GEP to DNP	BS to DNP
<b>Year at GSN</b>				
First year of enrollment	15%	15%	15%	15%
Second year of enrollment	25%	25%	25%	25%
Third year of enrollment	50%	35%	35%	50%
Fourth year of enrollment	75%	50%	50%	65%
Fifth year of enrollment	100%	60%	70%	80%
Sixth year of enrollment	N/A	75%	85%	100%
Seventh year of enrollment	N/A	85%	100%	N/A
Eighth enrollment	N/A	100%	N/A	N/A

**II. Satisfactory Academic Progress** shall be defined as a cumulative GPA of 3.0 and progression through the program as defined in the table above. If a student is required to repeat a specific course, the initial grade will be replaced by the grade earned the second time the course is taken. Transfer credits, incompletes, and withdrawals do not factor into the GPA but are included when evaluating progress towards degree completion. Satisfactory Academic Progress will be monitored by the Program Coordinator or Program Director minimally twice a year. The percent of the GSN curriculum that must be completed by a given year of enrollment may be extended and still be deemed as satisfactory academic progress for certain extenuating circumstances at the sole and exclusive discretion of the Program Director. These circumstances

might include a death in the family, prolonged illness or extended programs based on physical or mental disability.

**III. Appeals.** A student will be notified of failure to meet progression criteria or of a GPA less than 3.0. Financial aid may be made available to the student after the student files an appeal for additional resources with the Financial Aid Subcommittee of the Student Affairs Committee. The student will explain the nature of the extenuating circumstances and a specific plan for completing the curriculum. Appeals are heard and approved on a payment period basis. Once approved, a student is considered on financial aid probation for one payment period, and is able to appeal for one additional payment period before re-establishing satisfactory academic progress.

### **Financial Aid Appeals**

Anyone seeking adjustments to aid packages, need analysis, or cost of attendance should first seek clarification or submit a written request to the Financial Aid Office. Anyone dissatisfied with the Financial Aid Office's response should write Deborah Harmon Hines, PhD, Vice Provost for School Services. Anyone dissatisfied when the Vice Provost concurs with the Financial Aid Office may write an appeal to the Financial Aid Subcommittee of the Student Affairs Committee. Anyone still dissatisfied with the decision of the subcommittee may write to the Student Affairs Committee and may present the case in person.

## **Emergency Loan Policy**

### **I. Eligibility:**

Interest-free emergency loans of up to \$1,000 are available on a short-term basis to enrolled students with true emergencies (but not poor budgeting) who meet the following criteria:

- a. Student does not owe past due tuition, fees, or other charges to the Medical school;
- b. Student has never been past due on a previous emergency loan;
- c. Student is in good academic standing, and;
- d. Application for emergency loan and supporting documentation (i.e. completed financial aid application) is approved by the Director or Assistant Director of Financial Aid and the Controller.

### **II. Repayment:**

Emergency loans must be repaid at the earliest date of when any one of the following occurs:

- a. Receipt of financial aid funds;
- b. Withdrawal or graduation from the Medical School; or
- c. Arrival of established due date – within 90 days of loan application.

### **III. Default:**

Students who do not repay emergency loans in full as specified in Section II are in default and subject to the following penalties:

- a. The student will be administratively withdrawn from the Medical School until the loan is paid in full;
- b. If re-admitted, the student will be ineligible to receive additional emergency loan funds during remaining years of attendance at the Medical School.

c. The borrower will be subject to all available means of collection. If Medical School collection efforts have been exhausted the debt remains unpaid the debt may automatically be assigned to intercept from any other State or Federal payments that are due to the borrower, or scheduled to be paid to the borrower, including tax refunds under M.G.L. c. 62D. The debt may also be assigned to a Collection Agency for collection and subject to late charges.

Note: Federal programs are subject to legislative and regulatory change at any time without prior notice.

### **Lamar Souter Library**

Location: First Floor of the Medical School  
Library Service Point: 508 856-6099  
Inter Library Borrowing: 508 856-2080  
Personnel: Elaine Martin, DA, Library Director  
Jan Sohigian, Administrative Assistant  
Website: <http://library.umassmed.edu>

Hours: The Library is accessible to UMMS students, residents, and faculty 24 hours per day, seven days per week by swiping UMMS ID cards at the front door. The library will not be staffed after regular hours.

Regular Staffed Hours are:

Sunday 12:00 PM - 9:00 PM  
Monday-Thursday 7:30 AM - 9:00 PM  
Friday 7:30 AM - 6:00 PM  
Saturday 10:00 AM - 6:00 PM

The library doors will close 15 minutes prior to closing time.

Please Note: Only UMass students, residents, and faculty will be allowed to stay after the library closes.

The Library is closed New Year's Day, July 4th, Thanksgiving Day and the day after Thanksgiving, the day before Christmas and Christmas Day

### **The Parking and Access Control Department**

The Parking and Access Control Department is responsible for all card access on Medical School properties. Access coded Identification Badges (ID's) are prepared in the parking office, located in the First Rd garage between the Lazare & Sherman buildings on the 1<sup>st</sup> floor, and coded to allow entrance to both parking areas and doors, including student areas. These picture ID Badges must be displayed while on the campus.

Parking for students is \$208/academic year. There is no fee for parking after 5:00 p.m. weekends and school holidays only (excluding garage reserved Level 1 and the Clinical

lot). Students may park in any unreserved parking lot. In the evenings, parking is available in reserved lots also (excluding Level 1, the marked areas on Level 3, 1st Rd Garage and Clinical lot). You must be out of reserved parking areas by 8:00 a.m. the next day. A map of the parking lots is available when you register for parking or can also be found on our intranet web site.

Parking tickets are issued for violations and will result in further fines if not paid as required. Non-payment may also result in failure to renew your license or register your vehicle through the Registry of Motor Vehicles and/or affect your school registration/graduation. Appeals are made through the Parking Clerk. Forms are available at the Parking Office, the Police Station and on the UMass Intranet Parking/Access control web site (<http://www.umassmed.edu/parking>).

### **Police/ Department of Public Safety**

Location: UMass Memorial Medical Center - University Campus Visitor/Patient Parking  
Garage Telephone: EMERGENCY (Police and Fire): 911 (This will ring directly to the UMass Police Department from all school and hospital phones). NON Emergency: 508 856-3296

Personnel: John Luippold, Chief of Police  
URL: <http://www.umassmed.edu/publicsafety/index.aspx>

The University of Massachusetts Police Department is responsible for all routine and emergency police and security matters at University of Massachusetts Memorial Medical Center, University Campus.

Police personnel are available 24 hours a day, 7 days a week. Services provided by the department include all aspects of law enforcement and security matters.

University of Massachusetts Police Officers patrol both inside and outside the Medical School and the Hospital and are trained to respond to a variety of situations. All police officers have completed police training at a municipal police academy approved by the Commonwealth and have the same police powers as a city or town police officer. Should emergency police or fire assistance be needed, call 911 (This will ring directly to the University of Massachusetts Police Department from all school and hospital phones). For business or non-emergency situations, call 508-856-3296.

Calling 911 from a cell phone in Massachusetts will connect the caller to the regional emergency dispatch center. The call will be re-routed to the appropriate police agency at that time.

Upon request, University of Massachusetts police officers will provide escorts to employees and students to their vehicles after dark. This is a service that is encouraged to be used.

The University of Massachusetts Police Department sponsors "R.A.D" an internationally taught self-defense training class specifically designed for women. The police officers who teach this class are certified instructors. To be notified of upcoming classes, send an email to: [policedepartment@umassmed.edu](mailto:policedepartment@umassmed.edu). You will be contacted prior to the next scheduled class.

The hospital utilizes the PA system for specific incidents that occur within the hospital building. A **CODE PINK** is the emergency alert and response signal at the hospital for the potential or actual abduction of an infant or child, (patient or visitor). During a Code Pink, it is important that all staff and students assist with the monitoring of hospital/school locations and report any suspicious activity to University Police.

A **CODE SILVER** is used for immediate threats on campus involving a handgun or shooting situation. Information related to responding to a Code Silver can be found on the Department of Public Safety and Emergency Management web sites.

For information on response to emergencies that may affect you, please refer to the Medical School Emergency Management Website at <http://inside.umassmed.edu/em/index.aspx> This site also includes information on how you will be notified of an emergency and how you can update your contact information.

You will be issued an identification card for access to areas within the school and hospital and should have it visible at all times. It is important to report a lost or stolen card to the Police as well as the Card Access Office at 508-856-5934.

Parking enforcement is carried out by the Parking and Access Control Department. Those who wish to appeal parking tickets can do so through the Office of the Parking Clerk at 508-856-2720. Chapter 20A-1/2 of the Massachusetts General Laws provides fines for the destruction of parking tickets. In addition, failure to pay parking fines may result in Registry of Motor Vehicle actions which could affect drivers' licenses and registration renewal.

### **Registrar's Office**

Location: Room S1-844  
Telephone: 508-856-2267  
Fax: 508-856-1899  
Toll Free: 877-210-2238  
URL: <http://www.umassmed.edu/Registrar>  
Personnel: Michael F. Baker, MA, Registrar  
Irene Chevalier, Administrative Assistant  
Mary Norfleet, Administrative Assistant

All educational records at the University of Massachusetts Medical School, Graduate School of Nursing concerning students enrolled and former students are maintained by the Office of the Registrar. Registrar Office is responsible for all enrollment statistics, registrations, verification of attendance, and management of all student records and issuance of official transcripts.

The Registrar Office also maintains student biographic and demographic information. Permanent address and name changes must be processed through the Registrar's office. All other addresses and student information can be entered online by the student.

General office hours are 8 a.m. - 5 p.m. The Registrar's Office is open until 8 p.m. on the first Wednesday of the month (Sept.-Jun).

### **Enrollment Verification**

It is the responsibility of the Registrar Office to verify students' dates of attendance, degrees awarded, enrollment status, demographic information and expected date of graduation. Inquiries for official enrollment information are to be submitted to the Office of the Registrar.

### **Transcripts**

An academic transcript is a certified document intended for use by parties outside of the educational institution and is an unabridged summary of the student's academic history at that institution.

The official transcript is a legal document which contains:

1. The signature and title of the certifying official.
2. The institutional seal and date of issue.
3. Statement forbidding the release of information from the transcript to a third party as required by the Family Educational Rights and Privacy Act of 1974 (FERPA).

Transcripts are issued only by staff of the Registrar's Office. Transcripts, copies of diplomas, enrollment and licensure verifications will not be provided in cases where outstanding financial obligations remain.

In order to obtain a transcript, a signed request is required. Forms are available in the Registrar's Office, or can be completed and submitted electronically using the Registrar Office web site at [www.umassmed.edu/registrar](http://www.umassmed.edu/registrar). There is no charge for transcripts. Transcripts are sent via first-class mail and sent within (2) working days after the request is received. When requests are made in person, appropriate documentation for identification such as a student picture ID or driver's license is required. Telephone and email requests are not accepted. File copies of undergraduate and/or graduate transcripts from another institution will not be released (back) to the student or to a third party. The request will be returned to the student or third party with a statement explaining the policy.

### **Guidelines for Student Records**

All educational records at the University of Massachusetts Medical School, Graduate School of Nursing concerning student's enrolled and former students are maintained by the Office of the Registrar. If possible, students will have immediate access to their record. In no case will students have to wait more than 45 days. If students are required to wait, the office will tell them when their record will be available. Students will have to identify themselves with a picture ID to see their record.

Access to student records is limited to: (a) The Dean of the Graduate School of Nursing, Vice Provost for School Services, Associate Dean for Academic Affairs, Chairs of the Academic Evaluation Boards, and the student's advisor; (b) Other faculty members may have access to the record file for the writing of letters of recommendation or other legitimate purposes upon written release by the student and approval by the Registrar. An information disclosure form will be

kept in each academic file to record the date of review identifying the person reviewing the folder, and the reason for the review.

### **Family Educational Rights and Privacy Act – FERPA**

This information constitutes your official notification of rights granted to you under the Family Educational Rights and Privacy Act (FERPA). FERPA is a Federal law that is administered by the Family Policy Compliance Office in the U.S. Department of Education. 20 U.S.C. § 1232g; 34 CFR Part 99. FERPA applies to all educational agencies and institutions (e.g. schools) that receive funding under any program administered by the Department of Education.

In compliance with FERPA, the University of Massachusetts Medical School (UMMS) does not disclose personally identifiable information contained in student education records, except as authorized by law. Information about students' rights under FERPA and UMMS implementation of FERPA is set forth below.

#### **Student Rights under FERPA**

In general, a student has the right under FERPA to:

- Inspect his or her education records
- Require that the University obtain his or her prior written consent before releasing personally identifiable information from education records
- Request that corrections be made to education records if the student believes the records are inaccurate, misleading or otherwise in violation of the student's privacy rights under FERPA

#### **Definitions**

For purposes of this notification, the University of Massachusetts Medical School uses the following definitions of terms.

A student is any person who attends or has attended the University of Massachusetts Medical School. Persons admitted but never enrolled in courses are not considered students.

Education records, with certain exceptions, are any information maintained by the University directly relating to a student. These records include files, documents, and materials in whatever medium (handwriting, print, tapes, disks, film, microfilm, microfiche) which contain information directly related to students and from which students can be personally (individually) identified.

Personally identifiable information means data or information which includes:

- The name of the student, the student's parent, or other family members
- The student's campus or home address
- A personal identifier (such as a social security number or student ID number)
- A list of personal characteristics or other information which would make the student's identity known with "reasonable certainty"

Directory information may include the following:

- Student's name
- School or College
- Academic program (degree, major, specialty)
- Dates of attendance and or full-time/part-time status

- Degrees, Certificates, honors, and awards received
- The most recent previous educational agency or institution attended by the student

### **Privacy preferences**

Unless restricted, UMMS may disclose any of the items of directory information without a student's consent. Students may restrict the disclosure of any item of directory information by indicating this restriction on the Privacy Settings (FERPA Restrictions) page in the PeopleSoft Campus Solutions (PSCS) database.

The right to restrict disclosure of directory information does not include the right to remain anonymous in class and may not be used to impede classroom communication.

### **Inspection of Educational Records**

If possible, students will have immediate access to their record. In no case will a student have to wait more than 45 days. If a student is required to wait, the office will inform him or her when the record will be available. A student will be required to establish identity with a picture ID to see his or her record.

### **Information Which a Student Does Not Have the Right to Inspect**

A student does not have a right under FERPA to inspect information that is not an education record, such as:

- Medical treatment records
- Law enforcement records
- Employment records (provided that employment is unrelated to student status)
- Records containing information about the individual that were created or received after he or she is no longer a student and that are not directly related to the student's attendance at the University
- Records of instructional, supervisory, and administrative personnel and educational personnel that are kept in the sole possession of the maker of the record and are not accessible or revealed to any other person except a temporary substitute for the maker of the record
- Peer-graded papers before they are collected and recorded by an instructor

*Note:* A student may have rights to inspect such records under other laws.

In addition, a student does not have the right to access certain education records, such as:

- Confidential letters of recommendation if the student has waived his or her right of access in writing
- Financial records of the student's parents
- Admissions records for a student who does not officially attend the program of admission. If the student completed a course at the University but never officially attended as a degree candidate in the program of admission, then the student has FERPA rights with respect to that course but does not have rights with respect to the admissions records for that program
- Records of a student that contain information on other students. The student may inspect, review, or be informed of only the specific information about that student

### **Authorizing another Person to Inspect or Receive Copies of Your Records**

A current or former student who wishes to permit another person to inspect or receive copies of the student's education records must provide a signed and dated written consent which must:

- Specify the records that may be disclosed
- State the purpose of the disclosure
- Identify the person or class of parties to whom the disclosure can be made

### **When Disclosure is permitted without Prior Consent of the Student**

In general, the University will not disclose personal information from a student's education records without the student's prior consent. However, the University, in compliance with the law, may disclose personal information without the student's prior consent under these conditions:

#### **A. To university officials, staff, and others engaged in activities on behalf of the University with a legitimate educational interest**

The University discloses information to University officials, staff, and others whom the University has determined to have a legitimate educational interest. An individual has a legitimate educational interest if the individual needs to review an education record in order to fulfill his or her professional responsibilities to the University. Such individuals include officers of the University, faculty, administrative staff, law enforcement and medical and legal personnel, and may include contractors, consultants and professionals engaged by the University where disclosure of the information is necessary for such individuals to fulfill their duties and responsibilities to the University. In addition, these individuals may include UMMS students, persons from outside the University, and volunteers, who are requested to serve on an authorized committee or board of the University (such as a disciplinary committee or the Board of Trustees) or to otherwise perform authorized tasks for the University.

#### **B. The information that has been designated as directory information**

The University of Massachusetts defines directory information as:

- Student's name
- School or College
- Academic program (degree, major, specialty)
- Dates of attendance and or full-time/part-time status
- Degrees, Certificates, honors, and awards received
- The most recent previous educational agency or institution attended by the student
- Acknowledgment of a student's participation in officially recognized activities and sports
- Weight and height of members of athletic teams
- Appointment as a Resident Assistant or Community Development Assistant

For graduate students who are teaching credit courses:

- Work department
- Office address
- Employment category

**C. In health or safety emergency situations**

In the case of an emergency, the University discloses information from education records to the appropriate parties, including parents, if the University deems that knowledge of the information is necessary to protect the health, safety, or well-being of the student or other individuals. Such disclosure may include any disciplinary action previously taken against the student for conduct that posed a significant risk to the safety and well-being of that student, other students, or members of the University community.

**D. In compliance with a subpoena**

The University will make a reasonable effort to notify the student of the subpoena before complying. However, in the case of a subpoena issued for law enforcement purposes or an ex parte order under the USA Patriot Act, the University is not required to notify the student of the existence or the contents of the subpoena, or of the information furnished in response to the subpoena, if the court or other issuing agency has ordered that such information not be disclosed.

**E. To officials of other institutions or organizations**

- To which the student seeks or intends to transfer or in which the student is already enrolled, provided the disclosure is for purposes related to the student's enrollment or transfer.
- In connection with the student's placement or participation in internships, practica, affiliations or other programs related to the student's courses or programs at the University
- To which a student has applied for or from which he/she has received financial aid to support the student's education, in cases where the information is related to (1) determining the eligibility for, amount of, or conditions of the aid, or (2) enforcing the terms and conditions of the aid

In cases where the University has previously transmitted such information to another institution or organization in which the student has enrolled, has been placed, or has sought financial aid, the University may send corrected records if there are changes to the information previously sent.

**F. To parties who provided or created a record**

The University may send education records back to the creator or sender of such records for confirmation of the authenticity of the record (e.g. of a transcript or letter).

**G. To the parents of dependent students**

In rare circumstances, the University may disclose information from a student's records to the student's parents without the student's prior consent if the student meets the criteria of dependency as defined by Section 152 of the Internal Revenue Code of 1986. In cases of divorce or separation, when relying on dependency as the basis for communication, the University reserves the right to communicate with both parents unless provided with evidence that one parent's rights have been legally revoked or otherwise limited.

**H. To authorized representatives of certain government offices**

The University will release information to authorized representatives of the U.S. Comptroller General's Office, the U.S. Attorney General, the U.S. Department of Education, and state and local educational authorities in connection with an audit or an evaluation of federal or state supported programs and to assure the enforcement of or compliance with federal or state legal requirements related to these programs.

**I. In compliance with the Solomon Amendment**

The University will release student information for the purposes of military recruiting to the Department of Defense. The information released is limited to student name, address, telephone listing, date and place of birth, levels of education and degrees received, prior military experience, and the most recent educational institution attended unless restricted.

**J. In response to complaints and legal actions involving the student and the University**

If a student or parent initiates legal action or brings complaints against the University, the University may disclose education records relevant to the response to the complaint without a court order or subpoena. In addition, in the event that the University initiates legal action against a parent or student, the University may disclose education records relevant to the action without a court order or subpoena.

**K. To accredited organizations**

The University may release information to organizations that accredit colleges and universities for the purpose of assisting their accrediting functions.

**L. To organizations conducting studies for or on behalf of the University**

The University may disclose information to organizations seeking to improve education for or on behalf of the University (e.g. developing predictive tests or administering student aid programs).

**Limitations of Re-disclosures**

Under FERPA, information disclosed by the University may be subject to restrictions against re-disclosure.

**Amending Educational Records**

Students have the right to request that inaccurate or misleading information in his or her education records be amended. While the University is not required to amend education records in accordance with a student's request, the University is required to consider the request. If the University decides not to amend a record in accordance with a student's request, the student will be informed of his or her right to a hearing on the matter. If, as a result of the hearing, the University still decides not to amend the record, the student has the right to insert a statement in the record setting forth his or her views. That statement must remain with the contested part of the student's record for as long as the record is maintained. However, while the FERPA amendment procedure may be used to challenge facts that are inaccurately recorded, it may not be used to challenge a grade, an opinion,

or a substantive decision made by the University about a student. FERPA was intended to require only that schools conform to fair recordkeeping practices and not to override the accepted standards and procedures for making academic assessments, disciplinary rulings, or placement determinations.

### **Complaint Procedure**

A student has the right to file a complaint with the Family Policy Compliance Office at the U.S. Department of Education concerning alleged failures by the University to comply with the requirements of FERPA. A complaint must be submitted to the Office within 180 days of the date of the alleged violation or of the date that the student knew or reasonably should have known of the alleged violation. The complaint must contain specific factual allegations giving reasonable cause to believe that a violation of the Act has occurred, and it should be forwarded to:

Family Policy Compliance Office  
U.S. Department of Education  
400 Maryland Avenue, SW Washington, DC 20202-8520

### **SCHOOL SERVICES (Office of)**

Location: S3-104  
Telephone: 508-856-2444  
Fax: 508-856-4888  
Personnel: Deborah Harmon Hines, Ph.D., Vice Provost for School Services,  
Karen J. Zirpolo-Miller, Administrator for School Services  
Linhelle Charles, Administrative Assistant II  
Cindy Cote, Room Reservations Coordinator  
Robert Layne, M.Ed., Director of Outreach Programs  
Shawn Morrissey, B.A., Director of Student Financial Aid  
Michael Baker, M.A., Registrar and VA Administrator

The Office of School Services serves present, past and future students from the Medical School, Graduate School of Nursing and Graduate School of Biomedical Science through a variety of programs and services at the Worcester Campus of the University of Massachusetts.

The major areas of responsibility of School Services are Matriculation Services and Pre-Matriculation Programs.

- Matriculation Services include: Financial Aid, Registrar/Student Record, Student ADA Support, Weather Watch and Room Reservations.
- Pre-Matriculation Programs include:  
Outreach Programs for Underrepresented and Disadvantaged Students (High School Health Careers Program and the Summer Enrichment Program), the Worcester Pipeline Collaborative, and the Summer Undergraduate Research Opportunity Program.

Information and online request forms may be obtained online at:  
School Services [www.umassmed.edu/schoolservices/](http://www.umassmed.edu/schoolservices/)

Room Reservations	<a href="http://www.umassmed.edu/roomreservations">www.umassmed.edu/roomreservations</a>
ADA	<a href="http://www.umassmed.edu/ada">www.umassmed.edu/ada</a>
Summer Programs	<a href="http://www.umassmed.edu/summer/">www.umassmed.edu/summer/</a>
Financial Aid	<a href="http://www.umassmed.edu/financialaid">www.umassmed.edu/financialaid</a>
Registrar	<a href="http://www.umassmed.edu/registrar">www.umassmed.edu/registrar</a>

### **VALOR Act Academic Credit Evaluation Policy**

In accordance with the VALOR act, the University of Massachusetts Medical School evaluates credits earned for military education using the same standards as those applied to coursework from accredited colleges and universities. Multiple methods may be used for evaluating military credits including the ACE Guide to the Evaluation of Educational Experiences in the Armed Services and other methods deemed appropriate. All military transcripts are reviewed for transferability of credit to a student's intended program of study <http://www.umassmed.edu/uploadedFiles/UMMS%20Valor%20Act.pdf>

### **Voter Registration Forms:**

The Higher Education Amendment of 1998 requires this institution to provide students with the opportunity to register to vote. Voter Registration Forms can be accessed at the following site: [www.state.ma.us/sec/ele/elestu/stuidx.htm](http://www.state.ma.us/sec/ele/elestu/stuidx.htm)

## CAMPUS LIFE

### Campus Store

The store features a selection of reference books as well as an assortment of popular fiction and nonfiction books, medical instruments, school supplies, UMMS insignia clothing and merchandise, candy and other munchies, newspapers, greeting cards, magazines and gift items. The store accepts cash, personal checks and MasterCard, Visa and Discover. Departments may also charge merchandise with approved account numbers. Students and residents may present their badge and receive a 5% discount when paying with cash or credit card on all textbook purchases.

**Location:** First Floor, in the Medical School Lobby

**Telephone:** 508-856-3213

**Hours:** 7:45 - 4:00

**URL:** <http://www.umassmed.edu/bookstore/>

### Child Care/Daycare

UMASSs Child Care provides care for infants, toddlers and preschool children in a safe, nurturing environment that promotes physical, social, emotional and cognitive development. There are three centers operated by Bright Horizons Family Solutions.

**Locations:** Memorial : 38 Oak Ave. Worcester, MA 01605

Lincoln : 116 Country Club Blvd. Worcester, MA 01605

University Campus: Shaw Bldg, 419 Belmont St. Worcester, MA 01655

**Telephone:** 774-455-KIDS

**URL:** <http://child-care-preschool.brighthorizons.com/MA/Worcester/umassmemorial>

**Email:** [Umass.lincol@brighthorizons.com](mailto:Umass.lincol@brighthorizons.com)

**Hours:** 6:30 am to 6:00pm

**Personnel:** Allison Smith, Business Manager

### Dining Services

Albert Sherman Center Café' & Cafeteria – first floor of the Albert Sherman Center

Hospital Cafeteria - first floor of the hospital

Outtakes Café – Ambulatory Care Center lobby

Pavilion Café - Hospital, Main lobby

### Mothers Rooms/Breastfeeding/Nursing Rooms

UMMS has eight Mothers' Rooms where breastfeeding mothers can go to feed their babies or pump breast milk. The rooms are located in the following places:

- *University Campus:* S6-100A and S6-100B - both locations are equipped with a hospital grade Medela pump; mothers must bring their own accessories. For access please call Human Resources, Diversity and Inclusion at 508-856-5260 to arrange pass-card access. There will be sign-up sheets in the room.
- *South Street Campus:* Two private spaces located on the second floor of building 1-SHR 1-2, both spaces are equipped with a hospital grade Medela pump; mothers must bring their own accessories. Access granted via Outlook South Street Mother's Room calendar.

- *Worcester State Hospital*: BB2-204, Contact [Work-Life@umassmed.edu](mailto:Work-Life@umassmed.edu).
- *Biotech IV*: B4-314C, Contact Denise MacLachlan, x68773 to schedule a time. This location is equipped with a hospital grade Medela pump; mothers must bring their own accessories.
- *Schrafft Building, Boston*: Office 3.635- To Schedule a time, call x56200 or 617-886-8200
- *MBL, Mattapan II Building*: Room 2034

For more information about the Mothers' Rooms, please contact Human Resources, Diversity and Inclusion at 508- 856-5260 or [HumanResources@umassmed.edu](mailto:HumanResources@umassmed.edu)

### **Recreational Facilities: Albert Sherman Center Fitness Center**

Membership in the fitness center is open to all UMass Worcester students, faculty and staff. The Fitness Center has exercise equipment and group classes including: yoga, Pilates, group cycling, core conditioning, boot camp and a running club. Personal training services are offered for an additional fee. There are showers and a locker room available.

For information re: membership fee, group class schedule, accessing a personal trainer or any other questions, please contact: [fitnesscenter@umassmed.edu](mailto:fitnesscenter@umassmed.edu)

**Location:** 3<sup>rd</sup> floor in the Albert Sherman Center

**Hours:** 24 hours a day, 7 days a week. The center will be staffed Monday through Friday from 6a.m. to 8 p. m.