

Standard Three: Program Management

Management of the Dietetic Internship Program (DI) and availability of program resources are evident in defined processes and procedures. Fair, equitable, and considerate treatment of both prospective interns and those enrolled in the DI program is incorporated into all aspects of the program

Criterion 3.1

The director of the DI is a fulltime employee of the sponsoring organization and has the authority, responsibility and sufficient time allocated to manage the program. The DI director may have other responsibilities that do not compromise the ability to manage the program. Responsibilities and time allocation for program management are reflected in a formal position description for the DI director and approved by the administration. DI director responsibilities include but are not limited to the following:

Linda K Cashman, MS, RD, CD, Dietetic Internship Director currently holds a full time tenure-track Assistant Professor position within the Health, Human Performance, and Nutrition department at Central Washington University. Program responsibilities are listed in the Position Description included in Appendix 3.1 and include:

- Managing the Dietetic Internship at Central Washington University.
- Maintenance of DI accreditation.
- Establishing and implementing goals and expected outcomes for the program.
- Recruiting students to the program.
- Developing recruitment materials including web based materials for the departmental website.
- Advising, evaluating, and counseling students within the program.
- Developing, coordinating, and maintaining rotation sites for the DI.
- Developing, reviewing, and revising policies and procedures.
- Developing and implementing application requirements.
- Developing and implementing applicant review and selection procedures
- Conduct supervised practice site visits.
- Providing intern oversight.
- Participating in evaluation and assessment of intern performance.
- Completing all documentation of intern completion.
- Conducting on-going program assessment and curricular changes.
- Maintaining records of complaints about the DI and disposition of the complaint.
- Providing references as requested by students.
- Maintaining active skills and knowledge in nutrition and dietetic, and teaching through continuing education, professional meetings and on-going experience.

- Teaching classes in the DPD curriculum
- Engaging in scholarly activities
- Providing service to the department and university communities.

The program director is a Registered Dietitian, has a Master's degree in Nutrition, and is a Certified Dietitian in the state of Washington. Professor Cashman has 16 years of past experience working with the Texas Women's University Dietetic Internship, Houston, Texas as Associate Clinical Faculty. She has been the Dietetic internship Director at Central Washington University for the past three years.

Professor Cashman is allotted 6 quarter hours assigned time each quarter for the position of Dietetic Internship Director. Her additional work load includes an average of 6 quarter hours of teaching in the undergraduate DPD program. The classes taught are DPD content and contribute to the knowledge base required to effectively teach with the interns. Scheduling of teaching load has been accommodated in a manner to allow needed travel for internship activities at the distant sites.

3.1.1 Development of policies and procedures for effectively managing the DI and to ensure fair, equitable and considerate treatment of prospective and enrolled interns (such as program admission retention and completion policies).

Policies and procedures are reviewed annually by the DI Director for adequacy in ensuring fair, equitable, and considerate treatment of students. Recommendations for change in policies and procedures may be made at anytime by contacting the DI Director. Changes to policies and procedures are drafted by the DI Director and reviewed by the CWU Nutrition and Food Sciences faculty. Major changes, including additions or deletions, are reviewed with the program faculty including preceptors and the advisory committee.

Current Policy and Procedures include:

1. Equal Opportunity
2. Retention of Student Records
3. Access to Personal Files
4. Student Illness or Absence
5. Insurance and Criminal Background Checks
6. Liability for Travel
7. Withdrawal and Reinstatement in the Dietetic Internship Program
8. Dietetic Intern Schedules and Assignments
9. Program Completion Requirements
10. Performance Appraisal
11. Privacy of Information
12. Unsatisfactory Student Performance
13. Discipline and Termination
14. Grievance Procedures
15. Program Evaluation
16. Review of Policies and Procedures

Policies and procedures are reviewed with new interns when they begin the program and provided in electronic format on the Blackboard DI site. A copy of the Central Washington University Dietetic Internship Program Policies and Procedures can be found in Appendix 3.8.

3.1.2 Intern recruitment, advisement, evaluation and counseling.

Intern recruitment is primarily by response to email or phone requests. Additionally, students have access to internship information through the CWU Dietetic Internship website or the listing of the internship on the ADA website. Those websites are:

- CWU DI: <http://www.cwu.edu/~hhpn/internship.html#master>
- CWU DI listing on ADA site:
http://eatright.org/cps/rde/xchg/ada/hs.xsl/career_2191_ENU_HTML.htm

The DI Director responds to e-mails routinely answering questions and providing additional information about the program. The intent of advisement is to assure that the prospective intern knows the curriculum, length of program, start date, variety and geographic location of sites, costs, and expectations of the internship. Emphasis is placed on assuring that the prospective intern receives answers to their questions.

Student advisement is also done through emails, phone calls, and personal visits when students are on campus. Prospective interns are encouraged to visit the CWU campus but a personal visit is not mandatory. All materials for the internship rotations – intern manual, schedule of rotations, seminar schedule, intern roster, preceptor roster, etc. – are made available to interns through the Blackboard DI class page.

Intern evaluation and counseling is generally done in the supervised practice facility where the student is assigned at the time. Rotation evaluations are conducted at the end of each rotation (longer than three weeks) with the primary preceptor, DI Director, and intern present. Due to limitations of private office space, evaluations are generally held in a shared office or in a more secluded area of a public room (ie cafeteria). For evaluation and counseling that is sensitive in nature, a private area is secured in the facility. Follow up conversations may be accomplished by phone, since interns are in sites distant from the CWU campus where the DI Director has an office. Interns are provided with the cell phone number and home phone number of the DI Director for use if needed.

The DI Director name and contact information is published on the CWU website, the ADA website, and in all electronic and printed materials about the program.

3.1.3 Maintenance of DI accreditation, including timely submission of fees, reports and requests for major program changes.

The DI Director is responsible for seeing that all reports and requests for major program changes are submitted at the appropriate time. Billings for fees are received by the DI

Director and passed to the appropriate administrative office for payment. The DI Director is also responsible for the completion of the Eligibility Application and Self Study Application for Accreditation, including arrangements for the site-visit. Support staff are available to assist.

3.1.4 Maintenance of DI intern records, including transcripts and DPD verification statements for admission, rotation schedules and verification statements at completion; DI verification statements must be kept indefinitely.

Dietetic Internship records and Intern records are kept in a specified file cabinet in the DI Director's office. In accordance with written policy, the student file is maintained for a minimum of 5 years after completion of the program including:

- All program application materials
- All program performance appraisals
- Copies of special projects and reports
- ADA and Commission of Dietetics endorsement letters
- Communication with the student following completion of the program

After five years, the internship director destroys the following records:

- All student performance appraisals
- All copies of reports and projects, unless necessary for records of the University.

The reduced student record is retained permanently.

Official transcripts show BS degree and DPD verification statements are received as part of the application materials or when the intern enrolls for the first summer classes. These documents are maintained in accordance with the previously stated policy. Multiple copies of the Verification of DI completion are issued at the completion of the program with one copy becoming a part of the student's permanent file.

3.1.5 Maintenance of complaints about the DI received from interns or others, including disposition of the complaint.

Complaints from interns are received and handled consistent with university policy and procedures. Academic grievance policy is found in Academic Affairs CWU Policies and can be retrieved at <http://www.cwu.edu/~pres/policies/part5.pdf>. Students are required to attempt to resolve the matter with the instructor first, and then the department chair. If resolution is not achieved at the department chair level, the chair will forward a written summary to the dean of the college. If resolution is not achieved at the dean level, the student may petition for a hearing before the Board of Academic Appeals. The procedure and complaint form is available in Appendix 3.1.5.

Policy #14 of the CWU Dietetic Internship Program Policies and Procedures (Appendix 3.8) specifically addresses the intern's right to appeal an appraisal of performance believed to be unfair. The policy provides for procedures to attempt to reconcile the appraisal between the intern, preceptor, and DI Director. If no agreement is reached

between the intern, preceptor, and DI Director, the student may initiate an appeal through the university grievance procedure described above.

To date, concerns raised by interns or others have been able to be resolved among the parties. No official complaints have been received.

3.1.6 Ongoing review of DI curriculum to meet the accreditation standards.

The DI Director is responsible for the ongoing review of all aspects of the DI curriculum utilizing formal and informal assessment tools. Over the past 3 years, the review has been ongoing and more informal. Observations and areas of concern have been discussed among Food Science and Nutrition faculty and the Nutrition Advisory Board and needed changes have been implemented.

The assessment plan submitted with this Self-Study has formalized the curriculum review process as discussed in Criterion 2.5.4. The DI Director will be responsible for gathering the data. Many of the assessment tools are directly available to the DI Director through the intern portfolio. Others will be requested from faculty teaching the courses designated on the assessment plan. The DI Director will be responsible for reviewing the data and reporting/discussing with the Food Sciences and Nutrition faculty during winter quarter. Results will be reported to the Advisory Board at the spring meeting with plans for implementation and/or request for discussion/feedback.

3.1.7 Communication and coordination with DI faculty, preceptors and others involved with the program.

Communication and coordination with DI faculty and preceptors is ongoing and most frequently accomplished through e-mail or phone calls. Schedules, schedule changes, intern rosters, etc. can usually be handled through the electronic media. If email does not seem to allow for needed clarity or timeliness of sharing the information, phone calls are made.

The geographic distance between the DI Director and the practice sites makes it more difficult for face to face visits. However, the DI Director is present at the end of rotation evaluation for each intern in the Community, School Food Service, and Hospital Food Service rotations. During the Medical Nutrition Therapy rotation, the DI Director is on site for one day of supervision/teaching in the first two weeks of the rotation and again for the mid rotation and final rotation evaluations. Time in the practice site is recognized as valuable, not only to accomplish evaluations, but to respond and hear concerns that arise with the preceptors and maintain appropriate professional and collegial relationships.

Faculty of the Food Science and Nutrition program maintain communication through both informal conversation/meetings and formal program faculty meetings. These meetings serve as a means of accomplishing curriculum scheduling and review, program assessment, and discussion of program issues/concerns. The Nutrition Advisory Board

meets twice a year, once in the fall quarter and again in April during the Washington State Dietetic Association Meeting. The board receives program reports and provides feedback/input.

3.1.8 Facilitation of processes for continuous assessment of DI and intern learning outcomes.

The DI Director facilitates the process for continuous assessment of outcomes through communication with DI faculty, preceptors, current and past interns, and the Nutrition Advisory Board.

The DI Director is in the practice sites for end of rotation evaluations which offers the opportunity to talk with preceptors and interns directly about success and possible barriers to student accomplishment of learning outcomes. Additionally, preceptors and interns are encouraged to contact the DI Director with any concerns as they arise rather than waiting for a scheduled evaluation.

The results of the formal assessment plan are reviewed and discussed with Food Science and Nutrition faculty at faculty meetings. When needed, program changes are reviewed and discussed prior to implementation. The Nutrition Advisory Board receives reports on the DI program outcomes and/or needed changes twice a year.

Criterion 3.2

The DI has the administrative and financial support, learning resources, physical facilities and support services needed to accomplish its goals. The annual budget for the DI or other financial information, such as percentage of department budget allocated to support the program, is sufficient to produce the desired outcomes.

Administrative Support:

Administrative support is provided through the Department of Health, Human Performance and Nutrition (HHPN) and consists of the Administrative Assistant to the Chair and the Office Manager. The Administrative Assistant to the Chair is responsible for budgeting, budget reports, purchasing, accounts receivables, and payroll and other financial responsibilities. The Office Manager is responsible for travel budget, travel arrangements and payments, course scheduling, and entering major/minors. Other clerical and technical support is included below.

Financial Support:

The CWU Dietetic Internship is funded through state allocated funds, tuition and class fee revenues, and internship specific fees. At CWU, the academic budget allocations are made to the colleges, and the colleges make allocations to the departments. Further allocations are made to the programs from the departments. Distribution of program level funds is determined through requests, discussions, and approval/disapproval by the program faculty as a whole. This process generally is done through monthly/bi-monthly Food Science and Nutrition faculty meetings.

The primary factor in financial support of the faculty for academic programs is by full time equivalents (FTEs). During the 2007-2008 academic year, the CWU Food Science and Nutrition Program included 5 full time faculty including David Gee, PhD, Ethan Bergman, PhD, RD, FADA, Linda Cashman, MS, RD, CD, Susan Adams, MS, RD and Virginia Bennett, PhD, RD. In fall 2008, faculty additions of Susan Hawk, PhD, RD, and Kelly Kerr, PhD, RD will increase the number of faculty to 7 FTEs in the Food Science and Nutrition Program.

Office support costs such as telephone, copying, postage, paper, printer ink, publications, and other office supplies are provided through the HHPN budget. Funds and supplies are sufficient to provide appropriately for functions need to manage the DI.

Annual Budget for the CWU Dietetic Internship:

	Annual Budget
½ time internship director for academic year	½ FTE
HHPN, Dean, and Provost funds for travel/equipment	\$ 2,300.00
Class fees to support director travel to practice sites and preceptor development costs (8 interns X \$100 per quarter)	\$ 2,400.00
Dietetic Intern Scholarships from Shoudy Endowment Funds (8 interns X \$ 1000.00 per year)	\$ 8,000.00

The internship program accepts 8 interns annually who enroll for 3 quarters of Dietetic Practicum, NUTR 492. Beginning in the fall 2008, each quarter enrollment has a class fee of \$135.00 per student. That fee is available via the Dietetic Internship budget account to cover travel costs for the director to supervise/evaluate interns at the supervised practice sites and to provide training or material support for preceptors. Due to the increasing costs associated with travel, the \$135/quarter class fee was approved as an increase from \$100/quarter.

Support for professional development of staff is available from the HHPN, Dean, and Provost funds as noted above. Additional funds are available from the Shoudy Endowment Account that is listed on the Budget document in Appendix J. Funds are sufficient so that faculty routinely attend the Area 1 DEP meeting and the ADA Food and Nutrition Conference and Exhibition, as well as the Washington State Dietetic Association (WSDA) Annual Meeting each year.

Funds from the Shoudy Endowment provide scholarship support annually for interns. In 2007-2008, each intern received a scholarship of \$1,000.00. The scholarships are expected to be available annually, although the amount may vary depending on the market value of the endowed account.

Learning Resources:

The James E. Brooks Library is an integral part of the instructional and learning resources at CWU. Library users (students, staff, others) have 24/7 Web-based access to over 1.3 million books, films, government documents, maps, audio recordings, videos, and DVDs on site in the Brooks Library. Additionally, the library provides similar access to more than 25 million information items from the academic libraries of the Northwest that belong to the Orbis Cascade Alliance. Full-text electronic and/or paper subscriptions to over 15,000 periodicals and academic journals are available electronically or on site.

Library staff are available to provide personal service to students in the library. Off site students have access through a toll free phone number or e-mail access to reference librarians. The library's staff, services, and collections support the educational efforts of students, foster intellectual, social and ethical development, and show students how to locate, use, and evaluation information to equip them for independent, life-long learning.

Computer services are widely available on campus to faculty, staff, and students. New faculty, at the time of hire, are allotted sufficient dollars to provide office computer needs. Updated technology is subsequently provided on a rotational basis through the department budget. Students, when they are on campus, have access to computers in approximately 20 computer labs across campus. All labs and faculty offices have access to the Internet and the CWU Servers. Space is allocated on the servers for adequate storage of teaching materials and program records and documentation. CWU servers are accessible through the Internet from off campus sites. Computer services also provide university sponsored and supported email communication.

Physical Facilities:

The DI Director and other Food Science and Nutrition faculty have office space in the Department of Health, Human Performance and Nutrition located in the Physical Education Building. Classrooms and laboratories are housed in the Physical Education Building as well as Michaelsen Hall. A variety of rooms are available to accommodate varying class sizes from the small seminar to the larger lecturer hall. Class rooms are equipped with up-to-date electronic and media equipment to facilitate varied delivery methods in teaching. Lab facilities include specialized rooms for food preparation and service, food product analysis and sensory testing, and nutritional assessment including biochemical and physical/anthropometric analysis. Physical facilities are adequate and meet the needs of the DI program.

Clerical and Technical Support:

The university provides clerical and technical support through the Department of Health, Human Performance, and Nutrition budget. In addition to the two administrative support personnel identified above, 5 student office assistants are employed part time to assist faculty and staff with copying, errands, filing, and receptionist duties. Generally, one student is available as technology support and assists in managing the department website including that of the Dietetic internship and maintaining equipment and software. All staff support faculty with special needs and projects as they arise.

Support Services:

Support services include the University's Academic Advising Center, Career Services, Student Support Services, and the University Writing Center. Faculty and students have access to each of these resources to facilitate teaching and successful learning. Other support, such as data processing, assistance in developing instructional materials, public relations, and assistance with development of grants is available through various departments on campus.

Criterion 3.3

The DI has a sufficient number of qualified preceptors to provide the depth and breadth of learning activities required in the curriculum and exposure to the diversity of practice.

Preceptor Type	Number		
	Yakima Valley	Wenatchee	Tri-Cities
Clinical Dietitians (patient care)	7	4	5
Dietetic Technicians	2	0	0
Community &/or WIC Dietitians	8	4	4
Child Nutrition Dietitians or Managers	5	1	1
Long term Care Dietitians	1	1	1
Hospital Food Service Managers	2	2	3
Renal Dietitians	2	1	1
Community Agency Dietitians/Managers	7	1	1

The table above provides the number and type of preceptors that participate in the training of interns in the CWU DI. Most of the preceptors above with the exception of some of the Food Service Managers and the Dietetic Technicians are Registered Dietitians. When preceptors are not Registered Dietitians, their training reflects the requirements and demands of their employment position including Dietetic Technician or Food Service Manager.

The number of preceptors is sufficient to provide 1 to 1 coverage, preceptor to intern, for each rotation. Frequently within a single rotation, an intern will work with 3 or more preceptors over the length of the rotation. This is especially true for the longer clinical rotations. Interns will also work with other employees within the facility, such as food service workers, but under the guidance and monitoring of the preceptor.

The depth and breadth of the preceptor roster for the DI allows interns to work with a diversity of RDs. Each RD has an area of expertise such as renal or child nutrition/school food service that provides the expertise drawn on by the DI. However, the preceptors also have varying backgrounds that provide interns with increased knowledge of the diversity of practice.

3.3.1 In addition to the DI director, other faculty are involved with the program, if the DI is sponsored by a university.

The CWU DI is sponsored by Central Washington University and the Department of Health, Human Performance, and Nutrition. The Food Science and Nutrition program provides the Dietetic Internship as a post baccalaureate certificate program. The Food Science and Nutrition faculty, in addition to the DI Director, teach the didactic classes required as part of the DI curriculum and support the supervised practice as needed.

Faculty	Title	Credentials	Years Teaching
Food Science and Nutrition			
Susan Adams	<ul style="list-style-type: none"> • Assistant Professor • Program Coordinator, BAS Program 	MS, RD	6
Virginia Bennett	<ul style="list-style-type: none"> • Assistant Professor • DPD Director 	PhD, RD	8
Ethan Bergman,	<ul style="list-style-type: none"> • Associate Dean, College of Education • Professor 	PhD, RD	21
Linda Cashman	<ul style="list-style-type: none"> • Assistant Professor • Dietetic Internship Director 	MS, RD, CD	22
David Gee	<ul style="list-style-type: none"> • Professor • Food Science & Nutrition, Program Director 	PhD	27
Susan Hawk	<ul style="list-style-type: none"> • Associate Professor 	PhD, RD	7
Kelly Kerr	<ul style="list-style-type: none"> • Assistant Professor 	PhD, RD	2
Management			
James Nimnicht	<ul style="list-style-type: none"> • Professor 	PhD	25

As noted above, the Food Science and Nutrition faculty collectively have 93 years of teaching experience among them. Dr. David Gee, Dr. Ethan Bergman, and Professor Cashman taught the summer didactic nutrition classes for the summers of 2006-2007. Dr. Nimnicht usually teaches the summer management course. Each of the courses taught is the expertise area for the faculty member. Additionally, each of the faculty members has 20+ years of teaching experience.

Since the didactic courses are during the summer and summer school is financially self supporting, there is no administrative assurance that any specific course will be taught or that any faculty person will be provided a teaching contract. However, the history has been that each of the required courses has been available or a suitable alternative provided. Since most of the needed courses are from the Nutrition Program, the nutrition faculty play significant roles in planning and scheduling the summer courses.

3.3.2 DI faculty, including the program director, meet the college/university's criteria for appointment if the DI is sponsored by a university.

Criteria for appointment to faculty positions within the Food Science and Nutrition discipline include an earned doctorate except for the area of clinical dietetics. The Masters degree is the degree normally expected for appointment to the position of Dietetic Internship Director, where teaching and mentoring responsibilities are in the area of clinical dietetics.

Linda Cashman, DI Director, holds a Masters degree in Nutrition and has 22 years of teaching experience within departments that have Dietetic Internship Programs. Prior to her appointment at CWU, Professor Cashman was Assistant Clinical Professor at Texas Woman's University in Houston Texas where she taught graduate level clinical nutrition classes and supervised dietetic interns in clinical facilities. Professor Cashman has completed 60 semester hours of doctoral level education and is a Registered Dietitian.

The position that Susan Adams holds - Coordinator of the Bachelor of Applied Science, Food Service Management – also has the requirement of the Masters degree for appointment. The program is more “applied” in nature and benefits from management and leadership from one who has more hands on work in the field. Professor Adams has not taught courses associated with the Dietetic Internship to date. However, the need for a nutrition/dietetic focus in the Human Resource Management course has been considered. Susan Adams would be the person on the current Nutrition faculty with the most experience and knowledge in that arena.

Considering the previously discussed criteria for faculty appointment, all current members of the Nutrition faculty meet the university's criteria for appointment.

3.3.3 Primary preceptors are credentialed or licensed as appropriate to meet state and federal regulations for the area in which they are supervising interns and have a minimum of one year professional practice experience post credentialing.

All primary preceptors, with the exception of School Food Service, are Registered Dietitians and many are Certified Dietitians (Washington State). Fifty total preceptors are listed on the preceptor roster. Not all preceptors are active each year or at any specific time of the year.

All primary preceptors have more than one year of experience after credentialing. Where RDs are on a staff in their first year of employment, they are supervised by the primary preceptor in the facility. Many of the new preceptors are among the favorites with the interns. They are more recently out of their own internship experience and often have increased levels of patience and empathy for the position of the intern.

Two of the primary preceptors in School Food Service rotations are Child Nutrition Services Managers without the Registered Dietitian credential. Washington State does not require credentialing for the Child Nutrition Manager position. The two Child Nutrition Managers who have been chosen to serve as CWU Internship preceptors, have very successful tenure as food service managers, one has a culinary training, and each receives outstanding evaluations from the interns.

All intern preceptors meet the state and federal regulations for the area where they are supervising interns.

3.3.4 Preceptors are provided orientation to the supervised practice rotation objectives and expected intern learning outcomes before assuming responsibilities; and ongoing training based on evaluation by the program director and feed back from interns.

Preceptors are provided orientation to the supervised practice objectives and learning outcomes through copies of the specific rotation objectives and assignments. Examples can be found in Appendix 2.3.7. For new preceptors, the information is generally reviewed with them individually in person. The level of preceptor training is dependent on their prior experience as a preceptor and ongoing feedback from interns. Informal discussions with preceptors at end of rotation evaluation sessions serve to assist in reinforcing or redirecting their expectations of the intern.

Group preceptor training has been provided periodically in the past. Current program review data shows a need for routine preceptor training and more structured training for new preceptors. Additionally, preceptors have requested a Preceptor Manual. Plans for both the Preceptor Manual and annual preceptor training are in the process of development and implementation.

Program preceptors have been notified of the Preceptor Training Module available online from CDR and have been asked to complete the module. The DI Director has requested that preceptors report completion of the module. To date no preceptor has reported completing the module, however, several have reported intention to do so.

3.3.5 The DI director and preceptors show evidence of continued competency appropriate to teaching responsibilities, through professional work experience, graduate education, continuing education, research or other activities leading to professional growth and the advancement of their profession.

As the DI Director, Professor Cashman has demonstrated competency appropriate to her teaching responsibilities through continuing education events, professional work experience, graduate education, and scholarship activities at CWU. Over the past 5 years, Professor Cashman has routinely attended the national FNCE meeting, area DEP meeting, annual Washington State Dietetic Meeting, district Yakima Valley Dietetic Meeting, other educational opportunities on the CWU campus and locally. Additionally, the DI Director has presented orally at the district dietetic association and through poster presentations at FNCE. Yearly submission of self evaluation documents have resulted in continued reappointment as Assistant Professor at CWU for the past four years.

Preceptors are active in ongoing education through the national FNCE meeting, state meeting, and district/local dietetic association meetings. A number of the preceptors are currently pursuing graduate education and certification programs in dietetic related areas. Current preceptors hold credentials of CNSD and CDE which require ongoing education to maintain credentialing.

Criterion 3.4

The DI program has a policy and procedures for selecting and periodically evaluating adequacy and appropriateness of facilities, to ensure facilities are able to provide supervised practice learning experiences compatible with the competencies interns are expected to achieve.

Supervised practice facilities are selected based on the scope of experience available to the student and the professional competence of the preceptor. Adequacy of experience is judged against the performance requirements established by the American Dietetic Association. Preceptors are responsible for supervising students on a 1:1 ratio with the rare occasion that the preceptor may be advising 2 students at once.

Facilities are continuously evaluated for their ability to provide experiences that meet the competencies that interns need to achieve. Intern evaluation of preceptors at the end of rotation provides written feedback on quality and scope of the experience for the specific student. If needed, changes in facilities are made for subsequent rotations.

Criterion 3.5

The DI has a policy and procedures to maintain written agreements with institutions, organizations and/or agencies providing supervised practice experiences to meet the competencies. The procedures are implemented to accomplish the following:

3.5.1 Agreements are signed by administrators with appropriate authority in advance of placing interns.

Affiliation agreements exist for all facilities/agencies where dietetic interns are placed for rotations of two weeks or longer. Existing agreements are maintained by the office of Business Services and Contracts (BSC) on the CWU campus. Copies of the signed agreements are maintained in the office of the DI Director in written and/or electronic format.

Renewal of contracts is monitored by BSC office personnel with inquiries made to the DI Director regarding whether there is a need/desire to renew or cancel contracts. Most of the existing contracts renew on a year to year basis unless a request to cancel is received.

To initiate a new affiliation agreement, the DI Director provides the name of the facility and person with signing authority to the Business Services and Contracts office. BSC will draft the affiliation agreement and send it to the facility for signature. When the signed agreement is returned and signed by the appropriate CWU signatory, a copy is provided to the DI Director and maintained in the Internship office. If the affiliating agency requires that CWU sign their agreement, the agreement is sent to the BSC office for approval prior to being signed by the Dean.

3.5.2 Agreements delineate the rights and responsibilities of both the sponsoring organization and affiliating institutions, organizations and/or agencies.

The AAG approved template for affiliation agreements is available in Appendix 3.5.2. As seen in the template, the following components are routine in all agreements.

- General Provisions
- School's Responsibilities
- Training Site's Responsibilities
- Students' Status and Responsibilities
- Liability Coverage Provisions
- Term
- Provisions Regarding Blood-Borne Pathogens
- Miscellaneous Provisions

Responsibilities of the university and the affiliating agency are clearly delineated, including, but not limited to, requirements for student placement – needed immunizations, liability insurance, criminal history background from the Washington State Patrol, personal health insurance, Blood Borne Pathogen and HIPPA training – and student status while in the facility.

Criterion 3.6

The DI provides clear, consistent and accurate information about all program components to prospective interns and the public at large.

3.6.1 All information about the DI specified below is readily available to prospective interns and the public. If various print and electronic methods are used, such as a catalog, program bulletin, brochure and Web site, all of the information is in one place or each provides references to where the remaining information can be found.

The primary location for information about the Central Washington University DI is found at <http://www.cwu.edu/~hhpn/internship.html> Additional information is available through a brochure distributed at recruitment events and mailed on request. Additionally, information is available at http://eatright.org/cps/rde/xchg/ada/hs.xsl/career_2191_ENU_HTML.htm - the American Dietetic Association website. Appendix 3.6.2 includes a copy of the website pages.

The CWU website and DI web pages are maintained as the primary site because of its availability to the general public and prospective students at any hour and from any location with computer web access. CWU policy restricts the ability to change web content to individuals with appropriate training in technology and the designated style/templates for CWU web pages. Changes and updates of web content are submitted to the department information technology technician for implementation.

3.6.2 Information about the DI includes at least the following:

3.6.2.1 Description of the program, including mission, goals and graduate outcomes that will be monitored for program effectiveness.

3.6.2.2 Description of how the DI fits into the credentialing process to be a registered dietitian and state certification/licensure for dietitians, if applicable.

3.6.2.3 Cost to intern, such as estimated expenses for travel, housing, books, liability insurance, medical exams, uniforms and other DI specific costs, in addition to application fees and tuition.

3.6.2.4 Availability of financial aid and loan deferments (federal or private), scholarships and/or other monetary support

3.6.2.5 Accreditation status, including the full name, address, and phone number of CADE

3.6.2.6 Admission requirements for all options for which the DI is accredited; if the DI is combined with graduate coursework or a graduate degree, graduate school admissions information is provided

3.6.2.7 Academic and/or DI calendar or schedule

3.6.2.8 Graduation and/or DI completion requirements for all options for which the DI is accredited

3.6.2.9 Computer matching information

The web pages for the CWU DI and the brochure include very similar information. The brochure is more limited in scope due to the space limitation of a single tri-fold page format. The brochure refers the reader to the following websites for further information:

CWU Housing information at <http://www.cwu.edu/~housing/>

Financial Aid information at <http://www.cwu.edu/~finaid/>

DI Internship program information at www.cwu.edu/~HHPN/internship.html

Review of the published material is completed annually. Content that is the most likely to need updating is the approximate costs section including tuition and fees. Other content is more stable over time, but annual review allows for refinement and clarification of information that results in questions/concerns from those who have accessed the web pages and could not find all the information they were looking for.

Evaluation of the web pages and brochure has resulted in the following:

- Description of the program was determined to be complete and adequate.
- Program mission, goals, and graduate outcomes for program effectiveness will be drafted for addition to the web pages.
- Description of how the DI fits into credentialing and state licensure will be expanded and clarified. Very limited information is currently available on the web site.
- Approximate costs will be updated to include the 2008-2009 tuition and fees. Current information is accurate and complete using the 2007-2008 tuition and fees.
- Brochure currently refers the reader to the Office of Financial Aid web site for available financial support. This information will need to be drafted for addition to the DI website.
- Accreditation status is the name of CADE are currently included on the web pages and the brochure. The CADE address and phone number needs to be added.
- Admission requirements for the DI, requirements for completion of graduate credit, the DI calendar, and completion requirements were determined to be complete and adequate.
- Computer matching information is complete and adequate on the brochure. Comparable information will need to be drafted and added to the DI website.

Planned modifications to the website and brochure, highlighted above, will be drafted and submitted to the information technology technician for implementation. Fully updated web pages and brochure will be available on site.

Criterion 3.7

DI program policies, procedures and practices related to intern recruitment and admission comply with state and federal laws and regulation to ensure nondiscrimination and equal opportunity.

Procedures and practices related to intern recruitment and admission comply with laws and regulation to ensure nondiscrimination and equal opportunity. Recruitment materials are maintained on the website and a brochure is available for mailing, when requested. All phone or email requests for information are directed to the website and/or responded to directly by return phone call or email. The same information is provided to all inquirers or applicants.

Documents including DI Application Procedures, DI Program Application, and Waiver and Recommendation Form are maintained on the DI website and are provided in Appendices 3.7a - 3.7c. Admission requirements are included on the website and are available in Appendix 3.6.2. All applications that meet the admission requirements are screened and evaluated by the same procedure.

Screening of applicants is completed by the DI Director, program faculty, and preceptors. An invitation is offered to all preceptors to participate in the screening process. Each application file is reviewed by a minimum of 3 screeners using a scoring sheet that can be found in Appendix 3.7d. Scoring is numerical with discretion left to the preceptor based on her/his response to the applicant file. Screener scores are averaged for each applicant so that no one preceptor has undue influence in the screening. Applicants are ranked by their average screening score.

The top 30 applicants are invited to participate in a brief 15 minute phone interview with the selection committee. The selection committee is composed of preceptor volunteers with assurance that preceptors from the major rotations – Community, MNT, and Food Service Management – are represented. The phone interview is scored by the preceptors utilizing a numerical scale. The scoring form can be found in Appendix 3.7d. Scores on the phone interview are again averaged for each applicant. The phone interview score is totaled with the screening score for a total applicant score.

Final applicant ranking is used in submitting the list to D and D Digital for the computer matching process.

Criterion 3.8

The DI has written policies and procedures that protect the rights of enrolled interns and are consistent with current institutional practice. Policies and procedures are provided to interns and include, but are not limited to the following.

Copies of written policies and procedures are available in Appendix 3.8. Those policies include:

1. Equal Opportunity
2. Retention of Student Records
3. Access to Personal Files
4. Student Illness or Absence
5. Insurance and Criminal Background Checks
6. Liability for Travel
7. Withdrawal and Reinstatement in the Dietetic Internship Program
8. Dietetic Intern Schedules and Assignments
9. Program Completion Requirements
10. Performance Appraisal
11. Privacy of Information
12. Unsatisfactory Student Performance
13. Discipline and Termination
14. Grievance Procedures
15. Program Evaluation
16. Review of Policies and Procedures

Copies of the above policies are provided to the interns in written format at the beginning of the internship and also posted on the DI Blackboard site. University policies are available on the CWU University website.

3.8.1 If the DI is sponsored by a university, policies and procedures required by institutional regional accreditation, ordinarily published in the university/college catalog or intern handbook.

3.8.1.1 Withdrawal and refund of tuition and fees.

Policy from the online University catalog regarding withdrawal and refund of tuition and fees can be found in Appendix 3.8.1.1.

3.8.1.5 Access to intern support services, including health services, counseling and testing and financial aid resources.

Policy regarding Criterion 3.8.1.5 are governed by the University and are available in the University catalog on line.

3.8.1.2 Scheduling and program calendar, including vacation and holidays.

3.8.1.3 Protection of privacy of intern information

3.8.1.4 Access to personal files

Policy regarding the above three issues are reflect in policies #8, 11, and 3 above that are specific to the Dietetic Internship and can be found in Appendix 3.8.

3.8.3 Additional policies and procedures specific to the DI are provided in a DI handbook on a timely basis.

When interns are matched to the CWU DI, a letter is sent including procedures and policies that apply to the registration and preparation for entrance into the internship. A copy of the letter is available in Appendix 3.8.3. The letter includes information of admission to CWU, summer enrollment, textbooks, dress code, records needed including immunizations, drivers license, medical liability insurance, personal auto and medical insurance, drug testing, criminal background checks, rotation schedules, housing, and financial aid. The letter provides direction to appropriate CWU web pages or other sites as appropriate.

Issues of the education purpose of supervised practice to prevent the use of interns to replace employees are included in the affiliation agreement/contract with each of the facilities.

The CWU Dietetic Internship does not offer assessment of prior learning and credit toward program requirements.

Issues of assessment of intern learning and reports of performance, DI retention , disciplinary/termination procedures, DI completion requirements, and DI Verification Statement procedures are included in the policies listed above and provided as copies in Appendix 3.8.