

STANDARD 3

Students

Student policies and services support the achievement of the [end-of-program student learning outcomes](#) and [program outcomes](#) of the nursing program.

3.1 Policies for nursing students are congruent with those of the [governing organization](#) as well as [the state](#), when applicable, and are publicly accessible, non-discriminatory, and consistently applied; differences are justified by the end-of-program student learning outcomes and program outcomes.

All nursing students attending FSW must follow the college and nursing program policies and procedures. Differences between the college and nursing program policies, are related to the nature of the clinical practice of nursing, clinical agency requirements, Florida Board of Nursing, and ACEN requirements.

3.2 Public information is accurate, clear, consistent, and accessible, including the program's accreditation status and the ACEN contact information.

The RN-BSN nursing program information is accessible via the nursing program website and nursing student handbook and has accurate, clear, and consistent information on ACEN contact information and accreditation status of the program. The director of nursing and faculty are responsible for maintaining, revising, and updating the nursing program website annually and as needed. The College provides a summary of [FSW Accreditations](#)

3.3 Changes in policies, procedures, and program information are clearly and consistently communicated to students in a timely manner.

When students attend orientation, they are directed to the Nursing Student Handbook RN-BSN Colloquium Nursing website. Each student must sign that they have read and understand the policies and requirements stated therein. Any changes made to the nursing student handbook are typically done only once a year and are incorporated in the new handbook for students entering in the fall. Current students are notified via RN-BSN Colloquium Announcements on canvas, in class, and FSW email.

All enrolled students at FSW receive an emailed account which is the official means of communication between the college and the students. The students are instructed to check their FSW email on a regular basis for communication from faculty, nursing program staff, and the college. In the event of a significant change students are informed in their classes and sign receipt of that information

3.4 Student services are commensurate with the needs of nursing students, including those receiving instruction using [alternative methods of delivery](#).

FSW student services are available to all enrolled students. The college is dedicated to helping students define and meet educational goals.

Services available:

- Admissions & Academic Advisement
- Registrar
- Financial Aid
- Library Media Center
- Dean of Students
- Disability Services
- Veteran Services
- Bookstore
- Testing
- Computer Services/Tech Support
- Business Office/Cashier
- Student Support Services (TRIO)
- Campus Police

3.5 Student educational records are in compliance with the policies of the governing organization and state and federal guidelines.

FSW adheres to rigorous procedures to safeguard student records. The Registrar's Office maintains information in its files that are considered essential and appropriate to college operation and student welfare.

The only record we keep are the advising plans and Early Alerts

- Background checks (kept for 5 years)
- Advising plans (posted on sites that only individuals that as access to go on that site)
- We would contact the registrar office to see when they last had inspection for students' records.

3.6 Compliance with the Higher Education Reauthorization Act Title IV eligibility and certification requirements is maintained, including default rates and the results of financial or compliance audits.

FSW has an agreement with the United States Department of Education Federal Student Aid Program.

Loan default rates for FSW can be searched online at:
https://nslds.ed.gov/nslds/nslds_SA/

Financial aid office – is contacted when we need a copy of last inspection.

3.6.1 A written, comprehensive student loan repayment program addressing student loan information, counseling, monitoring, and cooperation with lenders is available.

3.6.2 Students are informed of their ethical responsibilities regarding financial assistance.

Students have information about the ethical responsibilities of financial aid, beginning with the FAFSAA (Free Application for Federal Student Aid). When applying for Direct Loans, students are also given information regarding their responsibilities. As well, Eastern's financial aid web page includes a section specifically listing the Rights and Responsibilities of Students Receiving Financial Assistance. That same information is also available as a handout in the Financial Aid Office.

3.6.3 Financial aid records are in compliance with the policies of the governing organization, state, and federal guidelines.

3.7 Records reflect that program [complaints and grievances](#) receive [due process](#) and include evidence of resolution.

FSW has established procedures for addressing written student complaints and is responsible for demonstrating that it follows those procedures when resolving student complaints and grievances. Student appeals/complaints and grade appeal process are addressed in the Nursing Student Handbook and is reviewed and updated if changes occur.

[Academic Grievance Procedure](#) is outlined in the College Catalog. Nursing students must follow the same appeals/complaints and grievances policy outlined in the [2020-2021 College Catalog](#). Go to the Program Director and Assistant Dean and is place in the shared drive.

3.8 Orientation to technology is provided, and technological support is available to students.

Basic technology assistance is provided to all student through the college's Computer Services Helpdesk. Helpdesk staff answers inquiries and resolves problems regarding student access to email, online registration, online courses and other college resources.

The library provides an extensive collection of online resources and databases.

3.9 Information related to technology requirements and policies specific to [distance education](#) are accurate, clear, consistent, and accessible.

- The college offers various online delivery modes: technology-enhanced, hybrid, and fully online instruction.
- Distance education students can access resources for online learning at the following site: <https://www.fsw.edu/online/standards>
- Information about technology requirements is located in the [RN to BSN Program Orientation](#) for new students which also directs them to the FSW Online pages.
 - RN to BSN orientation (located on the RN to BSN Student Colloquium) are required by all nursing students on admission.
 - [NUC 1000 BSN Lee](#)
- Student related technology requirements are detailed in each course syllabus.