

Response to Site Visit Report November 4-6, 2018  
ACEND ID # 823179  
San Francisco State University  
Didactic Program in Dietetics

### **Standard 1 Program Characteristics and Resources**

Required Element 1.5

Recommendation:

The program must provide a revised position description that addresses the time allocated for program management to address Required Element 1.5.

Response:

Please see appendix A. for revised position description that addresses the time allocated for program management to address Required Element 1.5.

### **Standard 3 Program Mission, Goals and Objectives**

Required Element 3.1

Recommendation:

The San Francisco State University mission is:

The mission of San Francisco State University is to create and maintain an environment for learning that promotes respect for and appreciation of scholarship, freedom, human diversity, and the cultural mosaic of the City of San Francisco and the Bay Area; to promote excellence in instruction and intellectual accomplishment; and to provide broadly accessible higher education for residents of the region and state, as well as the nation and world.

The program has a unique mission that is congruent with those of the sponsoring organizational units. However, the mission does not reference the preparation of graduates for supervised practice programs leading to eligibility for the registration examination to become registered dietitian nutritionists. The program must revise its mission to include this requirement.

Response:

The DPD Director met with DPD faculty to review and approve the revised mission statement. Please see appendix B. for revised mission statement.

Required Element 3.2

Recommendation:

The program has established the following goals:

1. To provide a quality academic program for students by preparing graduates for entry level dietetics employment.
2. To provide advising and orientation to diverse transfer, new and current students to increase retention and graduation rates by assisting students in the transition to San Francisco State University and the Dietetics program.
3. To provide opportunities for interface between university faculty, the campus and surrounding community and dietetics students.

Goal 1 is a broad program goals consistent with the program mission and is focused on program outcomes although DPD programs prepare graduates for supervised practice programs rather than employment. As DPD programs are required to have an objective related to the satisfaction of supervised practice program directors with its graduates, the program might consider revising goal 1 to state the preparation of graduates for supervised practice programs. Goals 2 and 3 are written as program management plans. The program needs to

establish a second broad program goal that focuses on the impact of the program on its graduates and their contributions to the nutrition and dietetics profession.

The program goals were discussed with the program director and she is aware that a second broad program goal must be developed. The review team also suggested that the program revise Goal 1 to reflect preparation of graduates for supervised practice programs rather than for employment.

Response:

The DPD Director met with DPD faculty to review and approve the revised goals. Please see appendix B. for revised goals.

Required Element 3.3

Recommendations:

The program has aligned program-specific objectives with each of its goals. However, ACEND requires that all programs use the exact language specified by ACEND for its program completion, application to supervised practice programs, acceptance to supervised practice programs and one-year pass rate objectives, so the program must revise these objectives to conform to ACEND requirements. The program also must develop an objective assessing the satisfaction of supervised practice program directors with its graduates. While the program must measure the percentage of graduates who enter a supervised practice program, this objective cannot be combined with an employment objective as in objective 1.5; the employment objective would be tracked as a separate program-specific objective. In addition, the program should eliminate the five-year time frame in its program objectives as ACEND is expecting data to be presented as three-year rolling averages for the ACEND-required objectives under the 7-year accreditation cycle.

The program objectives were discussed with the program director. She understands that she must revise her objectives to reflect the new ACEND language for the ACEND-required objectives. In addition, as the program revises goals 2 and 3 it must align appropriate program-specific objectives with those goals.

Response:

The DPD Director met with DPD faculty to review and approve the revised objectives. Please see appendix B. for revised objectives.

Recommendation:

The program must provide a revised mission statement that includes the preparation of graduates for supervised practice programs leading to eligibility for the registration examination to become registered dietitian nutritionists, revised program goals that focus on the impact of the program on its graduates and revised ACEND-required program objectives that are written verbatim (if indicated in RE 3.3) plus an objective that assesses the satisfaction of supervised practice program directors with the DPD's graduates to address Required Elements 3.1, 3.2 and 3.3.

Response:

We revised the mission statement to include the preparation of graduates for supervised practice programs leading to eligibility for the registration examination to become registered dietitian nutritionists, revised the program goals that focus on the impact of the program on its graduates and revised ACEND-required program objectives and added an objective that assesses the satisfaction of supervised practice program directors. Please see appendix B. for revision.

#### **Standard 4 Program Evaluation and Improvement**

#### Required Element 4.1

##### Recommendation:

The program has developed a program evaluation plan that includes all of the required elements. However, since the program must revise its mission, goals and objectives, it will need to provide a revised program evaluation plan documenting these revisions.

The need to provide a revised program evaluation plan and a DI Director survey was discussed with the program director.

##### Response:

We revised the program evaluation plan to align with the new mission, goals and objectives. Please see appendix C.

#### Required Element 4.2

##### Recommendation:

On site the team reviewed the raw data from the graduate surveys over the past five years. The specific questions needed to gather data for objectives 2.4 and 3.2 were not included accounting for the lack of data for these objectives. The program director indicated that the assessment of program outcomes is an area needing improvement and she expects to be able to follow through on improving the process in the future. Once the program revises its goals and objectives it will need to develop a supervised practice director survey in order to assess satisfaction with program graduates. If new goals or objectives require that additional questions be added to the graduate survey the program will need to ensure that this is done.

##### Response:

Although the goals and objectives were revised the current graduate survey has an existing question that addresses the new goal and objective.

##### Recommendation:

The program must provide a revised program evaluation plan that reflects its revised mission, goals and objectives to address Required Element 4.1 and provide a supervised practice director survey to address Required Element 4.2.

##### Response:

We have revised the program evaluation plan to incorporate the revised mission, goals and objectives to address Required Element 4.1 and developed a new practice director survey to address Required Element 4.2. Please see appendix C. and D. for both documents.

### **Standard 5 Curriculum and Learning Activities**

#### Required Element 5.2

##### Recommendation:

While the program provided the RE 5.1 and 5.2 RDN Required Component Checklist, it only indicated the course number and did indicate the name of the course as requested. The program will need to provide a revised RDN Required Component Checklist that provides this information.

##### Response:

We revised the 5.2 RDN Required Component Checklist. Please see appendix F.

#### Required Element 5.3

##### Recommendation:

While the program provided a learning activity example for each of the populations listed on the RDN Summary of Learning Activities, it did not provide a learning activity example for each of the conditions or disease states listed.

Response:

We revised the RDN Summary of Learning Activities to include a learning activity example for each of the conditions or disease states listed. Please see appendix G.

Recommendation:

DFM 484 Medical Nutrition Therapy I has the numbers of the KRDNs listed with the associated learning activities but the KRDNs are not listed in full to inform students what the KRDN numbers mean. If the program prefers to provide the KRDNs in full in some other way, such as on an online portal or in a program handbook, then it would be acceptable to provide only the KRDN numbers, and not the entire knowledge requirement, on the syllabus. The KRDNs were not located in the program's handbook.

DFM 353 Foodservice Systems Management has the KRDNs listed but not their associated learning activities.

DFM 451 Nutritional Assessment in the Community and DFM 458 Management of Quantity Food Purchasing and Production have neither the KRDNs nor their associated learning activities on the syllabi.

This was discussed with the program director and she is aware that she needs to provide the revised syllabi as indicated above.

Response:

Syllabi were revised for DFM 484 Medical Nutrition Therapy I, DFM 353 Foodservice Systems Management, DFM 451 Nutritional Assessment in the Community and DFM 458 Management of Quantity Food Purchasing and Production to include both the KRDNs and their associated learning activities. Please see appendices H, I, J, and Q.

Recommendations:

The program must provide a revised curriculum map, RDN Required Component Checklist, RDN Summary of Learning Activities and revised syllabi to address Required Elements 5.2 and 5.3.

Response:

We revised the curriculum map, RDN Required Component Checklist, RDN Summary of Learning Activities and syllabi to address Required Elements 5.2 and 5.3. Please see appendix for revised documents (E, F, G, H, I and J).

## **Standard 6 Student Learning Outcomes Assessment and Curriculum Improvement**

Required Element 6.1

Recommendation:

For KRDN 4.3, the program is using case study grades to measure student knowledge of coding and billing. Because students might perform very well on their case study but not correctly answer the questions related to coding and billing, the program needs to pull out performance on these specific questions as an assessment method for KRDN 4.3. For KRDN 4.4, both assessment methods are the final course grade. This is not an appropriate assessment method as it is too broad and does not capture just the intent of the knowledge requirement. In addition, the program does not have an assessment method identified for KRDN 2.4 and 2.5.

The assessment method for KRDN 2.8 requires participation in the Student Dietetic Association which is not required of all students. The program must develop a method within its curriculum to assess achievement of this KRDN by all students. The program will need to submit a revised SLO assessment plan that documents use of an appropriate assessment method for KRDNs 2.4, 2.5, 2.8, 4.3 and 4.4 and should check the rest of the assessment methods within the SLO assessment plan to make certain that they are correctly written. This was discussed with the program director.

Response:

Please see appendix K for revised student learning outcomes assessment and curriculum improvement.

Recommendations:

The program must provide a revised Student Learning Outcome Assessment Plan to address Required Element 6.1.

Response:

We revised Student Learning Outcome Assessment Plan to address Required Element 6.1. Please see appendix K. for revised document.

### **Standard 7 Faculty and Preceptors**

Required Element 7.3

Recommendations:

The program must provide a plan to improve the orientation of new faculty to the mission, goals, objectives and ACEND Standards and core knowledge requirements to address Required Element 7.3

Response:

To improve the orientation of new faculty to the mission, goals, objectives and ACEND Standards and core knowledge requirements we plan to add this to an overall orientation checklist for new lecturers and faculty. Please see appendix L. And M. for documents.

### **Standard 8 Supervised Practice/Experiential Learning Sites**

Required Element 8.1

Recommendations:

The program currently does not have a policy in its Handbook stating when affiliation agreements are not required and there is no information about the form that must be signed before students deliver their nutrition education lesson in the community. This must be added to the Handbook. The program must provide a policy in its Handbook related to affiliation agreements to address Required Element 8.1.

Response:

We've updated the policy in its Handbook related to affiliation agreements to address Required Element 8.1. Please see appendix for DPD Student Handbook (N) page 42 of the Handbook and appendix F in the Handbook for agreement.

### **Standard 9 Information to Prospective Students and the Public**

Required Element 9.2

Recommendations:

Very little program information is provided on the program's website home page or links from the home page. A link to the DPD Handbook is provided but there needs to be a statement about what required information can be found in the Handbook.

It is also difficult to find the page with the Handbook link as it is not on the program's website home page. Rather it is on the page that has links to the two concentrations in the department and is listed under "Steps to Becoming a Registered Dietitian." If a prospective student were to go straight to the program's home page s/he would not find the link to the Handbook. Ideally there would be a link on both pages.

Response:

A statement about what required information can be found in the Handbook has been added to the website. Please see appendix O.

We did not add links for the Handbook on the SF State bulletin page, however as mentioned there is a link (to the Handbook) on the page that links to the two concentrations in the department. The SF State bulletin page is operated and maintained by the University whereas the FINA department has editing control over the page with both concentrations. The University policy is to keep their pages uniform and therefore we cannot make that change at this time (adding the additional Handbook link).

### Required Element 9.3

#### A. Recommendations:

The accreditation status is listed on the Nutrition and Dietetics program's home page [http://fina.sfsu.edu/Nutrition- Dietetics](http://fina.sfsu.edu/Nutrition-Dietetics) and the Dietetics and Nutrition Science concentration home page [http://bulletin.sfsu.edu/colleges/health- social-sciences/consumer-family- studies-dietetics/bs-dietetics-conc- nutrition-science/](http://bulletin.sfsu.edu/colleges/health-social-sciences/consumer-family-studies-dietetics/bs-dietetics-conc-nutrition-science/). The name of ACEND is incorrect (Accreditation Council for Education in Nutritional Education; should read Accreditation Council for Education in Nutrition and Dietetics). The program must provide the address, phone number and website of ACEND on these pages and correct the name or acronym in all locations.

On the Nutrition and Dietetics program's home page and the Dietetics and Nutrition Science concentration home page where accreditation status is provided and on p. 3, paragraphs 1 and 2 of the Handbook, reference is made to the 2017 Standards as the Eligibility Requirements and Accreditation Standards. This is old terminology and should be updated to state Accreditation Standards.

The ACEND address in the Handbook needs to be updated to Suite 2190. The program can use the wording for accreditation status as indicated in Appendix B of the Guidance Information for ACEND 2017 Accreditation Standards.

#### Response:

The changes to the ACEND name has been changed on the web site and will be changed on the bulletin. The address, phone number and website for ACEND have been added to the website. Please see appendix O. The Suite address has been updated in the Handbook (see appendix N, page 5.)

#### B. Recommendations:

However, as the program must revise its mission, goals and objectives (Standard 3), these will need to be updated in the handbook to reflect the changes. The program should also update its headings to say Mission, Goals and Objectives as "outcome measures" is old terminology.

Response: The mission, goals and objectives have been updated in the handbook (see appendix N, page 6.) The heading has been changed from outcomes measures to say Mission, Goals and Objectives (see appendix N, page 6.)

#### D. Recommendations:

In the Handbook "ACEND-accredited" also needs to be added before DPD on page 5, last paragraph and on page 7, first sentence before Dietetic Internship.

On pages 7- 8, the first step toward becoming an RDN reads: "Complete a Baccalaureate degree program in which the academic requirements for the Didactic Program in Dietetics (DPD) are met." This information is incorrect; to become an RDN, ACEND does not require that a student complete a baccalaureate degree at the institution where DPD requirements are completed. This needs to be corrected as students can complete DPD requirements at an institution different from that where they received their baccalaureate degree.

Although there is no state certification/ licensure in California, program graduates may practice outside of the State and therefore would need to be knowledgeable that certification and/or licensure exists in other states. The program should include this information in the requirements and process to become a RDN.

Response:

“ACEND-accredited” terminology was added in the Handbook. Please see appendix N.

The steps to become an RDN were revised. Please see appendix N.

Information about state licensure was added to the Handbook. Please see appendix N.

H. Recommendations

In the Handbook on page 6, the link to the university bulletin for required courses does not work and the user gets a message that the page is “forbidden.” This must be corrected.

Also in the Handbook on page 6, the first sentence under Minimum Expectations states that students must show satisfactory competence in AND’s knowledge requirements. “AND” must be changed to “ACEND.”

Response:

The link to the university bulletin was corrected and AND was changed to ACEND where necessary.

Recommendations:

The program must provide revised pages to its website, the university bulletin and the DPD Handbook and provide a plan for alerting students early in their academic career of the competitiveness of obtaining a DI placement and the potential cost of participating in a DI to address Required Elements 9.2, 9.3a, 9.3b, 9.3d and 9.3h.

Response:

We revised pages to the website, the university bulletin and the DPD Handbook. Please see appendix for DPD Student Handbook (N) and Website (O). Please note that the bulletin is revised by the university. We have provided them with the necessary edits and they will be made shortly.

We have revised our website to alert prospective students of the competitiveness of obtaining a DI placement and the potential cost of participating in a DI (O). Additionally as they enter the major they will be initialing on a student checklist form which is kept in their advising folder that they have discussed the competitiveness and cost of the DI placement with their advisor. See appendix for the screen shot of the web site (O) and for student checklist (P).

### **Standard 10 Policies and Procedures**

Required Element 10.2

A. Recommendation:

Information about insurance requirements must be added to the Handbook. The page on costs states that full-time students must purchase health insurance so this should be included in the policies and procedures.

Response:

The information in the Handbook has been updated to match the current university policies. There is no longer a requirement that full-time students purchase health insurance, however it

is recommended. The Student Health Fee is not health insurance. It is part tuition and every student pays it. This covers basic medical services at the Student Health Center, mental health services at Counseling and Psychological Services (SSB 208), and health education programming from Health Promotion & Wellness.

G. Recommendation:

Page 24, DPD Handbook; however the link provided <http://www.sfsu.edu/%257Ebulletin/current/supp-reg.htm> indicates “page not found.”

The program has had no complaints over the past five years; moving forward the program must keep a record of student complaints for seven years, if any occur.

Response:

The link for the process for filing and handling complaints has been updated, please see page 32 in the Handbook (appendix N). The program will keep a record of student complaints for seven years.

H. Recommendation:

No information is provided on the process for filing complaints to ACEND.

Response:

Information on how to file a complaint to ACEND has been added to the Handbook. Please see page 33 in the Handbook (appendix N).

J. Recommendation:

There is no information in the Handbook about the formal assessment of learning.

Response:

Please see page 33 in Handbook (appendix N).

K. Recommendation:

There is no information in the Handbook about retention and remediation.

Response:

Please see page 33 in Handbook (appendix N).

N. Recommendation:

It is on page 25, DPD Handbook; however the policy references CADE rather than ACEND.

Response:

This has been edited. Please see page 34 in Handbook (appendix N).

P. Recommendation:

There is no information in the Handbook about withdrawal and refund of tuition and fees.

Response:

This has been added. Please see page 35 of the Handbook (appendix N).

Q. Recommendation:

There is no information in the Handbook about the program schedule, vacations, holidays and leave of absence.

Response:

These have been added under headings Program Academic Calendar and Leaves of Absence. Please see page 35 of the Handbook (appendix N).

T. Recommendation:

There is no information about access to student support services, including health services, counseling and testing and financial aid resources in the Handbook.

Response:

This information has been added to the Handbook. Please see page 36 of the Handbook (appendix N).

Recommendations:

The program must provide a revised Handbook to address Required Elements 10.2a, 10.2g, 10.2h, 10.2j, 10.2k, 10.2n, 10.2p, 10.2q and 10.2t. In addition, on page 27, the Academy Code of Ethics is outdated. A new code was adopted in June 2018 so this needs to be updated.

Response:

We have revised the DPD Student Handbook to address Required Elements 10.2a, 10.2g, 10.2h, 10.2j, 10.2k, 10.2n, 10.2p, 10.2q and 10.2t, and have updated the Academy Code of Ethics to the June 2018 version. Please see appendix for the revised DPD Student Handbook (N).