

San Francisco State University
Dietetic Internship
Program Response to ACEND Self-Study/Site Visit Report

Submitted by Wanda Siu-Chan, MS, RD
Program Director

Submitted February 8, 2019

Element 1.6

Recommendation:

The program must provide a narrative of the supervised practice hours that are consistent with those indicated on the “Planned Supervised Practice Hours” template to address Required Element 1.6.

Response:

Narrative: The program has one track, Medical Nutrition Therapy which is full-time. In post program completion surveys from 2014 and prior to that, graduates provided feedback that the quantity of coursework required in two semesters was overwhelming and detracted from their supervised practice experiences. In response to this, starting with the 2014-2015 cohort, summer classes were added. The expected program completion time is currently 11 months, with enrollment required for Summer session, Fall semester, and Spring semester, which means the program runs from mid-July to early/mid June the following year. Interns are scheduled for 1216 hours of supervised practice to meet ACEND requirements.

- Briefly describe the rationale for the program length (considering learning activities that students must accomplish, required hours of supervised practice (if applicable) and mandates from the program’s administration or state legislation).

Interns are expected to complete four graduate level courses and 1216 hours of supervised practice. In the courses, interns are required to submit research papers, as well as assignments from their supervised practice experiences including inservices, reports, and case studies. The 1216 hours are scheduled by the Program Director to meet ACEND guidelines and to provide interns with experiences in management, community nutrition, and medical nutrition therapy.

Element 3.1

Recommendation:

The program must provide a revised mission statement in which “dietitian” is expanded to read “registered dietitian nutritionist” to address Required Element 3.1.

Response:

The mission statement has been changed to the following:

The mission of the San Francisco State University Dietetic Internship is to provide a high-quality program that prepares interns in the areas of medical nutrition therapy (concentration), community nutrition, and management. Upon completion of the program, graduates will be prepared for entry-level work as Registered Dietitian Nutritionists/Registered Dietitians (RDNs/RDs) to provide services to individuals, families, consumers and the institutions, industries and businesses serving them in the Greater San Francisco Bay Area.

This update was made to the SFSU DI website page, the DI handbook, and Faculty/Preceptor Orientation/Training.

Element 3.2

Recommendation:

The program must provide revised goals that include the revision or removal of program goal #1(a program management plan) to address Required Element 3.2. The program must rewrite goals #2 and #3 to make them graduate-focused rather than intern-focused.

Response:

Goal #1 deleted.

Goal #2 revised and changed to new Goal #1.

Goal #3 revised and changed to new Goal #2.

Revised Goals:

Goal #1: Graduates of the program will be prepared for entry-level practice as Registered Dietitian Nutritionists/Registered Dietitians (RDNs/RDs).

Goal #2: Graduates of the program will become gainfully employed as Registered Dietitian Nutritionists/Registered Dietitians (RDNs/RDs).

This update was made to the SFSU DI website page, the DI handbook, and Faculty/Preceptor Orientation/Training.

Element 3.3

Recommendation:

The program must provide a program specific objective for goal #2 (now goal #1), the ACEND required objectives written verbatim (as indicated within the quotation marks) and remove language “over a 5-year period” from its objectives to address Required Element 3.3.

Response:

The objectives from Goal #1 (formerly Goal #2) and Goal #2 (formerly Goal #3) have been revised.

Goal #1: Graduates of the program will be prepared for entry-level practice as Registered Dietitian Nutritionists/Registered Dietitians (RDNs/RDs).

Objective 1: At least 80% of program graduates complete program requirements within 16 months (150% of the program length).

Objective 2: 95 percent of program graduates take the CDR credentialing exam for dietitian nutritionists within 12 months of program completion.

Objective 3: The program’s one-year pass rate (graduates who pass the registration exam within one year of first attempt) on the CDR credentialing exam for dietitian nutritionists is at least 80%

Goal #2: Graduates of the program will become gainfully employed as Registered Dietitian Nutritionists/Registered Dietitians (RDNs/RDs).

Objective 1: Of graduates who sought employment in dietetics, 50% will be employed within 3 months of program completion (and after starting job search) in nutrition and dietetics or related fields, and 95% within 1 year.

Objective 2: 80% of employers of DI graduates will consider them to be prepared for employment.

Objective 3: At least 80% of graduates will be employed in a nutrition/dietetics related position located in the greater San Francisco Bay Area one year after program completion.

This update was made to the SFSU DI website page, the DI handbook, and Faculty/Preceptor Orientation/Training.

Element 4.1

Recommendation:

Because the program’s mission, goals and objectives need to be changed to come into compliance with Standard 3, the program must modify the Program Evaluation Plan to reflect these changes to address Required Element 4.1.

Response:

Program Evaluation Plan revised to reflect changes to the programs mission, goals, and objectives.

Please see 4.1 4.2 Program Evaluation Plan Rev 2-2019.

Element 5.1

Recommendation:

The program must provide a minimum of two concentration competencies that build on the core competencies and develop additional depth necessary for future proficiency in its chosen area of MNT to address Required Element 5.1. In addition, the revised curriculum map with updated concentration competencies must be provided.

Response:

The MNT concentration competencies were revised to the following:

MNT 5.1 Develops appropriate care plans for medically and nutritionally complex patients such as those with multiple medical conditions impacting nutritional care and patients requiring nutritional support.

MNT 5.2 Able to present a medically and nutritionally complex patient in a major case study presentation to include thorough normal physiology and pathophysiology, extensive review of the medical problems and nutritional care, and appropriately respond to questions regarding case from instructors and peers.

Please see 5.1 5.2 CRDN Curriculum Map Rev 2-2019.

Element 6.1

Recommendation:

The program must provide a modified Student Learning Outcomes (SLO) Assessment plan that ensures that 100% of interns meet a minimum level of competence (target measure) for each CRDN, the activities used to measure the competency are appropriate for that competency, and includes the revised concentration competencies to address Required Element 6.1.

Response:

The SLOs were revised so that the target is that 100% of interns will meet each core competency and concentration competency. Activities and methods to assess competencies were reviewed and revised. Revised concentration competencies and SLOs were updated.

Please see 6.1 6.2 CRDNs SLOs Assessment Rev 2-2019.

Element 7.2

Recommendation:

The program must provide evidence that the program has a process for assuring continued competence of preceptors appropriate to their teaching or precepting responsibilities to address Required Element 7.2c

Response:

The program's new process regarding assessing preceptor qualifications will be changed to the following, effective immediately:

New preceptors will provide an updated resume.

Established preceptors will complete the ACEND Preceptor Qualification form every three years.

Element 7.3

Recommendation:

The program must provide evidence that orientation for new faculty and preceptors includes orientation to the mission, goals, objectives and educational philosophy of the program and on-going training for faculty and preceptors includes training on the ACEND Standards and required knowledge and competencies to address Required Element 7.3

Response:

The program director will provide all new preceptors and new faculty with orientation materials to the program's mission, goals, objectives, educational philosophy, and ACEND Standards and required knowledge competencies. Currently, this is a written document. This information will be reviewed with new faculty/new preceptors by the Program Director. This same content will also be used to create a training video that can be used in place of the written document. This information will be updated a minimum of every three years or whenever there are major changes to the program's mission, goals, objectives, or ACEND standards and required knowledge competencies. Established preceptors and faculty will receive updated training a minimum of every three years or more frequently if there are major changes to any of these.

Please see 7.3 Faculty and Preceptor Orientation and Training

Element 9.3a**Recommendation:**

The program must provide evidence that the accreditation status is on the program's website home page and documentation that the suite number for ACEND has been corrected in its written materials and on the website to address Required Element 9.3.a.

Response:

The program's accreditation status and the correct address for ACEND is now posted on the program's website home page found at <https://fina.sfsu.edu/Dietetic%20Internship> It states the following:

Accreditation

This is an accredited Dietetic Internship (DI) program of the Accreditation Council for Education in Nutrition and Dietetics (ACEND) through the Academy of Nutrition and Dietetics (AND). A DI offers the practicum experiences and competencies required prior to taking the Registered Dietitian Nutritionist/Registered Dietitian (RDN/RD) exam which is given by the Commission on Dietetic Registration (CDR). Upon successful completion of this program and all its requirements, graduates receive a verification statement from the DI Director. Graduates are then eligible to sit for the RD exam.

The program is currently under review for re-accreditation. The program submitted a Self-Study in August 2018 for re-accreditation. The Re-accreditation Site Visit took place in November 2018 and the program will hear about its reaccreditation status in Summer 2019.

Accreditation Council for Education in Nutrition and Dietetics (ACEND)
Academy of Nutrition and Dietetics
120 South Riverside Plaza, Suite 2190
Chicago, IL 60606-6995
Phone 800-877-1600 ext 5400
<https://www.eatrightpro.org/acend>

The program does not have any printed materials.

Element 9.3d**Recommendation:**

The program must provide information about state certification and licensure requirements for RDNs to address Required Element 9.3.d.

Response:

The program has added the following information to the DI website <https://fina.sfsu.edu/Dietetic%20Internship> under the “Overview and General Information” link. It states the following:

How does this program help me become an RDN/RD?

This certificate program/dietetic internship provides the knowledge and supervised practice requirements necessary to be eligible to take the RDN/RD credentialing exam. In order to be eligible to take the RDN/RD exam, individuals must have completed a bachelor’s degree, a DPD program, and a Dietetic Internship. This program provides the last step in this process. Upon completion of all program requirements, graduates will be given a verification statement stating they have completed an accredited Dietetic Internship Program. The Program Director will submit graduates to the Commission on Dietetic Registration (CDR) stating eligibility to take the RDN/RD exam. After successfully passing the exam, graduates may put the credential of RDN or RD after their name.

The state of California does not currently have licensure for dietitians. However, California does have a Business & Professions Code which provides title protection for Registered Dietitians and describes scope of practice. Employers in California who typically hire dietitians, such as hospitals, health clinics, skilled nursing facilities, dialysis units, and public health departments, usually require the RDN/RD credential.

Most other states in the United States have state licensure for RDNs/RDs. A graduate of this program who passes the RDN/RD credentialing exam would be eligible for licensure in these other states as long as they meet that state’s licensure requirements (may require application, fees, verification forms, transcripts, evidence of continuing professional education, etc...).

Element 10.2.h

Recommendation:

The program must provide the revised Student Manual that includes additional details on the policy for written complaints to ACEND to address Required Element 10.2.h.

Response:

The program has added the following to the DI Manual (pg. 15) under “Student Concerns and Complaints”.

If an intern’s complaint is related to accreditation standards or policies, and still not resolved after above measures have been taken, complaints about the program can be forwarded to ACEND, the program’s accrediting body.

Accreditation Council for Education in Nutrition and Dietetics (ACEND)
Academy of Nutrition and Dietetics
120 South Riverside Plaza, Suite 2190
Chicago, IL 60606-6995
Phone 800-877-1600 ext 5400

<https://www.eatrightpro.org/acend/public-notices-and-announcements/filing-a-complaint-with-acend/procedure-for-complaints-against-accredited-programs>

Please see 10.2 Program Overview Policies Procedures DI Manual (pg. 15) under “Student Concerns and Complaints”.

Element 10.2.i.

Recommendation:

The program must provide the revised Student Manual that includes additional documentation to explain the process for evaluating competencies met through prior learning to address Required Element 10.2.i.

Response:

The program has revised the “Credit for Prior Experience” section in the DI Manual (pg. 3) to the following:

Credit for Prior Experience

Under certain circumstances, an intern who had significant experience in an area of dietetics prior to the internship may be given credit towards program completion requirements. For example, if an intern entered the program with significant foodservice management experience, the intern may be exempt from completing some or all of the foodservice management rotation and assignments. The DI Program Director will review the intern’s previous job description and compare with ACEND competencies to determine which competencies were previously met. The DI Program Director will further verify from the intern’s former employer that the intern demonstrated competency in these areas. Only competencies that the intern has previously demonstrated will be exempt. The DI Program does not grant actual hours of credit, so the intern would still be required to complete 1216 hours in the internship. The rotation hours that would normally be required in the area of supervised practice that the intern is receiving credit for can be used to gain additional supervised practice experience in another area of dietetics. Interns cannot be given credit for any dietetic graduate courses previously taken. All DI courses in the program must be taken by all interns for program completion.

Please see 10.2 Program Overview Policies Procedures DI Manual (pg. 13) under “Credit for Prior Experience”.

Element 10.2.k

Recommendation:

The program must provide the policy addressing interns’ access to remedial instruction, such as tutorial support to address Required Element 10.2.k.

Response:

The program has added a section in the DI Manual (pg. 12), titled “Campus Support Resources” which includes tutorial support on campus as well as other resources. It states the following:

Campus Support Resources

The program director, faculty, and preceptors are the first resources for interns who need additional help with coursework and assignments related to internship rotations or questions regarding employment after program completion. Additionally, interns can access the following resources on campus or online.

eNCPT – Electronic Nutrition Care Process Terminology (interns will be provided with login information)

<https://www.ncpro.org>

Adult Nutrition Care Manual – (interns will be provided with login information)

<https://www.nutritioncaremanual.org/adult-nutrition-care>

J. Paul Leonard Library – offers tutoring support with writing and research

<http://library.sfsu.edu/research-help>

Learning Assistance Center – faculty-run tutoring support

<http://lac.sfsu.edu>

Disability Programs and Resource Center – can support students with disabilities and special needs, can help set up accommodations as needed

<https://access.sfsu.edu>

Career Services and Leadership Development – can support interns who need support gaining employment after the internship

<https://careerservices.sfsu.edu/#aboutus>

SFSU Financial Aid office – (interns qualify for FAFSA)

<https://financialaid.sfsu.edu>

Peggy H. Smith Counseling Clinic

https://psyservs.sfsu.edu/Counseling_Services/Counseling_Services_Clinic

Disability Programs and Resource Center – can support students with disabilities and special needs, can help set up accommodations as needed

<https://access.sfsu.edu>

Career Services and Leadership Development – can support interns who need support gaining employment after the internship

<https://careerservices.sfsu.edu/#aboutus>

Please see 10.2 Program Overview Policies Procedures DI Manual (pg. 12), under “Campus Support Resources”.

Element 10.2.q.

Recommendation:

The program must provide the revised Student Manual that includes the policy for an extended leave of absence to address Required element 10.2.q.

Response:

The program has added the following extended leave policy to the DI Manual (pg. 14). It states the following:

Extended Leave of Absence:

Interns who need an extended leave of absence of more than one week due to illness, injury, or for serious personal reasons must contact the Program Director and the preceptor ASAP. If the intern was in good standing prior to the requested leave, the Program Director will work with the intern and preceptor to try to accommodate an extended leave of absence. The intern must provide documentation (medical documentation, insurance documentation, death certificate, etc...) justifying the need for an extended leave of absence. The Program Director will try to accommodate extended leave of absences but cannot guarantee that rotations can be re-scheduled. If the Program Director cannot re-schedule rotations for an extended leave of absence, the intern will be required to withdraw from the program. All rotations must be completed within five months of the scheduled program completion date. Coursework may be completed within one year of scheduled program completion if extension is approved by the Program Director, faculty, and university. A leave of absence greater than five months cannot be accommodated.

Please see 10.2 Program Overview Policies Procedures DI Manual (pg. 14) under “Extended Leave of Absence”.

Element 10.2.t.

Recommendation:

The program must provide the policy addressing all the support services to which interns have access to address Required Element 10.2.t.

Response:

The program has added a section in the DI Manual (pg. 12), titled “Campus Support Resources” which includes counseling, disability programs (for testing), and financial aid resources on campus as well as other resources. It states the following:

Campus Support Resources

Faculty and preceptors are the first resources for interns who need additional help with coursework and assignments related to internship rotations or questions regarding employment after program completion. Additionally, interns can access the following resources on campus or online.

J. Paul Leonard Library – online and library resources

<https://library.sfsu.edu>

eNCPT – Electronic Nutrition Care Process Terminology (interns will be provided with login information)

<https://www.ncpro.org>

Adult Nutrition Care Manual – (interns will be provided with login information)

<https://www.nutritioncaremanual.org/adult-nutrition-care>

SFSU Financial Aid office – (interns qualify for FAFSA)

<https://financialaid.sfsu.edu>

Peggy H. Smith Counseling Clinic

https://psyservs.sfsu.edu/Counseling_Services/Counseling_Services_Clinic

Disability Programs and Resource Center – can support students with disabilities and special needs, can help set up accommodations as needed

<https://access.sfsu.edu>

Career Services and Leadership Development – can support interns who need support gaining employment after the internship

<https://careerservices.sfsu.edu/#aboutus>

Please see 10.2 Program Overview Policies Procedures DI Manual (pg. 12), under “Campus Support Resources”.

**4.2 4.2 San Francisco State University Dietetic Internship Program
Program Evaluation Plan (Required Element 4.1, 4.2)**

Revised February 4, 2019 in response to site visit report

All Program Types

Date of Last Accreditation Review (PAR or self-study report) __Self Study November 2018_____

History of Annual Review		
Date of Annual Review	Individuals/Groups who Reviewed Plan	Results of the Review (i.e. changes that were made, if any)
July 2015	Program Director	Goal #1 Target #1 data evaluated changed from individual preceptor evaluations to data from post program completion surveys Goal #3 Target #4 decreased target from 70% employment to 50% employment within 3 months of program completion
July 2017	Program Director	
July 2018	Program Director, FINA Department Chair, DI Faculty	Goal #2 Target #3 added per ACEND requirements
February 2019	Program Director	Goal #1 Deleted, Goal #2 changed to Goal #1, Goal #3 changed to Goal #2, Objectives revised in response to Self Study Report

Mission of the Dietetics Program

The mission of the San Francisco State University Dietetic Internship is to provide a high-quality program that prepares interns in the areas of medical nutrition therapy (concentration), community nutrition, and management. Upon completion of the program, graduates will be prepared for entry-level work as Registered Dietitian Nutritionists/Registered Dietitians (RDNs/RDs) to provide services to individuals, families, consumers and the institutions, industries and businesses serving them in the Greater San Francisco Bay Area.

Program Goals, Objectives and Actual Outcomes

Goal #1– Graduates of the program will be prepared for entry-level practice as Registered Dietitian. Nutritionists/Registered Dietitians (RDNs/RDs).					
B) Objectives	C) Data Needed for Evaluation and Data Source	D) Evaluation Method(s) for Collected Data	E) Individual(s) Responsible for Ensuring Data Is Collected	F) Timeframe for Collecting Data (When is data collected?)	G) Actual Outcomes
Objective 1: At least 80% of program graduates complete program requirements within 16 months (150% of the program length).	When interns satisfactorily complete all courses and rotations	Date when interns are signed-off and issued DI verification statements	DI Director	Annually	
Objective 2: 95 percent of program graduates take the CDR credentialing exam for dietitian nutritionists within 12 months of program completion.	Pearson VUE RD Exam Results	Review number of students who took the exam	DI Director	Annually	
Objective 3: The program’s one-year pass rate (graduates who pass the registration exam within one year of first attempt) on the CDR credentialing exam for dietitian nutritionists is at least 80%	Pearson VUE RD Exam Results	Review annual pass rate	DI Director	Annually	

Goal # –Goal #2: Graduates of the program will become gainfully employed as Registered Dietitian Nutritionists/Registered Dietitians (RDNs/RDs).

B) Objectives	C) Data Needed for Evaluation and Data Source	D) Evaluation Method(s) for Collecting Data	E) Individual(s) Responsible for Ensuring Data Is Collected	F) Timeframe for Collecting Data	G) Actual Outcomes
<i>Objective 1:</i> Of graduates who sought employment in dietetics, 50% will be employed within 3 months of program completion (and after starting job search) in nutrition and dietetics or related fields, and 95% within 1 year.	Self-reported employment data	One-year post completion alumni survey	DI Director	Annually	
<i>Objective 2:</i> 80% of employers of DI graduates will consider them to be prepared for employment.	Employer reported satisfaction (dependent on alumni providing name and e-mail of employers)	Employer survey	DI Director	Annually	
<i>Objective 3:</i> At least 80% of graduates will be employed in a nutrition/dietetics related position located in the greater San Francisco Bay Area one year after program completion.	Self-reported employment data	E-mails and other communications from alumni reporting employment plus data from one-year post completion survey (if lost touch/no communication, will assume intern graduate not working and not working in Bay Area)	DI Director	Annually	

5.1 5.2 San Francisco State University Dietetic Internship Program

Revised February 2019 in response to Self Study

CRDN Curriculum Map (Required Element 5.1/5.2) Supervised Practice Rotations Aligned with Core Competencies for the RDN (DI, ISPP)

Background: The CRDN Curriculum Map is used to identify the rotations in which students are being taught ACEND-Required Core Competencies (CRDN).

Directions: List rotations in chronological order or by category (Food Service Management, Clinical, Community, etc). Next, using rotation descriptions, learning objectives and assignments, identify which ACEND-Required Core Competencies occur in a rotation and place an 'X' in the appropriate column. Add additional rows as needed.

Rotations	CRDN 1.1	CRDN 1.2	CRDN 1.3	CRDN 1.4	CRDN 1.5	CRDN 1.6	CRDN 2.1	CRDN 2.2	CRDN 2.3	CRDN 2.4	CRDN 2.5	CRDN 2.6	CRDN 2.7	CRDN 2.8	CRDN 2.9	CRDN 2.10	CRDN 2.11	CRDN 2.12	CRDN 2.13	CRDN 2.14	CRDN 2.15				
Management Rotation – 5 weeks minimum	x		x				x		x				x	x		x	x								
Acute Care Clinical Rotation – 16 weeks minimum							x		x		x	x				x	x								
SNF or Outpatient Clinical Rotation – 5 weeks minimum							x		x		x	x				x	x								
Community Rotation – 3 weeks minimum							x		x							x	x								
UCSF Interprofessional Standardized patient Exercise simulation										x															

Rotations	CRDN 3.1	CRDN 3.2	CRDN 3.3	CRDN 3.4	CRDN 3.5	CRDN 3.6	CRDN 3.7	CRDN 3.8	CRDN 3.9	CRDN 3.10		CRDN 4.1	CRDN 4.2	CRDN 4.3	CRDN 4.4	CRDN 4.5	CRDN 4.6	CRDN 4.7	CRDN 4.8	CRDN 4.9	CRDN 4.10						
Management Rotation – 5 weeks minimum			x	x	x				x	x			x	x		x	x	x									
Acute Care Clinical Rotation – 16 weeks minimum	x		x			x									x												
SNF or Outpatient Clinical Rotation – 4 weeks minimum	x		x			x		x																			
Community Rotation – 3 weeks minimum			x	x	x		x	x																			
DFM 751 Seminar in Nutritional Assessment Across the Lifespan – 3 units	x	x																									
DFM 758 Seminar in Foodservice and Nutrition Program Management – 3 units									x	x		x	x	x		x	x	x	x	x							
DFM 755 Seminar in Human Nutrition and Metabolism – 3 units																											
DFM 785 Seminar in Medical Nutrition Therapy – 3 units																						x					

Concentration Competency Curriculum Map (Required Element 5.1)
Supervised Practice Rotations Aligned with Program-Defined Concentration Competencies

Background: The Concentration Competency Curriculum Map is used to identify the rotations in which students are being taught Program-Defined Concentration Competencies.

Directions: List rotations in chronological order or by category (Food Service Management, Clinical, Community, etc). Next, using rotation descriptions, learning objectives and assignments, identify which Program-Defined Concentration Competencies occur in a rotation and place an 'X' in the appropriate column. Add additional rows as needed.

Medical Nutrition Therapy																						
Rotations	MNT 5.1	MNT 5.2																				
Acute Care Clinical Rotation – 16 weeks minimum	x																					
SNF or Outpatient Clinical Rotation – 4 weeks minimum	x																					
DFM 785 Seminar in Medical Nutrition Therapy – 3 units		x																				

6.1 6.2 San Francisco State University – Dietetic Internship Program

Revised February 2019 in response to Self Study Report

CRDN Student Learning Outcomes (SLO) Assessment Plan (Required Elements 6.1 and 6.2)

On-going Assessment of Core Competencies for the RDN

Date of Last Accreditation Review (PAR or self-study) November 2018

History of Annual Review		
Date of Annual Review	Individuals/Groups who Reviewed Plan	Results of the Review (i.e. changes that were made, if any)
8/2014	Program Director, DFM 758 Faculty	CRDN 4.8 not regularly being met in rotations, Menu Budget project added to DFM 758 curriculum
7/2016	Program Director	Updated to include UCSF ISPE as an interdisciplinary exercise. Most interns have experience actively participating in interdisciplinary meetings and patient rounds, but a few did not, so UCSF ISPE experience added to provide additional experience.
8/2017	Program Director, Faculty	Updated to meet 2017 ACEND Accreditation Standards, changed criteria of grading from minimum of "C-" to "C" on major assignments to align with graduate school requirement of "C" in all classes
8/2017	Department Faculty	Update faculty on 2017 standards and upcoming re-accreditation self-study and site visit
5/2018	Program Director	Updated CRDN 2.4 to include a self-assessment of UCSF ISPE
1/2018	Program Director, DFM 758 Faculty	CRDN 4.1 not regularly being met in rotations, HR Role Playing exercises added to DFM 758 curriculum
2/2019	Program Director	In response to ACEND self-study report, SLOs revised to ensure that 100% of interns meet minimum level of competence, activities were reviewed and revised as needed, and revised MNT concentration competencies were added and activities updated.

Domain 1: Scientific and Evidence Base of Practice: integration of scientific information and research into practice

A) RE 6.1.a: ACEND-Required Core Competency	B) RE 6.1.b: Learning objectives that state specific activities and qualitative or quantitative target measures that will be used to assess overall student achievement of core competency	C) RE 6.1.c: Didactic courses and/or experiential learning in which assessment will occur	D) RE 6.1.d: Individuals responsible for ensuring assessment occurs	E) RE 6.1.e: Timeline for collecting formative and summative data	F) RE 6.2: Data on achievement of learning outcomes, included date collected
CRDN 1.1: Select indicators of program quality and/or customer service and measure achievement of objectives.	100% of interns will receive a C or better on Assignment 1 QA Improvement Project, 75% will receive a B or better	DFM 758, Management Rotation	Instructor	Annually	
CRDN 1.2: Apply evidence-based guidelines, systematic reviews and scientific literature.	100% of interns will receive a "C" grade or better on the DFM 755 Critical Analysis Research Paper , and 75% of interns will receive a B or better grade.	DFM 755	Instructor	Annually	
CRDN 1.3: Justify programs, products, services and care using appropriate evidence or data.	100% of interns will receive a C or better on Assignment 4 Product Equipment Program Comparison, 75% will receive a B or better	DFM 758 and Management Rotation	Instructor	Annually	
CRDN 1.4: Evaluate emerging research for application in nutrition and dietetics practice.	100% of interns will receive a "C" grade or better on the DFM 755 Critical Analysis Research Paper, and 75% of interns will receive a B or better grade.	DFM 755	Instructor	Annually	
CRDN 1.5: Conduct projects using appropriate research methods, ethical procedures and data analysis.	100% of interns will receive a "C" grade or better on the DFM 755 Research Paper, and 75%	DFM 755	Instructor	Annually	

	of interns will receive a B or better grade.				
CRDN 1.6: Incorporate critical-thinking skills in overall practice.	100% of interns will receive a "C" grade or better on the DFM 755 Critical Analysis Research Paper, and 75% of interns will receive a B or better grade.	DFM 755	Instructor	Annually	
	100% of interns will receive a "C" grade or better on the DFM 785 Major Case Study, and 75% of interns will receive a B or better grade.	DFM 785	Instructor	Annually	

Domain 2: Professional Practice Expectations: beliefs, values, attitudes and behaviors for the professional dietitian level of practice.

A) RE 6.1.a: ACEND-Required Core Competency	B) RE 6.1.b: Learning objectives that state specific activities and qualitative or quantitative target measures that will be used to assess overall student achievement of core competency	C) RE 6.1.c: Didactic courses and/or experiential learning in which assessment will occur	D) RE 6.1.d: Individuals responsible for ensuring assessment occurs	E) RE 6.1.e: Timeline for collecting formative and summative data	F) RE 6.2: Data on achievement of learning outcomes, included date collected
CRDN 2.1: Practice in compliance with current federal regulations and state statutes and rules, as applicable and in accordance with accreditation standards and the Scope of Nutrition and Dietetics Practice and Code of Ethics for the Profession of Nutrition and Dietetics.	100% of interns will receive a minimum score of "3" satisfactory on this competency in Evaluation Form 1 – General (Code of Ethics reviewed in class and AND case studies covered)	All rotations	Preceptors	Annually	
CRDN 2.2: Demonstrate professional writing skills in preparing professional communications.	100% of interns will receive a C equivalent or better on the writing score on the grading rubric for the DFM 751 Paper, and 75% of interns will receive a B or better score.	DFM 751	Instructors	Annually	
CRDN 2.3: Demonstrate active participation, teamwork and contributions in group settings.	100% of interns will receive a minimum score of "3" satisfactory on this competency in Evaluation form 1 – General	All rotations	Preceptors	Annually	
CRDN 2.4: Function as a member of interprofessional teams.	100% of interns will participate in the Interprofessional Standardized Patient Exercise at UCSF and will submit a self-assessment of experience	UCSF ISPE	Program Director	Annually	

CRDN 2.5: Assign patient care activities to NDTRs and/or support personnel as appropriate.	100% of interns will receive a minimum score of "3" satisfactory on this competency in evaluation forms	SNF or Acute Care Clinical Rotations	Preceptors	Annually	
CRDN 2.6: Refer clients and patients to other professionals and services when needs are beyond individual scope of practice.	100% of interns will receive a minimum score of "3" satisfactory on this competency in evaluation forms	SNF, Outpatient, or Acute Care Clinical Rotations	Preceptors	Annually	
CRDN 2.7: Apply leadership skills to achieve desired outcomes.	100% of interns will receive a minimum score of "3" satisfactory on this competency in Eval Form 2 - FSSM/management	Management Rotation	Preceptors	Annually	
CRDN 2.8: Demonstrate negotiation skills.	100% of interns will receive a minimum score of "3" satisfactory on this competency in FSSM/management evaluation forms	Management Rotation	Preceptors	Annually	
CRDN 2.9: Participate in professional and community organizations.	100% of interns will participate and submit Assignment 11 – Participation in Conference, Public Policy, Service	Conference, networking event, community event, public policy event, and/or volunteering	Director	Annually	
CRDN 2.10: Demonstrate professional attributes in all areas of practice.	100% of interns will receive a minimum score of "3" satisfactory on this competency in Eval Form 1 - General	All rotations	Preceptors	Annually	
CRDN 2.11: Show cultural competence/sensitivity in interactions with clients, colleagues and staff.	100% of interns will receive a minimum score of "3" satisfactory on this competency in Eval Form - General evaluation forms	All rotations	Preceptors	Annually	
CRDN 2.12: Perform self-assessment and develop goals for self-improvement throughout the program.	100% of interns will do "confessions" self-reflection on case studies	DFM 785	Instructor	Annually	

	100% of interns will complete a self-reflection of their Interprofessional Standardized Patient Exercise experience at UCSF (start Spring 2018)	At sign-off/program completion			
CRDN 2.13: Prepare a plan for professional development according to Commission on Dietetic Registration guidelines.	100% of interns will complete CDR's Dream Wizard and submit to DI Director prior to receiving DI Verification Statement	At sign-off/program completion	Director	Annually	
CRDN 2.14: Demonstrate advocacy on local, state or national legislative and regulatory issues or policies impacting the nutrition and dietetics profession.	100% will participate in Public Policy Workshop or another local public policy event – Assignment 11	At sign-off/program completion	Director	Annually	
CRDN 2.15: Practice and/or role play mentoring and precepting others.	100% of interns will participate in reviewing other interns' case studies and offer feedback	DFM 751 and DFM 785	Instructors	Annually starting 2017-2018	
Domain 3: Clinical and Customer Services: development and delivery of information, products and services to individuals, groups and populations					
A) RE 6.1.a: ACEND-Required Core Competency	B) RE 6.1.b: Learning objectives that state specific activities and qualitative or quantitative target measures that will be used to assess overall student achievement of core competency	C) RE 6.1.c: Didactic courses and/or experiential learning in which assessment will occur	D) RE 6.1.d: Individuals responsible for ensuring assessment occurs	E) RE 6.1.e: Timeline for collecting formative and summative data	F) RE 6.2: Data on achievement of learning outcomes, included date collected
CRDN 3.1: Perform the Nutrition Care Process and use standardized nutrition language for individuals,	100% of interns will be evaluated as "satisfactory" or better on this measure on evaluation forms	SNF, Outpatient, or Acute Care Clinical Rotations	Preceptor	Annually	

groups and populations of differing ages and health status, in a variety of settings.	100% of interns will receive a C or better on case studies requiring standardized language (PES statements), 75% will receive a B or better	DFM 751	Instructor	Annually	
CRDN 3.2: Conduct nutrition focused physical assessment.	100% will conduct NFPA in a clinical rotations (most but not all interns have this opportunity) and/or attend a NFPA workshop (this was added to make sure those interns who did not do NFPA in their clinical rotation received instruction and hands on experience in NFPA)	Clinical Rotation NFPA workshop for DFM 751	Preceptors Director	Annually	
CRDN 3.3: Demonstrate effective communications skills for clinical and customer services in a variety of formats and settings.	100% of interns will receive a minimum score of "3" satisfactory on this competency in Evaluation Form 1 - General	All rotations	Preceptors	Annually	
CRDN 3.4: Design, implement and evaluate presentations to a target audience.	100% of students will receive a score of a 3 (on a 4 point scale) the this competency on Evaluation Form 7 - Class/Inservice	Management and Community Nutrition Rotations	Preceptor	Annually	
CRDN 3.5: Develop nutrition education materials that are culturally and age appropriate and designed for the educational level of the audience.	100% of students will receive a score of a 3 (on a 4 point scale) on this competency on Evaluation Form 7 - Class/Inservice	Management and Community Nutrition Rotations	Preceptor	Annually	
CRDN 3.6: Use effective education and counseling skills to facilitate behavior change.	100% of students will receive a minimum of a 3 (on a 4 point scale) on this competency	SNF, Outpatient, or Acute Care Clinical Rotations	Preceptor	Annually	
CRDN 3.7: Develop and deliver products, programs or	100% of students will receive a minimum score	Community Nutrition Rotations	Preceptor	Annually	

services that promote consumer health, wellness and lifestyle management.	of a 3 (on a 4 point scale) on this competency on Evaluation Form 3 - Community				
CRDN 3.8: Deliver respectful, science-based answers to client questions concerning emerging trends.	100% of students will receive a minimum score of a 3 (on a 4 point scale) on this competency on Evaluation Form 3 - Community or on Evaluation Form 10 - Outpatient/Clinic	Community Nutrition Rotation and/or Outpatient/Clinic rotation	Preceptor	Annually	
CRDN 3.9: Coordinate procurement, production, distribution and service of goods and services, demonstrating and promoting responsible use of resources.	100% of interns will receive a C or better on Assignment 4 Product Equipment Program Comparison, 75% will receive a B or better	DFM 758 and Management Rotation	Instructor	Annually	
CRDN 3.10: Develop and evaluate recipes, formulas and menus for acceptability and affordability that accommodate the cultural diversity and health needs of various populations, groups and individuals.	100% of interns will receive a C or better on Assignment 3 Menu Project, 75% will receive a B or better	DFM 758 and Management Rotation	Instructor	Annually	2

Domain 4: Practice Management and Use of Resources: strategic application of principles of management and systems in the provision of services to individuals and organizations

A) RE 6.1.a: ACEND-Required Core Competency	B) RE 6.1.b: Learning objectives that state specific activities and qualitative or quantitative target measures that will be used to assess overall student achievement of core competency	C) RE 6.1.c: Didactic courses and/or experiential learning in which assessment will occur	D) RE 6.1.d: Individuals responsible for ensuring assessment occurs	E) RE 6.1.e: Timeline for collecting formative and summative data	F) RE 6.2: Data on achievement of learning outcomes, included date collected
CRDN 4.1: Participate in management of human resources.	100% of students will receive a minimum score of a 3 (on a 4 point scale) on this competency on Evaluation Form 2 Management Rotation 100% of interns will participate in role-playing exercises related to human resource (starting in 2018)	Management Rotation DFM 758	Preceptor Instructor	Annually Annually	
CRDN 4.2: Perform management functions related to safety, security and sanitation that affect employees, customers, patients, facilities and food.	100% of interns will receive a minimum grade of "C" or better Assignment 1 QA, 75% of all interns will receive a B or better	Management Rotation and DFM 758	Instructor	Annually	
CRDN 4.3: Conduct clinical and customer service quality management activities.	100% of interns will receive a minimum grade of "C" or better Assignment 1 QA, 75% of all interns will receive a B or better	Management Rotation and DFM 758	Instructor	Annually	
CRDN 4.4: Apply current nutrition informatics to develop, store, retrieve and disseminate information and data.	100% of interns will receive a minimum score of "3" satisfactory on this competency on Evaluation Form 5 – Hospital Clinical	Acute Care Clinical Rotation	Preceptors	Annually	

CRDN 4.5: Analyze quality, financial and productivity data for use in planning.	100% of interns will receive a minimum grade of "C" or better Assignment 1 QA, 75% of all interns will receive a B or better	Management Rotation and DFM 758	Instructor	Annually	
CRDN 4.6: Propose and use procedures as appropriate to the practice setting to promote sustainability, reduce waste and protect the environment	100% of interns will receive a minimum grade of "C" or better on Assignment 2 , Sustainability Project, 75% of all interns will receive a B or better	Management Rotation and DFM 758	Instructor	Annually	
CRDN 4.7: Conduct feasibility studies for products, programs or services with consideration of costs and benefits.	100% of interns will receive a minimum grade of "C" or better Assignment 4 Product Equipment Program Comparison, 75% of all interns will receive a B or better	Management Rotation and DFM 758	Instructor	Annually	
CRDN 4.8: Develop a plan to provide or develop a product, program or service that includes a budget, staffing needs, equipment and supplies.	100% of interns will receive a C or better on Menu/Budget Project, 75% will receive a B or better (internship rotations were unable to consistently offer this experience, so this competency is now met in the classroom), with 75% receiving a "B" or better)	DFM 758	Instructor	Annually	
CRDN 4.9: Explain the process for coding and billing for nutrition and dietetics services to obtain reimbursement from public or private payers, fee-for-service and value-based payment systems.	100% of interns will receive a minimum score of "3" satisfactory on this competency on Evaluation Form 2 100% of interns will participate in AND Coding and Billing Handbook class	Management Rotation DFM 758	Preceptors Instructor	Annually Annually	

	case studies (not all interns were able to meet this competency in rotations so added for 2018)				
CRDN 4.10: Analyze risk in nutrition and dietetics practice.	100% of interns will receive an average grade of "C" or better on the mini case studies, 75% of all interns will receive an average grade of B or better	DFM 785 and DFM 751	Instructors	Annually	

Title of Concentration Area 1: *Medical Nutrition Therapy*

A) RE 6.1.a: Program-Defined Concentration Competency	B) RE 6.1.b: Learning objectives that state specific activities and qualitative or quantitative target measures that will be used to assess overall student achievement of concentration competency	C) RE 6.1.c: Didactic courses and/or experiential learning in which assessment will occur	D) RE 6.1.d: Individuals responsible for ensuring assessment occurs	E) RE 6.1.e: Timeline for collecting formative and summative data	F) RE 6.2: Data on achievement of learning outcomes, included date collected
MNT 5.1 Develops appropriate care plans for medically and nutritionally complex patients such as those with multiple medical conditions impacting nutritional care and patients requiring nutritional support.	100% of interns will receive a minimum score of "3" satisfactory on this competency in evaluation forms	Hospital clinical rotations, SNF, Outpatient/Clinic rotations	Preceptors	Annually	
MNT 5.2 Able to present a medically and nutritionally complex patient in a major case study presentation to include thorough normal physiology and pathophysiology, extensive review of the medical problems and nutritional care, and appropriately respond to questions regarding case from instructors and peers.	100% of interns will receive a minimum of a C on their major case study, 75% will receive a "B" or better	DFM 785	Instructors	Annually	

**San Francisco State University
Dietetic Internship
Faculty and Preceptor Orientation/Training
Revision Date: February 2019**

Introduction:

The Dietetic Internship Program at SFSU is part of the graduate Certificate in Dietetics. This program is for students who are pursuing the Registered Dietitian (RD)/Registered Dietitian Nutritionist (RDN) credential. The program provides both didactic instruction as well as a minimum of 1200 hours of supervised practice experience to meet required competencies. The program initially focuses on didactic learning. As the program progresses, interns then demonstrate application of knowledge through supervised practice and through case study and research presentations, and written papers. Satisfactory completion of both the coursework and the supervised practice components are required to receive a dietetic internship verification statement, stating the program graduate is eligible to take the Commission on Dietetic Registration's RD/RDN exam. After successful completion of the RD/RDN exam, the individual can use the RD/RDN credential.

Accreditation

This is an accredited Dietetic Internship (DI) program of the Accreditation Council for Education in Nutrition and Dietetics (ACEND) through the Academy of Nutrition and Dietetics (AND).

The program submitted a Self-Study in August 2018 for re-accreditation. The Re-accreditation Site Visit took place in November 2018. ACEND will notify the program of its reaccreditation status in Summer 2019.

Accreditation Council for Education in Nutrition and Dietetics (ACEND)
Academy of Nutrition and Dietetics
120 South Riverside Plaza, Suite 2190
Chicago, IL 60606-6995
Phone 800-877-1600 ext 5400
<https://www.eatrightpro.org/acend>

Mission Statement

The mission of the San Francisco State University Dietetic Internship is to provide a high-quality program that prepares interns in the areas of medical nutrition therapy (concentration), community nutrition, and management. Upon completion of the program, graduates will be prepared for entry-level work as Registered Dietitian Nutritionists/Registered Dietitians (RDNs/RDs) to provide services to individuals, families, consumers and the institutions, industries and businesses serving them in the Greater San Francisco Bay Area.

Program Goals and Measured Outcomes

Goal 1: Graduates of the program will be prepared for entry-level practice as Registered Dietitian Nutritionists/Registered Dietitians (RDNs/RDs).

Objective 1: At least 80% of program graduates complete program requirements within 16 months (150% of the program length - standard completion time is 11 months).

Outcome: 100% finished within 16 months.

Objective 3: 95 percent of program graduates take the CDR credentialing exam for dietitian nutritionists within 12 months of program completion.

Outcome: 100% of graduates took the RD exam within 12 months of program completion.

Objective 3: The program's one-year pass rate (graduates who pass the registration exam within one year of first attempt) on the CDR credentialing exam for dietitian nutritionists is at least 80%

100% of graduates passed the credentialing exam within 1-year (95% of graduates passed exam on the first attempt).

Goal #2: Graduates of the program will become gainfully employed as Registered Dietitian Nutritionists/Registered Dietitians (RDNs/RDs).

Objective 1: Of graduates who sought employment in dietetics, 50% will be employed within 3 months of program completion (and after starting job search) in nutrition and dietetics or related fields, and 95% within 1 year.

Outcome: 82% of graduates found employment within 3 months, and 96% within 12 months

Objective 2: 80% of employers of DI graduates will consider them to be prepared for employment.

Outcome: 86% of employers who responded to the survey considered graduates to be prepared.

Objective 3: At least 80% of graduates will be employed in a nutrition/dietetics related position located in the greater San Francisco Bay Area one year after program completion.

Outcome: 84% of graduates, one-year post program completion, are employed in the Bay Area.

Program Description

Each cohort class consists of 14 interns. Interns are required to take three units of academic dietetic internship preparation coursework in the summer, which will start in July. From mid-August to early June, interns will take classes on campus one day a week, and be in internship supervised practice rotations four days a week. The following academic schedule is subject to change.

Summer Session

Units

3 DFM 751 Seminar in Nutritional Assessment Across the Lifespan

3 Total

Fall Semester

Units

3 DFM 758 Seminar in Foodservice and Nutrition Program Management

6 DFM 881 Internship in Dietetics

9 Total

Spring Semester

Units

3 DFM 755 Seminar in Human Nutrition and Metabolism

3 DFM 785 Seminar in Medical Nutrition Therapy

6 DFM 881 Internship in Dietetics

12 Total

A total of 38 weeks, 32 hours per week of practicum experience, resulting in 1216 practice hours are required in the internship in order to meet accreditation requirements. Summer, Fall, and Spring enrollment are required. Interns will be placed in rotations in hospitals, long-term care/skilled nursing facilities, community nutrition programs, and other health/community organizations in the Greater San Francisco Bay Area for practical experiences.

Rotations will generally include the following:

- 16-18 weeks in an acute care clinical hospital
- 5-8 weeks in a long-term care/skilled nursing facility, outpatient, dialysis, or other clinical setting
- 5-6 weeks in a foodservice systems management rotation
- 3-7 weeks in community nutrition and/or public health organizations
- 3 weeks in an elective

Faculty

The program faculty work closely with the Program Director to plan and coordinate coursework, case studies, presentations, and written papers to meet ACEND Standards and required knowledge and competencies.

(The Program Director will review with faculty the specific knowledge and competencies that each instructor will evaluate. Appropriate course syllabi will be reviewed, which include the CRDNs and associated SLOs. Required assignments such as case studies that meet the SLOs will be reviewed with the faculty.)

Preceptors

Preceptors are a critical part of the Dietetic Internship Program. Preceptors are able to provide supervised practice experiences in a variety of settings to allow for application of knowledge, critical thinking, and real-world work experiences.

Interns are responsible for being prepared to participate in supervised practice. This includes meeting all onboarding requirements (titers, background checks, paperwork, etc...as required by the organization), contacting the preceptor at least one week before the start date to discuss logistics, and understanding the competency requirements of the rotation.

Once in the rotation, it is expected that interns will be on time, come prepared to work, comply with the organization's policies and procedures, work collaboratively with the team, be respectful towards patients, staff, and preceptors, and improve in the quality and quantity of their work as they gain experience.

The Program Director will contact preceptors for feedback on intern progress. However, if, at any time, a preceptor feels an intern is not meeting expectations, the preceptor should contact the Program Director so that the issues can be addressed as soon as possible and a plan for improvement can be made.

Preceptors will be required to sign-off on a checklist of activities/projects completed and evaluation forms. The checklist and the evaluation forms include ACEND required knowledge and competencies and are specific to the type of rotation the intern is completing.

(Depending on what type of rotation the preceptor is providing, the appropriate checklist and evaluation forms will be attached and the Program Director will review those with the preceptor. These checklists and evaluation forms include the CRDNs and the associated SLOs. Required projects such as the sustainability project will be reviewed with the preceptor.)

**Dietetic Internship Program
Student Manual**

**Graduate Certificate in Dietetics
Dietetic Internship**

San Francisco State University
Family Interiors Nutrition & Apparel
1600 Holloway Avenue
San Francisco, CA 94132

(revised February 2019)

DIETETIC INTERNSHIP PROGRAM GRADUATE CERTIFICATE PROGRAM IN DIETETICS: MEDICAL NUTRITION THERAPY CONCENTRATION

The program provides both the academic and practicum experiences required to meet performance requirements established by The Academy of Nutrition and Dietetics' Accreditation Council for Education for Nutrition and Dietetics for eligibility to take the Registered Dietitian (R.D.) examination. It is also a 24 unit Graduate Certificate Program in Dietetics, which is awarded by the Dean of Graduate Studies in the name of the University on behalf of the Family Interiors Nutrition & Apparel Department. The curriculum prepares the graduate for a career in the areas of medical nutrition therapy, management, and community dietetics.

Mission Statement

The Family Interiors Nutrition & Apparel Department (FINA) comprises four program that are uniquely woven together to provide an integrative educational student experience that furthers understanding of contemporary issues and approaches that impact the food, shelter, clothing, and relationship needs of individuals, families and communities.

The mission of the San Francisco State University Dietetic Internship is to provide a high-quality program that prepares interns in the areas of medical nutrition therapy (concentration), community nutrition, and management. Upon completion of the program, graduates will be prepared for entry-level work as Registered Dietitian Nutritionists/Registered Dietitians (RDNs/RDs) to provide services to individuals, families, consumers and the institutions, industries and businesses serving them in the Greater San Francisco Bay Area.

The program strives to provide quality education and practicum experiences in the following three components of dietetic practice: Medical Nutrition Therapy (concentration), Management, and Community Nutrition to meet the Standards of Education for an approved Dietetic Internship Program by the Academy of Nutrition and Dietetics (AND), Accreditation Council for Education in Nutrition and Dietetics (ACEND). The program provides culturally diverse opportunities for learning and interface among university faculty and students, clinical preceptors and dietetics practitioners in clinical, foodservice, and community settings.

Goals and Objectives of the Program

Goal #1: Graduates of the program will be prepared for entry-level practice as Registered Dietitian. Nutritionists/Registered Dietitians (RDNs/RDs).

Objective 1: At least 80% of program graduates complete program requirements within 16 months (150% of the program length).

Objective 2: 95 percent of program graduates take the CDR credentialing exam for dietitian nutritionists within 12 months of program completion.

Objective 3: The program's one-year pass rate (graduates who pass the registration exam within one year of first attempt) on the CDR credentialing exam for dietitian nutritionists is at least 80%

Goal #2: Graduates of the program will become gainfully employed as Registered

Dietitian Nutritionists/Registered Dietitians (RDNs/RDs).

Objective 1: Of graduates who sought employment in dietetics, 50% will be employed within 3 months of program completion (and after starting job search) in nutrition and dietetics or related fields, and 95% within 1 year.

Objective 2: 80% of employers of DI graduates will consider them to be prepared for employment.

Objective 3: At least 80% of graduates will be employed in a nutrition/dietetics related position located in the greater San Francisco Bay Area one year after program completion

Completion requirements

1. Achieve an overall G.P.A. of 3.0 with a minimum of "C" in all of the required academic courses and "satisfactory" in rotation evaluation forms. Satisfactory grades in courses and satisfactory completion of rotations and competencies are required in order to successfully complete the Graduate Certificate Program and to receive the Dietetic Internship Verification Statement for eligibility to take the RDN/RD credentialing examination. Successful completion of ACEND competencies for supervised practice are evidenced by evaluation forms, assignments, case studies, papers, and staff relief.
2. Evaluation forms – interns must demonstrate dietetics competencies in all three areas: management, clinical/patient care, and community dietetics with an average score of a 3 (satisfactory) or better on each of the required evaluation forms for each rotation. If a student receives a score of 1 (unsatisfactory) or 2 (needs improvement) in any one of the individual subsidiary performance requirement areas, but overall receives an average score of 3, the program director will determine if action needs to be taken to improve those specific scores or if those requirements can be met in a future rotation or in a different way. If an overall average score is less than 3, then director will determine if a meeting with the preceptor and student is needed to determine the appropriate steps necessary to improve the student's performance to a satisfactory level and/or the director will find another rotation for the intern go to in order to meet those competencies. In special circumstances, the program director may allow the intern to demonstrate competency in a different way (i.e. assignment), but this is the exception rather than the rule. Most interns who do not pass a rotation will need to extend the rotation or demonstrate competency in another rotation.
3. Those completing the program as expected to be at entry-level as demonstrated by providing staff relief at the acute care hospital site for a minimum of two (2) weeks.
4. Interns that satisfactorily meet the above completion requirements will receive a Verification Statement from the DI Director. The Program Director submits the candidate to CDR to certify that the graduate has met all the requirements needed to be eligible to sit for the RD exam. The Program Director will also submit paperwork to process the graduate to receive the Graduate Certificate in Dietetics from the university.
5. Interns are expected to complete the program in eleven months. Interns who are unable to meet completion requirements within thirteen months of the start date of rotations may be terminated from the program unless there are extenuating circumstances or substantial evidence that the intern will successfully complete the program within an agreed upon

timeframe. This may require registering for additional semesters of DFM 881 in order to complete additional supervised practice hours to meet competencies or re-taking a course and receiving a minimum of a “C” grade.

Credit for Prior Experience

Under certain circumstances, an intern who had significant experience in an area of dietetics prior to the internship may be given credit towards program completion requirements. For example, if an intern entered the program with significant foodservice management experience, the intern may be exempt from completing some or all of the foodservice management rotation and assignments. The DI Program Director will review the intern’s previous job description and compare with ACEND competencies to determine which competencies were previously met. The DI Program Director will further verify from the intern’s former employer that the intern demonstrated competency in these areas. Only competencies that the intern has previously demonstrated will be exempt. The DI Program does not grant actual hours of credit, so the intern would still be required to complete 1216 hours in the internship. The rotation hours that would normally be required in the area of supervised practice that the intern is receiving credit for can be used to gain additional supervised practice experience in another area of dietetics. Interns cannot be given credit for any dietetic graduate courses previously taken. All DI courses in the program must be taken by all interns for program completion.

Accreditation status

San Francisco State University has been offering the Approved Pre-Professional Practice Program in Dietetics since 1991. In 1994, the university was granted "Developmental Accreditation" of The Dietetic Internship Program. In July, 1997, San Francisco State University, Dietetic Internship Program was granted an initial accreditation for a period of ten years by the American Dietetic Association (ADA), Commission on Accreditation/Approval for Dietetics Education (CADE). A 5-year program Evaluation Document was completed February 2002 and approved by the ADA. A two-year extension for re-accreditation was granted by CADE so that re-accreditation of the Dietetic Internship would coincide with the re-accreditation of the DPD Program at SFSU. The re-accreditation self-study was submitted in February 2009 and the site visit was completed in May 2009 and the program was granted continued accreditation for 10 years. The program submitted a 5-year Program Assessment Report in 2014 that was approved and the program was granted continued accreditation until 2019. The program is preparing for re-accreditation in 2018 with a site visit scheduled for November 2018.

Accreditation Council for Education in Nutrition and Dietetics (ACEND)
Academy of Nutrition and Dietetics
120 South Riverside Plaza, Suite 2190
Chicago, IL 60606-6995
Phone 800-877-1600 ext 5400
<https://www.eatrightpro.org/acend>

Note: ADA is now The Academy of Nutrition and Dietetics (AND)

CADE is now Accreditation Council for Education for Nutrition and Dietetics (ACEND)

Program Description/Outline

This is a full-time program consisting of 32 hours per week of practicum experiences which is counted as 12 units of DFM 881, and 12 units of academic coursework which are DFM 785, 755, 758, and 751. Classes are held two days a week on campus in the summer R3 session, and one day a week in Fall and Spring semesters. Students will register for the courses below but will actually be taking coursework from all four courses throughout the program. Internship rotations are four days a week from mid-August through May/early June. No part-time enrollment is allowed. Interns must be achieving a “C” grade or higher in the summer assignments to be placed in internship rotations. Final grades for courses are not given until internship rotation assignments and case studies are completed throughout the year. Students will initially be given a grade of RP (report in progress) which will be converted to a letter grade once all requirements are met for each course.

Summer R3

Units

3 DFM 751 Seminar in Nutritional Assessment Across the Lifespan

3 Units Total

Fall Semester

Units

3 DFM 758 Seminar in Foodservice and Nutrition Program Management

6 DFM 881 Internship in Dietetics

9 Units Total

Spring Semester

Units

3 DFM 785 Seminar in Medical Nutrition Therapy

3 DFM 755 Seminar in Human Nutrition and Metabolism

6 DFM 881 Internship in Dietetics

12 Units Total

Supervised practice experiences (DFM 881) are completed under the direction of a dietitian or foodservice manager or other qualified professional in a facility or program serving children, adults, and/or older adults in a healthcare, community setting, or other appropriate setting. The internship is based on specific competencies set forth by ACEND. A total of 1200 practice hours is required in the internship in order to meet the requirements of ACEND. Summer R3, Fall, and Spring enrollment are required.

Rotations will generally include the following:

- 16-18 weeks in an acute care clinical hospital
- 4-8 weeks in a long-term care/skilled nursing facility, outpatient, or other clinical setting
- 5-6 weeks in a foodservice systems management rotation

- 3-7 weeks in a community nutrition or public health organization
- 3 weeks in an elective

Total weeks in rotations is typically 38 weeks, 4 days a week to complete 1200 hours. The array of clinical, community, and food service rotations will allow the intern to have a variety of experiences in dietetics working with different populations across the lifespan. Rotations will typically begin in mid/late August and end the following year in May/early June. Interns will typically be given two weeks off during December/January, and one week off for Spring Break but this is not guaranteed. Since this is an intensive program, interns are strongly encouraged to not hold outside jobs during the program or have other significant time commitments outside of the internship. Poor performance in rotations as evidenced by preceptor evaluations, or grades lower than a “C” in coursework may result in the intern being required to complete additional coursework, additional internship rotation hours, or termination from the program.

Costs to Intern

ESTIMATED COSTS OF DIETETIC INTERNSHIP PROGRAM

The **estimated** costs of the program are as follows: (university fees are subject to change without advance notice by the Trustees of the California State University) and other expenses are just an **estimate**. Those enrolled in the Certificate in Dietetics/Dietetic Internship are eligible for a Federal Direct Student loan.

The Dietetic Internship Program/ Certificate in Dietetics is housed within the College of Extended Learning. Since it is an academic program, interns are eligible for financial aid. Those interested in financial aid should complete the FAFSA (Free Application for Federal Student Aid) application after admittance. Interns are strongly encouraged to apply for scholarships as well.

Estimated Costs for Summer 2018-Spring 2019 class	
Application document review fee *	\$80
Non-refundable application fee to Graduate Division *	\$55
Non-refundable tuition – 24 units of College of Extended Learning Fees *	\$13,200
Transcript fee *	\$4
Lab coats and dress shoes **	\$200
Professional work clothes **	\$300
Required immunizations, titers, TB tests, physical exam **	\$250
Personal health insurance **	\$1,300
Drug testing, background check, fingerprinting **	\$250
Books and supplies and online training **	\$400
Rent and utilities **	\$18,000
Food and personal items **	\$1,500
Personal car insurance **	\$1000
Transportation and parking **	\$1,200
Attendance at Professional Conference (more if travel is required) **	\$300
Academy of Nutrition and Dietetics Membership **	\$50
Membership in local Dietetic Association **	\$20
Total estimated cost:	\$38,109

* University fees and tuition subject to change

** Non-university costs are estimated

If students receive Federal Financial Aid, this will generally not be made available until Fall and Spring semesters. Students will be responsible for paying for summer courses on their own.

Entrance requirements

1. Interns should be in good health and have had a recent physical exam to ensure that the intern is healthy and capable of successfully completing the rigorous 11-month Dietetic Internship Program. Interns must carry personal health insurance throughout the

duration of the program. Interns do not qualify for University Student Health, but can elect to pay for health and counseling services on campus.

2. Interns must have the following immunizations/medical tests: a) recent TB clearance – (history of a negative two-step PPD plus a PPD completed annually including one over the summer, or negative chest X-ray b) Hepatitis B titer showing immunity c) varicella titer showing immunity, d) MMR titer showing immunity 3) Tdap booster within the last 10 years.. Interns are required to get the flu shot in the Fall or wear a mask as required by their rotation site. Most facilities will not pay for these requirements so interns are generally financially responsible for obtaining these medical requirements. Some facilities may have additional immunization or test requirements so it is suggested that all standard vaccinations and medical records be up-to-date and easily accessible. If a facility requires a more recent TB PPD or chest x-ray or any other tests/immunizations, the intern will need to comply with these requirements, including paying for the tests/immunizations if the facility does not.
3. An official Transcripts showing satisfactory ("C" grade or better) completion of all DPD courses and an official transcript showing conferment of a bachelor degree or graduate degree is required (these may be one and the same).
4. An official DPD verification statement signed by the intern's undergraduate DPD director is required.
5. Documentation/proof of compliance/completion for #1-4 above are typically required prior to intern starting any internship rotations. If one or more of #1-4 is incomplete/unavailable by August, the internship director may delay the start date of rotations which will delay the end date of the internship.
6. Background check and drug testing are typically required of all interns and the program director will alert interns when they need to complete these. Fingerprinting, CPR training, respiratory mask fitting, and other immunizations/immunity tests may be required for some rotations and the intern will need to pay for these if the facility does not. Please alert the internship director if you feel any of these tests/reports/requirements might be of concern and prevent you from gaining entrance into a rotation site. If an intern is unable to pass one of these, it may result in the intern being terminated from the program as the intern may not be able to be placed in rotations.
7. Interview with Preceptor/Facility – An interview may be required before a preceptor will accept an intern. The intern will be contacted by the Program Director or the preceptor with regard to his/her interview(s). Student must be in professional business attire, bring a copy of his/her resume, and conduct the best interview possible in order to be accepted by the facility.
8. Professional Membership – It is required that all interns join AND as a student member and also join the local district (Bay Area District, also known as CAND-BAD, or other district that is closer to your place of residence). The AND membership gives you access to the professional journal and the Evidence Analysis Library, as well as other resources that will be helpful during the internship. The local association has opportunities for volunteering and networking as well as seminars and other events and meetings.

Summer Preparation:

1. Work Experience – Most students admitted into the dietetic internship already had significant work/volunteer experience in dietetics. The Program Director will speak students if additional work experience is expected.
2. Academic Preparation - Students are expected to be well prepared in all aspects of foodservice management, community nutrition, medical nutrition therapy, and general nutrition before the program begins. It is strongly recommended that interns begin compiling a personal notebook or binder containing references (calculation formulas, guidelines for MNT for different disease states, etc...) that may be beneficial for use during rotations
3. Meeting with Dietetic Internship Director – A meeting will be scheduled with each intern early in the summer to discuss the intern’s interests and the director’s expectations for the internship.
4. Summer volunteer opportunities – as an intern, you are required to complete a minimum of two hours of volunteer work (hours can be split up). Some of the interns in the past had difficulty completing this requirement due to time constraints, so interns will now be allowed to complete this requirement over the summer if so desired. The volunteer opportunity must be something serving the community or the profession (so volunteering at a hospital or a clinic to gain dietetics experience doesn’t count). Examples of acceptable experiences include volunteering at a food bank or with your local dietetic association. Please check with the DI Director to make sure an activity counts. Once the volunteer hours are completed, the intern should write a 1/2 page summary of the experience.
5. Summer conference/seminar opportunities – as an intern, you are required to attend at least 16 hours of conferences/seminars. You will have plenty of opportunities during the internship to complete this requirement, but if you see an interesting conference or seminar over the summer that you are interested in attending, please check with the Program Director and to see if it would qualify for some of the required hours. Live events are preferred over online webinars. Interns need to write a ½-1 page summary of what they learned in a conference/seminar.

Policies and Procedures

Withdrawal and refund of tuition and fees

Fees are paid through the College of Extended Learning. Details concerning fees which may be refunded, the circumstances under which fees may be refunded, and the appropriate procedure to be followed in seeking refunds may be obtained by going to the College of Extended Learning website:

<https://cel.sfsu.edu/register/drops-refunds>

Dietetic Internship Program Manual:

Each student will have access to the Dietetic Internship Program Manual electronically. This allows the intern to access the manual anywhere in which there is Internet access, including at rotation sites. This manual will contain the Policies & Procedures of the internship program, the required checklists for each rotation, expected competencies to be achieved, assignments and

projects to be completed, and evaluation forms.

Co-signing/Privacy/ Health Insurance Portability and Accountability Act (HIPAA):

Patient charts are legal documents, and are subject to HIPAA standards as well as the facility's privacy policies. All patient medical and personal information will be treated with the utmost respect by SFSU interns and all policies regarding patient privacy will be adhered to. Failure to comply with HIPAA standards could result in the intern being terminated from the rotation and from the internship program. It is the responsibility of the intern to ensure that all chart notes are reviewed and co-signed by a Registered Dietitian before, or shortly after being entered into a chart. Please obtain permission before copying any chart notes to remove from the hospital. **Any copies of chart notes removed from the hospital facility must have all patient identifying information, including name, SSN, patient medical record number, DOB, and physician name, removed completely by cutting the information off. Do not try to black out with a marker. Do not store any patient information on an electronic device. Do not post any patient information on social media.** See Appendix regarding HIPAA.

Universal Precautions:

Interns must be aware of universal precautions, follow all hospital and clinic procedures with regards to universal precautions, and appropriately protect themselves from potential blood borne and airborne pathogens at all times. If an intern has not been fitted for a respiratory isolation mask, the intern should not enter any respiratory isolation room. See Appendix regarding Universal Precautions.

Non-replacement of facility employees:

Interns are at rotations sites to gain supervised practice experience. As interns become more knowledgeable and increase their accuracy and productivity, they will become more independent in their work. Interns are required to complete a minimum of two weeks of staff relief in their Acute Clinical rotation. However, interns should always be supervised by a preceptor and all chart notes are to be co-signed by an appropriate employee. Interns are not to be used to replace employees. Interns are not to be paid by the preceptor unless previously agreed to, such as in a stipend, as stipulated in the affiliation agreement.

Insurance coverage/requirements:

The University carries the following insurance coverages for each intern. This coverage is in effect for students doing internship rotations as an SFSU dietetic intern in rotations scheduled by the dietetic internship director.

Student Professional Liability Insurance Program (SPLIP) – this covers general liability and professional liability (similar to malpractice) which most internship sites require of all interns. SPLIP provides coverage for claims of property damage or bodily injury made by third-parties and occurring within the course and scope of an intern's duties at a SFSU internship site.

Participant Accident Insurance (PAI) – this provides excess medical expense coverage for accidents. This is secondary to the student's personal health insurance, which is required to be in effect for the entirety of the internship.

Student Travel Accident insurance – this provides limited medical expense coverage to the intern for travel to/from practice sites. This is secondary coverage to the intern’s personal automobile insurance which is required to be in effect for the entirety of the internship if the intern will drive to sites.

Interns are required to carry their own health insurance for the duration of the program. Interns are not eligible for university health services or university health insurance. Interns must maintain appropriate personal automobile liability insurance if they will be using an automobile for transportation to internship sites.

Some internship sites may require additional insurance coverage, such as additional malpractice insurance, which the intern will be financially responsible for.

Injury or illness while in a facility for supervised practice:

Students are required to carry their own health insurance for the duration of the program. Facilities may provide medical care in the case of an emergency, but the costs of these services will be the intern’s financial responsibility.

Nondiscrimination Policy (per the SFSU Bulletin):

Race, Color, Ethnicity, National Origin, Age, and Religion

The California State University does not discriminate on the basis of race, color, ethnicity, national origin, age, or religion in its programs and activities, including admission and access. Federal and state laws, including Title VI of the Civil Rights Act of 1964 and the California Equity in Higher Education Act, prohibit such discrimination.

Disability

The California State University does not discriminate on the basis of disability in its programs and activities, including admission and access. Federal and state laws, including sections 504 and 508 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990, prohibit such discrimination.

Sex/Gender/Gender Identity/Sexual Orientation

The California State University does not discriminate on the basis of sex, gender, gender identity or sexual orientation in its programs and activities, including admission and access. Federal and state laws, including Title IX of the Education Amendments of 1972, prohibit such discrimination.

The California State University is committed to providing equal opportunities to male and female CSU students in all campus programs, including intercollegiate athletics.

For more information on San Francisco State University’s efforts in creating a sexual harassment-free campus, visit titleix.sfsu.edu.

Inquiries Concerning Compliance

Inquiries concerning compliance or the application of these laws to programs and activities of San Francisco State University may be referred to the Manager, Equity Programs & Compliance at (415) 338-2032 or vpsaem@sfsu.edu or to:

Regional Director of the Office for Civil Rights
United States Department of Education
50 Beale Street, Suite 7200
San Francisco, California 94105.

HIV/AIDS Policy

HIV/AIDS Policy: Students and employees with HIV/AIDS shall be afforded unrestricted classroom attendance, working conditions, use of university facilities, and participation in co-curricular and extra-curricular activities as long as they are physically and psychologically able to do so.

For more information, individuals are encouraged to contact Student Health Services, members of the AIDS Coordinating Committee (415) 338-7339, Human Resources Department, Office of Faculty Affairs, or the Dean of Students office.

Standards for Student Conduct:

The University is committed to maintaining a safe and healthy living and learning environment for students, faculty, and staff. Each member of the campus community should choose behaviors that contribute toward this end. Students are expected to be good citizens and to engage in responsible behaviors that reflect well upon their university, to be civil to one another and to others in the campus community, and contribute positively to student and university life.

More information about Student Conduct can be found at: <https://conduct.sfsu.edu/standards>

Privacy Rights of Students in Education Records (per the SFSU Bulletin)

The federal Family Educational Rights and Privacy Act of 1974 (20 U.S.C. 1232g) and regulations adopted thereunder (34 C.F.R. 99) set out requirements designed to protect students' privacy in their records maintained by the campus. The statute and regulations govern access to certain student records maintained by the campus, and the release of such records. The law provides that the campus must give students access to most records directly related to the student, and must also provide an opportunity for a hearing to challenge the records, if the student claims they are inaccurate, misleading, or otherwise inappropriate. The right to a hearing under this law does not include any right to challenge the appropriateness of a grade determined by the instructor. The law generally requires the institution to receive a student's written consent before releasing personally identifiable data about the student. The institution has adopted a set of policies and procedures governing implementation of the statute and the regulations. Copies of these policies and procedures may be obtained on the web at www.sfsu.edu/~admisrec/reg/ferpa.html or in the Registrar's Office.

The campus is authorized to provide access to student records to campus officials and employees who have legitimate educational interests in such access. These persons have responsibilities in the campus' academic, administrative, or service functions and have reason for accessing student records associated with their campus or other related academic responsibilities. Student records will be disclosed to the Chancellor's Office of the California State University in order to conduct research, to analyze trends, or to provide other administrative services on behalf of the CSU. Student records may also be disclosed to other persons or organizations under certain conditions (e.g., as part of the accreditation or program evaluation; in response to a court order or subpoena; in connection with financial aid; or to other institutions to which the student is transferring).

More information about Student Privacy Rights can be found at:

<http://bulletin.sfsu.edu/policies-procedures/regulations-procedures/privacy-rights/>

In the case of the dietetic internship records, all intern files are kept in the program director's locked office and access to these records are limited to the program director and the intern except for exceptions as stated above in the SFSU policy.

Evaluation of Intern Performance:

Interns are evaluated by preceptors at the end of each rotation and at midpoint and end of the major clinical rotation. After completion of a rotation, the preceptor should complete two evaluation forms - Evaluation Form 1 General Evaluation and the other evaluation form that applies to the rotation (FSSM, SNF, Outpatient/Clinic, Community, and Clinical). Elective rotations and rotations of two weeks may only require Evaluation Form 1. Interns must receive an average score of a 3 (satisfactory) or better on each of the required evaluation forms for each rotation. If a student receives a score of 1 (unsatisfactory) or 2 (needs improvement) in any one of the individual subsidiary performance requirement areas, but overall receives an average score of 3, the program director will determine if action needs to be taken to improve those specific scores or if those requirements can be met in a future rotation or an assignment. If an overall average score is less than 3, then director will determine if a meeting with the preceptor and student is needed to determine the appropriate steps necessary to improve the student's performance to a satisfactory level. Possibilities may include extending the rotation, sending the intern to another site to meet requirements, or having the intern complete a special assignment to show competency. In some situations, the competencies can be demonstrated in a different rotation or assignment. In the Acute Care Clinical rotation, interns receive a mid-point evaluation from their preceptors as well as a final evaluation. Some scores of "1" or "2" at midpoint are to be expected. If there are any areas of concern at the mid-point evaluation, the DI Director, along with the intern and the preceptor, determine a plan of action to facilitate meeting the required competencies by the end of the rotation.

Interns are also evaluated academically through completion of assignments, research papers, presentations, class attendance and participation, and case studies. Students are expected to attend classes, to participate in activities in the classroom, to complete assignments by the due dates, and to take exams as scheduled. In the didactic component of the program, students receive written feedback in the form of scores or grades on all assignments which are submitted to the faculty member. Requirements of collective bargaining by the faculty unit with the CSU system requires that faculty provide students with a copy of a course syllabus (posted on iLearn or e-mailed to students) that includes course requirements, deadlines, grading, and a class schedule by the second class meeting. The syllabus will give an overview of course content, requirements/assignments and outcomes although these are subject to change with notice. Some faculty deduct points from work which is late, and some do not accept late work except for illness or emergency which must be documented (i.e. physician note). The University Bulletin states Grading Policy and Academic Standards. These include definitions of the basic grades of A, B, C, D, F, CR, NC, I, W, and AU. Students will receive a grade of RP (Report in Progress) for some courses, as certain assignments must be completed during specific internship rotations. Once those assignments are completed, the RP will be changed to a letter grade by the instructor. Student appeals of grades, use of incomplete grades and repeat of courses are stated in the University Bulletin. Repeating of courses may not be possible for this program due to the structure of the program and separate cohorts. The faculty assigns course grades based on these. Interns receiving a grade in a course lower than a C may be terminated from the DI Program as

receiving a course grade lower than a C will result in an inability to successfully complete the program and receive a verification statement. Additionally, interns who receive poor grades on assignments, papers, presentations, class participation, and case studies will meet with the faculty to determine a plan of action to improve performance. Many of these course requirements demonstrate ACEND required competencies as well.

Campus Support Resources:

The Program Director, faculty, and preceptors are the first resources for interns who need additional help with coursework and assignments related to internship rotations or questions regarding employment after program completion. Additionally, interns can access the following resources on campus.

eNCPT – Electronic Nutrition Care Process Terminology (interns will be provided with login information)

<https://www.ncpro.org>

Adult Nutrition Care Manual – (interns will be provided with login information)

<https://www.nutritioncaremanual.org/adult-nutrition-care>

J. Paul Leonard Library – offers tutoring support with writing and research

<http://library.sfsu.edu/research-help>

Learning Assistance Center – faculty-run tutoring support

<http://lac.sfsu.edu>

Disability Programs and Resource Center – can support students with disabilities and special needs, can help set up accommodations as needed

<https://access.sfsu.edu>

Career Services and Leadership Development – can support interns who need support gaining employment after the internship

<https://careerservices.sfsu.edu/#aboutus>

SFSU Financial Aid office – (interns qualify for FAFSA)

<https://financialaid.sfsu.edu>

Peggy H. Smith Counseling Clinic

https://psyservs.sfsu.edu/Counseling_Services/Counseling_Services_Clinic

Disability Programs and Resource Center – can support students with disabilities and special needs, can help set up accommodations as needed

<https://access.sfsu.edu>

Career Services and Leadership Development – can support interns who need support gaining employment after the internship

<https://careerservices.sfsu.edu/#aboutus>

Illness or Time off:

Interns are expected to adhere to the internship rotation schedule as planned by the Program Director. In the event of an illness or personal emergency, the student must contact the Program Director and the preceptor ASAP, preferably at least one day before he/she is scheduled to work. Interns may ask for time off for personal reasons but are not guaranteed this time off. The more in advance the request is made, the more likely the Program Director can accommodate the schedule request. Time off for reasons other than scheduled holidays and scheduled vacations will extend the total length of the program. Hours lost as a result of absences must be made up in order to meet the required 1200 hours of experience as required by ACEND. Excessive absenteeism will be considered as grounds for dismissal from the program.

Vacation, holiday, and absence policies:

Students generally have only the following days off for vacation and holidays: Labor Day, two weeks of vacation in December/ January, and one week of Spring break in the Spring semester but these are not guaranteed. Students must be available for final exams per the final exam schedule. If an intern needs time off for personal reasons, the intern must inform the Program Director as early as possible so that changes in the rotation schedule can be requested of preceptors. Requested time off may or may not be approved due to preceptor schedules. Time off other than scheduled time off will be required to be made up in order to meet the 1200 hour of supervised practice requirement.

Extended Leave of Absence:

Interns who need an extended leave of absence of more than one week due to illness, injury, or for serious personal reasons must contact the Program Director and the preceptor ASAP. If the intern was in good standing prior to the requested leave, the Program Director will work with the intern and preceptor to try to accommodate an extended leave of absence. The intern must provide documentation (medical documentation, insurance documentation, death certificate, etc...) justifying the need for an extended leave of absence. The Program Director will try to accommodate extended leave of absences but cannot guarantee that rotations can be re-scheduled. If the Program Director cannot re-schedule rotations for an extended leave of absence, the intern will be required to withdraw from the program. All rotations must be completed within five months of the scheduled program completion date. Coursework may be completed within one year of scheduled program completion if extension is approved by the Program Director, faculty, and university. A leave of absence greater than five months cannot be accommodated.

Disciplinary and termination procedures:

Students who do not attend a class regularly, who do not submit assignments in a timely manner, or are receiving lower than a C in a course may be terminated from the program. If there are concerns regarding a student's performance, attendance, or grade, the instructor will make an appointment to speak with the student although it is preferred that the student take the initiative to speak with the instructor.

Interns are expected to satisfactorily complete all scheduled dietetic internship rotations as evidenced by checklists, projects, and evaluation forms. If an intern is having difficulty meeting expectations, the internship director will speak with the intern and preceptor as appropriate to determine a plan for improvement. If an intern receives evaluation scores lower than "satisfactory", the rotation may be extended, or the competencies may be met at another rotation or through an assignment but this needs to be agreed upon between the Program

Director, intern, and possibly the preceptor.

The Program Director reserves the right to discontinue the internship program for an intern if it is necessary or appropriate to do so. Before this action is taken, the Program Director, faculty, and/or preceptors will have taken the above steps to work with the intern to improve performance, as appropriate. An intended termination must be presented by the Program Director to the Chair of Department of the Family Interiors Nutrition & Apparel and the for approval. Possible reasons for the termination may include, but are not limited to, the following:

- a. termination of an internship experience by a preceptor based on unsatisfactory performance/progress, inappropriate actions (i.e. not adhering to HIPAA), or poor professionalism (i.e. poor conduct, tardiness, or absenteeism) of the intern
- b. continued unsatisfactory (ratings lower than "3/satisfactory") internship performance as evidenced by evaluation forms
- c. unsatisfactory academic grades (lower than "C") in academic coursework of the program.
- d. failure to meet competency requirements
- e. excessive/blatant absenteeism or tardiness
- f. unprofessional behavior at internship sites
- a. blatant violation of policies and procedures established by SFSU and the Certificate Program in Dietetics/Dietetic Internship

In the event that it becomes necessary to terminate a student's internship experience due to Disciplinary Termination, the student will receive grades and units earned for the completion of the academic portion of their coursework. However, most didactic courses are intimately connected to the internship rotations, so the student will likely need to withdraw or take an "Incomplete" for those courses. For the course titled "Dietetic Internship", the practicum component of the program, the student will receive an Incomplete grade. Terminated interns will not receive a Verification Statement or the Graduate Certificate in Dietetics.

Tuition and fee refunds in the event of Disciplinary Termination will follow the policies of Withdrawal and Refund of Tuition and Fees policy as set forth by the College of Extended Learning.

Student Concerns and Complaints:

The Program Director strives to speak with each intern individually a minimum of once a month for the duration of the internship program. It is expected if an intern has a concern or complaint, that s/he will discuss this with the Program Director. The Program Director is available via e-mail, cell phone, and in office hours to discuss any concerns or complaints interns may have. Interns should also communicate directly with faculty members or preceptors as appropriate or ask the Program Director to mediate if appropriate. If the Program Director cannot resolve the complaint, the intern can speak with the FINA Department Chair.

In the case where the Program Director is unable to satisfactorily address an intern's concern

or complaint, refer to the following university processes:

<http://bulletin.sfsu.edu/policies-procedures/regulations-procedures/concerns-complaints/>
<http://vpsaem.sfsu.edu/content/student-concerns-and-complaints>

If an intern's complaint is related to accreditation standards or policies, and still not resolved after above measures have been taken, complaints about the program can be forwarded to ACEND, the program's accrediting body.

Accreditation Council for Education in Nutrition and Dietetics (ACEND)
Academy of Nutrition and Dietetics
120 South Riverside Plaza, Suite 2190
Chicago, IL 60606-6995
Phone 800-877-1600 ext 5400

<https://www.eatrightpro.org/acend/public-notices-and-announcements/filing-a-complaint-with-acend/procedure-for-complaints-against-accredited-programs>

Evaluation of Program, Instructors, and Preceptors

Students have the opportunity to evaluate faculty on Faculty Evaluations as well as the entire program, preceptors, and instructors on the Post Program Completion Survey. Alumni one-year post program completion will also be requested to complete a survey on employment and preparedness for employment.

All interns also evaluate each of their preceptors/sites at the completion of each rotation. The internship director will review these evaluations and take these evaluations into account when determining what facilities/preceptors will be used for future internship sites. Preceptors or sites with lower intern evaluations may not be used for future rotations, per Program Director's discretion.

