Competency in dietetics is the ability to:

1. Think critically and analyze and solve complex, real-world problems.
2. Find, evaluate and use appropriate learning resources.
3. Work cooperatively in teams and small groups.
4. Demonstrate effective oral and written communication skills.
5. Use content knowledge and intellectual skills to become continual learners.

(Duch, 1998)
## TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>SECTION</th>
<th>PAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>I. Introduction</td>
<td>1</td>
</tr>
<tr>
<td>II. The Academy of Nutrition and Dietetics</td>
<td></td>
</tr>
<tr>
<td>Code of Ethics for the Dietetics Profession</td>
<td>2</td>
</tr>
<tr>
<td>Competency Requirements</td>
<td>9</td>
</tr>
<tr>
<td>III. Program Information</td>
<td></td>
</tr>
<tr>
<td>Iowa State University - General Description</td>
<td>11</td>
</tr>
<tr>
<td>Mission and Philosophy</td>
<td>11</td>
</tr>
<tr>
<td>Program Goals</td>
<td>11</td>
</tr>
<tr>
<td>Non-Discrimination Statement</td>
<td>12</td>
</tr>
<tr>
<td>Expenses</td>
<td>13</td>
</tr>
<tr>
<td>IV. Dietetics Internship Program Policies and Information</td>
<td></td>
</tr>
<tr>
<td>Supervised Experiences</td>
<td>15</td>
</tr>
<tr>
<td>Communication and Blackboard Learn</td>
<td>16</td>
</tr>
<tr>
<td>Requirements for Successful Completion</td>
<td>17</td>
</tr>
<tr>
<td>Components of Evaluation</td>
<td>19</td>
</tr>
<tr>
<td>Emergency/Medical Leave</td>
<td>22</td>
</tr>
<tr>
<td>V. University Policies and Information</td>
<td>24</td>
</tr>
<tr>
<td>VI. Signature Pages</td>
<td></td>
</tr>
<tr>
<td>Conditions of Participation</td>
<td>28</td>
</tr>
<tr>
<td>Waiver of Liability Statement</td>
<td>30</td>
</tr>
<tr>
<td>Intern Consent to Disclosure of Education Records</td>
<td>31</td>
</tr>
<tr>
<td>Memorandum of Agreement for Communication Expectations</td>
<td>32</td>
</tr>
<tr>
<td>Emergency Information Page</td>
<td>33</td>
</tr>
<tr>
<td>Intern Reference Consent to Release</td>
<td>34</td>
</tr>
<tr>
<td>Consent Form for Use of Internship Work in Reporting/Assessment</td>
<td>35</td>
</tr>
<tr>
<td>Consent to Use Picture/Likeness</td>
<td>35</td>
</tr>
</tbody>
</table>

The following additional topics can be found in the Blackboard Learn version of Dietetics Internship Program Handbook:

- Transportation
- Student Grievance Procedures
- Computer/Systems Contact
- Student Counseling Service
- Dress Code
- Health Services
- Library Website Address
- Office of Extended & Continuing Education
- Education Information
- Primary Office and Service Phone Numbers
- Sexual Harassment
- University Holidays and Recesses
- Nondiscrimination Policy
- Inclement Weather Policy
- Insurance
- Living Arrangements
I. INTRODUCTION

Welcome to the Iowa State University Dietetics Internship Program. Your academic achievement, interest in the profession of dietetics, completion of the required coursework and degrees, and past work experience determined your selection to participate in the program. You will find the next six months very intense as you complete the requirements to establish eligibility to write the Academy of Nutrition and Dietetics registration examination. Faculty members look forward to assisting you to meet the challenges of this program and achieve your educational and career goals.

This guidebook provides you with information you will use throughout the program. Sections II and III give a brief introduction to the Academy of Nutrition and Dietetics, Iowa Licensure, and the Dietetics Internship Program at Iowa State University. The remaining sections give you information you will use as you progress through the program.

II. THE ACADEMY OF NUTRITION AND DIETETICS

The Academy of Nutrition and Dietetics (Academy), the professional organization for dietetics practitioners, promotes optimal health and nutritional status of the population through the provision of direction and leadership for quality dietetics practice, education, and research (Directory of Dietetics Programs, The Academy of Nutrition and Dietetics, 1990).

Dietetics Internship programs are accredited by the Accreditation Council for Education in Nutrition and Dietetics (ACEND) which evaluates program compliance based on the 2012 Standards of Education. ACEND is recognized as the accrediting agency for Dietetics Internship programs by the Council of Postsecondary Accreditation and the U.S. Department of Education. The Dietetics Internship Program at Iowa State University is granted continued accreditation status until 2018 by ACEND.

The Commission on Dietetic Registration (CDR) is the credentialing agency for the Academy. CDR determines standards for eligibility to write the registration examination. Present standards are: academic preparation, supervised practice, and confirmation of academic and practice requirements by verification statement.

During the Dietetics Internship you will receive the materials and information needed to make application to write the Academy registration examination. Additionally, you will be provided with information about licensure across the nation. Each state determines its own requirements for the licensing of dietitians.
The ISU DI has utilized 2012 ACEND competency requirements in designing the program requirements. The specific competencies that are met by each requirement are shown in the checklist located in Blackboard Learn.

2012 ACEND Core Competencies for the RD for the Internship Program in Nutrition and Dietetics Programs

1: Scientific and Evidence Base of Practice: integration of scientific information and research into practice
CRD 1.1 Select indicators of program quality and/or customer service and measure achievement of objectives.
CRD 1.2 Apply evidence-based guidelines, systematic reviews and scientific literature (such as the Academy’s Evidence Analysis Library, Cochrane Database of Systematic Reviews and the U.S. Department of Health and Human Services, Agency for Healthcare Research and Quality, National Guideline Clearinghouse Web sites) in the nutrition care process and model and other areas of dietetics practice
CRD 1.3 Justify programs, products, services and care using appropriate evidence or data
CRD 1.4 Evaluate emerging research for application in dietetics practice
CRD 1.5 Conduct projects using appropriate research methods, ethical procedures and statistical analysis

2: Professional Practice Expectations: beliefs, values, attitudes and behaviors for the professional dietitian level of practice.
CRD 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 Dietetics Practice, and Code of Ethics for the Profession of Dietetics
CRD 2.2 Demonstrate professional writing skills in preparing professional communications
CRD 2.3 Design, implement and evaluate presentations to a target audience
CRD 2.4 Use effective education and counseling skills to facilitate behavior change
CRD 2.5 Demonstrate active participation, teamwork and contributions in group settings
CRD 2.6 Assign patient care activities to DTRs and/or support personnel as appropriate
CRD 2.7 Refer clients and patients to other professionals and services when needs are beyond individual scope of practice
CRD 2.8 Apply leadership skills to achieve desired outcomes
CRD 2.9 Participate in professional and community organizations
CRD 2.10 Establish collaborative relationships with other health professionals and support personnel to deliver effective nutrition services.
CRD 2.11 Demonstrate professional attributes within various organizational cultures
CRD 2.12 Perform self-assessment, develop goals and objectives and prepare a draft portfolio for professional development as defined by the Commission on Dietetics Registration
CRD 2.13 Demonstrate negotiation skills

3: Clinical and Customer Services: development and delivery of information, products and services to individuals, groups and populations
CRD 3.1 Perform the Nutrition Care Process (a through e below) and use standardized nutrition language for individuals, groups and populations of differing ages and health status, in a variety of settings
CRD 3.1.a. Assess the nutritional status of individuals, groups and populations in a variety of settings where nutrition care is or can be delivered
CRD 3.1.b. Diagnose nutrition problems and create problem, etiology, signs and symptoms (PES) statements
CRD 3.1.c. Plan and implement nutrition interventions to include prioritizing the nutrition diagnosis, formulating a nutrition prescription, establishing goals and selecting and managing intervention
CRD 3.1.d. Monitor and evaluate problems, etiologies, signs, symptoms and the impact of interventions on the nutrition diagnosis
CRD 3.1.e. Complete documentation that follows professional guidelines, guidelines required by health care systems and guidelines required by the practice setting
CRD 3.2 Demonstrate effective communications skills for clinical and customer services in a variety of formats
CRD 3.3 Develop and deliver products, programs or services that promote consumer health, wellness and lifestyle management
CRD 3.4 Deliver respectful, science-based answers to consumer questions concerning emerging trends
CRD 3.5 Coordinate procurement, production, distribution and service of goods and services
CRD 3.6 Develop and evaluate recipes, formulas and menus for acceptability and affordability that accommodate the cultural diversity and health needs of various populations, groups & individuals
4: Practice Management and Use of Resources: strategic application of principles of management and systems in the provision of services to individuals and organizations
CRD 4.1 Participate in management of human resources
CRD 4.2 Perform management functions related to safety, security & sanitation that affect employees, customers, patients, facilities & food
CRD 4.3 Participate in public policy activities, including both legislative and regulatory initiatives
CRD 4.4 Conduct clinical and customer service quality management activities
CRD 4.5 Use current informatics technology to develop, store, retrieve and disseminate information and data
CRD 4.6 Analyze quality, financial or productivity data and develops a plan for intervention
CRD 4.7 Propose and use procedures as appropriate to the practice setting to reduce waste and protect the environment
CRD 4.8 Conduct feasibility studies for products, programs or services with consideration of costs and benefits
CRD 4.9 Analyze financial data to assess utilization of resources
CRD 4.10 Develop a plan for a product, program or service that includes a budget, staffing needs, facility requirements, equipment and supplies
CRD 4.11 Code and bill for dietetic/nutrition services to obtain reimbursement for services from public or private insurers

The ISU DI has developed the following concentration area:

Technology in Health Promotion: Fostering health promotion through the use of technology in diverse settings.

The ISU Dietetics Internship (ISU DI) program is an accelerated program that prepares entry level dietitians to function in a variety of settings including community, public health, wellness, private practice, management and health care. The supervised practice learning activities focus on preparing entry level practitioners to apply technology and the Nutrition Care Process in health promotion activities.

Interns are exposed to a variety of avenues to facilitate health promotion including individual nutrition education and counseling, private practice, corporate wellness, school nutrition programs, public policy development, community needs assessment, as well as others.

Upon completion of ISU DI, the RD is able to design, implement, and evaluate nutrition-related interventions in professional practice which aid individuals and/or groups (populations) to improve health status.

Concentration Area Student Learning Outcomes:
As a result of the internship the intern will:

1) Develop evidence-based intervention(s) to promote health using effective communication through current technology in diverse settings.

2) Deliver evidence-based intervention(s) to promote health using effective communication through current technology in diverse settings.
The ISU DI began as an AP4 program in 1989. It meets the performance requirements for experience programs for students who have completed the academic requirements of the Academy of Nutrition and Dietetics (Academy). The internship is administered through the Department of Food Science and Human Nutrition and interns are admitted to Iowa State University (ISU) as full-time graduate students. Students successfully completing the internship will be eligible to take the registration examination administered by the Commission on Dietetic Registration (CDR). Successful completion of the internship and the registration examination meet the requirements to be a Registered Dietitian (RD).

One group of interns is enrolled in the program from January through June and another group from June through November. Throughout the program, interns meet regularly with ISU faculty to discuss program progress.

The Dietetics Internship Program at Iowa State University is granted continued accreditation status until 2018 by The Accreditation Council for Education in Nutrition and Dietetics (ACEND) of the Academy of Nutrition and Dietetics 120 South Riverside Plaza, Suite 2000, Chicago, IL 60606-6995, 312/899-4876.

This full-time, generalist DI program offers at least 1200 hours of supervised practice in medical nutrition therapy, community nutrition and foodservice management. The concentration area is noted on page 10.

Successful completion of all requirements of the ISU DI results in the achievement of a Graduate Certificate in Dietetics Internship from Iowa State University of Science and Technology.

MISSION

The mission of the ISU Dietetics Internship Program, including the Iowa-based and Nationwide and the International Community Nutrition Opportunity pathway, and the ISPP pathways, is to prepare entry level Registered Dietitians who possess skills necessary for success in diverse and multi-disciplinary, community-based settings for the emerging roles in current and future general dietetics practice in diverse settings.

DIETETICS INTERNSHIP GOALS

Goal 1: The ISU Dietetics Internship Program, including the Iowa-based, Nationwide and the optional International Community Nutrition Opportunity pathway and ISPP pathways, will develop entry-level Registered Dietitians who possess skills necessary for success in the emerging roles in current and future general dietetics practice in multi-disciplinary, community-based and diverse settings.

Outcome Measures:

1. Over a 5 year period 85% of alumni will pass the RD exam on the first attempt.
2. Over a 5 year period 95% of interns complete the program as designated in their individual Program Completion Plan.
3. Over a 5 year period 75% of the responding graduates will have obtained employment related to dietetics practices within 12 months of program completion.
4. Over a 5 year period 75% of the responding employers of the program graduates will agree that the graduate exhibits skills related to those of competent entry-level dietitians.
5. Over a 5 year period 75% of the responding graduates who participated in the optional international community nutrition rotation will agree that participation in the optional international community nutrition rotation resulted in skill development related to cultural diversity.

**Goal 2:** The ISU Dietetics Internship Program graduates, including those in the Iowa-based, Nationwide and the optional International Community Nutrition Opportunity pathway and the ISPP pathways, will contribute to the pool of registered dietitians in diverse settings.

**Outcome Measures:**

1. Over a 5 year period 75% of the responding graduates of the program seeking such positions will receive positions in the field of Dietetics in diverse settings within one year of completion of RD.

**NON-DISCRIMINATION STATEMENT**

Iowa State University does not discriminate on the basis of race, color, age, religion, national origin, sexual orientation, gender identity, sex, marital status, disability, or status as a U.S. veteran. Inquiries can be directed to the Director of Equal Opportunity and Diversity, 3680 Beardshear Hall, (515) 294-7612.
TUITION AND FEES

All tuition and fees noted below are subject to change without notice. The applicant/intern is encouraged to contact ISU for current tuition and fees or visit the Office of the Registrar: Distance Education for tuition and fee information at http://www.distance.iastate.edu/information/costs.php.

Iowa State University interns are considered full-time Iowa State University students and are eligible for any applicable financial aid and/or loan deferment.

For more information, see the ISU Office of Financial Aid website at http://www.financialaid.iastate.edu/; contact Jennifer Schroeder jschroed@iastate.edu (515-294-2223) for specific Dietetics Internship financial information.

There is no stipend with the program and the intern should plan for the following expenses:

Iowa State University tuition and fees (approximate total for 14 graduate credits)

- **1st Semester Tuition** - $3877.00
  - Approximately $2912 (Calculated $416.00 per credit x 7 credits)
  - Course Delivery Fees - $850 (Calculated: $100 per credit x 7 credits + $150 College costs)
  - Computer Fee $115.00
- **Second Semester Tuition** - $3877.00
  - Approximately $2912 (Calculated $416.00 per credit x 7 credits)
  - Course Delivery Fees - $850 (Calculated: $100 per credit x 7 credits + $150 College costs)
  - Computer Fee $115.00

Additional Tuition & Fees Information

Tuition is charged at the in-state rate for both resident and non-resident interns. Course fees cover the costs related to program services including accreditation and certifications.

- The computer fee is charged to all Iowa State students and interns regardless of on or off campus designation. This fee is used to support the computer infrastructure within the university.
- An activity fee (~$226.35) allows you to purchase tickets to certain Iowa State cultural and athletic events at student prices and utilize recreational and other services on campus. This fee is optional if you are taking internship courses only.
- The ISU application fee (~$40) applies to those new-to-ISU interns who will apply for financial aid.
- Course delivery fees include program costs and a College of Human Sciences surcharge on all distance education courses.
- Iowa State University may increase rates at any time. Please visit the ISU tuition website at http://www.public.iastate.edu/~registrar/fees/ for details.

Other required expenses:

- CDR Registration exam - ~$200
- Student Academy membership - ~$50.00
- Access to the Nutrition Care Manual Online; student member rate - ~$75.00
- Cost for textbooks - variable
- Travel costs to ISU campus - variable
- Living expenses (car, car insurance, housing food, clothing - variable
- Health insurance - variable
- Drug screening and criminal/abuse background checks - variable
- Expenses incurred during required Orientation Week held in Ames IA including but not limited to travel to/from Ames IA, apartment or hotel costs while in Ames IA, meals and other expenses - variable.

Insurance Requirements

The ISU DI carries professional liability insurance for the intern thus the intern does not need to purchase professional liability insurance. The intern is required to carry and provide proof of health insurance. If the intern will be driving an automobile during the internship, then the intern must carry auto insurance.
Office of Extended and Continuing Education

www.lifelearner.iastate.edu

Trisha Ritland
(515) 294-7925

Library

www.lib.iastate.edu

Computer/Systems Contact

Marilyn Cox
(515) 294-6400
IV. DIETETICS INTERNSHIP PROGRAM
POLICIES AND INFORMATION

UNIVERSITY HOLIDAYS AND RECESS

Holidays are observed as they are scheduled on the University calendar and facility schedules. University breaks are NOT observed. This includes spring, semester, Thanksgiving, and inclement weather breaks. Time lost due to illness or emergencies must be made up in order to complete the required hours of practice. **All absences must be reported by phone to ISU faculty and your current preceptor in the supervised practice facility to which you are assigned.** Exceptions will be made only for just cause and with the approval of the program director and the cooperating facility.

TRANSPORTATION

Interns are responsible for their own transportation to and from all assigned facilities and experience sites. The University is not responsible for accidents students may have in private automobiles. Students are expected to maintain automobile liability insurance.

LIVING ARRANGEMENTS

Interns are responsible for their own housing throughout the program. Check with faculty about current options that may be available. If you are located outside of the Ames/Des Moines area, you will have housing/meal expenses for one (1) week of internship when you are required to be on campus.

DRESS CODE

Professional clothing as defined by preceptor including pantyhose/nylons/socks are required at all times with closed toe shoes, hair restraints, minimal jewelry in production and serving areas. If the intern’s attire is not considered professional, the preceptor and/or instructor may require the intern to leave; this time must be made up at the convenience of the preceptor.

INCLEMENT WEATHER

Absence from supervised practice activities for reason of inclement weather must be reported by telephone to ISU faculty and to the supervised practice facility.

INSURANCE

Interns are required to provide proof of health insurance coverage.

SUPERVISED EXPERIENCES

Upon completion of FSHN 554, 555, 556, the intern will have met the ACEND 2012 Competencies/Learning Outcomes for DI Programs:

1. Demonstrate scientific and evidence based practice by the integration of scientific information and research into all areas of practice including but not limited to health promotion and prevention of chronic disease.
2. Demonstrate professional practice expectations including beliefs, values, attitudes and behaviors found in the professional dietitian level of practice.
3. Provide clinical and customer service in the development and delivery of information, products, and services to individuals, groups and populations of differing ages and health status and in various settings using all components of the nutrition care process.
4. Practice management and use of resources by the strategic application of principles of management and systems in the provision of services to individuals and organizations.
COMMUNICATIONS AND Blackboard Learn

Proper use of the electronic Blackboard Learn system enhances the internship and provides communication tools for use between interns and faculty. To attain the best possible results:

1) Check your ISU email account daily. Blackboard Learn is the primary source of communication, all emails sent through Blackboard Learn will go to your ISU email account.

2) Contact Marilyn Cox (mcox@iastate.edu) if you have questions about or problems in Blackboard Learn.

3) Advanced notices related to scheduled maintenance and updates to Blackboard Learn are posted on the Blackboard Learn login page. Program faculty also will notify you about scheduled maintenance and updates to Blackboard Learn.

4) Unscheduled maintenance and updates of the Blackboard Learn system are found on the Blackboard Learn login screen and instructors will send emails to you via the ISU email system.

5) If all electronic systems are down, phone communication is used as the primary communication method in the interim.

6) You may contact your instructor by phone or email:
   a. Jean Anderson  515-294-7316  janderso@iastate.edu
   b. Janet Johnson   515-294-9798  janetj@iastate.edu
   c. Laurie Kruzich  515-294-8437  lkruzich@iastate.edu
   d. Erin Bergquist  515-294-5324  erin_b@iastate.edu

7) All weekly requirements are due the Tuesday after each week’s rotation. Due dates for specific rotations are identified in the Master Internship Schedule located in Blackboard Learn. All required materials must be submitted through Blackboard Learn. Materials must be legible but do not need to be typed. Correct spelling and grammar is expected! You may need to provide additional materials via email, fax or U.S. mail. Note: use of BBL and email are preferred methods of turning in assignments.

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</tr>
<tr>
<td>Dept. of Food Science &amp; Human Nutrition</td>
<td>Intern Name</td>
</tr>
<tr>
<td>224 MacKay</td>
<td>Number of pages</td>
</tr>
<tr>
<td>Iowa State University</td>
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<tr>
<td>Ames, IA 50011-1123</td>
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SUCCESSFUL COMPLETION

Successful completion of all requirements of the ISU DI results in the achievement of a Graduate Certificate in Dietetics Internship from Iowa State University of Science and Technology and the DI Verification Statement.

The ISU DI is committed to developing individual competence in the areas of leadership, time management, critical thinking, assessment/problem solving, and effective communication. At Iowa State University, dietetics interns are required to demonstrate mastery of content areas to the internship faculty via predetermined requirements and projects, while preceptors assess and evaluate the intern’s day-to-day skill progression. The fast pace of the internship dictates that the successful intern is one who communicates clearly, is self-directed, and demonstrates knowledge, theory and technical competence and appropriate professional behaviors.

COMPONENTS OF SATISFACTORY COMPLETION OF PROFESSIONAL PRACTICE EXPECTATIONS

The Verification Statement from Iowa State University that establishes eligibility to take the national registration exam is granted only when the dietetics intern has demonstrated competence as an entry-level practitioner through satisfactory completion of all components of all scheduled supervised practice rotations, projects and requirements. Interns may be given additional time to complete supervised experiences, pending approval of DI director and preceptors. Interns must complete all internship requirements no later than 13 weeks (39 weeks total; 150% of time designated in the individual Program Completion Plan) following the scheduled time for completion of the program. As required by ACEND (standard #19, 2012) and ISU, interns must have an Affiliation Agreement completed and fully executed prior to starting in the facility.

Completion of the required graduate level courses results in the achievement of the Graduate Certificate in Dietetics Internship from Iowa State University of Science and Technology. See Course Syllabus for course information and requirements.

In order to receive the DI verification statement, the Department of Food Science and Human Nutrition requires that the dietetics interns complete the required graduate courses and:

- meet all ACEND core competencies prior to completion of the internship. These core competencies specify what every dietitian should be able to do at the beginning of his or her practice career. The core competency statements build on appropriate knowledge and skills necessary for the entry-level practitioner to perform reliably in the professional practice setting. See the ISU Dietetics Internship Handbook for a listing of the competencies. See Course syllabus for a discussion of the course requirements to meet the competencies.
- demonstrate professional behavior competence in the areas of communication, time management, problem solving and critical thinking.
- exhibit satisfactory performance in accordance with the Professional Code of Ethics for the Profession of Dietetics on all required assignments, projects, curricula, rotation objectives, case studies, presentations, and exams.
- comply with policies and procedures of the dietetics internship as specified in this manual as well as the policies and procedures established by all affiliating institutions. It
is important that students familiarize themselves with all policies and procedures of the internship and all facilities.

**Professional practice and performance competence is described as follows:**

**Effective communication** (oral and written, individual and team, formal and informal) as evidenced by:

- Participate in all required communication with ISU faculty and preceptors.
- Weekly written journal due to assigned instructor by 5 pm on Tuesday of each week of the internship.
- Active participation in individual and group discussions either in person or via website to demonstrate knowledge and understanding of topic.
- Other communication both oral and written as assigned.
- Successful completion of oral and written reports as assigned.
- Completion of rubrics for self-assessment of professional progress.
- Email is considered an official means of communicating with interns. All interns are responsible for checking their ISU email account in a timely manner.

**Effective time management** as evidenced by:

- Attendance at all professional meetings and requirements.
  - Any absences must be reported to preceptor and instructor.
- Attendance at conferences and appointments at scheduled times.
  - If intern is unable to keep an appointment, it must be cancelled appropriately and re-scheduled.
- Assignments, projects, and other internship requirements are completed within the assigned time frame. If additional work on the assignment or requirement is necessary to achieve mastery or entry-level competence, this work is completed within the agreed upon time frame.
- Respectful of other people’s time: preceptors, instructors, and other interns.
  - Schedules appointments, prepares questions and concerns in advance, is prepared for all meetings.

**Problem solving and critical thinking** evidenced by:

Critical within this area are the requirements for the interns to develop flexibility, initiative and an ability to work with others when engaged in problem solving.

In addition, the intern:

- Demonstrates knowledge and skills appropriate for entry-level dietitian as defined in the ACEND competency list.
  - **All assignments are reviewed by the instructor.**
    Assignments will be graded for mastery according to the following scale (corresponding letter grade in parenthesis):
    - 1 – Novice (C); 2 – Beginner (B); 3 – Competent (A). Intern will be required to continue to work on any assignment as noted by instructor until intern is deemed to have reached the appropriate mastery score.
      - Intern is required to complete additional work and review as necessary to achieve the expected level of mastery and competence.
      - Interns must complete the assigned learning activities as required.
      - Learning activities are outlined for each rotation. Some additional assignments may be added/substituted at the discretion of the site preceptor or instructor.
  - Interns complete assessments throughout the internship.
    - Application exams measure the intern’s ability to assess appropriate data, identify the primary nutritional diagnoses, write a PES statement, and
delineate a nutrition care plan. These also serve as a window to the interns’ ability to manage time, communicate effectively, and validate the preceptor evaluations of the intern.

- Other assessments measure overall knowledge base.
  - Interns practice use of CDR professional development portfolio.

Interns are expected to complete these responsibilities with or without accommodation. Iowa State University complies with the American with Disabilities Act and Section 504 of the Rehabilitation Act. Any student who may require an accommodation under such provisions should contact the instructor as soon as possible and no later than the end of the first week of class or as soon as you become aware. No retroactive accommodations will be provided in this class.

**EVALUATION OF SATISFACTORY PERFORMANCE**

The Professional Practice Expectations are evaluated in a variety of ways. Evaluation is an important component of the internship and continues throughout the professional career. Interns will have the opportunity to develop skills in self-evaluation during the internship course work and planned experiences. Interns, ISU faculty and preceptors in the facilities participate in performance evaluation conferences. The conferences identify areas of strength and areas lacking preparation and experience. All conferences should be viewed as positive opportunities for feedback to encourage continued growth and performance of dietetics practitioner skills. Interns can expect to receive oral feedback from preceptors and instructors throughout the internship.

Internship faculty are available for onsite evaluation for all interns as required, irrespective of the location of the facility. Any additional travel expense incurred as the result of the need for trips to personally consult with the intern or facility will be the responsibility of the intern.

University policy dictates that the instructor shall inform the students/interns at the beginning of each course of the evaluation procedures planned for use in the course. See Course Syllabus for course information and requirements. Additional university policy information related to grading, evaluation and record keeping is found at this website: http://catalog.iastate.edu/. Information related to the ISU Graduate College requirements for the graduate certificate are found on this website: http://www.grad-college.iastate.edu/.

**Formal Evaluation** occurs at pre-determined times throughout the internship using specifically prepared ISU DI forms. Evaluations include both assessments of the intern’s progress as well as assessments of the intern’s knowledge and performance in rotations.

Preceptors/instructors completing the evaluation use the provided electronic tool and review with the intern prior to signatures. It is the intern’s responsibility to be familiar with the evaluation forms so that he/she is aware of the criteria and timing for each evaluation. The tool is returned to the instructor; whenever possible this should be done via Blackboard Learn Grade Center or email attachment.

Interns can expect to receive formal evaluations in the following formats:

- written evaluations from preceptors/instructors,
- rubrics for oral presentations,
- assessments,
- graded requirements such as but not limited to projects and case studies.

Interns should demonstrate continued improvement throughout the internship, as evidenced by evaluations and scoring on assignments and assessments.
**Informal Evaluation**

Many opportunities exist for informal information about performance. These should be viewed as positive opportunities to gain insight and adjust performance. Examples of informal evaluation include, but are not limited to, daily feedback/discussions with preceptors on skill development, clinical documentation, presentations, and projects.

**Intern Evaluation of Rotation**

Forms are provided for the intern to evaluate his/her experience in the rotation. These forms are used to evaluate future improvements in the program as well as provide feedback to preceptors.

**Unsatisfactory Performance**

The intern is graded using the “A-F” method according to the following scale (corresponding letter grade in parenthesis): 1 – Novice (C); 2 – Beginner (B); 3 – Competent (A). The intern must maintain a minimum B average. The first time an intern’s academic work and/or performance is evaluated as unsatisfactory (or below a B level), the intern will be provided with an opportunity to improve to a satisfactory level.

Upon notice that the intern has received an unsatisfactory evaluation, the program shall provide for the following:

- A verbal warning to the intern that evaluations of written assignments and/or performance are not within the satisfactory range.
- Documentation of the verbal warning placed in the intern’s permanent file.
- A discussion with the intern to discuss and develop terms and conditions for improvement with a time-line for review.
- A letter written to the intern, with copies to the preceptor and intern’s permanent file, which includes the specific terms and conditions agreed upon that the intern must fulfill in order to improve to a satisfactory level.
- Increased faculty contacts as dictated by the situation. All expenses incurred for actual onsite visits will be the intern’s responsibility.

Upon receipt of a second written warning or failure to meet the agreed upon terms and conditions for improvement within the specified time-line, the intern shall be dismissed from the program. Throughout this process, the intern, ISU faculty member and preceptors are involved in the evaluation, discipline, and termination of the intern.

Note also that interns can receive unsatisfactory performance in relationship to inappropriate behavior and perceived attitudes. This includes, but is not limited to, chronic tardiness and/or missed work, and insubordination to faculty, preceptors, or facility staff.

Interns will be immediately dismissed from the internship for the following: theft, bringing weapons of any sort to the facility or campus, verbally or physically threatening or harassing patients/clients, faculty, preceptors, facility staff or fellow-interns. Intern may also be dismissed from the internship if released or terminated from precepting site.

Interns have the right to appeal a dismissal for these reasons under the Iowa State University Academic Grievance procedures (located at the ISU Dean of Students website: [http://www.dso.iastate.edu/](http://www.dso.iastate.edu/)).
NOTE: In order to receive the verification statement, necessary for eligibility to write the examination for Registered Dietitian credential, the intern must complete all assignments and rotations at the satisfactory (B) level with demonstration of competence. Merely completing the internship program’s required hours does not guarantee receipt of the verification statement.
EMERGENCY MEDICAL LEAVE

The Iowa State University (ISU) Dietetics Internship Program is granted continued accreditation by ACEND through 2018 under the 2012 standards. Interns participating in this program are required to have at least 1200 hours of supervised practice to achieve the competencies listed in the Standards of Education for entry level dietitians (see http://www.eatright.org/ACEND/content.aspx?id=57 Select “Standards for Internship Programs in Nutrition and Dietetics” for specific information) before they can be issued a Verification Statement and thus be eligible to sit for the national Registered Dietitian (RD) exam.

The ISU DI provides at least 1200 hours of supervised practice per intern. Interns are routinely scheduled for 1200 – 1250 hours. The ISU DI is a full-time program, thus it is expected that all participants complete the program in a 24 week (50hr/week) time frame. Interns are expected to complete the supervised experience program successfully (see “Requirements of Successful Completion” policy) prior to receipt of the Verification Statement.

Because unexpected life situations arise and illnesses and accidents do occur the following policy is in place in an effort to provide direction related to Emergency and Medical Leave of ISU Dietetics Interns.

Emergency and Medical Leave Policy: Any intern in need of emergency or medical leave must inform the assigned instructor and/or the program director as soon as is feasibly possible (Note: if the intern is unable to contact the program administrators, the intern's designee must provide the contact.) Once the need for leave is established, the intern (or designee) will be required to maintain at least weekly phone or e-mail contact with assigned person. In the case of medical leave the intern will be required to submit a physician’s release before re-starting work in the program.

In most instances the intern must be registered for at least one credit hour in order to be considered enrolled in ISU and thus eligible for loan deferment if applicable and student medical insurance.

Additional considerations:

1. Written documentation will be filed in the intern’s permanent record which contains information that is consistent with state and federal laws and regulations, ISU policies and ACEND policies governing internship requirements. Medical information will be maintained separately from the intern's general file. Files are confidential and access to them is limited to instructors, or others with administrative responsibilities, persons responsible for maintenance of files or others granted access by ISU policy or requirements.

2. The ISU DI is committed to providing and maintaining a supervised practice experience for interns to achieve the competencies and objectives of the ISU DI program as well as the Academy of Nutrition and Dietetics, and as such the timeliness of completion of the program following an approved leave of absence shall be one year from the program start date unless otherwise agreed to in writing by the intern, assigned instructor, Internship Director and appropriate preceptors.
a. If injury or illness occurs, the intern must provide supporting medical documentation at the time a request for leave is made, including the limitations required.

b. If an intern believes that he or she will need an extension beyond the one year from start of the program in order to complete the prescribed hours, such request is to be submitted to the Internship Director in writing within 30 days of the scheduled program end date. The Internship Director will evaluate the intern's request for extension, consult with the intern, appropriate instructors and preceptors and provide the intern with a written statement of what steps will be taken to complete the internship experience if appropriate or deny the request for extension of the program. Interns who are not satisfied with the response are referred to the ISU student Grievance Policy (located at the ISU Dean of Students website: http://www.dso.iastate.edu/).

c. In the event the preceptor is unavailable to continue working with the intern upon his/her return, the program administrators, together with the intern, will make reasonable efforts to locate an alternate facility and another preceptor and/or program so that the intern can complete the program in a reasonable amount of time.

d. The returning intern will be assigned to an instructor as determined by program administrators.

3. Upon granting the desired leave request, the intern, assigned instructor, and the Internship Director will evaluate the intern’s accomplishments to date and determine a plan for completion. (See “Requirements of Successful Completion” policy.)

a. Items that will be considered for the completion plan include, but are not limited to:
   i. Number of hours of the program completed by the intern.
   ii. Specific rotations, assignments, and competencies successfully completed by the intern.
   iii. Preceptor evaluations of the intern’s work and abilities.

b. The following will be included in the written completion plan, with an adjusted schedule and assigned location and preceptors as outlined above:
   i. Number of hours required by intern in order to meet the prescribed hours by the ISU DI and by ACEND.
   ii. Specific rotations, assignments, and competencies and target dates for successful completion required to be successfully completed by intern.
V. UNIVERSITY POLICIES AND INFORMATION

For information contact these offices or check the ISU WWW homepage at http://www.iastate.edu

The University Library 294-3642
Student Counseling Services 294-5056
Student Health Center 294-5081
Career Services Offices 294-0864
Office of Minority Student Affairs 294-6338
Office of International Students and Scholars 294-1120
Dean of Students Office 294-1020
   Student Activities Center
   Academic Success Center
   Student Support Center
   Adult Learner and Community
   Student Program
   Student Legal Services
   Recreation Services
   Women’s Center

STUDENT GRIEVANCE PROCEDURES

Faculty members are eager for each intern to reach his/her potential and successfully complete the program. Problems you may encounter in your course work or other areas that may interfere with your performance are of concern to your faculty members. You are encouraged to seek guidance from them. However, if your problems are not resolved, a grievance may be reviewed through the following University procedures.

INFORMAL RESOLUTION: The Student Advocacy Service, coordinated through the Dean of Students Office, provides students an opportunity to discuss policies and procedures, as well as personal concerns, with an experienced advocate. A staff member in the Dean of Students Office and two students appointed by the government of the Student Body serve as advocates. Advocates encourage self-help and act primarily as resources for students.

MEDIATION SERVICE: In situations where both the student and staff member consent, a mediation review may be scheduled with the mediation service. The mediation service provides an informal, nonbinding review of grievances in order to seek solutions to problems outside the formal grievance channels of the university. A mediation panel consisting of a staff member from the Dean of Students Office, a faculty or P&S representative appointed by the vice president for academic affairs, and a student representative of the Government of the Student Body will conduct the mediation review and make recommendations on alternatives for resolving the grievance. A mediation review may be requested by either a student or staff member in a grievance situation provided both parties consent to the review.
FORMAL APPEAL: If a resolution cannot be reached with the individual staff or faculty member involved, a student may discuss the grievance with the staff member’s supervisor. The supervisor is then responsible for discussing the grievance with the staff member and for responding to the student in writing, stating the outcome of the conference. If resolution of the grievance cannot be made with the supervisor the student may appeal in writing to the university administrator to whom the supervisor reports. The administrator will confer with the supervisor and the staff member and respond to the student in writing.

If the grievance resolution is not satisfactory, the student may forward a written appeal to the vice president for academic affairs who will review the grievance and render a decision that will be transmitted to the student and to all other parties involved. An appeal of this decision may be filed with the president of the university.

Nondiscrimination Policy

Iowa State University has an established policy against discrimination based on age, race, color, religion, national origin, sex, handicap, or status as a disabled or Vietnam era veteran or any other classification that deprives the person of consideration as an individual. This policy applies to the entire university community, including activities, organizations, and physical facilities in which students participate.

Any person who believes that he or she has been the recipient of a discriminatory act prohibited by this policy may file a grievance with the university’s Affirmative Action Office at 214 Beardshear Hall.

Sexual Harassment

Consistent with federal statutes prohibiting sex discrimination in educational programs and in employment, Iowa State University prohibits sexual harassment of students and employees. A complete copy of the university’s current policy concerning sexual harassment, including procedures for seeking advice and for filing complaints, can be obtained from the Dean of Students Office, the Affirmative Action Office, and the Margaret Sloss Women’s Center.

Student Counseling Service

Student Counseling Service provides individual counseling that may focus on a number of student concerns including curriculum choice, career goals, social and personal adjustment, and mental health matters. Discussions between the student and counselor are confidential. Testing is provided when appropriate, with no charge to regularly enrolled students. Other services include group counseling, workshops, Academic Learning Lab and support services for various concerns.

Health Services

Services of the Iowa State Student Health Center are available to you whether you are on campus or in a clinical facility. For a small additional fee, the Health Plus Plan entitles students (and spouses) to receive out-patient medical services free or at a greatly reduced cost. The health fee program is not an insurance plan but a health maintenance plan to complement the student's individual insurance coverage. You must maintain individual health insurance during the entire period of clinical experience.
Experience facilities are not responsible for care for non work related accidents or illnesses. If you are injured or develop a work related illness in a clinical facility, emergency treatment will be provided by the facility. Plans for extended care if necessary will be developed by the University and you and your family. Absences due to illness or other reasons will be considered on an individual basis. When possible, arrangements will be made for a make-up experience, or a special project assigned.

For information regarding the following, see ISU General Catalog:

- Withdrawal
- Nondiscrimination and Affirmative Action Policy
- Refund
- Student Records