

<b>University of Prince Edward Island</b>	<b>Policy Number:</b> 0009
<b>Policy Title: Clinical Evaluation Process</b>	<b>Pages - 13</b>
<b>Creation Date:</b> June 29, 2006	<b>Version Date:</b> June, 2016
<b>Authority:</b> School of Nursing	<b>Responsibility:</b> Evaluation Committee
<b>Reference:</b>	<b>Review Date:</b> May, 2017

## 1. Purpose

- i) To ensure a level of clinical competence of the student.
- ii) To provide a standard approach to evaluating clinical performance.
- iii) To provide a standard approach to assisting the student experiencing difficulty in meeting the clinical indicators of a course.

## 2. Scope

All students in the basic and accelerated baccalaureate programs.

## 3. Responsibility

School of Nursing Faculty and Clinical Instructors

## 4. Policy

i) Students will be evaluated in each clinical course according to the UPEI School of Nursing evaluation framework which will be included in each clinical course syllabus and/or on Moodle.

ii) Clinical performance will be evaluated using the following three levels:

**Satisfactory performance:** The student consistently meets expectations in relation to the clinical indicator(s).

**Marginal performance:** The student inconsistently meets expectations in relation to the clinical indicator(s).

**Unsatisfactory performance:** The student seldom or is unable to meet expectations in relation to the clinical indicator(s).

iii) The levels of clinical performance will be applied according to the following guidelines:

- An **overall satisfactory** rating will be given if a student receives a satisfactory rating in 100% of indicators.
- A **satisfactory with 1, 2, or 3 marginal area(s)** rating will be given if a student receives a marginal rating in less than four (4) clinical indicators and all other indicators are satisfactory.
- A **satisfactory with 1 unsatisfactory area** rating will be given if a student receives an unsatisfactory rating in one (1) clinical indicator and all other indicators are satisfactory.
- An **overall marginal** rating will be given if:
  - a) a student receives a marginal rating in four (4) or more clinical indicators in the same course; or
  - b) a student receives a marginal/unsatisfactory rating in the same indicator in three (3) final evaluations. Subsequently if a student receives a marginal/unsatisfactory rating in the same indicator in any future final evaluations s/he will receive a second overall marginal.
- An **overall unsatisfactory** rating will be given when a student receives more than one (1) unsatisfactory rating in clinical indicators **or** is deemed unsafe. **Unsafe clinical practice** is defined as a behaviour/action that places self, client, family, staff, or instructor at physical or psychological risk.

#### **Definition of Pass:**

A student will receive a passing grade in the clinical component of a course if s/he receives one of the following final ratings:

Overall Satisfactory

\*Satisfactory with less than 4 marginal areas or 1 unsatisfactory area

\*First Overall Marginal with less than 20% of indicators rated as marginal

#### **Definition of Fail:**

A student will receive a failing grade in a course if s/he receives one of the following final ratings: (Please see Policy on Failure)

First Overall Marginal with 20% or more indicators rated as marginal

Second Overall Marginal

Overall Unsatisfactory

**\* Note: In terminal courses (N402 in Basic Program and N401 in Accelerated Program), a student who receives a rating of Satisfactory with <4 marginal areas or 1 unsatisfactory area may pass or fail the course. The decision whether the student will pass or fail will depend on the specific indicators and the judgement of the faculty advisor/ preceptor in consultation with the course co-ordinator, Dean, and Evaluation Committee. In these courses, if a student receives an overall marginal rating s/he will fail.**

iv) Faculty and students will use the following guidelines for communication and documentation of the evaluation process: (For process in N103X & N310 see evaluation forms).

- An oral progress report will be provided for each student at the midpoint of each rotation (e.g., after week 3 in a 6 week clinical rotation; at the end of weeks 3 & 9 in a 13 week clinical rotation). If there are areas of concern, a written summary will be provided.
- A written formal midterm and final evaluation for each course will be provided for each student (See course evaluation forms for timing).
- Students are responsible for preparing an oral mid-point self-evaluation summary before the oral mid-point evaluation. They are also expected to prepare written self-evaluation summaries for the midterm and final evaluations for each course. Instructor evaluations will not be given until the student completes his/her self-evaluation. Each student's self-evaluation summary will be added to his/her file.
- The final summary sheet from each course will be photocopied and given to the student. S/he will be expected to take the summary sheet to his/her pre-clinical interview at the beginning of the next clinical course.
- The instructor's written evaluation will be placed in the student's file at the completion of each clinical course after it has been reviewed and discussed with the student.
- Course coordinators will be responsible for communicating information regarding students' performance to the appropriate course coordinator in the subsequent clinical course.

**Process if a student receives marginal/unsatisfactory area(s) or an overall marginal/unsatisfactory rating at the midterm of a course:** (For process in N310 see evaluation form).

- If a student receives a marginal/unsatisfactory rating in an indicator(s) or an overall marginal/unsatisfactory rating at midterm, a learning contract will be developed (unless a student is deemed unsafe and is dismissed). (Please see Policy on Failure). A learning contract is written notification of a student's marginal/unsatisfactory performance. The contract states learning objectives based on the marginal area(s)/unsatisfactory area(s) of the student's clinical performance. A learning contract outlines what must be done by the student to meet these objectives, as well as the assistance that will be offered by the SON. If the student meets the objectives of the learning contract s/he will receive an overall

satisfactory rating in the final course evaluation. See Tables 1, 1.1, & 2 for outcomes and implications if a student fails to meet the learning objectives.

- The clinical instructor will make two copies of the learning contract; one will be given to the student to take to the next preclinical interview and one will be placed in the student's file.

**Process if a student receives marginal/unsatisfactory area(s) or an overall marginal/unsatisfactory rating at the end of a course:** (For process in N310 see evaluation form).

- The outcome and implications of receiving a marginal/unsatisfactory rating in an indicator(s) or an overall marginal/unsatisfactory rating at the end of a course are based on the final clinical rating. These are outlined in Tables 1, 1.1, & 2.
- When a student progresses with a learning contract, it will be implemented during the next clinical rotation. If there is absolutely no opportunity to address a specific marginal/unsatisfactory area(s) due to the nature of the clinical experience, it will be carried forward to the next clinical rotation/course that will provide an opportunity to address the marginal/unsatisfactory area(s). If there is insufficient opportunity for the student to demonstrate a satisfactory performance, the marginal/unsatisfactory area(s) should remain at the final evaluation. The clinical instructor will make two copies of the learning contract; one will be given to the student to take to the next preclinical interview and one will be placed on the student's file. The clinical instructor will also make a copy of the completed evaluation form and give this to the student.

**Process for monitoring and counseling students with a learning contract:**

- The course coordinator and clinical instructor receiving a student who has received a learning contract during the previous rotation/course should review the student's file, paying particular attention to those areas of concern identified in the learning contract.
- At the beginning of the rotation, the clinical instructor/course coordinator and the student must meet to review expectations, to clarify performance objectives, and to discuss/evaluate strategies to meet the objectives.
- Based on the level of remediation required, subsequent meetings between the clinical instructor and/or course coordinator and the student will be held weekly throughout the clinical rotation. It is expected that the student will act on strategies for improvement and follow up with the clinical instructor and/or course coordinator.
- The course coordinator will notify the Dean and the Chair of the Clinical Evaluation Committee before assigning an overall marginal/unsatisfactory rating.

## Policy on Failure

- A **failure** can be the outcome of several different final clinical ratings and the implications of a failure vary depending on the specific situation (See Tables 1, 1.1, & 2).
- Before a decision is made to fail or dismiss a student, the Dean, course coordinator, clinical instructor, and Evaluation Committee will meet to discuss each individual situation.
- A student who fails a course clinically will not receive credit for the course, even if a passing grade has been earned in the theory component of the course. The student will receive a grade of 45% for the course.
- The Dean will write a letter of notification to a student receiving a clinical failure and a copy of the letter will be placed on the student's file.
- If a student fails a course academically or clinically and returns to repeat the course, all previous final marginal and unsatisfactory areas will remain on the student's record.
- Normally students who have been dismissed from the program as a result of clinical failure will not be eligible for re-admission to the program. If a decision is made to permit a student to reapply to the program, based on each individual situation, s/he will return to the program on a learning contract and must have **Overall Satisfactory evaluations (100% of clinical indicators satisfactory) in all future clinical rotations (midterm and final evaluations) or s/he will be dismissed and will not qualify for re-admission.**

If at any point during a clinical rotation, a student receives a **failure** due to unsafe clinical practice, the student may be immediately removed from the clinical area. **Unsafe clinical practice** is defined as a behaviour/action that places self, client, family, staff, or instructor at physical or psychological risk. Refer to university calendar requirement on Professional Conduct and the Professional Conduct Policy.

- **Student Appeal**

- The student has the right to appeal a decision made regarding his/her final clinical grade of failure to the School of Nursing Professional Practice Committee Chair. (See attached UPEI School of Nursing Internal Student Appeal of Clinical Failure Process and Internal Appeal Form).
- If the student is not satisfied with the School of Nursing Professional Practice Committee decision, he/she has a right to appeal to the Senate Committee on Student Academic Appeals through the Registrar. (Please refer to the Academic Appeals procedure outlined in the Academic Regulations Section of the Academic Calendar).

**Table 1: Outcomes and Implications of Final Clinical Ratings**

<b>Final Clinical Rating</b>	<b>Outcome (Pass or Fail)</b>	<b>Implications</b>
<b>1. Overall Satisfactory</b> (receives satisfactory rating in 100% of indicators)	Pass	Progress to next clinical course.
<b>2. Satisfactory with 1, 2, or 3 marginal area(s) or 1 unsatisfactory area</b> (receives marginal ratings in <4 indicators or unsatisfactory in 1 indicator and satisfactory ratings in all other indicators)	Pass	Progress to next clinical course with learning contract.
<b>3. Overall Marginal</b> A-1) First final evaluation with marginal areas in $\geq 4$ but less than 20% of indicators	Pass	Progress to next clinical course with learning contract.
A-2) Second final evaluation with marginal areas in $\geq 4$ but less than 20% of indicators	Fail	Receive 45% in course. Dismissal from program.
B) First final evaluation with marginal ratings in $\geq 20\%$ of indicators	Fail	Receive 45% in course. Repeat course (class & clinical). Return to program with a learning contract. Will be dismissed from program if s/he receives another overall marginal in any subsequent clinical course.
C) Marginal/ unsatisfactory rating in the same indicator in 3 <u>final</u> course evaluations	Pass	Progress to next clinical course with learning contract. If the student receives a marginal/ unsatisfactory rating in same indicator(s) in any future final course evaluation s/he will receive a second overall marginal and will be dismissed from the program.
<b>3. Overall Unsatisfactory</b> (receives more than one unsatisfactory rating in clinical indicators <i>or</i> is deemed unsafe)	Fail	Receive 45% in course. Dismissal from program.

**Table 1.1: Outcomes and Implications of Final Clinical Ratings in N310**

<b>Final Clinical Rating</b>	<b>Outcome (Pass or Fail)</b>	<b>Implications</b>
<b>1. Overall Satisfactory</b> (receives satisfactory rating in 100% of indicators)	Pass	Progress to next clinical rotation/course.
<b>2. Satisfactory with 1, 2, or 3 marginal area(s) or 1 unsatisfactory area</b> (receives marginal ratings in <4 indicators or unsatisfactory in 1 indicator and satisfactory ratings in all other indicators)	Pass	Progress to next clinical rotation/course with learning contract.
<b>3. Overall Marginal</b> A-1) First final evaluation with marginal areas in $\geq 4$ but less than 20% of indicators	Pass	Progress to next clinical rotation/course with learning contract.
A-2) Second final evaluation with marginal areas in $\geq 4$ but less than 20% of indicators	Fail	Receive 45% in course. Dismissal from program.
B) First final evaluation with marginal ratings in $\geq 20\%$ of indicators	Fail	Receive 45% in course. Repeat course (class & clinical). Return to program with a learning contract. Will be dismissed from program if s/he receives another overall marginal in any subsequent clinical course.
C) Marginal/ unsatisfactory rating in the same indicator in 3 <u>final</u> course evaluations	Pass	Progress to next clinical rotation/course with learning contract. If the student received a marginal/ unsatisfactory rating in same indicator in any future final evaluation s/he will receive a second overall marginal and will be dismissed from the program.
<b>4. Overall Unsatisfactory</b> (receives more than 1 unsatisfactory rating in clinical indicators <i>or</i> is deemed unsafe)	Fail	Receive 45% in course. Dismissal from program.

**Table 2: Outcomes and Implications of Final Clinical Ratings in N402 for Students in Basic Program and N401 for Students in Accelerated Program**

Final Clinical Rating	Outcome (Pass or Fail)	Implications
<p><b>1. Overall Satisfactory</b> (receives satisfactory rating in all indicators)</p>	Pass	Graduate.
<p><b>2. Satisfactory with 1, 2, or 3 marginal area(s) or 1 unsatisfactory area</b> (receives marginal ratings in &lt;4 indicators or unsatisfactory in 1 indicator and satisfactory ratings in all other indicators)</p>	May either pass or fail. Each situation will be treated on an individual basis based on indicators and judgement of faculty advisor/ preceptor in consultation with course coordinator, Dean, and Evaluation Committee.	If student passes s/he will graduate. If student fails: receive 45% in course & repeat course (class & clinical). Return to program with a learning contract & upon return must have an overall satisfactory rating in order to graduate; otherwise s/he will be dismissed from program.
<p><b>3. Overall Marginal</b> A) First final evaluation with marginal areas in <math>\geq 4</math> indicators</p>	Fail	Receive 45% in course. Repeat course (class & clinical). Return to program with a learning contract. Must have an overall satisfactory rating in order to graduate, otherwise s/he will be dismissed from program.
<p>B) Marginal/ unsatisfactory rating in the same indicator in 3 <u>final</u> course evaluations</p>	Fail	Receive 45% in course. Repeat course (class & clinical). Return to program with a learning contract. Must have an overall satisfactory rating in order to graduate, otherwise s/he will be dismissed from program.
<p>C) Second final evaluation with marginal areas in <math>\geq 4</math> indicators</p>	Fail	Receive 45% in course. Dismissal from program.
<p><b>4. Overall Unsatisfactory</b> (receives more than 1 unsatisfactory rating in clinical indicators <i>or</i> is deemed unsafe)</p>	Fail	Receive 45% in course. Dismissal from program.



## UPEI SCHOOL OF NURSING

### Internal Student Appeal of Clinical Failure Process

#### **Purpose**

The purpose of the Internal Student Appeal is to provide a fair and transparent process for students who receive a failing grade in a final clinical evaluation.

#### **Responsibility**

The School of Nursing Professional Practice Committee will oversee the internal student appeal process for reassessment of a final clinical grade of “Failure”. When the Committee is overseeing an appeal, the following will apply.

#### **INTERNAL APPEAL COMMITTEE MEMBERSHIP:\***

- Chair of Professional Practice Committee-Tenured Faculty Member
- One Member of the UPEI School of Nursing Evaluation Committee
- One Faculty Member
- One Clinical Nursing Instructor
- One Registered Nurse, in good standing with the Association of Registered Nurses of PEI, who is not employed at the UPEI School of Nursing

\* To avoid a conflict of interest, no member of the teaching faculty or clinical nursing instructor who has been involved in this particular student situation may sit on the Committee for the internal appeal and reassessment of final clinical grade. The Chair will ask all potential members to declare any biases when forming the Committee.

\*In circumstances where the exact committee membership, as described above, is not available, the membership will be adjusted but reflect the composition as closely as possible.

#### **Internal Appeal Process: Request for Reassessment of Final Clinical Grade of “Failure”**

This process is required when a student chooses to appeal his/her clinical performance final grade of “Failure” before going forward to a formal appeal through the Senate Committee on Student Academic Appeals.

(1) Within 5 working days of receiving a final clinical grade of “Failure”, the student must submit a written request to the Dean of Nursing for an internal reassessment of the grade. This may be in the form of a letter or an email using the student’s UPEI email address.

(2) Upon receipt of the written request, the Dean will provide the student with a copy of the Clinical Evaluation Policy which includes the *UPEI School of Nursing Internal Student Appeal of Clinical Failure Process* and the *UPEI School of Nursing Internal Appeal Form*.

- (3) The Dean will forward the request to the Chair of the Professional Practice Committee and will inform the course coordinator and clinical instructor of the request.
- (4) Once the Chair of the Professional Practice Committee receives the request for an internal appeal, she/he will form an Internal Appeal Committee, reflecting the membership previously described.
- (5) Within 3 working days following submission of the student's request to appeal, the student is responsible for providing necessary documentation to the Chair of the Internal Appeal Committee. The documentation must include the student's evidence to support the request for a clinical grade reassessment as per the *UPEI School of Nursing Clinical Evaluation Policy* using the *UPEI School of Nursing Internal Appeal Form*.
- (6) Within 3 working days following submission of the student's request to appeal, the course coordinator/clinical instructor will provide a copy of all documentation pertaining to the student's performance (e.g., current clinical evaluation, previous evaluations if pertinent, student self-evaluations, preceptor feedback, evidence of remediation provided or requested, pertinent emails, tracking form, incident reports, medication error forms, clinical logs, etc.) to the Chair of the Internal Appeal Committee.
- (7) All documents that have been provided by the student and faculty/clinical instructor must be made available to each party prior to the appeal. No new information will be presented at the appeal.
- (8) While preparing for the appeal, if the student or course coordinator/clinical instructor require clarification about the process, they should contact the Chair of the Internal Appeal Committee.
- (9) Within 7 working days of receiving documentation, the Internal Appeal Committee will meet to hear the appeal. The following process will be adhered to:
- a) All five members of the Committee must be present for the appeal to proceed.
  - b) The Chair will introduce all those present.
  - c) The Chair will state the purpose of the appeal and the potential outcomes as per item "n" below.
  - d) The Chair will remind all members regarding confidentiality of the discussion.
  - e) The Chair will ensure impartiality and oversee the reassessment procedures.
  - f) The Chair will not participate in the discussion or deliberations and will not vote except to cast a deciding vote in the case of a tie.
  - g) The student will be present and has the option of having a support person/advisor attend the appeal. The presence of a support person/advisor must be submitted as part of

the *UPEI School of Nursing Internal Appeal Form* documentation and this person shall not be legal counsel. The student will be invited to present his/her case and basis of the request for reassessment of clinical grade. The support person will not present or dispute evidence during the appeal process.

- h) The course coordinator, clinical instructor, and preceptor (when applicable) will be present and have an opportunity to present their evidence.
- i) The student, course coordinator, clinical instructor, and preceptor (when applicable) must be present to hear all of the evidence provided from both sides. Each party will have the opportunity to respond to the evidence provided and seek clarification from the other member(s) if required.
- j) The Committee has the right to ask questions and seek clarification following each presentation. The Chair shall ensure that questioning continues until all present have a complete understanding of the situation.
- k) No minutes will be taken other than the decision of the Committee and the basis upon which it is made. Committee members and support person for the student are permitted to take notes during the appeal; however, all notes and appeal documentation are not permitted to leave the room and will be shredded at the completion of the appeal hearing. It will be the responsibility of the Chair to ensure no documentation leaves the room.
- l) No cell phones or other digital recording devices will be permitted during the appeal.
- m) After the student, course coordinator, clinical instructor, and preceptor (when applicable) leave the room, the Committee will assess the evidence from both sides and decide on the outcome of the reassessment on the basis of that evidence.

**Note.** If the Committee believes it does not have all the information required to make a decision, the Committee shall recess until such information can be acquired. A vote will be taken for the final decision, majority ruling. The Committee must make a decision consistent with the Clinical Evaluation Policy and Academic Regulations.

- n) The outcomes of the appeal must be one of the following:
  - i) the final grade of failure is upheld.
  - ii) the final grade of failure is over ruled, and the student is permitted to proceed to the next clinical course with all satisfactory ratings.
  - iii) the final grade of failure is over ruled, and the student is permitted to proceed to the next clinical course with outstanding unsatisfactory or marginal areas.

**Note.** An “Incomplete” is not an acceptable outcome as per the Academic Regulations.

(10) Within 1 working day, the Chair will forward the Committee’s decision with supporting evidence in writing to the Dean of the School of Nursing.

(11) Within 2 working days, the Chair will email a letter communicating the Committee's decision to the student, course coordinator, and clinical instructor. As well, the Chair will place a copy of the letter on the student's file.

(12) Following notification, the Dean will meet with the student to discuss next steps in terms of enacting the Committee's decision. A letter outlining these details will be sent to the student and placed on his/her file.

(13) The student retains the option to go forward to the Senate Committee on Student Academic Appeals if he/she is not satisfied with the decision of the Committee.

**Note: In the case of a student taking a course in the Accelerated Nursing Program, the timelines will be accelerated to the extent that is possible.**



## UPEI School of Nursing

### Internal Appeal Form

To be completed by the student and submitted to the Chair of the Internal Appeal Committee within three working days of the request for an internal appeal of a final clinical grade of "Failure".

Name: \_\_\_\_\_ Student ID: \_\_\_\_\_

UPEI email: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Course: \_\_\_\_\_

If you plan to bring a support person/advisor, please provide the following information:

Name: \_\_\_\_\_

Relationship to Student: \_\_\_\_\_

Please provide detailed evidence of your grounds for appeal. Include evidence with respect to each evaluation indicator that you received a marginal/unsatisfactory rating. Use as many pages as needed and attach any other supporting documentation as required. All information you plan to present at the appeal must be submitted in advance. This information will be shared with all parties prior to the appeal.

Date: \_\_\_\_\_ Student Signature: \_\_\_\_\_