

University of Prince Edward Island	Policy Number: 0009
Policy Title: Clinical Evaluation Process	Pages - 13
Creation Date: June 29, 2006	Version Date: May 2021
Authority: Faculty of Nursing	Responsibility: Evaluation Committee
Reference:	Review Date: May 2026

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

Faculty of Nursing clinical instructors and faculty.

4. Policy

- i) Students will be evaluated in each clinical course according to the UPEI Faculty 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, they 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 they receive one of the following final ratings:

- Overall Satisfactory
- Satisfactory with less than 4 marginal areas or 1 unsatisfactory area *(see note)
- First Overall Marginal with less than 20% of indicators rated as marginal *(see note)

Definition of Fail:

A student will receive a failing grade in a course if they receive 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 (N4020 in Basic Program and N4010 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 they will fail.**

iv) Faculty and students will use the following guidelines for communication and documentation of the evaluation process: (For process in N1030X & N3100 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 or the student has a learning contract, a written progress report will be provided.
- A written progress report will be completed at midpoint for students who enter a clinical course with a learning contract or for students who received a learning contract while in a clinical course. Written progress reports will outline the student's progress in meeting the learning objectives in the learning contract. 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. Clinical Nursing Instructor (CNI) evaluations will not be given to student until the student completes their self-evaluation. Each student's self-evaluation summary will be added to their file.
- The final summary sheet from each course will be photocopied and given to the student. They will be expected to take the summary sheet to their pre-clinical interview at the beginning of the next clinical course.
- The CNI 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.
- No cell phones or other digital recording devices will be permitted during any communications regarding course evaluations.

Process if a student receives marginal/unsatisfactory area(s) or an overall marginal/unsatisfactory rating at the midterm of a course: (For process in N3100 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). At this time the CNI will review and provide the student a copy of the Clinical Evaluation Policy. A learning contract is written notification of a student's marginal/unsatisfactory performance. The contract describes 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 Faculty of Nursing. If the student meets the objectives of the learning contract, they 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 CNI 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 N3100 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 CNI 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 CNI 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 CNI receiving a student who has received a learning contract during the previous rotation/course will 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 CNI, course coordinator and the student must meet to review expectations, to clarify performance objectives, and to discuss/evaluate strategies to meet the objectives. At this time, the course coordinator will review the Clinical Evaluation Policy with the students in the presence of the CNI.

- Based on the level of remediation required, subsequent meetings between the CNI 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 CNI 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.
- If a student withdraws from a clinical course before receiving an overall marginal or unsatisfactory rating or is deemed unsafe, all marginal and/or unsatisfactory ratings identified up to the point of withdrawal will remain on the student record, should the student be permitted to return to the program. If returning is an option, the student may be required to complete individual remediation prior to returning.

5

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, CNI, and Evaluation Committee will meet to discuss each individual situation.
- The decision from this meeting will be documented by the course coordinator and signed by those present. It will be placed in the student's file.
- 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, they 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 they 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 Faculty of Nursing Professional Conduct policy.

Student Appeal

- The student has the right to appeal a decision made regarding their final clinical grade of failure to the Faculty of Nursing Professional Practice Committee Chair. (See attached UPEI Faculty of Nursing Internal Student Appeal of Clinical Failure Process and Internal Appeal Form).
- If the student is not satisfied with the Faculty 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

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

Table 1.1: Outcomes and Implications of Final Clinical Ratings in N3100

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

Table 2: Outcomes and Implications of Final Clinical Ratings in N4020 for Students in Basic Program and N401 for Students in Accelerated Program

Final Clinical Rating	Outcome (Pass or Fail)	Implications
<p>1. Overall Satisfactory (receives satisfactory rating in all indicators)</p>	Pass	Graduate.
<p>2. Satisfactory with 1, 2, or 3 marginal area(s) or 1 unsatisfactory area (receives marginal ratings in <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 they 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 they will be dismissed from program.
<p>3. Overall Marginal A) First final evaluation with marginal areas in ≥ 4 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 they 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 they will be dismissed from program.
<p>C) Second final evaluation with marginal areas in ≥ 4 indicators</p>	Fail	Receive 45% in course. Dismissal from program.
<p>4. Overall Unsatisfactory (receives more than 1 unsatisfactory rating in clinical indicators <i>or</i> is deemed unsafe)</p>	Fail	Receive 45% in course. Dismissal from program.

UNIVERSITY OF PRINCE EDWARD ISLAND FACULTY OF NURSING Internal Student Appeal of Clinical Failure Process

Purpose

To provide a fair and transparent appeal process for students who receive a failing grade in a final clinical evaluation in the undergraduate nursing program.

Responsibility

To oversee the internal student appeal process for reassessment of a final clinical grade of "Failure." The Committee, when in oversight of an appeal, will follow the steps outlined below:

INTERNAL APPEAL COMMITTEE MEMBERS:*

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

* To avoid conflict of interest, **no** member of the UPEI Faculty of Nursing teaching faculty or clinical nursing instructor involved in the appellant's particular situation may sit on the Internal Student Appeal Committee struck to reassess the appellant's final clinical grade. The Chair will ask all potential members to declare any biases prior to the formation of the Committee.

* In circumstances where the exact committee membership, as described above, is unavailable, the membership will be adjusted to reflect the composition as closely as possible.

Internal Student Appeal Process: Request for Reassessment of Final Clinical Grade of "Failure"

The process outlined below must be followed when a student decides to appeal their clinical performance final grade of "Failure" and prior to a formal appeal through the Senate Committee on Academic Appeals.

1. Upon receipt of a final clinical grade of "Failure," the **student** will have **five working days** to submit a written request to the Dean of Nursing to appeal 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 student's written request, the Dean will provide the student with a copy of the UPEI Faculty of Nursing Clinical Evaluation Policy, which includes the UPEI Faculty of Nursing Internal Student Appeal of Clinical Failure Process and the UPEI Faculty of Nursing Internal Student Appeal Form.
3. The Dean will forward the student's request for an appeal to the Chair of the Professional Practice Committee and inform the course coordinator and clinical instructor of the student's request for appeal.
4. Upon receipt of the request for an internal student appeal from the Dean, the Chair of the Professional Practice Committee will contact members of the Internal Student Appeal

Committee, ask members to declare any conflict of interest in the case, and form the Committee to reflect the membership previously described.

5. Following receipt of the materials described in step 2, the appellant will have **five working days** to submit the documents listed below to the Chair of the Internal Student Appeal Committee:
 - a) a completed Internal Student Appeal Form, using the form attached; and
 - b) **all** student evidence in support of the appeal as per the UPEI Faculty of Nursing Clinical Evaluation Policy.
6. **Within five working days** following submission of the student's request to appeal to the Dean, the course coordinator/clinical instructor will provide a copy of **all** documentation pertinent to the appellant'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 Student Appeal Committee. **At this time an agreeable date for the appeal will be arranged in consultation with the student and Chair Internal Student Appeal Committee. Once agreed upon the date will be forwarded to the Dean.**
7. All documents that have been provided by the appellant and faculty/clinical instructor must be made available to all parties **seven working days** prior to the appeal hearing.
8. During preparation for the appeal, the appellant or course coordinator/clinical instructor may contact the Chair of the Internal Appeal Committee for clarification of the appeal process.
9. Within **seven working days** of receiving documentation, the Internal Student Appeal Committee will convene to hear the appeal. The Internal Student Appeal Committee will follow the process described below:
 - (a) All five members of the Committee must be present for the appeal to proceed.
 - (b) The Chair will introduce all individuals present for the appeal.
 - (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 individuals in attendance regarding confidentiality of the appeal process.
 - (e) The Chair will ensure impartiality and will oversee the appeal process.
 - (f) The Chair will not participate in the appeal discussion or deliberations and will not vote except to cast a deciding vote in the event of a tie.
 - (g) The appellant 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 Faculty of Nursing Internal Student Appeal Form* documentation and this person shall not be legal counsel. The appellant will be invited to present their case and basis of the request for reassessment of clinical grade. The support person provides support in being present but **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 appellant, 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 opportunity to respond to the evidence presented and seek clarification from the individual(s) present, if required.
- (j) Committee members may ask questions and seek clarification following each presentation. The Chair will ensure 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 appellant are permitted to take notes during the appeal; however, all notes and appeal documentation **must remain in 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) The use of cell phones or other digital recording devices will **not** be permitted during the appeal hearing.
- (m) Upon completion of the presentation of evidence and clarification of content, the appellant, course coordinator, clinical instructor, and preceptor (when applicable) will leave the room. The Committee will assess and consider the evidence presented by both sides. A decision on the outcome of the appeal will be made solely on the basis of the evidence presented and the discourse that occurred within the appeal hearing. 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 Student Appeal Committee will issue written documentation outlining the decision and rationale to support the decision.

Note. If the Committee believes it does not have all the information required to make a decision, the Committee may recess until such information may be acquired. 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 overruled, and the student is permitted to proceed to the next clinical course with all satisfactory ratings.

- (iii) the final grade of failure is overruled, 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 **five working days** of the completion of the appeal hearing, the Chair will forward the Committee's decision with supporting evidence in writing to the Dean of the Faculty of Nursing,
11. Within **three working days of receipt of the Committee's decision** the Dean will email a letter to communicate the outcome of the appeal hearing to the **appellant, course coordinator, and clinical instructor**. As well, the Dean will place a copy of the letter on the appellant's file.
12. Once the appellant has been notified of the appeal outcome vial email, the Dean will arrange to meet with the student to discuss the steps necessary to enact the Committee's decision. A letter outlining these details will be sent to the student and placed on their file.
13. The appellant retains the option to pursue an appeal to the Senate Committee on Student Academic Appeals if he/she is not satisfied with the decision of the Internal Student Appeal 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.

Revised May 7, 2021



UPEI Faculty of Nursing
Internal Appeal Form

To be completed by the student and submitted to the Chair of the Internal Appeal Committee within five 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:** _____