

Nutrition & Dietetic Technician Program Policies and Procedures



**Central
Arizona
College**

Central Arizona College
Nutrition & Dietetic Technician
Program
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NDTP Policies and Procedures

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Dietetic Education Program

**Policy and Procedures on
Supervised Practice Site Requirements**
ACEND Standard 8.1

Policy Requirement:

- a. The institution/organization must establish policies that outline the issuance and maintenance of written affiliation agreements and the selection criteria, evaluation process, and timeline for evaluation of adequacy and appropriateness of supervised practice facilities.
- b. Agreements must delineate the rights and responsibilities of both the sponsoring organization and affiliating institutions, organizations and/or agencies.
- c. Agreements must be signed by individuals with appropriate institutionally-assigned authority in advance of placing students.
- d. The institution/organization must clarify in its policies any situation where affiliation agreements are not required (such as a site being part of the program’s organization).

Policy Statement:

Central Arizona College maintains written agreements with institutions, organizations and/or agencies providing supervised practice experiences to meet the Dietetic Technician Program competencies. The selection and periodic evaluation of adequacy and appropriateness of facilities, takes place prior to the beginning of the student’s internship to ensure that facilities are able to provide supervised practice learning experiences compatible with the competencies that students are expected to achieve.

Procedures:

Students enrolling in *NTR157 Foundations of Dietetic Internship* are provided with the information, resources, and tools to select an internship facility compatible with the required supervised practice competencies.

- a. Using the “Information for Agreement” form, the NTR157 student will provide the contact information for CAC to facilitate an internship agreement.
- b. The NTR157 Instructor processes the agreement following the “Checklist for NTR157” form
- c. The NTR157 student completes a detailed “Facility Detail for Internship Compatibility Form”.
- d. The DTP Director evaluates the adequacy and appropriateness of each facility by reviewing the facilities webpage and the “Facility Detail for Internship Compatibility Approval” form.
- e. The DTP Director checks off which rotations may be completed at each facility.

FOR DEP USE ONLY
<input type="checkbox"/> Have reviewed official website. The type of Facility is able to provide supervised practice learning experience compatible with <input type="checkbox"/> EDU competencies <input type="checkbox"/> NCP competencies <input type="checkbox"/> FSM competencies <input type="checkbox"/> Number of beds adequate <input type="checkbox"/> Variety of medical conditions Date Evaluated _____ Dietetic Education Program Director’s signature _____

- f. All completely executed agreements will be kept on file in the DTP office. An original will be filed in the CAC Department of Finance office.

- g. On the occasion where a facility agrees to host a subsequent CAC DTP intern the NTR157 Instructor will review the agreement and check to determine if it is still valid. If the agreement has expired the process described in Standard 8 Supervised Practice/Experiential Learning Sites is repeated.



Dietetic Education Program

Policy and Procedures on Student Performance Monitoring ACEND Standard 10.1b

Policy Requirement:

The program's system of monitoring student performance must provide for the early detection of academic difficulty and must take into consideration the student's professional and ethical behavior and academic integrity.

Policy Statement:

Student performance is evaluated throughout the DT Program's didactic and internship portions. Faculty or the DTP Director refer students requiring tutoring or remedial instruction to the Central Arizona College Learning Center for academic support. The CAC Learning Center offers a variety of tutoring including on online consultations. Students with minimal chances of success in the program are counseled by the DTP Director or the Diet Tech Advisor into career paths that are appropriate to their ability.

Procedures:

Central Arizona College Student Performance Monitoring

Institutional reporting occurs as Early Alert – Midterm grades. The CAC Student Success Initiatives Office sends an Early Alert and Mid-Term grade communication to students. Students receiving an A, B, or C will receive positive communication regarding their success. Students receiving a D or F will receive information regarding available support resources at Central Arizona College.

Adjunct Faculty reporting occurs periodically throughout the semester if an NDT student is under performing in class. At the beginning of each semester each NDT Adjunct Faculty are alerted to NDT students admitted to the program. If a NDT student is under performing an adjunct faculty's course, faculty will inform the DTP Director.

Dietetic Technician Program Student Performance

1. At the beginning of each semester, the Director informs adjunct faculty of the new Dietetic Technician (DT) students and previously accepted students.
2. In conjunction with CAC early alert systems, DEP adjunct faculty monitor DT students.
3. If student performance is in question, adjunct faculty work with the student one-on-one and/or refer to CAC resources if needed.
4. If not all avenues of support have been successful adjunct faculty discuss underperforming student with the DTP Director.
5. The grade of "C" is the minimal level of competency accepted. Students will be permitted to repeat only one dietetic/NTR course. Students who receive more than one "D" or "F" grade in NTR courses will be dismissed from the NDT program.
6. As determined by the DTP Director, and based on DT program policies, students with minimal chances of success in the program will be counseled by the DTP Director and/or DT advisor into career paths that are appropriate to their ability.

Professional, Ethical, and Academic Integrity

If the professional, ethical or academic integrity of the student is in question, adjunct faculty or preceptor will:

1. Document incident.
2. Student will receive a written warning stating the violation and the expectations for the prevention of subsequent violations.
3. Report incident to CAC-DT Program Director. The DTP Director may file a CAC Incident Report keeping record in the student file and providing the student with a copy.
4. Depending on the severity of the violation, the DTP Director will follow the CAC Student Handbook procedures, which may include withdrawing or dismissing a student from the program.

A student may be withdrawn or dismissed from the Dietetic Technician Program based on violating any of (but not limited to) the following:

- a. Plagiarism.
- b. Cheating.
- c. Failure to adequately schedule and attend appropriate number of hours to meet the requirements of the internship class.
- d. Missing more than one semester of coursework.
- e. Grade of "D" or "F" in one or more dietetic/NTR courses
- f. Grade of "D" or "F" in any internship course
- g. Unprofessional appearance and/or conduct.
- h. Failure to obtain and maintain all of the required Health & Safety Requirements.
- i. Poor attitude and/or unethical behavior.
- j. Violation of HIPAA.



Dietetic Education Program

**Policy on Student Retention
ACEND Standard 10.1c**

Policy Requirement:

Students with a minimal chance of success in the program must be counseled into career paths appropriate to their ability.

Policy Statement:

NDT student performance is continually monitored by CAC, adjunct faculty, and the DTP Director (see 10.1b) throughout the program. NDT students identified with a minimal chance of success in the program determined by, but not limited to, GPA are counseled by the DTP Director and/or the DT advisor into a career path appropriate to their interest and ability.

See Policy and Procedure 10.1b for additional information.



Dietetic Education Program

Policy and Procedure
Supervised Practice Documentation
ACEND Standard 10.1d

Policy Requirement:

The program must establish procedures for tracking individual student's supervised practice hours in professional work settings, simulations, case studies and role playing. Hours granted for prior learning, if given, also must be documented.

Policy Statement:

Individual supervised practice hours in the NDT Internship in professional work settings are facilitated and managed by the NTR296 DT internship instructor and adjunct faculty. The student works with the instructor to plan all internship activities. The intern then documents all supervised hours on the "Internship Log Hours" form and the instructor signs off. At the end of each rotation, the intern uploads the log sheet into the secure Learning Management System Blackboard for the NTR296 internship instructor. The NDT program does not grant hours for prior learning.



Dietetic Education Program

**Policy on Insurance Requirements
Including Professional Liability
ACEND Standard 10.2a**

Policy Statement:

Students will be charged a fee of \$25 (NTR 296 Dietetic Technician Internship) to cover malpractice insurance during the internship class. Neither the internship facility nor college will provide the intern with health insurance. Interns are not employees of the internship facility or college and not eligible for Workers' Compensation Insurance and neither the facility nor college will provide such insurance during the internship.



Dietetic Education Program

Policy on Liability for Safety in Travel

ACEND Standard 10.2b

Policy Statement:

Transportation to and from the internship facilities is the intern's responsibility. Owners of vehicles are responsible for travel liability for themselves and the rider(s) in their cars. Interns using public transportation assume personal liability for their safety.



Dietetic Education Program

**Procedure on Injury and/or Illness for Supervised Practice
ACEND Standard 10.2c**

Procedure:

1. Interns who are ill should not go to their internship facility.
2. When an intern is ill, he/she should call their internship instructor and the nutrition department of the facility to report that he/she will be absent.
3. The call should be made to the internship instructor as soon as possible.
4. If an intern is injured while at a facility, he/she must follow the facility's instructions for reporting an injury.



Dietetic Education Program

Policy and Procedures on Drug Testing and Criminal Background ACEND Standard 10.2d

Policy Statement:

If required by the supervised practice facility, interns enrolled in the Dietetic Technician Program at Central Arizona College are required to undergo a national-level criminal background check and drug testing in order to participate in the internship. Although Central Arizona College does not require a criminal background check or drug screening for admission into the college, there are placement requirements for internship facilities. These facilities frequently require a criminal background check and drug screening before the intern is placed at the facility. Based upon the results of the criminal background check and drug screening, the facility has the right to deny an intern admission to the facility.

Note: If a facility determines that the intern does not meet the established criteria based on the results of the criminal background check or drug testing, the intern may be unable to complete the Dietetic Technician AAS degree requirements and therefore will be unable to continue in the Dietetic Technician Program. It is important for the students to consider this before pursuing this degree program. Central Arizona College has no obligation to refund tuition or fees or to otherwise accommodate the student in the event that a student is ineligible to complete the degree requirements based on the results of a criminal background check or drug testing.

Procedures:

Core Screening

1. In NTR157 the DEP Program Assistant or Adjunct Faculty sends Core Screening a list of student email addresses.
2. Students receive an invite from Core Screening to initiate a drug test and background check.
3. Students are required to accept invite from Core Screening within 10 days
4. Core Screening sends results to DTP program and MAGNUS.
5. Students are responsible for Core Screening costs.



Dietetic Education Program

**Policy on Students doing Supervised Practice
must not be replace employees
ACEND Standard 10.2e**

Policy Statement:

The purpose of the supervised Nutrition and Dietetic Technician (NDT) internship is to integrate knowledge gained in coursework with training in professional settings to help the intern become a competent entry-level nutrition and dietetic technician. With the support of CAC adjunct faculty, the NDT student secures one to three facilities and preceptors in DTP Director-approved professional settings for practical application of dietetics education. Supervised practice must not be used to replace employees. The preceptor will log and sign-off hours for the internship.



Dietetic Education Program

Policy on Student Compensation ACEND Standard 10.2f

Policy Requirement:

When students are paid compensation as part of the program, policies must be in place to define the compensation practices.

Policy Statement:

Central Arizona College Nutrition and Dietetic Technician students are not compensated for any part of the Nutrition and Dietetic Technician (NDT) program, including but not limited, to the internship. The NDT internship is a CAC class (NTR296 Dietetic Technician Internship). Therefore, eligible students may receive financial aid.



Dietetic Education Program

**Policy and Procedures on
Processes for Filing and Handling Complaints
ACEND Standard 10.2g**

Policy Requirement:

The process for filing and handling complaints about the program from students and instructors that includes recourse to an administrator other than the program director and prevents retaliation. The program must maintain a record of student complaints for a period of seven years, including the resolution of complaints.

Procedures:

Filing and Handling Complaints

Grades, Course Content/Lecture, Academic Issue with Instructor

Central Arizona College maintains a system to receive and resolve student complaints regarding Student or Academic Affairs.

Step 1 If a student has a concern about a grade, content of a course/lecture or other academic issue with an instructor, he or she must first speak directly to the instructor involved. Students may speak with the instructor during office hours, by college e-mail, by telephone or during a scheduled appointment.

Step 2 (if necessary). If the student and the instructor cannot resolve the concern satisfactorily, then the student should speak to the Division Chair or Department Director.

Step 3 (if necessary). If the student and the Division Chair or Department Director cannot resolve the concern satisfactorily, then the student should speak to the Dean of the Division or Department.

Step 4 (if necessary). If the student cannot resolve the concern with the Dean of the Division or Department, the Dean will assist you in identifying the appropriate Vice President to contact.

The NDTP Director will:

- a. Advise students to submit complaints directly to ACEND only after all other options with the program and institution have been exhausted.
- b. Provide information about the complaint policy to students upon entry into the program.
- c. Maintain a chronological record of student complaints related to the ACEND accreditation standards, including the resolution of complaints for a period of seven years.
- d. Allow inspection of complaint records during on-site evaluation visits by ACEND.

Complaints to Administrator Other than DEP Program Director

Nutrition and Dietetic Technician students and preceptors with complaints about the Nutrition and Dietetic Technician program will not be retaliated against. If a student or a preceptor has a complaint about the Central Arizona College Nutrition and Dietetic Technician Program and does not want to speak directly to the Dietetic Education Program Director there are two options:

Procedures:

Go to the CAC website (www.centralaz.edu) scroll to the bottom and choose Compliments/Concerns.

1. If you need to report NDT student misconduct choose [Incident Report Form](#) on the top right of the form.
2. If you have a complaint with the Dietetic Education Program complete the [Compliments/Concerns](#) form.

This form will be sent to the Dean of Student Life. If you need additional assistance, please contact the Dean of Student Life at 520-494-5341.

ACEND has established a process for reviewing complaints against accredited programs in order to fulfill its public responsibility for assuring the quality and integrity of the educational programs that it accredits. Any individual (for example, a student, faculty, dietetics practitioner and/or member of the public) may submit a complaint against any accredited or approved program to ACEND. However, the ACEND board does not intervene on behalf of individuals or act as a court of appeal for individuals in matters of admissions, appointment, promotion or dismissal of faculty or students. It acts only upon a signed allegation that the program may not be in compliance with the accreditation standards or policies. The complaint must be signed by the complainant. Anonymous complaints are not considered.

Please visit this link for more information the process:

[Procedure for Complaints Against Accredited Programs](#)



Dietetic Education Program

Policy and Procedures on the Processes for Submission of Written Complaints to ACEND ACEND Standard 10.2h

Policy Requirement:

Accredited programs must have a process for submission of written complaints to ACEND related to program noncompliance with ACEND accreditation standards after all other options with the program and institution have been exhausted.

Policy Statement: Any individual (for example, a student, faculty, dietetics practitioner and/or member of the public) may submit a complaint against any accredited or approved program to ACEND.

Procedures:

1. Noncompliance with ACEND accreditation standards complaints about the CAC-DT program must be submitted first to the Director of the Dietetic Education Program. Complaints must be signed by the complainant. Anonymous complaints are not considered.
2. If the complaint regarding noncompliance with ACEND accreditation standards cannot be resolved with the Director of the Dietetic Education Program, issues will be elevated to the next level.
3. If all options with the program and the institution of CAC have been exhausted ACEND noncompliance signed complaints can be submitted directly to ACEND.

ACEND has established a process for reviewing complaints against accredited programs in order to fulfill its public responsibility for assuring the quality and integrity of the educational programs that it accredits. However, the ACEND board does not intervene on behalf of individuals or act as a court of appeal for individuals in matters of admissions, appointment, promotion or dismissal of faculty or students. It acts only upon a signed allegation that the program may not be in compliance with the accreditation standards or policies. The complaint must be signed by the complainant. Anonymous complaints are not considered.

Please visit this link for more information the process: [Procedures for Complaints Against Accredited Programs](#)



Dietetic Education Program

Policy on Credit for Supervised Practice Hours on Prior Learning ACEND Standard 10.2i

Policy Requirement:

If the program grants credit, supervised practice hours or direct assessment for students' prior learning, it must define procedures for evaluating equivalence of prior education or experience. Otherwise, the program must indicate that it has no policy for assessing prior learning or competence.

Policy Statement:

The Registrar's Office at Central Arizona College determines equivalents of prior education and grants prior learning credit (Transfer Credits) from other regionally accredited institutions. Prior education must be from regionally accredited colleges and cannot be developmental in nature and a minimum grade of C must have been earned. Other restrictions may apply.

Nutrition & Dietetic Technician AAS Degree program (NDTAAS) prior education requirements:

- Nutrition courses taken at other regionally accredited institutions must be taken within five years of students NDT program application to be considered for transferability to the NDTAAS degree program.
- Chemistry courses taken at other regionally accredited institutions must be taken within five years of students NDT program application to be considered for transferability to the NDTAAS degree program.
- Credit for prior supervised practice or work experience is not considered for transferability to the NDTAAS degree program.
- Direct assessment (i.e. Portfolio Evaluation, Pre-Test/Post-Test Evaluation, commercially produced standardized test, etc.) for evaluating equivalence of prior education or experience is not used by the NDTAAS degree program.

Procedures:

1. Complete the CAC [Application for Admission](#) online.
2. **Evaluation of Official Transcripts for incoming transfer credits:**
Official Transcripts must be in an unopened sealed envelope from the previous college. To have Official Transcripts evaluated by Central Arizona College, please have your Official Transcripts mailed to:
Central Arizona College
Transcript Evaluation Office
8470 North Overfield Road
Coolidge, AZ 85128
Ph: 520-494-5260
3. Email the NDT in-house advisor (diettechadvisor@centralaz.edu) unofficial transcripts and phone number. A personalized degree map will be created for each NDT student.
4. Work with the in-house advisor to apply to the NDT program.



Dietetic Education Program

Policy on Formal Assessment of Student Learning ACEND Standard 10.2j

Policy Statement:

Student performance is formally assessed throughout the NDT Program's didactic and internship portions. Students are evaluated within each course through traditional assignments (such as exams, papers, discussion boards, and projects) that instructors use to derive a grade or entry-level achievement status for a student. NDT students are required to maintain a C or better within each class and as an overall grade point average to continue in the DT AAS Degree.

During the internship, students are required to maintain a C or better within the internship class and achieve entry-level or exceeds entry level for all NDT required competencies within each project. Competencies not met by NDT interns will require working with the instructor to repeat the activity associated with the competency until the competency is met at entry-level.

The DT program also utilizes EAC Visual Data to improve the quality of exams and exam questions, rubrics and rubric performance criteria, as well as to trend student performance on learning outcomes across courses and over time.

Institutional reporting of performance and progress regularly occurs as Early Alert – Midterm grades. The CAC Student Success Initiatives Office sends an Early Alert and Mid-Term grade communication to students. Students receiving an A, B, or C will receive positive communication regarding their success. Students receiving a D or F will receive information regarding available support resources at Central Arizona College.

Adjunct faculty reporting occurs periodically throughout the semester if an NDTR student is under performing in class. At the beginning of each semester each NDT Adjunct Faculty are informed about the NDT students admitted to the program. If a NDT student is struggling in the adjunct faculty member's course, the faculty will reach out to the DTP director.



**Dietetic Education Program
Procedures on Program Retention and Remediation
ACEND Standard 10.2k**

Policy Requirement: Students must have access to remedial instruction such as tutorial support

Procedures:

1. Accepted students to the NDT program submit how many credits they wish to take per semester via the Student Commitment Letter. The Diettech Advisor (diettechadvisor@centralaz.edu) creates a personalized degree map. Students not accepted into the NDT program are not eligible to enroll in internship classes or receive a verification statement.
2. Students then receive on boarding via the first class after admittance to the program (NTR163 Orientation to Diet Tech program).
3. Periodically throughout the first year, NDTAAS degree students receive advising from the Diettech Advisor to discuss status of achieving academic goals and identify successes and challenges.
4. Identified by the CAC Early Alert System, DTP Director, Adjunct Faculty, or the Diettech Advisor, students requiring tutoring or remedial instruction are referred to the Central Arizona College Learning Center for academic support. The CAC Learning Center offers a variety of tutoring including on online consultations.
5. The grade of "C" is the minimal level of competency accepted. Students will be permitted to repeat only one dietetic/NTR course. Students who receive more than one "D" or "F" grade in NTR courses will be dismissed from the NDT program.
6. Students with minimal chances of success in the program will be counseled by the DTP Director or the Diettech Advisor into career paths that are appropriate to their ability.



Dietetic Education Program

**Policy and Procedures on
Verification Statement Requirement
ACEND Standard 10.2n**

Policy Requirement:

Verification statement requirements and procedures ensuring that all students completing requirements established by the program receive verification statements.

Policy Statement:

The DT Program Director will complete a Verification Statement form for each graduate according to the Verification guidelines provided by the Accreditation Council for Education in Nutrition and Dietetics (ACEND®) of the Academy of Nutrition and Dietetics.

The Verification Statement is the method used by ACEND to ensure that academic and supervised practice requirements have been met to be eligible to take the Registration Examination for Nutrition and Dietetic Technicians from the Commission on Dietetic Registration (CDR).

At various times in preparing for professional membership or registration, a graduate will be asked to supply verification of both academic and supervised practice. Therefore, it is the responsibility of the Program Director of the ACEND accredited program to provide the appropriate number of Verification Statements and the responsibility of the graduate to safeguard them until the time they are to be used in various application processes.

Procedures

1. The Program Director will verify that the student/graduate has completed the requirements of the Nutrition and Dietetics Technician Program (DT) by receiving an official transcript from the Registrar's Office showing that the Nutrition & Dietetic Technician Associate of Applied Science has been awarded.
2. The Verification form will be signed by the Program Director on or following the date of program completion. Statements that are pre-dated or pre-issued are invalid. Program completion date and signature date will include month, day and year. Statements will be signed in a color ink other than black to distinguish the original from a photocopy or with a digital signature that can be authenticated.
3. The Program Director will issue the following number of Verification Statements for each graduate who successfully completes program requirements, all of which must have an ORIGINAL signature of the Program Director. Photocopies are unacceptable.
 - Provide at least six (6) originals (if signed in a color in other than black) to each graduate for his/her personal file to use when applying for state licensure/certification, membership in The Academy of Nutrition and Dietetics, etc. or provided a copy via email with an authenticated digital signature, which is the most secure method.

- Retain three (3) ORIGINALS in the student/graduate file in the Dietetic Education Program Office in case the student request additional Verification Statement on a later date.
- Retain one (1) ORIGINAL indefinitely in the Dietetic Technician Program's Office.



Dietetic Education Program

Policy and Procedure
Verification of Identity of Online Student
ACEND Standard 10.2o

Policy Requirement:

Programs using distance instruction and/or online testing must employ strategies to verify the student's identity.

Policy Statement:

The Central Arizona College (CAC) Nutrition & Dietetic Technician AAS Degree (NDTAAS) program is a distance education program that uses one or more of the following technologies to deliver instruction to students who are separated from the instructor and to support regular and substantive interaction between the students and the instructor, synchronously or asynchronously. The technologies used may include: the internet; wireless communications devices; audio or video conferencing.

The CAC NDTAAS degree program is not a correspondence education/course, meaning: (1) CAC Dietetic Education courses/instructional materials are not provided by mail or electronic transmission, including examinations on the materials to students who are separated from the instructor; (2) interaction between the instructor and the student is regular and substantive, and is primarily initiated by the instructor; and (3) courses are not self-paced. Correspondence education is not distance education.

The identity verification process for online courses protects student's privacy through the use of a secure portal, with a secure login and password. All online courses are hosted on CAC's secure learning management system, Blackboard. Faculty can post assignments and exams within the learning management system to ensure the privacy of student information. CAC also issues each student a nine-digit student identification number. This number becomes the unique identifier for students throughout their enrollment. The CAC Student Handbook, Computer Use & Technology Section states, "Sharing access codes or any security-related procedure, file, or account with other individuals" is Misuse and, "Central Arizona College will take action against a user who willfully misuses computer resources." [Central Arizona College Student Handbook](#)

Verification of Student Identity-Internal Process

Before answering questions about a student's Student Portal, Email, Black Board, etc. Student Services and the Dietetic Education Program verify student identity using at least two approved identifiers.



Dietetic Education Program

**Policy & Procedures for
Withdraws and Refunds
ACEND Standard 10.2p**

Policy Requirement:

A student may be withdrawn or dismissed from the Nutrition & Dietetic Technician Program based on violating any of (but not limited to) the following:

- a. Plagiarism.
- b. Cheating.
- c. Failure to adequately schedule and attend appropriate number of hours to meet the requirements of the internship class.
- d. Missing more than one semester of coursework.
- e. Grade of "D" or "F" in one or more dietetic/NTR courses
- f. Grade of "D" or "F" in any internship course
- g. Unprofessional appearance and/or conduct.
- h. Failure to obtain and maintain all of the required Health & Safety Requirements.
- i. Poor attitude and/or unethical behavior.
- j. Violation of HIPAA.

Procedures:

[Withdrawing from Classes/College](#)

Regular/Short Term Courses: Students can request an official withdrawal during the first two-thirds of the class, based on the beginning and end date as listed in the schedule of classes. During this period, a student may withdraw regardless of reason and must initiate and complete the withdrawal request through the registration office. Instructor permission is not needed. During the final one-third of the course, if there are extenuating circumstances, a student can request an official withdrawal. The approval of both the instructor and division chair or program director will be required. The college reserves the right to withdraw students from classes at any time during the semester.

[Refunds](#)

Regular semester length classes/Summer Session classes:

100% of tuition fees will be refunded for a regular semester length class if the official withdrawal is made prior to the last day of the Final Registration period. 90% of the tuition fees will be refunded for a regular semester length class if the official withdrawal is made within the official Add/Drop period (please refer to the Academic Calendar for specific dates). There are no refunds for classes dropped after the official Add/Drop period ends.

Short term classes/Late Start Classes:

Any student officially withdrawing before the first day of class will be entitled to a 100% refund. There are no refunds for short term classes dropped after the class starts. Students must submit a Refund Request Form to the Business Office.

An exception may be approved for a student withdrawing for medical reasons, if adequate documentation is submitted. All refunds and deposits that may be due to a student first will be applied to any outstanding debts owed to the college. When the college is responsible for a change, i.e., cancelled class, time change, etc., the business office will issue the refunds to students within 10-14 business days.

Financial Aid Recipients who totally withdraw from classes:

The financial aid office will perform a Return to Title IV Calculation to determine the amount of aid required to be refunded to the federal financial aid program(s). If a grant overpayment is due from the student, he or she will be notified by mail. The student may pay the grant overpayment directly to the school during the same academic year. At the end of the academic year, any uncollected overpayments will be turned over to the Department of Education for collections.



Dietetic Education Program

**Policy on Program schedule, vacations, holidays and leaves of absence
ACEND Standard 10.2q**

Policy Statement:

CAC-NDT Students have 24/7 access to the CAC [Academic Calendar](#). The Academic Calendar identifies semester start and end dates, registration deadlines, withdraw timelines, holidays and breaks, and final exam week. For individual classes, faculty post a Course Calendar/Schedule of Activities and due dates in Blackboard and/or the course syllabus. For the DT internship students, a Course Calendar/Schedule of Activities is posted in their online learning management system (Blackboard) and mailed prior to the internship with their internship packet.

In the case of a faculty member taking leave of absence, students will be notified via email of the new faculty assuming the class.



Dietetic Education Program

Policy and Procedure Protection of Student Privacy ACEND Standard 10.2r

Policy Requirement:

Protection of privacy of student information, including information used for identifying students in distance learning.

Policy Statement:

Student Records: Student records are maintained in Central Arizona College Records Office and/or the Dietetic Education Program office.

Family Educational Rights and Privacy Act (FERPA)

The Family Educational Rights and Privacy Act of 1974 (FERPA) protects the privacy of educational records and gives students the right to review their educational records. In compliance with the Act, Central Arizona College (CAC) has established policies and procedures for the review and correction of inaccurate or misleading information. Copies of the policies and procedures are available in the Records Office. Questions regarding the Act may be addressed to the Registrar.

CAC, including the Dietetic Education Program, does not release any personally identifiable information about any student to a third party without the student's written consent. Directory or "public" information may be released at the college's discretion.

Directory information includes name, address, dates of attendance, program of study, classification (freshman or sophomore), status (full- or part-time), and participation in officially recognized activities and sports, degrees, awards received, and previous institutions attended by the student.

Currently enrolled students may withhold disclosures of directory information by submitting a written request to the Registrar. Such requests must be renewed on a yearly basis.

Effective March 19, 1997, colleges are required to provide directory information to the Department of Defense. Students may request in writing to withhold the release of this information. Requests should be sent to the Office of the Registrar, 8470 North Overfield Road, Coolidge, AZ 85128.

Faculty Responsibility

All NDT faculty are informed of their responsibilities of unauthorized release of confidential records or information. Because an online environment creates a record of student activity, it is subject to FERPA

privacy rights, unlike verbal exchanges in a physical classroom. Faculty and staff understand and carry out a commitment to confidentiality, integrity, and security to protect the privacy of students who participate in distance learning activities. Students' records are kept private by the instructor, except in cases where academic staff or administration access the course, with legitimate educational interest under FERPA guidelines.

Student Responsibility

It is the NDT student's responsibility to keep their password confidential. Only work submitted to open forums, like discussion boards, can be accessed by other students; other assignments, grades and correspondence are not viewable by other students.

Password Security

Both NDT students and NDT faculty are responsible for the security of their secure-portal passwords and are required to use strong passwords and prompted to change their passwords periodically.

Communication

NDT students are required to use their student email address to communicate with their online instructors or contact the instructor through the communication features within the course Learning Management System. This will ensure that all electronic communications with the instructor are secure.

Identity Verification in Distance Learning Courses

The identity verification process for online courses protects student's privacy through the use of a secure portal, with a secure login and password. All online courses are hosted on CAC's secure learning management system, Blackboard. Faculty can post assignments and exams within the learning management system to ensure the privacy of student information. CAC also issues each student a nine-digit student identification number. This number becomes the unique identifier for students throughout their enrollment.



Dietetic Education Program

Policy on Student Access to Own Student Files
ACEND Standard 10.2s

Policy Statement:

NDT students may access their personal files through the Central Arizona College Student Portal. Files include, but are not limited to, add/drop classes, class schedule, view holds, financial aid status, payment plan sign-up, make a payment, unofficial transcripts, and more. Student records are also maintained in Central Arizona College Records Office and/or the Dietetic Education Program office.



Dietetic Education Program

Policy and Procedure
Student Access Support Services
ACEND Standard 10.2t

Policy Requirement:

Access to student support services, including health services, counseling and testing and financial aid resources.

Policy Statement Support Services:

Available Medical and Counseling Services:

Beginning in late August 2019, NDT students taking classes with CAC will have access to 24/7 medical and counseling telehealth services through our partnership with WellVia. Students and their dependents can speak with a physician or therapist via phone or video on demand, no matter where they are in the U.S., for a nominal fee of \$35 per session. Ongoing scheduled therapy is available for a slightly higher fee.

Procedure:

An enrollment email is sent to all students on the first day after add/drop period, each semester. Students on the Signal Peak campus can also be referred to see a counselor face-to-face at a counseling center in the city of Casa Grande.

Advising

Students accepted into the CAC Dietetic Technician Program should email diettechadvisor@centralaz.edu for advising.

Financial Aid Services

A link to financial aid services can be found here: [Financial Aid Resources](#)