



**COLLEGE OF HEALTH PROFESSIONS**  
**SCHOOL OF NURSING**  
**RN to BSN Student**  
**Handbook**  
**(Updated November 2025)**

**A Supplement to the Marshall  
University Student Handbook**

**This handbook is developed for students entering the College of Health Professions, School of Nursing, Registered Nurse to Bachelor of Science in Nursing (RN to BSN) Program.**

**Students are expected to read the Marshall University Catalog and the Marshall University Student Handbook to be familiar with the University policies.**

**The Bachelor of Science in Nursing Program is accredited by the:  
Accreditation Commission for Education in Nursing or ACEN  
3390 Peachtree Road NE, Suite 1400 Atlanta, Georgia 30326  
acenursing.org (404) 975-5000.**

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## **Greetings from the Chair of the School of Nursing: Dr. Annette Ferguson**

Welcome to the School of Nursing at Marshall University. We are the largest regional provider of nursing education located within a major university setting and have access to resources which provide students with unique and varied experiences. In the pre-licensure BSN Program, we have campuses in Huntington, Point Pleasant, WV (MOVC), and Glenville, WV. Most recently, the school of nursing started a BA to BSN program at the Marshall University South Charleston campus. Additionally, we offer an online RN to BSN program for graduates of accredited diploma or Associate Degree Nursing programs.

We have a Family Nurse Practitioner Master's in Nursing Program as well as online MSN programs in Nursing Administration and Nursing Education. We offer a collaborative Psychiatric Mental Health Nurse Practitioner and Nurse Midwifery with Shenandoah University School of Nursing in Winchester, Virginia. In 2022, the school of nursing started a DNP program.

We have a long history of excellence on the national RN licensure examination (taken by our pre-licensure RN students) and the Family Nurse Practitioner Certification Exam. This is a direct result of the hard work on the part of our dedicated faculty who bring experience and passion into the educational process. In addition to traditional classroom methods of instruction, we also excel in the use of innovative technologies to enhance learning, including our dynamic online programs of study.

We exist in a challenging world for all health professions, especially the nursing profession. The need for nurses has never been greater and will only grow with the coming years. Many studies support the need for more nurses, especially those with Bachelor's in Nursing (BSN) degrees and advanced degrees. It is the responsibility placed upon faculty to assure tomorrow's nurses are prepared and ready to assume leadership roles and safeguard our most vulnerable populations: the ill. To this end,

the faculty and I stand ready to support student achievement and education at the undergraduate and graduate level.

### **History of the RN to BSN Program**

The RN to BSN Program has been in existence since the 1970's. At that time, the nursing program at Marshall University was an associate degree program taught on campus and the RN to BSN Program was started to allow nurses with an associate degree to return to school to obtain a BSN. The RN to BSN Program was taught on campus with scheduled lecture courses. Students could only start the program the fall semester of each year as classes were offered only once a semester in a sequential order building upon the knowledge of the prior semesters. When the School of Nursing replaced the associate degree with a BSN Program for pre-licensure students, the RN to BSN Program remained for nurses with an associate degree or diploma wanting to obtain a BSN. The program was still delivered on campus. As distance learning became available, RN to BSN classes were transmitted to various sites across the state including South Charleston and the Mid-Ohio Valley Center in Pt. Pleasant. However, to take the classes students had to be in the designated classroom at set times each week.

In response to the small numbers of students in the campus held classes and the requests from potential and actual RN to BSN students, the RN to BSN Program began to move to an online format starting in fall 2011. Prior to this transition, the curriculum of the program was reviewed, and changes made as needed for the online program. In fall 2012, all RN to BSN nursing courses were offered online with approximately six students in each class. Classes were still offered only once a semester in sequential order so students were encouraged to start the fall semester as students starting the spring semester had a limited number of classes they could take. With the increase in the number of students enrolled in classes, classes began to be offered both spring and fall semesters and remain this way at the current time. Several years ago, nursing classes were changed from the traditional full semester courses to a 7-week format to allow working nurses to focus on one to

two courses at a time during the semester. Typically, the RN to BSN Program has 85-100 students enrolled in the program.

**Welcome from the RN to BSN Program Director**

Welcome to the RN to BSN Program at Marshall University. Thank you for choosing Marshall University's RN to BSN Program to continue your education. Lifelong learning is important in the profession of nursing, and you are now taking another step on your journey. The BSN degree is a way to build upon your knowledge base from your associate degree or diploma program as well as introduce you to the latest information that can be used in your nursing practice. The BSN can open new employment opportunities as well as providing the basis for graduate education. If you need anything while enrolled in the RN to BSN Program, please reach out to me. I am here to help you. You can contact me via email at [evansd@marshall.edu](mailto:evansd@marshall.edu).

Sincerely,

Dr. Deanna Pope

Director of the RN to BSN Program

## **Important University Links**

### **Health and Safety Information**

All members of the Marshall University community are expected to always observe health and safety protocols. This includes general health and safety protocols as well as specific protocols that might emerge in response to community and campus health conditions. For more information about the Student Health Services available, please visit the website.

<https://www.marshallhealth.org/locations/student-health-services/>

### **Campus Carry Policy**

University Policy, UPGA-12 (Campus Carry Policy) derives its authority from West Virginia State law, including the Campus Self-defense Act (W. Va. Code § 18B-4-5b). It pertains to the exercise of Concealed Carry on Marshall University's campus, except in designated areas, by individuals with a valid permit to Conceal Carry.

Individuals who choose to Conceal Carry are responsible for knowing and understanding all applicable federal, state, and local laws and Marshall University Board of Governors Rules, University Policies, and Administrative Procedures. University Policy, UPGA-12 applies to areas of campus and buildings that are directly under the possession or control of Marshall University.

Concealed Handguns are not observable to others and must be holstered and concealed on the body of the permit holder or in a personal carrier, such as a backpack, purse, or other bag that remains under the exclusive and uninterrupted control of the permit holder. This includes wearing the personal carrier with a strap, carrying or holding the personal carrier, or always setting the personal carrier next to or within your immediate reach. If your participation in class activities impedes your ability to maintain constant control of your Handgun, please make alternate arrangements prior to coming to class.

### **Faculty Office**

NOTICE: University Policy, UPGA-12 (Campus Carry Policy) defines Sole Occupancy Offices as areas that may restrict Concealed Carry. Please be aware that those offices are a Sole Occupancy Office, and this statement serves as notice that concealed weapons or handguns are not permitted in the offices. If you plan to attend a meeting in the restricted offices or to drop by the offices, secure your weapon or handgun appropriately before you arrive.

**Academic Calendar:** to view academic calendar click on the link and select the appropriate semester. <http://www.marshall.edu/calendar/academic/>

**University Policies** can be reviewed by going to [www.marshall.edu/academic-affairs](http://www.marshall.edu/academic-affairs) and clicking on "Marshall University Policies " or by going to [http://www.marshall.edu/academic-affairs/?page\\_id=802](http://www.marshall.edu/academic-affairs/?page_id=802) and clicking the appropriate link for the following policies: Academic Dishonesty/ Academic Dismissal/ Academic Forgiveness / Academic Probation and Suspension /Affirmative Action/Dead Week/D:F Repeat Rule/Excused Absence/Inclement Weather/ Sexual Harassment/Students with Disabilities/ University Computing Services Acceptable Use

Students should review the following University policies: Incomplete grade, Students with disabilities, Grade appeal, D/F forgiveness, Academic dishonesty, University excused absences, Core curriculum, and others as needed. See the Marshall University Undergraduate Catalog for the Marshall University policies: <https://catalog.marshall.edu/>

**MU online:** <http://www.marshall.edu/muonline/>

**MyMU:**

[https://ads.marshall.edu/ads/ls?wa=wsignin1.0&wtrealm=urn%3amymu.marshall.edu%3a443&wctx=https%3a%2f%2fmymu.marshall.edu%2f\\_layouts%2f15%2fAuthenticate.aspx%3fSource%3d%252F&wreply=https%3a%2f%2fmymu.marshall.edu%2f\\_trust%2fdefault.aspx](https://ads.marshall.edu/ads/ls?wa=wsignin1.0&wtrealm=urn%3amymu.marshall.edu%3a443&wctx=https%3a%2f%2fmymu.marshall.edu%2f_layouts%2f15%2fAuthenticate.aspx%3fSource%3d%252F&wreply=https%3a%2f%2fmymu.marshall.edu%2f_trust%2fdefault.aspx)

**Change to Online Status for Distance Learning Tuition Fee:**

<https://www.marshall.edu/tuition/2024-2025-online-learning-tuition-and-fees/>

**Graduation Application:** <https://www.marshall.edu/registrar/files/Online-Graduation-Application-Instructions-Updated-8-16-17.pdf>

### **Inclement Weather Policy**

If you have questions pertaining to the University being closed during inclement weather, check the MU online website and/or social media sites.

## **Computer Requirements for Online**

Marshall University Student Computer Hardware Recommendations and Software Requirements 2023/2024

Marshall University requires all students to come to campus with a notebook or laptop computer based on Windows 10, Windows 11, or macOS. Some Windows-based computers called 2-in-1's or Convertibles serve both as a notebook/laptop and as a tablet device. We recommend you also have a Smartphone or a tablet. For more information go to: <https://www.marshall.edu/it/recommendations/>

### **Technology and Technical Skill Requirements**

- Students must be proficient in the use of computers, the Internet, browsers, Microsoft Office Word, and other common applications.
- For computer and browser requirements, see "Get Connected" and "Internet Browser" at [Student Resources: First Steps](#). See also [IT: Recommended Hardware](#) (URLs: <http://www.marshall.edu/muonline/student-resources/> and <http://www.marshall.edu/it/recommendations/> ).
- To check your browsers, use the [Blackboard Browser Checker](#) and ensure that you set permissions properly and have all the necessary plug-ins. (URL: [https://help.blackboard.com/Learn/Student/Getting\\_Started/Browser\\_Support/Browser\\_Checker](https://help.blackboard.com/Learn/Student/Getting_Started/Browser_Support/Browser_Checker) )
- Students must be able to use Marshall email, as well as the following tools in Blackboard: course messages, assignments, discussion board forums, tests, blogs, journals, wikis, and groups. Links to Blackboard Help and tutorials are available on the Start Here page and on the Tech Support tab in Blackboard.
- Virtual (VC) courses may require a webcam and microphone to use Blackboard Collaborate Ultra for synchronous meetings. For the best experience, Blackboard recommends Google Chrome browser or Mozilla Firefox browser. Links to Blackboard Collaborate Help and Tutorials are on the Start Here page and on the Tech Support tab in Blackboard.
- [Adobe Acrobat Reader](#) may be needed to read some files. This plug-in is available free. (URL: <https://get.adobe.com/reader/> ) See the Tech Support tab in Blackboard for additional information and links.
- Students may be required to submit assignments as Microsoft Word documents (.docx), using the most recent Microsoft Office suite. Office 365 is available at no extra charge to students enrolled at MU. For information visit [Marshall IT: Office 365](#) (URL: <http://www.marshall.edu/it/office365/> ).
- See the Tech Support tab in Blackboard for additional information on browsers, technology, and apps.

## Technology Assistance

If you have technical problems, please contact one or more of the following:

- [Blackboard Support Center](http://marshall.edusupportcenter.com) (URL: <http://marshall.edusupportcenter.com>)
- Marshall [Information Technology \(IT\) Service Desk](http://www.marshall.edu/it/departments/it-service-desk/) (Help Desk) (URL: <http://www.marshall.edu/it/departments/it-service-desk/> )
  - Huntington: (304) 696-3200
  - South Charleston: (304) 746-1969
  - [Email the IT Service Desk](mailto:itservicedesk@marshall.edu) (itservicedesk@marshall.edu)

## School of Nursing Mission Statement

To provide quality, innovative education to improve the health and well-being of the individual, family, community and global society.

To accomplish this mission, the SON:

1. Maintains rigorous professional education standards through high expectations of student learning and performance.
2. Encourages involvement of faculty in service to the individual, family, community, global society, and the profession of nursing
3. Supports the engagement of faculty and students in evidence-based practice, research, clinical practice, and other scholarly endeavors.
4. Cultivates a community that is inclusive, just, and equitable.

Approved 10/25/2022

## MARSHALL UNIVERSITY SCHOOL OF NURSING STATEMENT OF PHILOSOPHY

### PERSON/ENVIRONMENT

The person is a holistic being: an individual who is complex, dynamic, and cannot be reduced to the sum of his/her parts. Each person has values, attributes, and behaviors that are influenced by environment, culture, social norms, experiences, physical characteristics, moral and ethical constructs, and religious beliefs and practices. The person is viewed as a system interacting with the environment and developing relationships with others. The person is capable of growth and development, self-direction, change and goal directed behavior. Each person is diverse and unique in nature and should be recognized as such. Diversity may occur in, but is not limited to, race, gender, ethnicity, sexual orientation, age,

socioeconomic status, religious beliefs, political beliefs, and physical abilities. Each person deserves respect and dignity.

## HEALTH

Health is a dynamic process which has variations along a wellness/illness continuum throughout the lifespan. Wellness is the highest functional potential for holistic well-being. Illness incorporates any alteration in health which produces dysfunction or a potential alteration in the individual. Perceptions of health are determined by society and by the person. Health is influenced by heredity, environment, and lifestyle. Individuals ultimately have the right and responsibility to make decisions and set goals concerning their health.

## NURSING

"Nursing is the protection, promotion, and optimization of health and abilities, prevention of illness and injury, alleviation of suffering through the diagnosis and treatment of human response, and advocacy in the care of individuals, families, communities, and populations." (ANA, 2010, p. 3) Nursing involves integration of many values including caring, diversity, integrity, holism, patient-centeredness, and excellence. Caring is the essence of nursing and can be described as the act and expression of compassion and concern towards others to promote a sense of health and well-being. Diversity is integrated into nursing through recognition and acceptance of unique and individual differences and the beliefs, values, gender, race, and ethnicities among individuals and communities. Nursing practice demonstrates integrity through adherence to moral and ethical principles, respecting the dignity of others and providing honest and trustworthy care. Nursing is patient-centered where the patient is the focus of care and is actively involved in the process of change to enhance health. The value of holism is integrated by viewing the individual as a dynamic being and every aspect of the human condition is considered during the nursing process. Nursing is a dynamic profession continuously striving for excellence. The practice of professional nursing incorporates a spirit of inquiry and judgment utilizing knowledge and science to help patients achieve their highest level of wellness. Nursing practice is performed autonomously and collaboratively.

## EDUCATION

Education is an interactive, life-long process, which includes formal education and life experiences contributing to self-fulfillment. Learning is fostered in the cognitive, affective, and psychomotor domains. The educational process occurs in an environment which is conducive to learning by encouraging self-direction and active student participation. Faculty members facilitate learning through the identification of content and experiences necessary for students to integrate

knowledge and skills of contemporary nursing practice. Experiences are designed to address the health care needs of patients in a variety of settings.

Baccalaureate nursing education provides a general education with an introduction to multiple disciplines including fine arts, social sciences, natural sciences and humanities. Baccalaureate education in nursing is the basis for professional practice as a nurse generalist and should be accessible to traditional students and to those who have previous formal educational experiences. It also provides students with the education needed to develop critical thinking skills. Consideration is given to the needs of diverse populations of the 21<sup>st</sup> century while providing culturally competent care in a safe, nurturing environment within a complex and changing health care system. This level of education is guided by a spirit of inquiry focused on improvement and delivery of nursing services through evidence-based practice. The professional practitioner is prepared to make critical decisions regarding health care based upon competencies and standards for patients across the lifespan, whether individuals, families, groups, or communities. An individual's responsibility for continued self-learning, professional growth, and the advancement of nursing as a profession is fostered and expected. Baccalaureate nursing education is the foundation for graduate study.

Graduate nursing education builds upon baccalaureate nursing education. The hallmark of graduate education is the scholarly exploration of theoretical and clinical concepts. It prepares graduates to practice an advanced level of professional nursing in clinical, administrative, or academic positions. Graduate nursing education provides the foundation for doctoral studies.

Approved by the SON Faculty 05/09/2011, Reviewed 10/2017

The above philosophy was developed and revised incorporating a broad range of materials including, but not limited, to:

- American Association of Colleges of Nursing. (2009). *The essentials of baccalaureate education for professional nursing practice: Faculty tool kit*. Washington, D.C: AACN.
- American Association of Colleges of Nursing. (2009). *The essentials of master's education for professional nursing practice: Faculty tool kit*. Washington, D.C: AACN.
- American Nurses Association. (2010). *Nursing's social policy statement*. (3rd ed.)
- National League for Nursing. (2010). *Outcomes and competencies for graduates of practical/vocational, diploma, associate degree, baccalaureate, master's, practice doctorate, and research doctorate programs in nursing*. New York: National League for Nursing

## **Bachelor of Science – Nursing**

The baccalaureate program in nursing prepares professional nurse generalists to work with individuals, families, groups and communities in a variety of health care settings. Baccalaureate nursing education provides a foundation in the humanities and the biological, social and behavioral sciences. Students can apply this foundation, as well as a strong base in nursing science to the professional practice of nursing.

### **BSN End of Program Student Learning Outcomes**

The graduate is a nurse generalist with competence to:

1. Use the nursing process to provide nursing care to individuals, families, groups, and communities in multiple settings, considering cultural diversity.
2. Synthesize theoretical and empirical knowledge from nursing, natural and social sciences, and the humanities to promote, maintain, and restore health throughout the life span.
3. Promote health care through communication and collaboration with clients and other health care providers.
4. Coordinate comprehensive nursing care through the application of management and leadership skills, including prioritizing and delegation of care.
5. Use clinical and critical reasoning to address simple and complex situations.
6. Integrate evidence-based practice into nursing care.
7. Perform as a responsible and accountable member of the profession who practices nursing legally and ethically.
8. Examine professional activities that help define the scope of nursing practice, set health policies, and improve the health of the public.

Revised SON 5/08/2012, Revised SON 02/04, Reviewed SON 02/03, Revised SON 2/26/01; Revised SON Faculty 5/11/93

## **RN to BSN Program Admissions**

### **School of Nursing Admission Policy**

It is the policy of Marshall University to provide equal opportunities to all prospective and current members of the student body based on individual qualifications and merit without regard to race, color, sex, religion, age, handicap, national origin, or sexual orientation.

All students must be physically and emotionally able to meet the requirements of each nursing course, and, therefore, the requirements of the nursing program. Consistent with applicable statutes, the School of Nursing will make every effort to

make reasonable accommodations in its course delivery to ensure that students with disabilities receive equal treatment.

During the course of the nursing education program, students may be exposed to potentially infectious situations. Students with or who develop compromised health status should discuss their health risks with their health care provider.

Reviewed: 10/24/2011; Revised 02/04; Revised: 02/03 SON; Approved SON Faculty 1/26/93

### **RN to BSN Admission Process**

**(1)** Applicants are required to apply to **both** Marshall University and the RN to BSN Program and have a current cumulative grade point average (GPA) of 2.5 or above and must have graduated from an ACEN accredited school.

**(2)** Due date for application: Spring semester Oct 1 and Fall Semester April 1.

**(3)** Applications will be processed as received. For the application to be processed, the applicant must be a current Marshall Student or admitted for the semester in which the student is applying to the RN to BSN Program. Once the class size of 30 has been reached, applicants will be waitlisted.

**(3)** Once the admission letter is sent out to the applicant via email, the applicant will have 2 weeks to return their plan of study and complete the requirements (e.g., Documentation on Verified Credentials and/or a background and drug screen through Verified Credentials if a new Marshall Student or Marshall student who has been out of school and is returning). Admitted applicants who failure to complete the requirements by the 2-week deadline will not be guaranteed a seat in the next nursing class.

Effective 9/2025

**Unencumbered License** - Current unencumbered licensure as an RN in the United States is required. An unencumbered license has not been subjected to formal discipline by any Board of Nursing. This includes but is not limited to reprimand, revocation, probation, suspension, restriction, limitation, disciplinary action, discretionary review/hearing or encumbrance. An unencumbered license is a license that has no provisions or conditions that limit practice in any way. This applies to all current or past RN licensure in one or more states. Approved SON April 26, 2016

### **Additional Hours of Credit for an Associate Degree or Diploma**

The School of Nursing awards up to 40 hours of undergraduate nursing credit for an associate degree or diploma for a licensed RN after 12 nursing credit hours are complete. **It is the student's responsibility to ask for the additional hours of credit once this requirement has been met. To request this additional**

**credit, the student must submit a letter to the RN to BSN Coordinator requesting the additional hours of credit.**

RN to BSN Nursing Courses -Students in the RN to BSN program must complete 28 hours of nursing course at Marshall University. The RN to BSN nursing curriculum provides learning opportunities that foster the integration of clinical knowledge, research, and evidence-based practice.

Requirement for BSN - A minimum of 120 hours is required for a BSN. For additional information related to what courses meet the general education requirements go to [www.marshall.edu/gened](http://www.marshall.edu/gened) and look at course listings for each general education requirement. **Graduation requirement of BSN is 120 hours. Only 72 hours from a community college count towards BSN.** Therefore, depending upon the number of transfer credits towards a BSN, a student may have to take additional elective hours. If your associate degree nursing program was less than 40 hours, MU SON will award up to 40 hours of credit for associate degree upon successful completion of the following classes: NUR 305, NUR 318, NUR 333, and NUR 400. It is up to each student to request additional hours of credit for associate degree from the RN to BSN Program Director.

## **SECOND BACHELOR'S DEGREE**

Students who already hold a Bachelors' Degree need to meet the requirements as stated MU Undergraduate Catalog.

### **Additional Baccalaureate Degrees**

It is possible to earn more than one baccalaureate degree by meeting these requirements: (1) completing all of the major requirements for the desired degree; (2) completing the college requirements for each desired degree; (3) completing a minimum of 30 additional hours for each degree beyond the 120 hours required for the first baccalaureate degree (this means completing a total 150 hours for a second baccalaureate, 180 for a third baccalaureate, and so on); and (4) meeting the minimum residency requirement of 24 credit hours.

<https://catalog.marshall.edu/undergraduate/academic-information/>

Grade Point Averages and graduation with honors must conform to existing university policies.

## **Transfer of Credit from Other Institutions**

If you think you may have met the requirements with a transfer course, complete a course substitution form found at: <http://www.marshall.edu/cohp/> under School of Nursing, Online RN to BSN, forms. For courses that you are not sure of the equivalent go <https://mubert.marshall.edu/transfer/> for the Course Transfer Equivalency System. Make sure to keep copies of all your program forms.

## SCHOOL OF NURSING BSN ACADEMIC POLICIES

**THE POLICIES AND INFORMATION CONTAINED IN THIS HANDBOOK ARE FOR THE NURSING STUDENTS ADMITTED TO THE BACHELOR OF SCIENCE IN NURSING. THE BACHELOR OF SCIENCE IN NURSING (BSN) PROGRAM RESERVES THE RIGHT TO WITHDRAW OR CHANGE POLICIES LISTED IN THIS HANDBOOK. CHANGES WILL BECOME EFFECTIVE WHENEVER THE PROPER AUTHORITIES SO DETERMINE. NURSING STUDENTS AFFECTED WILL BE NOTIFIED.**

### Definition of Terms

**PREREQUISITE** (PR): Defined as a course that **must** be satisfactorily completed **prior** to admission into a specified course.

**PREREQUISITE (PR) OR CONCURRENT** (CC): Defined as a course that must be satisfactorily completed **prior to**, or taken **concurrently with**, a specified course. (terms reviewed by SON without changes 10/24/2017)

**SATISFACTORY COMPLETION** - - Students must receive a "C" or higher in all general education required courses and the pre-requisite course (Statistics). Students who earn a grade of less than "C" must repeat that course.

**Required GPA** - In order to progress and remain in the nursing program, students must maintain a **cumulative GPA of 2.5 or higher**. A student whose overall GPA falls below 2.5 will be given a maximum of one (1) semester (fall or spring) to raise the overall (GPA) to 2.5 or higher. During this period, classes may be taken during summer school to count toward the GPA. If the GPA remains below 2.5 at the end of the one semester probationary period, the student will be **dismissed** from the School of Nursing.

**Example 1: A student's GPA falls below 2.5 at the end of the fall semester.**

That student may take classes in both the spring and summer terms to raise his/her GPA which **must** be a 2.5 or higher at the end of the last summer term.

**Example 2: A student's GPA falls below 2.5 at the end of the spring semester.** That student may take classes in summer school and fall to raise his/her GPA which **must** be a 2.5 or higher at the end of the fall semester.

Approved SON 2/23/16

**IN ORDER TO GRADUATE, THE MARSHALL UNIVERSITY GRADE POINT AVERAGE MUST BE A 2.0. UNIVERSITY POLICIES AND THE STUDENT CODE OF CONDUCT ARE PUBLISHED IN THE MARSHALL UNIVERSITY STUDENT HANDBOOK. THESE POLICIES WILL BE ADHERED TO BY STUDENTS IN THE SCHOOL OF NURSING. THIS INFORMATION CAN BE ACCESSED VIA MARSHALL UNIVERSITY'S WEBSITE.**

Reviewed 10/ 2017, Revised 08/17/16, Revised 10/27/15, Revised 02/27/06,  
Revised 05/15/02, Approved SON 04/22/02

## **BSN Academic Policies**

### **RN to BSN Withdrawal**

The decision to withdraw from any class, nursing or non-nursing, is one that requires great thought. Students who want to withdraw from any class must meet with their academic advisor to discuss the issues and potential consequences related to that withdrawal. The issues and consequences are as follows:

-Withdrawal from high-demand classes may result in the student not being able to pre-register for that class the following semester for which the course is offered. Instead, that student will have to wait until the first week of classes to see if there is space available in the class.

-Some nursing courses are prerequisites or co-requisites of other nursing courses. Therefore, the student may have to withdraw from more than one nursing course which may make the student have part-time status. Part-time status could affect financial aid and the ability to be covered by the parent's insurance policy.

-Withdrawal from certain non-nursing and nursing courses may delay completion of the nursing program by as much as one (1) year.

A student may withdraw from an individual class after the schedule adjustment period and by the last day to drop an individual course and receive a "W". The student must also drop any co-requisite classes at that time. After the designated time (see academic calendar), the student cannot drop an individual class but must completely withdraw from the university. The university calendar lists specific dates for withdrawal.

### **SON RN to BSN Program Failing Grade Policy**

Each nursing course must be completed with a grade of "C" or higher to be considered satisfactory. If a student earns a grade of less than "C" in a nursing course, that course must be repeated. A petition to repeat the course must be submitted to the Director of the RN to BSN Program within 2 weeks of receiving the failing grade. Repeating any nursing course is on a space available basis.

**Students may repeat only one required nursing course in which a grade of less than "C" is earned. Students receiving a second D or F in a required nursing course will be withdrawn from the program.** Approved by SON  
2/26/13

### **Request to Repeat a Nursing Class RN to BSN Program**

A student who withdraws from a nursing course(s) must contact the RN to BSN Program Director to request to repeat the course. The request should explain why the student should be allowed to repeat the course and what they plan to do in order to be successful in the course. This request may be submitted electronically or via mail to the Director of the RN to BSN Program. **Requests to repeat a class must be submitted at least two weeks before the beginning of the semester.** The Director of the RN to BSN Program may consult with faculty of the dropped course (s) regarding the student's status at the time of the withdrawal. The Director may also seek input from the RN to BSN Program Committee regarding the request. Repeating a nursing course is contingent on available space. Students enrolling in any nursing course for the first time receive priority. **A student may only attempt to complete an individual RN to BSN nursing course TWO times.** Instances in which the student drops the course within the first week will not be counted as an attempt. **A student cannot repeat a nursing course without permission of the RN to BSN Program Director.**

Approved by SON 5/12/14; Reviewed by RN to BSN Committee 8/28/2023

### **RN to BSN Program Leave of Absence**

Due to restricted enrollment in the School of Nursing, nursing students unable to maintain continuous progression must follow the Leave of Absence policy.

- The student must request permission in writing for a leave of absence from the RN to BSN Program. Notification should be at earliest possible time.
- Student Petition for Leave of Absence must be submitted to the Director of the RN to BSN Program for the semester in which the student is requesting leave.
- If a Leave of Absence is approved, the student must consult with their advisor to revise the program plan.
- Students who have not demonstrated responsibility or show potential for successfully completing the program will not be granted a Leave of Absence.
- Permission for a leave of absence may be granted for up to one semester. After one year of not taking classes, students will be considered inactive and must reapply to Marshall University and the RN to BSN Program.
- Approved SON 2/26/13; Reviewed 10/2017; Revised and approved by the RN to BSN Committee 8/28/2023

### **Returning RN to BSN Student Policy**

Students who were previously enrolled MU SON RN to BSN students in good academic standing at the time of leaving the program who are requesting to return to complete the program, will be evaluated on an individual basis for the program plan of study development.

Approved RN to BSN Committee 3/9/17; Reviewed by RN to BSN Committee 8/28/2023

### **RN to BSN Program Policy of Transfer Credit Nursing Classes**

Students, who have previously taken RN to BSN nursing courses at another institution, may request course evaluation by the RN to BSN Committee for consideration of up to 9 hours of transfer credit for the RN to BSN nursing courses. It is the student's responsibility to request review of the transfer course(s) upon admission to the RN to BSN Program. Syllabi for the time the RN to BSN course(s) was taken must be submitted to the Committee for review. Courses submitted for transfer credit must have been taken within the past five years.

Reviewed and approved by RN to BSN Committee 8/28/2023

### **SON Policy on Academic Dishonesty**

Marshall University College of Health Professions, School of Nursing will not tolerate academic dishonesty of any kind. Academic dishonesty is defined as:

#### **I. CHEATING**

- A. Unauthorized use of any materials, notes, sources of information, study aids, commercial textbook test banks or tools during an academic exercise. No cell phones, personal calculators, palm computers or "smart" devices (watches, etc.) or hats allowed during exams. Calculators will be provided, if necessary.
- B. Unauthorized assistance of a person, other than the course instructor during an academic exercise.
- C. Unauthorized viewing of another person's work during an academic exercise.
- D. Unauthorized securing of all or any part of assignments or examinations (including commercial textbook test banks) in advance of the submission by the instructor.

**II. FABRICATION / FALSIFICATION:** The unauthorized invention or alteration of any information, citation, data or means of verification in an academic exercise, official correspondence of a university record.

**II. PLAGIARISM:** Submitting as one's own work or creation any material or an idea wholly or in part created by another. This includes, but is not limited to:

- A. Oral, written and graphical material
- B. Both published and unpublished work
- C. Any material(s) downloaded from the Internet It is the student's responsibility to clearly distinguish their own work from that created by others. This includes proper use of quotation marks, paraphrase and the citation of the original source. Students are responsible for both intentional and unintentional acts of plagiarism.

**IV. BRIBES / FAVORS / THREATS** Attempts to unfairly influence a course grade or the satisfaction of degree requirements through any of these actions is prohibited.

**V. COMPLICITY** Helping or attempting to help someone commit an act of academic dishonesty.

**VI. SANCTIONS:** The instructor will impose one or more of the following:

- 1. A lower or failing project / paper / test grade.
- 2. A lower final grade.
- 3. Failure of the course
- 4. Exclusion from further participation in the class (including laboratories or clinical experiences).

Please refer to the University Student Handbook, Code of Conduct for the process of charges made and the process for subsequent sanctions imposed, and the process of appeal.

SON Policy on Academic Dishonesty: Reviewed 10/24/2017, Revised 08/17/16  
 Approved BSN Faculty 08/21/03  
 5-13-03, Approved Nursing Faculty 05/13/03

### **SON Original Work Policy**

All formal work to be submitted is to be an original work completed by the student for the class at the time the class is being taken. This cannot be a work that has been previously submitted in another class in whole or part unless prior approval has been obtained from the primary Faculty of the class. This policy applies to current classes as well as classes students are repeating.  
 Approved SON 4/24/2012, Reviewed 10/24/2017

### **SON Anti-Plagiarism Software Policy**

All PAPERS that require the use of MU SON approved anti-plagiarism software program are expected to be turned into the software program early enough for students to obtain the similarity index and adjust the paper for any matching issues. It may take up to 24 hours to receive a report back from the anti-

plagiarism software program. A final paper submitted that does not meet the anti-plagiarism software requirements of the class will be reduced according to the grading guidelines for that particular assignment. Assignments that have a high degree of matching may receive a zero grade. Make sure to check the individual course assignment description for the accepted percentage matching allowed for that course assignment. The accepted percentage matching may vary between assignments and courses.

Approved by SON 5/12/14, Reviewed 10/24/2017

### **SON AI (Artificial Intelligence) Policy**

#### **Option 2: Moderate Use – Generative AI is permitted/encouraged in some ways, with proper attribution, but prohibited in other ways.**

Students are allowed, and even encouraged, to use Generative AI in some ways but are prohibited from using it in other ways. Keep in mind that any content produced by generative AI can “hallucinate” (produce false information), so students are responsible for ensuring the accuracy of any AI-generated content. For information on citing AI, please see [MU Library’s citation website](https://libguides.marshall.edu/plagiarism-AI/cite) (URL: <https://libguides.marshall.edu/plagiarism-AI/cite>). Students should not use generative AI in any way that would violate the [Student Code of Conduct](https://www.marshall.edu/student-conduct/files/Studnet-Code-of-Conduct-2022.pdf) (URL: <https://www.marshall.edu/student-conduct/files/Studnet-Code-of-Conduct-2022.pdf>).

Students are **permitted and encouraged** to use generative AI in the following ways:

- **Brainstorming:** You may use generative AI to stimulate creativity, generate ideas, or brainstorm topics for papers, presentations, and discussions. The generated content must serve as a steppingstone, not a final product.
- **Citation Assistance:** AI tools can be used to manage, format, and organize citations and references, promoting adherence to academic writing standards and specific style guides required for individual assignments.
- **Grammar and Style Checking:** AI-powered writing enhancement tools may be used to help with spelling, grammar, syntax, and stylistic errors.
- **Concept Understanding:** Generative AI can be used to explain or simulate concepts taught in class, aiding in a deeper understanding.
- **Research Assistance:** AI can be used to conduct initial research, compile data, and summarize articles, books, or papers. It should not replace traditional research methods but rather enhance them.
- [ADD/REMOVE/MODIFY AS NEEDED]

You **may not** use generative AI in coursework in the following ways:

- **Plagiarism:** Using AI-generated content as your original work without attribution. This includes essays, papers, presentations, and exam answers.

- **Data Manipulation:** Using AI tools to alter data or create misleading information.
- **Misrepresentation of Skills:** Using generative AI to complete tasks that are meant to assess your knowledge and skills.
- **Confidentiality Breach:** Using AI tools that might violate university policies or laws related to data privacy and confidentiality.
- [ADD/REMOVE/MODIFY AS NEEDED]

See individual assignment instructions for more details.

*Metacognitive Reflection.* In addition to a proper citation, the student should include the following statement with any assignment where generative AI is used for assistance.

"I used generative AI platform [INSERT NAME OF PLATFORM, SUCH AS CHAT GPT] for assistance in the following ways on this assignment: [INSERT WAYS USED, such as brainstorming, citation assistance, grammar and style checking, concept understanding, and research assistance, etc.]

Adopted by SON 4-23-24

### **RN to BSN Lock Down Browser Policy**

To maintain the integrity of Quizzes in the RN to BSN Program, students must use the lockdown browser program of the University. Both the lockdown browser and monitoring with a camera will be used during the quizzes. A computer with a built-in camera or external web cam is needed to run the program. The computer must also have a microphone as the ability to detect sound is required. Chromebook cannot be used for this process. When prompted by the lockdown browser program, students will be required to show their Marshall ID at the beginning of the quiz and a visualization scan of the environment is required. No one is allowed to be in the room during the quiz. E-books cannot be accessed when in lockdown browser. It is recommended students obtain hard copies of the textbooks instead of e-books. Power points can be accessed through the lockdown if allowed for the quiz and are loaded in the lockdown browser site by faculty.

Students must follow these procedures when using the Lock Down Browser:

1. You must show your environment by scanning the room including your workstation or desk, etc.
2. You must show your notes if allowed to be used; every page of your notes must be able to be clearly seen.
3. You must show your textbook if allowed to be used.
4. No head coverings that make it difficult to recognize you from your Marshall ID/Driver's License photo unless you have an exemption for religious reasons.
5. No cell phones or other electronic devices (i.e. iPad, Amazon tablet, etc.) are allowed during the quiz.

**\*\* Failure to comply with these requirements may result in an unsuccessful attempt at the quiz and a grade of zero for the quiz.**

Note: Not all courses in the RN to BSN Program allow the use of notes and/or the textbook.

Approved RN to BSN Committee 4/12/1013; Revised RN to BSN Committee 5/3/23, 2/12/24

### **SON Distance Education Policy**

Marshall University School of Nursing (SON) offers individuals the opportunity to participate in classroom instruction for specified nursing courses at the graduate and undergraduate level from multiple distant sites. While the SON strives to ensure that distance education meets the needs of students, it must be noted that technical difficulties do occasionally occur. Students, however, are ultimately responsible for the course content, and as with any missed class it is the student's responsibility to get the missed material. Should a student have any specific problem, these should be brought to the attention of the site faculty/facilitator and the on-campus faculty immediately. If students at any of the distant sites find that this method of instructional delivery is not meeting their educational needs, then the student(s) are welcome to attend classroom instruction on-campus at any time.

Approved SON 08/16/07, Revised 10/24/2017

### **RN to BSN Online Exam/Quiz Policy**

Exams/Quizzes are to be completed by each individual, not as a group.

Exams/Quizzes will be open for six days from 12:00 AM EST Monday until 11:59pm EST Saturday. Quizzes/exams are timed according to the following formula: One minute per question plus 20 minutes. If exam/quizzes are not completed on time, students will receive a zero for that exam/quiz unless PRIOR arrangements have been made with the Professor concerning that particular exam/quiz.

Approved by the SON 5/12/14; Revised RN to BSN Committee 8/10/23; Revised RN to BSN Committee 10/14/24

### **BSN Online Policy for Late Assignments**

Students are expected to complete assignments as scheduled unless other arrangements have been PREVIOUSLY worked out between the Professor and the student. Late assignments will be reduced by **10% per day**. For example, if the assignment is worth 100 points, that is 10 points off the final assignment grade per day late. This applies to ALL assignments such as and not limited to individual assignments, discussion board assignments, group assignments, and peer review assignments.

**ASSIGNMENTS that are 5 days past due or later will not be accepted.**

Approved by the SON 4/23/13, Reviewed 10/24/2017

### **SON Academic Appeals (Grievance)**

The following has been adapted from the Marshall University academic appeals policy. It applies to academic appeals for nursing courses only. Students should refer to the Marshall University student handbook, for academic appeals in non-nursing courses.

In cases where a student is appealing a grade, the grade appealed shall remain in effect until the appeal procedure is completed, or the problem resolved.

The intent of the appeals process is to treat all parties fairly, and to make all parties aware of the appeals procedure.

In those cases, in which an undergraduate student has received an instructor-imposed sanction, the student shall follow the procedures outlined below:

1. The student should first attempt a resolution with the course instructor. This initial step must be taken within ten (10) days from the imposition of the sanction or, in the case of an appeal of a final grade in the course, within thirty (30) days of the beginning of the next regular term. The student who makes an appeal is responsible for submitting all applicable documentation. If the instructor is unavailable for any reason, the process starts with the Departmental Chair.
2. If the procedure in Step 1 does not have a mutually satisfactory result, the student may appeal in writing to the Departmental Chair within ten (10) days after the initial action, who will attempt to resolve the issue at the program level. When a student appeals a final grade, the faculty member must provide all criteria used for determining grades.
3. Should the issue not be resolved at the program level, either the student or instructor may appeal in writing to the Dean of the College of Health Professions within ten (10) days of the action taken in Step 2. The Dean will attempt to achieve a mutually satisfactory resolution.
4. Should the issue not be resolved by the Dean, either the student or instructor may appeal in writing within (10) days of the action taken in Step 3 to the Budget and Academic Policy Committee who shall refer the matter to the University Academic Appeals Board for resolution. The hearing panel has the right to seek additional documentation if necessary.
5. Should the student or the instructor be dissatisfied with the determination of the Academic Appeals Board, then either party may file an appeal with the V. P. for Health Sciences within thirty (30) days from receipt of the decision of the Board. The decision of the Vice President shall be final.

Note: A day is defined as a calendar day.

Reviewed: 02/06 Approved: 05/30/96, Reviewed 10/24/2017

## **SON COMMUNICATION INFORMATION/POLICIES**

### **MARSHALL UNIVERSITY ORIENTATION**

If you are new to Marshall University you must complete the orientation. Marshall University will offer an on-line Orientation Program for all students admitted to online RN to BSN Program. If you have any questions, please call the Orientation Office at 1.800.438.5392.

### **SON Communication with Faculty**

The primary method of communication between faculty (full and part time) shall be the Marshall University email system. Faculty are responsible for checking their Marshall email account at least every other day during the contract period. If a communication requires that faculty be made aware of information and/or a response is required with less than 48 hours' notice, an attempt will be made to contact faculty by phone. Faculty are also required to check their Marshall email account weekly during the summer months and/or when not under contract.

### **SON Communication Between Faculty and Students**

The primary method of communication between faculty (full and part time) and students shall be the class Blackboard email system (for class-related communications during the semester the class occurs) and the Marshall email account (for non-class related communications). Faculty and students are responsible for checking the Blackboard email system at least every other day during the time classes are ongoing. Faculty and students are responsible for checking their Marshall University email account at least every other day during the academic year (fall-spring) and/or when involved in a nursing class. Students are also required to check their Marshall e-mail account weekly during the summer months and/or periods when students are not actively enrolled in classes. Communication between faculty and students, other than those occurring face-to-face, including but not limited to telephone conversations and texting, must be followed up with email as soon as possible by the party initiating the communication.

Approved SON 4/24/12, Reviewed 10/24/2017

### **SON Cell Phone Policy**

1. All cell phones should be set to vibrate or turned off while in class and clinical or during project-based experiences.
2. Cell phone conversations are not allowed within the classroom. If you know you will be receiving an important call, position yourself near an exit and

- quietly go outside the classroom to accept the call.
3. Cell phone conversations/texting are not allowed in patient care areas. If you receive a call you must answer, notify your clinical instructor or preceptor, and leave the patient care area to do so. Upon return to the patient care area, you must check in with your clinical instructor or preceptor.
  4. It is not permissible to make personal phone calls or send personal text messages while in the patient care area or during project-based experiences. If you must do so during the clinical day outside scheduled break/lunch time you must first notify your clinical instructor or preceptor and leave the patient care area. Upon return to the patient care area, you must check in with your clinical instructor or preceptor.
  5. Texting in class is subject to the teacher's discretion and should be confirmed by their approval at the beginning of the semester.
  6. Failure to follow this policy during clinical or project-based experiences will result in an unsatisfactory clinical grade for the day.

Approved by Nursing Faculty 10/23/12, Effective 10/23/12, Revised 10/24/2017

### **SON Recording Policy**

Recording lectures by any means is subject to the teacher's discretion and should be confirmed by their approval at the beginning of the semester.

Approved by Nursing Faculty 10/23/12, Effective 10/23/12, Reviewed 10/24/2017

### **Email Accounts for Students**

All mass mailings will be e-mailed to your Marshall E-mail account. It is your responsibility to check your e-mail messages on a regular basis to keep informed on all current and any new information concerning College of Health Professions. You will not be receiving this information by regular mail.

If you have a private e-mail account, you can forward your Marshall e-mail to that address. Federal Law prohibits us from sending information to your off-campus e-mail address.

**Students can request their university computing account including their university e-mail address, after they have registered for classes. Local students can go to Drinko first floor with their MU ID. Distance students can call the Computing Services at (304) 696-3200.**

### **School of Nursing Usage of Electronic/Social Media Guidelines Policy**

#### **1. Standards of Conduct for the Use of Electronic/Social Media**

- A. The School of Nursing recognizes that social networks and other electronic media can be beneficial to the delivery of quality healthcare. However, inappropriate use of electronic media such as social networks, chat rooms, forums, etc., violate a patient's right to confidentiality and privacy. It may also cross the professional boundary between a nurse and his/her patient. Therefore, the School of Nursing has adopted the following guidelines to minimize the risks associated with use of social networks and all other electronic media.
1. Students must recognize they have an ethical and legal obligation to maintain patient privacy and confidentiality at all times.
  2. Students are strictly forbidden from transmitting any patient-related image via electronic media.
  3. Students must not share, post or otherwise transmit any patient information, including images, unless there is a patient care related need to disclose information or other legal obligation to do so.
  4. Patients should not be identified by name or any other method (such as nickname, room number or diagnosis) that could lead to the identification of the patient. Limiting access to postings through privacy settings is not sufficient to protect the patient's privacy.
  5. It is not acceptable to post any information about a patient even if the patient's name is not identified.
  6. Students should never refer to a patient in a derogatory or disparaging manner, even if the patient is not identified.
  7. No photos or videos of patients may be taken on a personal device, including cell phones.
  8. Students must always maintain appropriate professional boundaries with patients. Online contact with patients or former patients blurs the distinction between a professional and personal relationship. Inappropriate communication via electronic media is discouraged. This includes instances where the patient contacts the student first. If this should happen, the student should notify their instructor as soon as possible.
  9. Students should understand patients, colleagues, institutions and prospective employers may view postings on social media websites. Students should not make disparaging remarks about patients, instructors, other students or facilities, even if they are not expressly identified. Students must not make threatening, harassing, profane, obscene, sexually explicit, racially derogatory, homophobic or other offensive comments.
  10. Students should bring content that could harm a patient's privacy, rights, or welfare to the attention of faculty.
- B. If the student has any doubt about the appropriate use of electronic/ social media they should contact their instructor for further guidance.

**2. Inappropriate use of Electronic/Social Media** can lead to disciplinary action including but not limited to formal reprimand, suspension or dismissal from the program. Students can also be held personally liable. Such violations may result in civil and criminal penalties including fines or possible jail time in accordance with state and federal laws.

#### References

Anderson, J., & Puckrin, K. (2011). Social network use: A test of self-regulation. *Journal of Nursing Regulation*, 2(1), 36-41.

National Council of State Boards of Nursing. (2011). *White paper: A nurse's guide to the use of social media*. Chicago, IL. Retrieved from [www.ncsbn.org/](http://www.ncsbn.org/)

Approved SON 4/24/ 2012, Reviewed 10/2017

### **Submission of Assignments for RN to BSN Program**

Papers are to be submitted to faculty as attachments using the Assignment Drop Box. Assignments are to be submitted in Microsoft Word or Microsoft PowerPoint, unless specified as another form from the course instructor. The file naming protocol is to be used to save papers and submit in the drop box.

The file naming protocol requires your **last name** followed by the first two letters of your **first name** followed by an **underscore** followed a **short title of the assignment**.

For example, if Sally Smith were submitting an assignment, the file name would be: **SmithSa\_CritIssues**

### **RN to BSN Student Health Policies/Requirements**

#### **SON Change in Student Health Status Policy**

Students experiencing a change in health status (i.e., any health change from student's MUSON health form on file) requiring any medical treatment for the change in health status including but not limited to pregnancy, injury, new onset or exacerbation of chronic illness, acute illness, or hospitalization, **MUST** communicate this information to the School of Nursing main office in writing as soon as possible **but before returning to clinical or project-based experiences**. In order to return to clinical or project-based experiences, the student **MUST** secure a medical release from a licensed health care provider that confirms the student is able to return to clinical or project-based experiences and perform the duties required. An Injury, illness, or pregnancy that prevents a student from completing a clinical, project-based experience or didactic requirement may require a student to drop the course and complete it once released by the licensed health care provider. If a student must drop a course due to injury, illness, or pregnancy, a revised program plan of study completed by the student and their Advisor must be submitted to the

Admissions, Progression, and Graduation Committee for approval for Pre-licensure and RN to BSN Committee for RN to BSN Program. No guarantee is made by the SON that the revised plan of study will be accepted, implementation of the plan as it depends upon various factors including clinical availability. A revised program may delay graduation for the student. However, the MUSON five (5) year policy from first nursing course to graduation must still be followed.

Approved 11-27-2012 and effective immediately. Revised SON 4/24/2018

Note: RN to BSN Students are not required to have a health form on file. 7/26/22;  
Reviewed RN to BSN Committee 8/28/2023

### **Marshall University School of Nursing RN to BSN program PPD Testing/Documentation Requirements**

To ensure compliance with clinical agency requirements all students of the Marshall University School of Nursing are required to present proof of specific TB lab testing. It is the student's responsibility to pay for all required TB lab tests. Instructions on when and how to provide this information to the School of Nursing will be sent to students upon admission to the program. Additionally, students are required to complete the **TB Attestation Form** found online at the credentials website before beginning the program.

Most recent TB Test (PPD, QuantiFERON-TB Gold In-Tube Test or T-Spot. TB Test); then TB test is required each year thereafter if high-risk or known exposure. If TB test is positive, additional documentation is needed (chest x-ray and absence of symptoms form completed by the Health Department or Primary Care Provider initially and after year thereafter).

Yearly proof of TB testing if in a high-risk area or with an exposure to TB is required. Students who do not maintain documentation of TB testing if high-risk or exposure while taking NUR 318, NUR 333, NUR 410, or NUR 427, will not be able to participate in practicum which may result in a failure of the class.

Students in NUR 410 or NUR 427 practicum courses must follow the TB Test requirement of the agency where they are doing their practicum. If the agency requires a more recent TB test, the student must get a new TB test to comply with the agency requirements. Otherwise, the student will not be able to complete their practicum at that agency.

Students who have received the BCG immunization, or who have an allergy to any component of the TB Skin Test, are to utilize one of the blood assays for *M. Tuberculosis* and provide results. **In the case of positive blood**

**assays, the student must provide documentation of a clear chest X ray and be evaluated annually by their Primary Care Provider or Health Department for signs/symptoms of TB (form available on the School of Nursing website).**

Influenza Vaccine and COVID 19 Vaccine: Practicum sites may require students to have the influenza vaccine and/or COVID 19 vaccine. Students will need to check with the practicum agency/site to see what requirements are necessary. Agencies/sites may deny students admission to the facility without documentation to influenza vaccination and/or COVID 19 vaccine.

### **Technical Standards Form**

One of the purposes of the Marshall University School of Nursing (MUSON) is to provide graduates with a broad and basic preparation for professional nursing practice. Applicants to the program must be able to meet the cognitive, affective, and psychomotor requirements of the curriculum. The MUSON has identified technical standards critical to the success of students in the nursing program. These standards are designed not to be exclusionary, but to establish performance expectations that will enable students to provide safe patient care. **The technical standards form is located on the Verified Credentials website. Once a student creates a Verified Credentials account, the form will be available. A signed technical standards form must be current and on file with Verified Credentials.**

Approved SON 2/23/2010, Revised UGAPS 3/2/2010, Approved GAPS 3/9/2010, Revised UGAPS 3/16/ 2010, Approved SON 3/30/2010; Approved with revisions 02/2017

### **SON Drug and Alcohol Testing Guidelines/Procedures**

#### **I. Standards of Conduct for Drug Free Environment Policy**

- A. School of Nursing students are prohibited while on the premises of Marshall University or any clinical agency from participating in the unlawful manufacture, use, distribution, dispensing, consumption, ingestion or possession of drugs, alcohol or other controlled substances, including, without limitation, any substance which affects behavior.
- B. School of Nursing students are prohibited from reporting to a clinical experience, class, or other school sponsored function under the influence of any controlled substance, including, without limitation, alcohol or drugs, which have the potential of impairing the student's ability to function in an appropriate and safe manner. A student who is prescribed by his/her physician, or ingests any drug (including over the counter medication) which

has the potential of modifying the student's behavior and/or mental/physical acuity, must report to the clinical faculty member that:

1. He/she is taking that drug.
2. The doctor (if any) who prescribed the drug.
3. The condition for which the drug is being taken.
4. The dosage.
5. Duration that student will be taking the drug.

The faculty member shall maintain the confidentiality of such information in accordance with State or Federal laws and regulations and shall rely upon such information for the protection of the student, other students, patients and other third-parties, (Marshall University adheres to policies prohibiting unlawful discrimination against individuals with a disability. Nothing in this Drug and Alcohol policy is intended to abrogate its policies against unlawful discrimination.)

- C. School of Nursing students, while in the clinical setting, may be subject to policies of the clinical agency, including, but not limited to random drug and alcohol screening.
- D. School of Nursing students must report to the Chair of the School of Nursing or his/her advisor, any students of the School of Nursing, reasonable suspected of being "under the influence" or "impaired". Such reporting obligation includes an obligation to self-report any impairment that a student believes may be the result of his/her own use of any medication or other controlled substance. The terms "under the influence" or "impaired" shall mean that the individual displays behavior or conduct which suggests that his/her ability to function mentally or physically in a safe and/or appropriate fashion is compromised or affected by drugs, alcohol or the combination use of any controlled substances. (See below III A,I).
- E. Any student of School of Nursing who is arrested for driving under the influence of alcohol or violating and statute pertaining to the manufacture, possession, sale or use of any drug shall notify the Chair of the School of Nursing, or his/her advisor, of such arrest within five (5) days after such arrest. Thereafter, the student must notify the Chair whether such arrest has resulted in a conviction or acquittal, including whether the student entered a plea of guilty or nolo contendere (no contest), as well as whether the student entered into any agreement with the prosecution to reduce charges or defer prosecution.
- F. Any drug screening results which are positive for the presence of alcohol or other controlled substances may be reported to appropriate health care licensing boards or authorities in accordance with local, state, or federal laws or regulations.

## **II. General**

- A. Any student who violates any policy of School of Nursing is subject to disciplinary action up to and including expulsion. Similarly, any conduct by a student which has the potential of adversely impacting School of Nursing may be subject to review and disciplinary action.
- B. The Chair or the student's advisor will document any reported suspicion that a student is impaired or under the influence, any efforts to confront the student and request a drug test, as well as any post-testing communication.

## **III. Applicability**

- A. School of Nursing requires drug testing as follows:

1. Reasonable Suspicion: Any student who demonstrates unusual, unexplained behavior in the class, Clinical environment or anywhere on hospital or University premises. Observable signs might include, but not be limited to:
  - Slurred speech
  - Odor of alcohol on breath or person
  - Unsteady gait
  - Disorientated or confused behavior
  - Significant changes
  - Hallucinations
  - Unexplained accident or injury
  - Other clinical observations consistent with impairment
  - Sloppy, inappropriate clothing and/or appearance
  - Physically assaultive, unduly talkative, exaggerated self-importance, making incoherent or irrelevant statements
  - Excessive sick leave, excessive lateness when reporting for class or clinical experience or returning from lunch or break, frequent unscheduled short-term absences
  - Work takes more time to produce, missed deadlines, careless mistakes
  - Unable to concentrate or distracts easily
  - Inconsistent behavior or mood swings
2. Random: Any student in a "safety sensitive" position who is undergoing treatment and/or in a rehabilitation monitoring program. "Safety sensitive" includes those positions where students' responsibility involves public safety or the safety of others and is determined on a case-by-case basis.

Notification of selection for random drug testing will be initiated by the Chair or authorized designee who will refer the collection to the Clinic Specialist or authorized designee.

Approved by SON faculty 4/28/15

## Counseling and Other Assistance

**The Counseling Center is located on the first floor of Prichard Hall. It offers professional therapeutic services that can** assist students with mental health, academic, career, and personal needs. Counseling services are confidential and free for Marshall University students. Our primary goal is to support the mission of Marshall University and the Division of Student Affairs by providing support and assistance to develop students' personal growth, academic success, and mental health. The Marshall University Counseling Center recognizes and supports the diverse needs of students through counseling, educational, assessment, outreach, and training activities. Contact the Counseling Center if you have any questions, at 304-696-3111. <https://www.marshall.edu/counseling/>  
Updated 5/2024

## CLINICAL INFORMATION & POLICIES

### Marshall University School of Nursing CPR Verification Policy: RN to BSN Program

Students in the RN to BSN program must **obtain and maintain a current CPR card** (Adult, Infant and Child), **including didactic and skills performance check-off**. Students must submit on admission proof of having satisfactorily completed an approved CPR course from the list provided below on admission. Students who do not maintain a current CPR card while taking NUR 318, NUR 333, NUR 410, or NUR 427 will be administratively withdrawn from the class.

It is the student's responsibility to maintain documentation of CPR at all times. Failure to have a current CPR card on file with the School of Nursing via Verified Credentials will result in the student being declared ineligible to engage in clinical or in any activity involving agencies other than the School of Nursing. **If the student attends clinical or engages in activities involving outside agencies without a current CPR verification on file with the School of Nursing before faculty become aware of the lapse, all clinical or activities engaged in during this time will be given an unsatisfactory grade.**

The following CPR courses are the **only ones approved** by the School of Nursing:

1. The American Heart Association Basic Life Support (BLS):  
<https://cpr.heart.org/en/cpr-courses-and-kits/healthcare-professional/basic-life-support-bls-training>
2. The American Safety and Health Institute Basic Life Support:  
<https://emergencycare.hsi.com/basic-life-support-training-course>
3. The American Safety and Health Institute MEDIC First Aid *Basic Life*:  
<https://emergencycare.hsi.com/cpr-training-for-workplace>

4. American Red Cross Basic Life Support: <https://www.redcross.org/take-a-class/bls-training/bls-for-healthcare-providers>
5. The International Occupational Health and Safety Association BLS for Healthcare Provider CPR: <http://iohsa.org/includes/course.php?c=1>

**No other Courses will be accepted.**

Revised and Approved Nursing Faculty Organization 8/18/17; revised 9/12/17; revised April 2022.

NOTE: For the **RN to BSN Program** ACLS may be accepted in place of BLS however the student must submit this documentation to the Program Director via email for evaluation.

### **Injury in Clinical Setting**

Any student who is injured during a clinical/project-based nursing experience may be treated at a local health care facility. However, neither the health care facility nor the university is responsible for paying for those student medical services. The student is covered under his or her own health plan or one that they may take out with the university. **The student is responsible for paying for his or her own medical expenses.**

Revised Fall, 2004, Reviewed SON 2/27/18

### **Criminal Background Checks**

To participate in practicum, all nursing students must complete information for a criminal background check after admission to the RN to BSN Program and PRIOR to starting classes. This information will be included in your admissions letter. If you do not receive the information, it is your responsibility to contact the School of Nursing Student Records Assistant at (304) 696-3821.

### **Drug Screening**

Facilities and/or community agencies utilized by the School of Nursing requires students to have drug screening done prior to starting the RN to BSN Program. It is recommended that students allow at least 2 weeks for this processing. If you do not receive the information, it is your responsibility to contact the School of Nursing Student Records Assistant at (304) 696-3821. Information about drug screening will be sent to students via the Marshall e-mail account. For questions about the drug screen process, contact the School of Nursing Student Records Assistant at (304) 696-3821.

## **Dress Code for Practicum**

The dress code for practicum is business casual; for example, polo shirts or blouses (no tee shirts or lowcut blouses showing cleavage), long slacks (no jeans, ankle length pants, capri pants unless hose are worn, shorts or leggings) or dresses/skirts no shorter than knee length and appropriate shoes with closed heels and toes with socks/hosiery.

## **Marshall University Student ID**

Students are required to have a Marshall University student ID and to have the ID available for verification to identify them as a Marshall University RN to BSN student while participating in practicums.

## **Body Piercing, Tattoos and Artificial Nails**

To maintain a professional image, the School of Nursing highly discourages body piercing and tattooing. If the student already has a tattoo or body piercing, the student will, as much as possible, keep the body part covered and/or remove all facial jewelry while engaging in clinical/project-based experience related activities or any activity representing the SON except for one post earring per earlobe.

Due to a continued concern for infection control, artificial nails will not be worn by anyone providing direct patient care or when preparing items for patient use. Artificial nails are defined as any artificial material such as acrylics, wraps, overlays, tips, or bonding material.

Approved SON 2/27/2018

## **STUDENT ORGANIZATIONS**

### **Student Nurses' Association**

The Student Nurses' Association (SNA) is an organization for all nursing students. It is a recognized campus organization. Members of the SNA participate in the following: leadership development, educational opportunities, socialization with other students, various community activities such as: adopt a family at Christmas, health fairs, University flu vaccinations and Big/Nurse Little/Nurse Program.

Meetings are once a month, and dues are \$5.00 per semester. Officers for SNA are voted in from the membership in March. Students are also encouraged to join the National Student Nurses' Association.

## **Sigma Theta Tau-Nu Alpha Chapter Nursing Honor Society**

Sigma Theta Tau International Honor Society of Nursing is the second largest nursing organization in the United States and among the five largest and most prestigious in the world. The Society exists to:

- Recognize superior achievements in nursing
- Encourage leadership development
- Foster high nursing standards
- Strengthen the commitment to the ideals of the profession

Membership is conferred only upon nursing students in baccalaureate or graduate programs who demonstrate excellence in nursing or upon qualified bachelors, masters, and doctoral graduates who demonstrate exceptional achievement in the nursing profession.

To be eligible for nomination, baccalaureate nursing students must have completed half of the nursing courses in the nursing program, rank in the upper 35% (15% from the junior class and 20% from the senior class) of the class and have a grade point average of 3.0 (4.0 scale) or higher. No more than one-third of the total number expected to graduate from that class will be nominated. An induction ceremony for new members is held every spring. Other scholarly activities are planned throughout the year.

## **Nurses Christian Fellowship**

Nurses Christian Fellowship (NCF) at Marshall University is a part of The National and International Nurses Christian Fellowship, a subsidiary of InterVarsity Christian Fellowship. Within the School of Nursing, Nurses Christian Fellowship is a student group that meets throughout the academic year.

## **Scholarships**

Marshall University School of Nursing (SON) has a limited number of endowed scholarships available. The Student Affairs Committee of the School of Nursing awards the scholarships to students based on financial need and the meeting of criteria specified by the founders of scholarship. You may access information regarding the scholarships by contacting the Student Affairs Committee Chair. You may also access general scholarship information and FAFSA information at <https://www.marshall.edu/sfa/scholarships/>

## **ACADEMIC ADVISING AND REGISTRATION**

Students admitted to the RN to BSN Program are assigned an advisor upon admission to the RN to BSN Program. Additionally, upon admission to the program

students are sent the nursing plan of study and general education worksheet to complete. Once the plan of study has been approved by the advisor, students are registered by the School of Nursing for classes each semester according to the approved plan of study. **It is the responsibility of each individual student to check their class schedule with their plan of study each semester to make sure they are correctly enrolled in classes. In the event of an error in class scheduling, the student is to immediately notify their Advisor via email so the correction in the class schedule can be made.** In specific instances in which students need over 9-12 hours of electives, the advisor may not approve starting the nursing classes until a large majority of the elective classes have been completed. Students who cannot follow their plan of study need to contact their advisor to modify the plan of study.

General education worksheets are reviewed by the advisor and students are notified via email about any additional general education courses needed to meet the general education requirements for transfer students. Students are responsible for registering themselves each semester for the general education classes and other needed electives. Students are encouraged to register for elective classes when they open as some classes are high demand and fill up quickly. Students must check the academic calendar to see when registration opens each semester.

Students who have an academic problem will have an **ACADEMIC HOLD** placed on their student record in the computer system and must obtain special permission from the Associate Dean's office to register for classes. An Approval for Registration of Academic Ineligible Students must be attached to all registration forms, schedule adjustments, etc. of students with academic holds. **Academic holds will be removed after academic problems are resolved. It is the student's responsibility to verify the removal of the academic hold.** Specific information on academic problems can be obtained from the academic advisors or the Records Officer, Prichard Hall, Room 421.

### **Core Curriculum**

Effective summer 2010, the University implemented a new Core Curriculum designed to foster critical thinking skills and introduce students to the basic domains of thinking in the disciplines. The faculty's goal in creating this new Core is to provide a direct linkage between the classes a student takes and the senior Capstone experience. This new general education curriculum applies to all majors.

#### **Core Curriculum Education Requirements**

The following are the general education requirements for the RN to BSN degree. These may include transfer credit accepted by Marshall University. See at <http://www.marshall.edu/gened/> for more information.

4 hours of Science

6 hours of English Composition

3 hours of Social Sciences

3 hours of Statistics

3 hours of Math (121 or higher)

3 hours of Critical Thinking (*may be waived depending upon number of transfer hours*)

3 hours of Communication

3 hours of Humanities

3 hours of Fine arts

6 hours of Writing Intensive credit (*met in nursing courses*)

\* Effective Fall 2018, FYS and one CT course will be waived for transfer students coming in with 30-59 credits, and **FYS and both CT courses will be waived for transfer students with 60+ credits.**

### **RN to BSN Courses with Course Descriptions**

|                                                                                                                                          |                                                                                                                                                                                                                   |
|------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>NUR 305 Concepts in Professional Nursing</p> <p>4 credit hours</p> <p><b>Prerequisite: Admission to RN to BSN Nursing Program</b></p> | <p>Discussion of nursing conceptual models. Dynamic concepts of health, nursing process, change, teaching/learning, research and leadership introduced.</p>                                                       |
| <p>NUR 318 Family Nursing</p> <p>2 credit hours</p> <p><b>PR/CR: NUR 305</b></p>                                                         | <p>Focus on family nursing theory related to human responses utilizing theoretical models for assessment and health promotion. Included is consideration of the impact of chronic illness.</p>                    |
| <p>NUR 333 Health and Physical Assessment for the RN</p> <p>3 credit hours</p> <p><b>PR/CR NUR 305 or permission</b></p>                 | <p>Focus on providing nurses with the knowledge base and clinical skills necessary to obtain in-depth health histories and complete physical assessments of clients of various ages and cultural backgrounds.</p> |
| <p>NUR 400 Transcultural Nursing</p> <p>3 credit hours</p> <p><b>PR/CR: NUR 305</b></p>                                                  | <p>The focus is on health care practices and beliefs of a variety of cultures which interact with the United States health care</p>                                                                               |

|                                                                                                                                                                             |                                                                                                                                                                                                                                                        |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                                                                                             | system. Transcultural nursing theories and concepts are addressed.                                                                                                                                                                                     |
| <p>NUR 410 Community Nursing for the RN</p> <p>5 credit hours</p> <p><b>PR: NUR 305; NUR 318</b></p> <p><b>Writing Intensive</b></p>                                        | <p>Focus is on the foundations of community-oriented nursing practice for the Registered Nurse with an emphasis on health promotion and disease prevention.</p>                                                                                        |
| <p>NUR 416 Introduction to Research for Evidence Based Practice</p> <p>3 credit hours</p> <p><b>Pre-requisite: Statistics Class with a "C" grade or higher, NUR 305</b></p> | <p>Focus is on research as it relates to evidence-based practice. This course addresses the steps of research and evidence-based practice to provide a basis for nursing practice</p> <p>*15 clinical precept hours required</p>                       |
| <p>NUR 418 Contemporary Nursing</p> <p>3 credit hours</p> <p><b>PR: NUR 305</b></p> <p><b>Writing Intensive</b></p>                                                         | <p>This course focuses on nursing leadership, cost-based care, and the professional role of the nurse within a complex health care system.</p>                                                                                                         |
| <p>NUR 427 – Professional Engagement in Nursing RN-BSN</p> <p>5 credit hours</p> <p><b>PR: NUR 305, RN license</b><br/><b>PR/CR: NUR 410, NUR 416, NUR 418</b></p>          | <p>Focus is on evidence-based practice and application of theoretical and empirical knowledge to address issues in management, health care policy, ethics, leadership, and health promotion of clients.</p> <p>*15 clinical precept hours required</p> |

### **RN to BSN Program Plan Choices for Nursing Classes**

The RN to BSN Program is designed as a part time or full-time program. There are 3 options to choose from. The 4 or 3 semester program plan is suggested for working students. General education requirements and statistics must be completed before taking nursing courses or concurrently with nursing courses. Statistics must be taken before NUR 416. **All courses (nursing, general education, and statistics) must be completed with a "C" grade or higher.**

| <b>OPTION- 4 Semesters</b>                   | Semester | Weeks                   | Semester/<br>year taking<br>course (Fall<br>or Spring<br>and year) | Grade |
|----------------------------------------------|----------|-------------------------|--------------------------------------------------------------------|-------|
| COURSE                                       |          |                         |                                                                    |       |
| NUR 305 (First class to be taken) 4 hours WI | 1st      | 1st 7 weeks             |                                                                    |       |
| NUR 333 (3 hours)                            | 1st      | 2nd 7 weeks             |                                                                    |       |
| NUR 318 (2hours)                             | 2nd      | 1st 7 weeks             |                                                                    |       |
| NUR 418 (3 hours) WI                         | 2nd      | 2nd 7 weeks             |                                                                    |       |
| NUR 410 (5 hours)                            | 3rd      | 1st 7 weeks             |                                                                    |       |
| NUR 400 (3 hours)                            | 3rd      | 2nd 7 weeks             |                                                                    |       |
| NUR 416 (3 hours)                            | 4th      | 1st 7 weeks             |                                                                    |       |
| NUR 427 (5 hours)                            | 4th      | 2nd 7 weeks             |                                                                    |       |
| <b>OPTION- 3 Semesters</b>                   | Semester | Weeks                   | Semester/<br>year taking<br>course (Fall or<br>Spring and<br>year) | Grade |
| COURSE                                       |          |                         |                                                                    |       |
| NUR 305 (First class to be taken) 4 hours WI | 1st      | 1st 7 weeks             |                                                                    |       |
| NUR 333 (3 hours)                            | 1st      | 2 <sup>nd</sup> 7 weeks |                                                                    |       |
| NUR 400 (3 hours)                            | 1st      | 2nd 7 weeks             |                                                                    |       |
| NUR 318 (2 hours)                            | 2nd      | 1st 7 weeks             |                                                                    |       |
| NUR 410 (5 hours)                            | 2nd      | 1st 7 weeks             |                                                                    |       |
| NUR 418 (3 hours) WI                         | 2nd      | 2nd 7 weeks             |                                                                    |       |
| NUR 416 (3hours)                             | 3rd      | 1st 7 weeks             |                                                                    |       |
| NUR 427 (5 hours- capstone)                  | 3rd      | 2nd 7 weeks             |                                                                    |       |

| <b>OPTION- 2 Semesters</b> | Semester | Weeks | Semester<br>and year<br>taking<br>course (Fall | Grade |
|----------------------------|----------|-------|------------------------------------------------|-------|
| COURSE                     |          |       |                                                |       |

|                                              |     |             | or Spring<br>and year) |  |
|----------------------------------------------|-----|-------------|------------------------|--|
| NUR 305 (First class to be taken) 4 hours WI | 1st | 1st 7 weeks |                        |  |
| NUR 318 (2 hours)                            | 1st | 1st 7 weeks |                        |  |
| NUR 333 (3hours)                             | 1st | 2nd 7 weeks |                        |  |
| NUR 400 (3 hours)                            | 1st | 2nd 7 weeks |                        |  |
| NUR 410 (5 hours)                            | 2nd | 1st 7 weeks |                        |  |
| NUR 416 (3 hours)                            | 2nd | 1st 7 weeks |                        |  |
| NUR 418 (3 hours) WI                         | 2nd | 2nd 7 weeks |                        |  |
| NUR 427 (5 hours)                            | 2nd | 2nd 7 weeks |                        |  |

### COHP Student Record Audits

Student services of the College of Health Profession audit the progression of all juniors and seniors in the college. It is the student's responsibility to respond when contacted by that office.

### Graduation

Each student is provided with a copy of the course of study and a copy of the program plan developed with the assistance of their advisor. It is the student's responsibility to maintain a record of completed courses and to notify the College of Health Professions when ready for graduation.

Students must meet all university graduation requirements as outlined in the undergraduate catalog. **All graduates must both apply for graduation and pay the graduation fee.** This is for all students even if you do not plan to participate in the commencement ceremony.

**Graduation Application:** <https://www.marshall.edu/registrar/files/Online-Graduation-Application-Instructions-Updated-8-16-17.pdf>

### Recognition Ceremony, Nursing Pins, and Senior Pictures

RN to BSN Nursing students who are graduating are encouraged to participate in this traditional ceremony which honors and recognizes the achievements of the

nursing graduates. This annual event is planned by the Student Affairs Committee and is held in Huntington, WV. Graduates are provided tickets for family and friends to attend. The number of tickets given is based on the size of the graduating class. Information will be provided on the NUR 427 Course Site as well as in the BSN Newsletter.

RN to BSN Nursing graduates can also purchase nursing pins. Information is provided in the BSN Student Newsletter, or you can contact C. F. Reuschlein Jewelers at (304) 697-7710.

Hedgecock's Studio in Huntington takes senior pictures every year and creates a composite photo for both the School of Nursing and for individual students. You can also purchase your photos from Hedgecocks. You do not need to sign up for photos on campus but can contact Hedgecock Photography to set up an appointment time to get your photo taken. A uniform top is **not** required however you must wear a white top/shirt. Mr. Hedgecock has a nursing pin and hat that can be worn for photos if you want and a MU tie. Phone (304)525-4657. If you do not live in the area, Mr. Hedgecock can assist you in finding a photographer in your area to take your photo and send it in for the composite picture.

### **FAQ's**

I am failing a class. What should I do?

Contact the course professor and see if the professor has any suggestions as to how to improve your grade. The tutoring center has tutors for many subjects and tutoring if available for online students also.

<http://www.marshall.edu/uc/tutoring-services/>

Get help early, do not wait.

What if I want to drop the class?

First: Contact your advisor and make a phone appointment to discuss your options. Do not drop any class until you discuss the ramifications with your advisor. If you have financial aid, you also need to contact the financial aid office.

How do I address my professors in person or in email?

Professors with earned doctorates should be addressed as Dr. ....unless that professor says otherwise. Faculty without an earned doctorate should be addressed as Professor.....

How long will it take for a professor to respond to my email?

Most professors check email daily Monday through Friday and respond then. Emails sent outside of those hours (nights, weekends, or holidays) may not get addressed until business hours during the week.