

Guidelines and Sample Documentation of Incidents

Possible Types of Documentation:

- ✓ Personal notes
- ✓ Email(s) to student
- ✓ Email(s) to colleagues regarding situation with student
- ✓ Email(s) to consultants to this incident, such as GST members, Chair, Dean, Campus Safety, Counselors, etc.

Guidelines for Documenting Incidents:

- Write an objective, detailed, and fact-based account of incident(s)
 - Student's Name and F00#
 - Description of the behavior or indicator observed
 - Any relevant details of the incident, including witness contact information
 - The impact or effect of the behavior on the student, others, and/or you
 - Any previous attempts to address the behavior and how the student responded
 - Any other known info about the student that might be relevant and how it is known
- Reports of incidents are likely subject to FERPA, which means the student has a right to read it, so write as if the student will read it

Avoid a Student feeling SOLD out:

- Avoid **S**peculation, Stereotypes, Judgments, and Assumptions
- Avoid **O**pinions
- Avoid **L**abels
- Avoid **D**iagnoses

Online reporting form, if referring to the Student Conduct System for specific violation of the Student Conduct Code (or, feel free to email your incident report to Sarah Holtan):

<https://publicdocs.maxient.com/incidentreport.php?ConcordiaUnivWis>

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Sample Incident Documentation:

Student of concern: Jenny James (F0099999)

Report Initiator: Dr. Anna Alesandro, Clinical Supervisor for Undergraduate Nursing Students

Incident Date: May 1, 2013 Incident Location: LU303H

Witness contact info: Dr. Sherry Singleton, Assistant Professor of Nursing, office location of LU303G

I met with student Jenny James during her final week of clinical rotations at St. Harry's Ozaukee. Her site supervisor had emailed me on April 28 (email copied below) that Jenny was not performing up to the expected standards of student nurses, particularly her lack of focus while working. Her site supervisor observed Jenny using her personal cell phone on at least three occasions and spoke to her about it once. As the clinical supervisor, I called a meeting for May 1 to discuss with Jenny her unprofessional behavior at the clinical site and how it would affect her final grade. During this May 1 meeting in my office, I described her site supervisor's observations, the effect on her final grade, which would be a C-, and a reminder of the professional behavior code for student nurses. Jenny stated that she noticed I rarely provided early feedback for students and that I lacked knowledge of basic hospital procedures and protocol. (Note: An email asking Jenny to meet with me in early March to offer feedback regarding her clinical rotations is copied below. Jenny did not respond to the email nor approach me in person to arrange a meeting.) Jenny stated her use of the cell phone was for emergencies only and that I was singling her out, when she believed other student nurses used their cell phones for trivial reasons, such as checking Facebook. She said she believed I was singling her out because she had challenged my test questions in a previous course and I was retaliating against her. (Note: Jenny had received a C in my NURS 013 course in fall 2011. I recall Jenny asking me to score her chapter tests higher on two occasions.). At this point in the conversation, I observed Jenny's face becoming very red, her hands were clenched in her fists, and her voice rose significantly in volume. I reiterated the source of the reported behavior – her site supervisor – and then I outlined the steps I expected her to take: a) a formal, written apology to her site supervisor within 48 hours; and b) leaving her cell phone in her car while working her last two clinical shifts. I explained that if she didn't adhere to these expectations within the time frame indicated, I would refer her to the Dean of the School of Nursing for further action related to the nursing program as well as the Student Conduct System for failure to comply with the directions of a University official. I asked her if she had any questions, and she did not say anything. I informed her that I would put in writing a summary of our meeting and email it to her promptly. Jenny rose from her chair and said in parting, "What a joke. Don't think I won't sue this f----- school." Dr. Sherry Singleton was just outside my office door, walking in the hall, and later informed me that she overheard Jenny's parting comments.