CONSULTANT RECOMMENDATION REPORT
Planning and Review Committee
Consultant Recommendation

I. Degree: B.S. Dietetics

Date of Review: 2011/12

Program Director: Karen Ostenso

PRC Consultant(s): Charlie Baird & Heidi Rabeneck

Purpose of the Review: The review was conducted to assess the quality of the B.S. in Dietetics degree program as part of the ongoing seven-year cycle of every UW-Stout academic program.

Committee Findings: The PRC recommends that the Dietetics program continue to be one of UW-Stout’s degree programs for the ongoing seven-year cycle, that recommendations made by the committee be implemented, and that a memo from the dean reporting on unresolved accreditation issues be filed in fall 2013.

Abstract: The B.S. in Dietetics program is one of the largest programs of its kind in the Midwest. The program includes a mix of high-quality courses in nutrition, food science, science and food management. The success of the program can be measured by the successful Registration Dietitian (RD) exam pass rate of graduates, along with a high placement rate in Dietetic internships. The program emphasizes hands-on learning and requires experiential learning opportunities through student field experience. Since the past review and status report review, the program has implemented a student mentoring program, utilizing junior and senior students. Faculty and teaching staff are a strength of the program, dedicated to providing students with excellent learning experiences, but there seem to be some recurring issues with instructional staff, course availability, and program advising.

II. Process Followed for Current Review:

The PRC Chair met with the program director to discuss the review process. The PRC consultants also met with the program director to review the procedures and offer assistance. Data regarding several aspects of the program were collected from students, key instructors within and outside the department, program committee members, and program graduates through surveys.

Student surveys were obtained via online survey submitted to junior and senior year program students. A total of 53 out of the 99 students responded.

The data was analyzed and returned to the program director and PRC members. The program director completed the self-study report and presented the report to the PRC.
The consultants then wrote the recommendation report. The report was edited and approved and then forwarded to the deans for their responses.

III. Previous Review Year 2004-05

Previous Recommendations for Program Director:

1. Address concerns of overlapping courses, “packed courses,” and the need for increased clinical experiences. Develop timeline of the next program revision.

   **Program Director’s response to 1:**
   - **Overlapping Courses:** The program director continues to meet with the department chair to prevent overlapping courses. The course that overlaps currently (Diet Therapy) is now identified in the 4-year plan so it can be taken before their senior year. It is impossible to not overlap the courses because of faculty desires for accommodating schedules and utilization of the classrooms.
   - **“Packed Courses”:** Diet therapy will be divided from the one course of 4 credits to two courses called Medical Nutrition Therapy I and II consisting of 7 credits in the fall of 2006. This should help with the crowding of content in Advanced Nutrition as heart disease and obesity will be pulled into the Medical Nutrition Therapy. The program director will propose that students take both Maternal and Child and Issues in Gerontology in order to get the lifespan content out of the first nutrition course, FN-212, and FN-320, Advanced Nutrition. This will help with the packed nutrition courses identified in the review.
   - **Clinical Experiences:** The revised Medical Nutrition Therapy I and II will allow more clinical experiences. Also proposed content changes for Nutrition Assessment by the two instructors will allow more clinical experiences. The yearly hire for teaching the clinical nutrition course should be an experienced registered dietitian. The need for clinical experiences may require more supervised experiences in the program, which will require course revision and personnel reassignment.
   - **Timeline for Next Program Revision:** The next program revision should occur in 2006 with development this summer, presentation to advisory committees and department in the fall of 2005.

2. Follow-up on revision of QFP course.

   **Program Director’s response to 2:** The department chair and program director have followed up on the revision of the QFP course. A meeting was scheduled with involved individuals on May 16, 2005. Course objectives have not been changed but the workload has been dramatically changed along with less emphasis on the quantity of meals and more emphasis on the quality of meals and the learning experience. The program director is satisfied that the new course meets the required competencies and that students completing the class under the new format have had much fewer complaints about the workload.

3. Investigate problems in class scheduling. Consider having the mathematics courses be taken earlier in the program.
Program Director’s response to 3: The only identified problem in scheduling was the placement of the math course. The 4-year plan has been changed with MATH-120 being required during the first semester before chemistry as suggested by the PRC. This new class scheduling is being followed by the first-year advisor. The Chemistry Department is not offering the Chemistry for Health Science course during the first semester but will offer the course during the second semester to be taken after the math course. Thus, suggestions by the PRC have been implemented.

4. Initiate the development of the professional counseling center.
Program Director’s response to 4: The program director will continue to work with administration to identify space for the counseling center and specifications for a functional counseling lab.

5. Focus on the recruitment and retention of excellent students.
Program Director’s response to 5: The program director will be participating in the Science Olympiad in order to recruit excellent students. The program director will continue to meet with parents and transfer students even on Saturdays to recruit excellent students. Retention of excellent students will be pursued in the Dietetics as a Profession class. Senior students have expressed an interest in a mentoring program that will be initiated to help retention. The program director will work on updating recruiting materials both in paper and web format. Establishing a portfolio for students highlighting their accomplishments each year will also enhance retention. Hopefully, the campus will adopt a portfolio that can be used. It would be wonderful to include both written and videotaped segments to highlight student achievements.

6. Consider a targeted marketing campaign.
Program Director’s response to 6: n/a

Previous Recommendations for Department Chair:

1. Provide needed support of program director for coming accreditation process in 2006 – release time and secretarial support as needed.
   Department Chair response to 1: Yes, the department will provide resources.

2. Facilitate the distribution of the advisement load across department members.
   Department Chair response to 2: Yes, I will work with Carol Seaborn to distribute more than names of students but, most importantly, the advising load.

3. Continue to work for needed faculty positions and to emphasize clinical nutrition experiences in future hires.
   Department Chair response to 3: Yes, currently with available allocation – part-time clinical hires have been secured (Ostenso-McDaniel and Lohse).

4. Provide support and encourage periodic retraining and faculty development in areas of clinical nutrition, nutrition assessment, management, nutrition counseling, care delivery, human performance and wellness.
Department Chair response to 4: Yes, I will encourage professional development within the department.

5. Provide and encourage training for faculty and instructional staff in the delivery of on-line courses and the improvement of education methods.
   Department Chair response to 5: This year we have encouraged attendance at workshops in this area. We had one department meeting devoted to new teaching and learning techniques. We will have more meetings scheduled to share and learn.

6. Address the rapid turnover of newly hired faculty and concerns about positions being filled by temporary lecturers.
   Department Chair response to 6: Since I have been the department chair, we have not had any faculty turnovers.

7. Focus on the recruitment and retention of excellent students.
   Department Chair response to 7: Food and Nutrition continues to participate in several recruitment ventures:
   a. Study Days
   b. Family Weekend Master Classes
   c. Upward Bound Career Days (2)
   d. Career Days each Friday
   e. Speak at Conferences
   f. Booths at State Student Leadership Conference
   g. Science Olympiad Competitions

8. Consider a targeted marketing campaign.
   Department Chair response to 8: I am working with Don Steffen this semester to redesign the department brochure. Vicki Weber has been designated as the person to update our website for the department.

9. Provide support the development and maintenance of the professional counseling center.
   Department Chair response to 9: This is an area limited at this time by space and budget. Food and Nutrition did submit a lab modernization proposal in 2004-2005 but as a space was not identified, their funding was not received.

10. Continue to update laboratory facilities.
    Department Chair response to 10: Yes, this semester Food and Nutrition is updating three laboratories.

11. Obtain software identified by the program director.
    Department Chair response to 11: Dr. Seaborn requested software for the laptop. She was asked to prepare the specifications and forward it to the campus committee (Spring 2005)
Previous Recommendations for Dean: *(previously College of Human Development, now College of Education, Health and Human Sciences)*

1. Advocate for additional resources for Career Services Office to continue their needed services.
   **Dean’s response to 1:** Career Services provides an individual to work with many majors of the College of Human Development, which includes dietetic students, on resumes and internship and graduate school applications. In the past, this position was assigned to Cheryl Lowery, and most recently to Ray Rivera. These two individuals have provided much needed support for dietetic students in their applications to internships and graduate programs. Although this service is anticipated to continue, there is concern that the same level will not be maintained due to the loss of the Lowery position. The time and effort needed to assist students to receive competitive internship placements required help comparable to that of gaining access to medical school.

2. Focus college efforts on the recruitment and retention of excellent students.
   **Dean’s response to 2:** Both the dean and associate dean have made recruitment and retention of excellent students a priority. To illustrate, program directors were given an opportunity to update the college specific program materials this semester. To aid in retention, CHD has established a strong student advisory council which addresses student concerns and provides recognition for excellent students, i.e., the *CHD Outstanding Dietetic Student Award.*

3. Consider a targeted marketing campaign.
   **Dean’s response to 3:** Food and Nutrition continues to participate in several recruitment ventures that target specific markets that include: Family Weekend Master Classes conducted by both the Dietetics Program Director and Food and Science Technology Program Director, Upward Bound Career Days, Career Days each Friday, provision of speakers at conferences, booths at State Student Leadership Conferences and Science Olympiad Competitions. The dean’s office will continue to support and provide funds for these and other targeted recruitment activities.

4. Provide facilities and support for the needed professional counseling center.
   **Dean’s response to 4:** Two cameras have been added to HE 230 and a video camera has been assigned to HE 427 as a temporary answer to this need. A lab modernization proposal for a counseling center was submitted in 2005, but it was not forwarded to the Space Committee primarily because a space was not identified. It is anticipated that a counseling center will be a collaborative project with others who have expressed an interest. The college will explore consolidation measures to maximize lab space usage as well as propose further lab mod initiatives. With space constraints in the Home Economics building as well as other campus buildings, meeting this goal will require support and endorsement from the university-wide Space Committee.

5. Provide support to keep laboratory facilities up to date.
   **Dean’s response to 5:** The Food and Nutrition Department laboratory facilities have received much attention and considerable resources relative to their units in CHD. This current year, three food and nutrition laboratories received lab mod funding. The
budget for Food and Nutrition includes funds that provide for replacement of small equipment. It is a continuing endeavor to keep those laboratories modernized. We will continue to support these needs to ensure that the program is able to represent state-of-the-art technology in all its lab operations.

**Previous Recommendations for Dean:** *(previously College of Arts and Sciences, now College of Science, Technology, Engineering and Mathematics)*

1. **Chemistry instruction** – Provide sufficient resources to permit Dietetics student’s timely access to physiology, organic chemistry and biochemistry courses.

   **Dean’s response to 1:** The College of Arts and Sciences takes seriously its responsibility to serve all of the students of the university and deliver those courses needed to support the various programs in which they enroll. We have and will continue to provide these courses to the extent that resources, allocations, and personnel allow.

   Unfortunately, we find ourselves in very difficult times. The budget reductions of the last several years, the creation of new programs like Applied Science, and the significant increase in freshman admissions for 2005-06 have all combined to place a finite limit on the number of mix of courses we can offer.

   A second problem stems from the number of students in a given program and the sequencing of those courses. In recent years the request for chemistry courses for Dietetics students has been five to ten at a time. If we are to provide chemistry in the face of the huge demands on these courses, we need to time the offerings in such a way to ensure a large enough cohort to fill the sections requested. We are willing to work with the program director to find a mutually worthwhile solution, however it must involve an atmosphere of give and take by all parties involved.

**Previous Status Report Recommendations: 2008-09**

**Previous Review:** The PRC recommends that the Dietetics program continue to be one of UW-Stout's degree programs for the ongoing seven-year cycle, that recommendations made by the committee be implemented, and that an abbreviated status report on unresolved issues be filed in Fall 2008.

**Required status report** (due December 1, 2008) – “The status report will consist of the applicable college or office responding to the following questions during the fall of 2008. The program director of the Dietetics Program is asked to answer all of the following questions. If an issue has not been resolved, the relevant dean will be asked to submit an explanation for that question.”

1. Questions concerning College of Human Development

   What is the status of the requested professional counseling center? Where is it located? Is it adequately furnished (including equipment)? Is there sufficient support and staff for operation? Describe how the facility is being used.
**Further information** Carolyn Barnhart met with the Lab Modernization Committee and took them on a tour of the counseling center facility on December 15th. The Lab Modernization Committee minutes recommended that the remodeling of HE 240 be referred for funding in the area of small projects. Bob Peters and Carolyn Barnhart have scheduled a meeting with Shirley Klebesadel to discuss how to proceed in completing a funding request. Unfortunately it is not known whether there will be any funds available from this source in the near future.

**Response Summary** The situation with the counseling lab has improved, but is in a “make do” state. The possibility of a “small projects” grant does not look good. No other sources of funding were suggested.

2. **Question concerning Career Services (Dean of Students)**

   Is Career Services able to provide the needed support to assist Dietetics students in receiving competitive internship placements?

**Response Summary** The program addressed this issue by creating and requiring a new required one credit course, FN-408 Pre-Professional Development. This course, in conjunction with the continued services of the Career Services Office, is meeting the student needs. The department should be commended for their efforts to provide their students with this support.

3. **Questions concerning College of Arts and Sciences**

   Are Dietetics students able to take the needed science courses in a timely manner? Are the needed courses offered at least once a year? Are there sufficient openings in these courses for the number of students who need to take it each year?

   - BIO-234 Physiology and Anatomy for Health Sciences
   - CHEM-125 Principles of Chemistry for Health Sciences
   - CHEM-201 Organic Chemistry
   - CHEM-311 Biochemistry

**Response Summary** Some improvement is seen in providing the students with the science courses used in the major. Much of the change appears to be the result of adjusting the program requirements and substitutions. The science departments appear to be trying to meet student needs by offering some courses each semester and offering additional sections. However, the availability of science classes continues to cause difficulties for some Dietetics students. One issue appears to be that course times and dates continue to change. Otherwise there does not appear to be a specific cause that can be addressed by the Dean or Chairs.

**Committee Findings:**

The B.S. Dietetics Program Director and faculty should be recognized for the adjustments and offerings they have made to meet these challenges. The counseling center is available in rudimentary form waiting funding.
IV. Current Year Program Review:

Program Strengths-Indicate Source:

1. Registered Dietitian exam pass rate of graduates is at 91% for first time test takers for 2010, and 86% for the first time test taker pass rate measured over 5 years (2005-10). UW-Stout student scores are trending upward over the past several years despite the national average remaining flat. *(PD Self-Study)*

2. The match rate to dietetic internships is good with 70% of the UW-Stout graduates applying to internships being accepted to an internship while the national average of acceptance is 52%. *(PD Self-Study)*

3. Small class size, experiential experiences such as internship, coursework and the supportive faculty. *(Student Survey; Alumni)*

4. Increase in student retention and graduation rates. *(PD Self-Study)*

5. Student expectations are clearly defined. *(PD Self-Study)*

6. B.S. Dietetics Program Director and key faculty. *(Program Advisory Committee Survey, Key Faculty A and B Surveys, Student Survey)*

7. Development of student mentoring program utilizing junior and senior standing Dietetic students. Participants in this program are learning the requirements of the degree and field experience while gaining leadership and volunteer opportunities. *(PD Self-Study)*

Issues of Concern-Indicate Source *(NOTE: All issues of concern need to have a recommendation related to it. However, there may be some recommendations that don’t relate to a particular issue of concern):*

1. Quality of Instruction: Specific instruction, teaching techniques and effectiveness. Students mentioned several times in student surveys that faculty have a wealth of knowledge but they are not necessarily the most accessible or the best at relaying that knowledge to teach. The Dietetics program is always looking at ways to improve instruction techniques while meeting student and program needs. *(Student Survey, PD Self-Study)*

2. According to the accrediting body, the Commission on Accreditation for Dietetics Education (CADE), UW-Stout is required to have a program director (PD) employed as a 1.0 FTE. Currently, the PD has an allocation of .25 and is not a full-time employee of the University; therefore the program is out of compliance. *(Self-Study Report, Program Advisory Committee Survey, Key Faculty A and B Survey)*

3. Nutrition counseling lab still does not exist. Lab mods were submitted at the time of the last PRC review in 2004-05, but space was not allocated. In addition, there is a need for more lab space, and improvements in the existing lab spaces. *(Program Advisory Committee Survey, PD Self-Study, Key Faculty A Survey)*
4. Advising: Due to PD having a limited appointment, time to spend advising students is limited. Although some of the issues raised regarding the clarity of program and internship requirements have been addressed, a full-time appointment for PD would benefit the University beyond the CADE requirements for accreditation. *(PD Self-Study, Student Survey)*

5. Course scheduling/planning: As enrollments hold strong, the need for collaborative, cross-department and cross-college course offerings need to be on a regular schedule. In addition, students (transfer and traditional) have expressed that they are not able to get the courses they need to keep moving in the program. Students are also involved with part-time/full-time jobs, pulling them away from study and professional service. *(PD Self-Study, Previous PRC Report, Student Survey)*

6. Additional instructional resources needed. Currently, there are 4.25 FTE allocations for nutrition faculty to serve approx 160 undergraduate students in dietetics and 30 graduate students. *(Program Advisory Committee, Key Faculty A and B Surveys, PD Self-Study Report, Student Survey)*

**Recommendations for the Program Director:**

1. Work with dean’s office in identifying lab space, which can be utilized for a nutrition counseling lab. Continue the process of applying for lab mods to modify the space for this purpose.

2. Continue work to identify program and internship expectations and communicate to students, faculty/staff, and any others involved with the Dietetics program.

3. Work with departments, both in and out of the program’s home college, to communicate course needs for the program. Ensure program needs are being considered so student needs are met. In addition, work with students that have jobs and are finding it hard to get in to scheduled courses. Explore opportunities for alternative course times or formats.

**Recommendations for the Chair(s) of Department(s):**

1. Program Director (PD) must be a 1.0 FTE to comply with CADE accreditation requirements.

2. Provide professional development opportunities for instructional faculty/staff to enhance quality instruction of program courses. This has been discussed in previous PRC review findings. An action plan would be beneficial to keep the momentum moving forward.

3. Utilize PD planning to best schedule needed program offerings on a regular schedule to meet student needs.

4. Continue current position searches to fill needs within the Dietetics program and food and nutrition area.
Recommendations for the Dean of the College of Education, Health and Human Sciences

1. Allocation for individuals serving as PD in the B.S. Dietetics program must be 1.0 FTE to comply with CADE accreditation requirements.

2. Assist the program in identifying lab space, which can be utilized for a nutrition counseling lab. Continue the process of applying for lab mods to modify the space for this purpose.

3. Assist PD in communicating cross-college to advocate for program requirements to be met, offering on a regular schedule as agreed by all parties.

4. Continue current position searches to fill needs within the Dietetics program and food and nutrition area.

Request for memo regarding unresolved accreditation issues for the Dean of the College of Education, Health and Human Sciences

The PRC recommends a memo from the dean reporting on unresolved accreditation issues to be filed in fall 2013.