

**Springfield Technical Community College**  
**School of Health & Patient Simulation**  
**Department of Nursing**

**Student Rights**

All AD Nursing students have the same rights and responsibilities of all STCC students as described in the STCC student handbook. Refer to the STCC website and STCC Student Handbook:

<https://www.stcc.edu/media/departments/publications/Student-Handbook.pdf> In the clinical setting, the level of responsibility of students is held to the standards of acceptable professional nursing practice for students.

Updated 5/2021

**Grievance and Appeal**

Within the Nursing Department, if a nursing student has a concern or complaint it is expected that the student will follow the chain of command of the Department of Nursing's procedure as outlined below.

- The student should discuss the problem/concern with the appropriate faculty member as soon as possible, but no later than one week following the problem or concern in an effort to achieve resolution.
- If the student concern remains unresolved within 7 business days, the student should submit the concern in writing (email) to the Team Coordinator and Department Chair of Nursing. The student should meet with the Team Coordinator in an effort to achieve resolution.
- If the concern remains unresolved, the student and Chair of Nursing should then submit the concern to the Director of Nursing in writing (email) and schedule a meeting with the Director.
- If no resolution can be reached at the Departmental level, the student should then submit the concern/complaint, in writing(email), to the Dean of the School of Health and Patient Simulation.
- If no resolution is achieved with the School of Health and Patient Simulation, then the student may continue by following the college's Student Grievance Procedures. Please see the Student Grievance Procedures – Massachusetts Community Colleges section of the STCC student handbook at

[http://catalog.stcc.edu/content.php?catoid=17&navoid=3410#Student Grievance Procedures - Massachusetts Community Colleges](http://catalog.stcc.edu/content.php?catoid=17&navoid=3410#Student_Grievance_Procedures_-_Massachusetts_Community_Colleges)

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