



**RHODE ISLAND COLLEGE**  
**School of Social Work**  
**Case Management Certification Program**

**Academic Policies and Procedures**

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*The following policies and procedures are intended complement and clarify the Rhode Island College Student Handbook, which can be found on the Internet at <http://www.ric.edu/studentlife/pdf/RICStudentHandbook.pdf>. All students are asked to read and comply with expectations set in the Student Handbook, as well as the following.*

**Class participation and class attendance:** Active and informed class participation is a requirement for successful completion (e.g. passing grade) of all courses and for the award of the Rhode Island College, Case Management Certification. By definition, students who regularly miss classes and/or are habitually late for classes run the risk of failing classes (or at best risk obtaining incomplete grades, requiring that course content be repeated). It is expected that a student who misses a class makes every effort to contact the class instructor to inform him/her about their absence. It is the student's responsibility to contact the instructor to catch up with content of the missed class. Students who do not notify the instructor of their absences from class run the risk of failing the course.

If a student is chronically absent from classes or late for classes, we reserve the right to withhold the student's Case Management Certification since dependability, reliability and trustworthiness are crucial qualities for case management practitioners.

**Class Cancellation Policy:** The Case Management Certification Program will follow the RI College scheduling and closure protocol, as follows.

***CLASS CANCELATION/COLLEGE CLOSING taken from 2009-10 Student Handbook***  
*Classes will be held at Rhode Island College except in cases of extreme emergency as determined by the President. Confirmation of any decision to cancel classes and/or close the College can be had by calling a recorded message at (401) 456-9500.*

In the event that we must cancel a class within the Case Management Program (not college-wide), your instructor will contact you via email with notification of class cancellation and make-up arrangements by Noon the day before class is scheduled to take place. Please check your email regularly to ensure the notification reaches you. If under unforeseeable circumstances a class must be cancelled after that timeframe, all students will be contacted via the most current phone numbers listed in the student files.

**Information:** It is the student's responsibility to keep the Case Management office informed of any contact or address changes in order to ensure delivery of program materials, notices and all other correspondence. Reasonable efforts will be made to contact students. However, multiple failed attempts to make contact may result in an "incomplete" status in the program.

**Grades:** Students need to maintain a minimum grade point average of 2.0 to stay in the program. Students must receive a grade of C or better in all case management courses to receive their certificate.

Numerical Score = Corresponding Letter Grade

96 – 100 = A

91 – 95 = A-

86 – 90 = B+

81 – 85 = B

76 – 80 = B-

71 – 75 = C+

66 – 70 = C

61 – 65 = C-

Below 60 = F

**Incomplete grades:** All incomplete grades must be accompanied by an incomplete agreement signed by both the student and instructor that clearly stipulates what work needs to be completed, when it will be completed and the grade that will be assigned if the work is not completed by the due date. All incomplete agreements must also be signed by the Director of the program and placed in the student's file. Except in unusual circumstances, students may not enter subsequent semesters with an incomplete grade from a previous semester. Case Management Certifications will not be awarded to any student with an incomplete or failure in any course. While we wish to be flexible, it is important that student's meet reasonable deadlines in preparation for successful careers in case management.

**Use of computers on campus:** The college computers in the student lounge, in the classroom and at the computer center are to be used for assignments and course work. Students are expected to use the college computers professionally. This means that web surfing, on-line shopping, playing computer games, etc. is not appropriate use of the college computers.

**Professional behavior:** Students are to exhibit professional behavior in class, in their field agencies and in their interactions with staff, faculty and other students. As stated in the college student handbook, “..all members of the campus community share a responsibility for maintaining and enhancing an environment where the actions of all are guided by mutual respect, high standards of integrity and reason” (RIC student handbook, p. 64). The use of inappropriate language (e.g. cursing, swearing, etc) is not acceptable professional behavior.

Students’ class participation should show an ability to make appropriate “use of self” in interactions.

Perhaps the most powerful instrument we have in helping our clients navigate change is ourselves. Our ability to use ourselves potently relies in large part on the level of *awareness* we have about the impact we make, and our ability to make *choices* to direct and modify that impact. Dimensions of self awareness we can develop when we consult include how we are *present*, how we *influence*, and how we make *contact*.

Taken from Use of Self as an Instrument of Change, Presented by: Katherine M. Curran, Charles N. Seashore, Ph.D., Michael G. Welp, M.S. at the 1995 ODN National Conference, Nov. 17, 1995, Seattle, Washington

Students should show an awareness of their behaviors and the impact on others. Students should be receptive to feedback from others and show an ability to integrate feedback into behavioral change. Students must make appropriate use of "air time" in class, including a willingness both to use it and to limit one's use of it. Case Management students must show a respect for difference and for others' feelings, including a nonjudgmental attitude, sensitivity to ethnic diversity and oppressed groups, respect for confidentiality, and respect for the needs of others. Students’ comments should show that assigned readings were completed, and that opinions are stated as such.

**Policy on plagiarism:** Plagiarism is the copying of two or more sentences without citation or quotation marks. This includes copying from another student’s work. If a student commits plagiarism, they may be dismissed from the Case Management Program.

**Criteria for evaluating academic work:** Oral and written communication skills are essential for case management practice. All students must be able to demonstrate that they are able to communicate verbally and in writing, in a professional manner. Therefore grades take into consideration not only content but the degree of skill in presenting that content. Students must carefully proofread their papers for typographical, grammatical, sentence structure, and spelling errors. Papers should begin with an introductory statement of purpose and an overview of the ideas to be

presented. The ideas must be discussed in a coherent, logical, well-organized manner and must be supported by one's own arguments, by readings and by discussion from relevant literature, when appropriate. Each aspect of the assignment must be thoroughly addressed. Citations and a reference page in proper form must be included on most papers. In the Case Management Program we use the APA 5<sup>th</sup> edition (American Psychological Association) Format for documenting and citing references and sources. The College Writing Center in Craig Lee 225 is available to help students compose papers that conform to academic standards. The Writing Center can also provide copies of APA style sheets that will give students specific examples of proper use of citations and references.

**Dismissal:** The Case Management Program reserves the right to dismiss or withhold the Case Management Certificate from the Case Management Program for any student who gives evidence, academically or behaviorally (as defined by the College Handbook and the National Association of Social Workers (NASW) Code of Ethics) of an inability to carry out their responsibilities as a case management student.

**Confidentiality:** The Case Management faculty recognizes the value and importance of free and open classroom discussion. Students are encouraged to express opinions and offer observations relevant to course content. In sharing information about others, students are expected to protect the confidentiality of those individuals. Other students in the classroom are expected to treat classmates' comments with respect and courtesy, and to protect the confidentiality of comments and observations offered in the classroom, to the extent possible under law and college/school policy. Students are expected to refrain from divulging information to others outside of the classroom. The confidentiality of classroom discussion cannot be guaranteed because of "duty to protect" and "mandatory reporting" laws and/or policies which may require disclosure. In writing papers and in class discussions it is important for students to disguise any potentially identifying information about others.

**Discrimination:** In accordance with the **NASW CODE OF ETHICS**, the case management faculty does not condone oppression or discrimination of individuals or groups on the basis of race, ethnicity, gender, religion, sexual orientation, socio-economic status, age or disabling condition.

**Policy concerning disabilities:** There are numerous examples of cultural diversity, disability being one. The overall goal of Rhode Island College and the Case Management Program is to foster the development of an integrative, accepting, and facilitating environment that is conducive to learning and professional growth for all students including those with disabilities. Students who have a disabling condition(s) are entitled to reasonable accommodation. Faculty are available to meet individually with students who require accommodations and will maintain confidentiality.

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I have read the Academic Policies and Procedures for the Rhode Island College School of Social Work Case Management Certification Program. I agree to adhere to all policies include here as well as the Rhode Island College Student Handbook and policies specific to the School of Social Work.

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Signature of Student

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Date