Nutrition, Dietetics, and Wellness
Didactic Program in Dietetics Handbook

School of Health Studies
College of Health and Human Sciences
Northern Illinois University
DeKalb, IL

Distributed during new majors meeting and available on Blackboard, through Seminar in Health Studies (HLTH 498) course
**TABLE OF CONTENTS**

Welcome.............................................................................................................................................. 4

I. DPD Accreditation .......................................................................................................................... 5
   DPD Mission .................................................................................................................................... 5
   DPD Program Goals and Outcome Measures .................................................................................. 5

II. Program Overview .......................................................................................................................... 6
   Program Objectives ......................................................................................................................... 6
   Nutrition and Dietetics Emphasis ...................................................................................................... 6

III. Program Requirements .................................................................................................................. 7
    Post-baccalaureate Students ........................................................................................................... 7
    Course Work Guidelines .................................................................................................................. 7
    Freshman Warning, Academic Probation and Dismissal ................................................................. 7
    NHW Requirements for FCNS 320 .................................................................................................... 8
        Food Sanitation Certificate ............................................................................................................ 7
        First Aid and CPR Certification .................................................................................................... 8
        Two-step Tuberculin Skin Test .................................................................................................... 8
        Verification of 60 Hours Practical Foodservice Work Experience .............................................. 9

IV. Verification Statement Procedures ................................................................................................. 11
    DPD Transcript Evaluation Policy .................................................................................................. 11
    Issuance of Verification Statements ................................................................................................. 12

V. Tuition and Fees ............................................................................................................................. 13
    Tuition ............................................................................................................................................ 13
    Health Insurance ............................................................................................................................... 13
    Health Insurance Waiver Process ..................................................................................................... 13
    Additional Program Costs ................................................................................................................. 13
    Financial Aid .................................................................................................................................... 13
    Withdrawal and Refund of Tuition and Fees .................................................................................... 14

VI. Academic Calendar ....................................................................................................................... 15

VII. General Information and Useful Resources .................................................................................. 15
VIII. Professional Organizations for Students and Dietitians .................................................16
   National Association ........................................................................................................... 16
   State Association .................................................................................................................. 16
   District Associations ............................................................................................................. 16

IX. NIU Student Organizations ..................................................................................................16
   Student Dietetic Association ............................................................................................... 16
   Student Advancement Committee ......................................................................................... 16
   Kappa Omicron Nu Honor Society ....................................................................................... 16

X. Student Rights .......................................................................................................................17
   Access to Records and Files/Privacy of Information ............................................................. 17
   Grade Appeals and Other Grievance Procedures .................................................................. 17
   CADE Complaint Procedures ............................................................................................. 17

XI. Student Support Services ....................................................................................................18
Welcome to the didactic program in dietetics (DPD)!

Your choice of study in the area of Dietetics means that you are preparing for a professional career in meeting the food and nutrition needs of individuals and families. Such a career will require top level knowledge of foods and nutrition, proficiency in management of resources, and skill in working with others. You will have the opportunity to fully utilize your abilities and the satisfaction of knowing that in doing your work well you are helping people.

At this time, you most likely have many questions about the significance of your choice of study. Your academic adviser will help with these questions. It is highly recommended that students meet with the academic adviser prior to registration to plan their schedule of courses. To arrange for an appointment with an advisor, contact the College of Health and Human Sciences office at (815) 753-1891.

Requirements of your degree are described fully in the undergraduate catalog; however, there are some items that need special attention.

**Declaring nutrition as a major**: Any student in good academic standing may declare a major in the Nutrition, Dietetics and Wellness program, however, all students must complete all university degree requirements in order to be awarded a degree.

1. Many courses in this major are offered only once a year and must be taken in sequence. Prerequisites are enforced in this major. You may not enroll in a course without a required prerequisite.

2. Students must earn a grade of C or better in all Nutrition, Dietetics and Wellness prerequisite courses before they can enroll in any successive Nutrition, Dietetics and Wellness courses to meet the requirements for the Nutrition, Dietetics and Wellness B.S degree major.

3. In order for DPD students to earn the ACEND verification statement they must receive a “C” grade or better in all required Nutrition, Dietetics and Wellness coursework and, maintain a minimum GPA of 3.0 in their DPD program courses by receiving a “B” grade or better in the following courses: NUTR 310, NUTR 415 and NUTR 416. A verification statement is required in order to apply to a dietetic internship program. Completion of DPD course work and earning a Bachelor of Science degree in dietetics does not guarantee that you will be admitted into a dietetic internship program. Admission into a dietetic internship programs is “Fiercely Competitive”.

**Prior to enrollment in HOSP 320 you will be required to obtain:**

- State of Illinois Food Sanitation certification,
- CPR Certification,
- Verification of a Two-step Tuberculin Skin Test Mantoux,
- Verification of 60-Hours Practical Foodservice Work Experience

**Liability insurance for internships is provided through a course fee.**


I. DPD ACCREDITATION

Northern Illinois University is accredited by the Higher Learning Commission. The Didactic Program in Dietetics (DPD) is accredited by and meets all Standards of the Accreditation Council for Education in Nutrition and Dietetics (ACEND) of the Academy of Nutrition and Dietetics. The accreditation process requires a program self-study and site visit to show that Didactic Program in Dietetics at NIU meets the ACEND 2017 Accreditation Standards. Northern Illinois University Didactic Program in Dietetics is currently granted continuing accreditation by:

The Accreditation Council for Education in Nutrition and Dietetics (ACEND)
120 South Riverside Plaza, Suite 2000
Chicago, IL 60606-6995
(312) 899-0040 ext. 5400
Website: https://www.eatrightpro.org/acend

A. DPD Mission
To prepare students for supervised practice to become entry-level registered dietitian nutritionists who manage food and nutrition services for the public.

B. DPD Program goals and outcome measures-
1. Prepare graduates to have quality knowledge and skills as entry-level registered dietitian nutritionists (RDN).
   a. Eighty percent (80%) of admitted majors within each class will graduate from the accredited DPD program within four – six semesters after entering the program at the beginning of the junior year.
   b. Over a five-year period, sixty percent (60%) of the DPD graduates will apply to a supervised practice program within 12 months of graduation.
   c. Over a five-year period, 66% of those applying to supervised practice programs within 12 months of graduation will be accepted.
   d. Over a five-year period at least eighty percent (80%) of students who graduate from the DPD program and complete a dietetic internship will pass the registration exam within one year following first attempt.

2. Prepare graduates to become competent professionals in diverse settings as an entry-level registered dietitian nutritionists
   a. Sixty percent (60%) of graduates seeking employment within the field of nutrition, and dietetics, will have a position within one year.
   b. Sixty percent (60%) of graduates responding to the senior survey (survey conducted during senior year) will report being adequately prepared for professional practice.
   c. Eighty percent (80%) of dietetic internship directors surveyed will be satisfied with the NIU DPD program graduates performance.
II. PROGRAM OVERVIEW: BACHELOR OF SCIENCE IN NUTRITION, DIETETICS AND WELLNESS (B.S.)

A. Program Objectives

Upon completion of the B.S. program, graduates will be able to:

- Apply basic concepts of physical and behavior sciences to nutrition care.
- Collect, analyze, and interpret quantitative data utilizing current technology.
- Utilize effective oral and written communication skills, using current technology where appropriate.
- Develop values and habits compatible with ethical and effective professional practices.
- Demonstrate possession of perspectives and specific skills in nutritional care, education, and management to enter a dietetics internship or function effectively in an entry-level position in nutrition, dietetics and wellness.

In addition to the objectives listed above, students’ progress in their professional development is monitored closely by faculty throughout the program. This includes but is not limited to formal assessment procedures such as course grades, exams, presentations and research projects. Should serious concern arise about a student’s professional development, these concerns will be identified and communicated to the student.

B. Didactic Program in Dietetics

Upon completing all program course requirements students will earn a Bachelor of Science degree in Nutrition, Dietetics, and Wellness. Didactic Program in Dietetics students who are in good academic standing (overall GPA >3.0 and a “B” grade or better in NUTR 310, NUTR 415 and NUTR 416) will be issued a verification statement by the DPD Program Director. The verification statement will allow you as the student to pursue entry into a dietetic internship program and take the registration examination to become a registered dietitian.

Once you pass the registration examination you will be able to sign the following initials after your signature R.D. indicating you are a registered dietitian. In the state of Illinois, passing the registration examination also qualifies you to apply for licensure. Information on this can be found on the following website: https://www.idfpr.com/profs/dietNutrition.asp. Additional credentials which would follow your R.D. credential would be LDN (Licensed Dietitian/nutritionist). In the state of Illinois in order to give out nutrition information legally you must be a licensed practitioner.
III. PROGRAM REQUIREMENTS

A. Post-baccalaureate Students
Post-baccalaureate students without degrees from an Academy of Nutrition and Dietetics accredited nutrition program who request DPD verification by NIU must consult with the DPD director prior to NIU enrollment to determine required course work. Additional course work may be required to earn a second baccalaureate degree. Students should consult with an academic adviser.

B. Course Work Guidelines
It is highly recommended that students see their advisor to plan their sequence of courses. To arrange for an appointment with an advisor, contact the College of Health and Human Sciences office at (815) 753-1891.

See the following link details
http://catalog.niu.edu/preview_program.php?catoid=45&poid=10319&returnto=2137

C. Freshman Warning, Academic Probation and Dismissal
First-semester freshman whose GPA falls below 1.60 for all work attempted at NIU will be placed on probation. All other undergraduate students failing to maintain a minimum cumulative GPA of 2.00 for all work attempted at NIU will also be placed on probation.

Students failing to remove academic probation after one enrollment by attaining a cumulative GPA in NIU course of at least 2.00 will become candidates for academic dismissal from the University. Additional policies and procedures regarding freshman warning, probation and dismissal can be found in the Undergraduate Catalog.

D. NDW Requirements for NUTR 200A and HOSP 320
NUTR 200A. All Nutrition, Dietetics, and Wellness students are required to have the certified food protection manager certification (CFPM) in sanitation prior to enrolling in NUTR 200A.

HOSP320, Quantity Food Production class. The prerequisites to HOSP include and NUTR 200A & B, a nonreactive tuberculin (TB) skin test, CPR certification and work experience in a large scale food production facility.

Verification of the below is due July 1 for the fall HOSP 320 class, November 12 for the spring HOSP 320 class and should be mailed to the following office:
Michelle Boyle, Chief Clerk
College of Health & Human Sciences Wirtz 227 Northern Illinois University, DeKalb, IL 60115

1. The ANSI accredited Certified Food Protection Manager (CFPM) Certification
   a. This training is required to earn the required food service sanitation certification.
   b. A minimum passing grade on the ANSI accredited exam is required to earn the CFPM certification.
   c. The following organizations also provide the training and examination for ANSI accredited CFPM Certification:
      i. National Restaurant Association: https://www.servsafe.com/
      ii. Prometric Inc: https://www.prometric.com/
2. Certification in First Aid and Cardiac Pulmonary Resuscitation (CPR)
First aid CPR certification can be obtained, for a fee, from the American Heart Association (AHA) or American Red Cross both of which are available at local hospitals, community colleges or other agencies. Online course versions are NOT acceptable at this point. It takes approximately 6-8 weeks to receive your CPR certification card once the course is completed. Submit documentation directly to Chief Clerk in the College of HHS.

3. Verification of a Two-step Tuberculin Skin Test Mantoux
This procedure may be completed at the NIU Health Services department. No appointment is necessary (8-11:30 a.m. and 1-4 p.m. on Monday, Tuesday, Wednesday or Friday). A two (2) step tuberculin skin test is required. The second TB test must be given no sooner than one week following the first. This second TB test must be read within 48-72 hours. This procedure will require a total of four (4) appointments to have the results read and documented. Submit documentation directly to Chief Clerk in the College of HHS.

4. Verification of 60-Hours Practical Foodservice Work Experience
See the following pages for guidelines and 60-hour work verification statement. If you have any questions regarding these procedures, please contact Michelle Boyle, Chief Clerk, at (815) 753-6041 or e-mail mboyle@niu.edu
60-HOUR PRACTICAL FOODSERVICE WORK EXPERIENCE GUIDELINES
For Nutrition, Dietetics & Wellness (NDW) MAJORS:

Purpose: NDW majors are expected to acquire work experiences relevant to their major. These experiences will enhance the student’s learning in their courses and will strengthen their resume. These materials relate only to foodservice experiences. The students should plan to discuss health/nutrition care with their advisor.

The practical work experience for HOSP 320 is to provide students with exposure to the food service field, and familiarize them with responsibilities and commitments made by professionals in the industry. This experience will enhance the student’s learning in HOSP 320 Quantity Food Production course.

Students are expected to:
1. Develop an understanding of how a food service facility operates.
2. Demonstrate ability and interest in food preparation, sanitation, and management.
3. Understand the duties of management and staff in the operation.

General Information
1. The practical work experience is required in the major and must be completed prior to enrollment in HOSP 320 Quantity Food Production. No academic credit is given for the practical work experience but its’ completion must be recorded in the student's record.

2. Practical work experience over five (5) years old is NOT acceptable.

3. The length of the experience(s) is to be a minimum of 60 hours. This experience(s) may be paid or voluntary.

4. The student is responsible for locating the position for the work experience.

5. The student should be look for actual hands-on production or supervisory experience in large-scale, full service food and diner operations: (See your advisor if you are unsure of the acceptability of the proposed work experience). You need to prepare food using quantity food service equipment.

A. Examples of acceptable entry-level work for the Practical Work Experience:
   i. Examples of work that IS acceptable:
      Kitchen Helper
      Assistant Cook
      Catering Production
      Pantry Personnel with food production
      Assistant Food Procuer

   ii. Examples of work NOT acceptable:
      Office bookkeeper
      Wait Staff
      Reservationist/hostess
      Bus Person
      Grocery Clerk
Service only in any operation
Cashier/Counter Help
Coffee shop help
Dish washer

B. Types of establishments recommended to gain these experiences include (but may not be limited to):

Non-Commercial or Commercial
Long term care facilities
Restaurants
Hospital Food service
Catering operations
University Dining Facilities
Country Club food service operations
Summer Camp food service operations
School Foodservice operations
Cooperate/Business Dining Facilities
Day care facilities
Volunteer Positions- Food Pantries with food production
Church Feeding Programs
Senior Diners
Meals on Wheels Hospitals

6. The student and employer must complete the attached Work Verification Statement after the work experience has been completed. The completed form should be submitted by the employer to the following address:

CHHS, Chief Clerk
College of Health & Human Sciences Wirtz 227 Northern Illinois University
DeKalb, IL 60115
IV. VERIFICATION STATEMENT PROCEDURES

A. DPD Transcript Evaluation Policy Students requesting a DPD Verification Statement or Intent to Complete Form from the nutrition, health, and wellness track at NIU, MUST abide by the following:

1. Students who are graduates of institutions other than NIU, who have completed a program in Foods and Nutrition must, provide detailed course descriptions or course syllabi for the assessment of course equivalencies. They must also, at minimum, complete 3 out of the following upper level courses in NUTR: i.e., Nutrition in Clinical Care I (NUTR 415), Nutrition in Clinical Care II (NUTR 416), Science of Nutrition (NUTR 309), Applied Nutrition (NUTR 310), Quantity Food Production (HOSP 320), Community Nutrition (NUTR 410) and Strategies in Modifying Nutrition Behaviors (NUTR 429), with a grade of “B” or better. The department feels that only in this way can we vouch for the competency of students in these areas.

For all non-NIU transcripts, a fee of $50 will be charged for evaluating first US transcript, and $25 for each additional US transcript. There is no charge for evaluating transcripts from NIU.

2. International students, whose undergraduate work was taken at a school outside of the United States or Canada, MUST write to: World Education Services, Inc., PO Box 745, Old Chelsea Station, New York, NY 10011, to get a course-by-course evaluation of their credentials before they can be officially evaluated. A four-year degree or its equivalent is required. These students are also required to pass the TOEFL exam.

A fee of $75 will be charged for evaluating World Education Program Evaluation, and $25 for each additional transcript. There is no charge for evaluating transcripts from NIU.

3. Fee Schedule for evaluating Transcripts (Checks are to be made out to “Northern Illinois University”):
   • No charge for evaluation of transcripts from NIU
   • $50 for evaluation of 1st U.S. transcript
   • $25 for each additional U.S. transcript.
   • $75 for evaluation of World Education Program Report

All evaluations will include:
   • A list of NIU courses to complete deficiencies,
   • An “Intent to Complete” form when the student is in her/his last year of courses,
   • A DPD Verification Statement if the courses listed in the “Intent to Complete” form are completed (in last 3 years) at NIU (the evaluation does NOT include a DPD Verification Statement if courses are taken elsewhere).

If you would like to proceed with having your transcript evaluated, please send a check made payable to “Northern Illinois University” and send to:

Attn: Dr. Priyanka Ghosh Roy
Didactic Program Director in Dietetics, School of Health Studies, Northern Illinois University
DeKalb, IL 60115
Dr. Ghosh Roy can also be contacted at the following e-mail: pchakraborty@niu.edu

B. Issuance of Verification Statements:

In order for DPD students to earn a verification statement they must receive a “C” grade or better in all NUTR related coursework, maintain a GPA of 3.0 in their DPD program courses and they must receive a “B” grade or better in the following courses: NUTR 310, NUTR 415 and NUTR 416. A verification statement is required in order to apply to a dietetic internship program. Completion of DPD coursework and earning a Bachelor of Science degree in dietetics does not guarantee that you will be admitted into a dietetic internship program. Admission into a dietetic internship program is “Fiercely Competitive”.

For May graduates, the departmental secretary screens the degree progress report in June for each DPD student to verify that they completed all DPD coursework and they graduated with a Bachelor of Science degree per NIU records and registration office. Students must earn a “B” or better in NUTR 310, NUTR 415 and NUTR 416. Any students not receiving a “B” or better in the aforementioned courses will not be issued a verification statement.

Those students successfully completing all DPD course requirements and minimum grade requirements will be issued their verification statements in the summer. For those students graduating in the summer or fall semester the same screening procedures will be followed. Once their graduation is confirmed and it has been verified that they have met the minimum grades required, the verification statement will be issued by the DPD director. Within 6-8 weeks of graduating students will receive their verification statements in the mail.
V.  TUITION AND FEES

A. Tuition
Tuition for the current academic year for full-time undergraduate students is available at: http://www.niu.edu/bursar/tuition/undergraduate/index.shtml

B. Health Insurance
Undergraduate students are required to have health insurance while enrolled at the University. Enrollment in the plan is automatic for students registered for 9 or more on campus hours and for all international students.
Fees are subject to change. Information about the exact cost of insurance is available at: http://niu.edu/shi/index.shtml

C. Health Insurance Waiver Process
If you already have independent health insurance, you may elect not to pay the health insurance portion of the student fees. You must submit the online waiver request form to waive the insurance. Completing the waiver request form, does not guarantee that the waiver will be accepted. Coverage must be verified, and then you will be notified if the waiver is approved. A fall waiver is only good for 1 year. Each fall you have to cancel the insurance for that school year. More information on the waiver process is available at: http://niu.edu/shi/faq/index.shtml

D. Additional Program Costs:
Below are estimated expenses associated with the program. Please note that prices may change or vary and are subject to the pricing policies of outside vendors used for these services. Student Membership in Academy of Nutrition and Dietetics (Optional, but recommended) $50.00
Student Membership in Local Dietetic District (Optional, but recommended) $25.00
Lab coat (for NUTR 200b, HOSP 320) $20.00
CPR Certification $35.00
State of Illinois Food Sanitation Certificate Course $165.00
Textbooks (per year) ~$1,000.0

E. Financial Aid
Never assume that you will not qualify for financial assistance. There are many types of financial aid available to help manage the cost of your education, such as grants, loans, work-study opportunities, and scholarships.

To apply for federal, state, and NIU financial aid, you must complete the “Free Application for Federal Student Aid” (FAFSA) form using your pin number at: http://www.niu.edu/fa/fafsa/index.shtml Always use your NIU email address when filling out the FAFSA form. After filing the FAFSA form, you should then monitor your NIU e-mail and the MyNIU “To Do List” for updates.

More information is available at: http://www.niu.edu/fa/ through the Student Financial Aid Office.
F. Withdrawal and Refund of Tuition and Fees
The University has established a policy for withdrawal and refund of tuition and fees within a defined time frame. Please refer to the current Undergraduate Catalog for a description of this policy in the section called, “Refund Policies”. The catalog is available online at http://catalog.niu.edu/
VI. ACADEMIC CALENDAR
The academic calendar can be viewed at: http://www.niu.edu/u_council/calendars/index.shtml

VII. GENERAL INFORMATION AND USEFUL RESOURCES

A. SHS Website
Our SHS website provides additional information about our programs, faculty and the University in general at: http://chhs.niu.edu/health-studies/index.shtml

B. Log-on ID All students are given a Z-ID when they are admitted to NIU. This is a permanent number that is uniquely yours which allows you access to the University computing system. Upon registration, your NIU email account will be activated. You will need to update your password at: http://password.niu.edu/password/.

If you experience any problems with your log-on ID, you should contact the campus Information Technology Services (ITS) for assistance at 815-753-8100 or by email at: helpdesk@niu.edu.

C. E-mail
The University and NHW Program will contact you through your NIU email address only. Please remember to check this email account frequently.

D. Class Registration
New students to NIU must first attend an orientation and advising session. After you have done this, you will be able to register for classes through MyNIU at: https://pa.niu.edu/psp/ps/?cmd=login&languageCd=ENG.

You can find what classes are being offered at NIU for the upcoming semester and at what times these classes meet by visiting the “Schedule of Classes” page (http://bit.ly/vH18zY). A completely searchable “Schedule of Classes” is available online and contains real-time information.

Undergraduate students are scheduled for registration based on the total number of credit hours earned, including hours in progress, transfer, proficiency and NIU hours. The more hours a student has earned, the earlier they can start to register.

Enrollment appointments can be viewed on the Student Center page in MyNIU.

E. Grades
Grades are available through MyNIU at: https://pa.niu.edu/psp/ps/?cmd=login&languageCd=ENG

F. Transcripts
Current students can print their own unofficial transcripts using MyNIU at: https://pa.niu.edu/psp/ps/?cmd=login&languageCd=ENG
Official transcripts can be made online or by mail/fax. Print off request forms at: http://www.niu.edu/regrec/transcripts/requesttranscripts.shtml
VIII. PROFESSIONAL ORGANIZATIONS FOR STUDENTS AND DIETITIANS

A. National Dietetic Association http://www.eatright.org/ Academy of Nutrition and Dietetics
120 South Riverside Plaza, Suite 2000
Chicago, IL 60606-6995
(312) 899-0040, ext. 5400

B. State Dietetic Association
Illinois Dietetic Association http://eatrightillinois.org/

C. District Dietetic Associations

The local organization serving the DeKalb area is Rock River Valley Dietetic Association (RRVDA).

IX. NIU STUDENT ORGANIZATIONS

A. Student Dietetic Association (SDA), Contact: Priyanka Ghosh Roy, Ph.D., R.D.N
The Student Dietetic Association is a community-based, non-profit organization run by the students studying Nutrition, Dietetics and Hospitality Administration at Northern Illinois University. Their mission is to educate the community about health and nutrition, and to apply nutritional knowledge into community service projects as much as possible.

B. Bread For the World (BFW): Contact Sheila Barrett, Ph.D.
This is a national, non-profit organization focused on ending hunger activism, volunteerism and networking. Student members of the Northern Illinois University chapter, educate the public and participate in community service events to help those of the community in need.

C. Kappa Omicron Nu Honor Society (KON), Contact: Josephine Umoren, Ph.D.
This is the national honor society for students in human sciences. The mission of KON is to empower leaders through scholarship, research, and leadership. This mission will enhance the ability of the organization and chapters to prepare scholars and researchers as leaders for the 21st century.
X. STUDENT RIGHTS

A. Access to Records and Files/ Privacy of Information
Information and data concerning individual students are collected, maintained, and used by the University only as needed in relation to its basic educational purposes and requirements, in compliance with federal legislation, specifically the Family Educational Rights and Privacy Act (FERPA) of 1974 as amended in 1998. University faculty or staff who has a legitimate University-related educational or administrative interest may have access to the files. Medical documental shall be released without the written consent of the student. Students may have access to their files for review with the exception of materials classified as confidential, such as letters of recommendation.

For full information regarding University policy, please refer to the chapter on Legal Notices under the section "Student Information and Records" in the Undergraduate Catalog at: http://catalog.niu.edu/content.php?catoid=22&navoid=689. General legal information as well as a copy of FERPA is available at University Legal Services at: http://www.niu.edu/generalcounsel/

B. Grade Appeals and Other Grievance Procedures
A statement of procedures governing the appeal of allegedly capricious grades may be obtained from the Division of Academic and Student Affairs at: https://www.niu.edu/academicaffairs/appm/III7.shtml

Whenever possible, grievances other than grades should be resolved as soon as possible and with the parties directly involved. Do not discuss grievances with outside parties until you have attempted this. If this procedure fails, consult your advisor and/or program director.

C. ACEND Complaint Procedures
The Accreditation Council for Education in Nutrition and Dietetics (ACEND) will review complaints that relate to a program’s compliance with the accreditation/approval standards. The Council is interested in the sustained quality and continued improvement of dietetics education programs but does not intervene on behalf of individuals or act as a court of appeal for individuals in matters of admission, appointment, promotion or dismissal of faculty, staff, or students.

A copy of the accreditation standards and/or the Commission’s policy and procedure for submission of complaints may be obtained by contacting the ACEND staff at the Academy of Nutrition and Dietetics at 120 S. Riverside, Suite 2000, Chicago, Il 60605-6995 or by calling 1-800-877-1600.

Written complaints should be mailed to the Chair of Accreditation Council for Education in Nutrition and Dietetics at the above address.
XI. STUDENT SUPPORT SERVICES

Many support services are available on campus for students. Listed below are some of the services available:

Access Tutoring and Support Services, 815-753-1141
Campus Child Care, 815-753-0125
Campus Information Center, 815-753-1157
Career Services, 815-753-1641
Center for Access-Availability Resources (CAAR), 815-753-1303
Center for Black Studies, 815-752-1709
Counseling and Student Development Center (CSDC), 815-753-1206
Health Enhancement, 815-753-9755
Holmes Student Center, 815-753-1745
Office of Campus Recreation, 815-753-0231
Office of Resources for Latinos, 815-753-1651
Office of Testing Services, 815-753-1203
Student Health Insurance, 815-753-0122
Students Legal Services, 815-753-1701
University Health Services, 815-753-1311
Veterans Assistance & Military Student Services, 815-748-2466 & 815-753-0691

Please refer to the Undergraduate Catalog (http://catalog.niu.edu/) or the NIU website (http://www.niu.edu/index.shtml) for a description of each of these support services.