

DIETARY MANAGER
INDEPENDENT STUDY PROGRAM

Administered by
Auburn University Distance Learning
Auburn, Alabama

Student Handbook

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AUBURN UNIVERSITY DISTANCE LEARNING DIETARY MANAGER PROGRAM

OUR MISSION: The mission of Distance Learning is *to facilitate the creation and implementation of effective and high-quality education programs for the citizenry of Alabama and others around the nation and the world who require the expertise of Auburn University faculty and staff and who have a special need for convenient access.*

OUR GOAL: The goal of Distance Learning is *to provide a quality Auburn educational experience.*

PURPOSE: The Auburn University Dietary Manager Independent Study Program is designed for people employed in supervisory positions in health care facility food service departments. It is approved by the Dietary Managers Association. When you complete all the requirements, you are awarded a certificate, are eligible for membership in the Dietary Managers Association (DMA), and eligible to take the DMA Credentialing Examination. In addition, those of you who work in nursing homes which participate in Medicare and Medicaid Programs will be recognized as qualified Dietary Managers under current federal regulations.

The overall purpose of this course is for you to develop and strengthen job skills and ultimately become an effective dietary manager.

LEARNING OBJECTIVES: After completing the course, you will have learned to perform these tasks effectively:

1. Provide meal service that satisfies nutritional, social, and physical needs of patients.
2. Organize and supervise a food service department to provide the highest quality food possible within cost and other limitations.
3. Provide nutritional assistance for patients on normal and therapeutic diets.
4. Cooperate effectively with other individuals and departments in planning patient care.
5. Satisfy legal requirements of local, state, and federal governments that relate to the food service department operation and to the dietetic service supervisor's education, duties, and responsibilities.
6. Become an effective assistant to the professional dietitian.

DIETARY MANAGER PROGRAM ADMINISTRATION

ADMINISTRATIVE STAFF

Dr. Tim Roberts

Program Director

334-844-3151

Roberwt@auburn.edu

Ernestine Morris-Stinson

Student Services Manager

334-844-3114

morrier@auburn.edu

JoAnn Grier

Student Services Specialist II

334-844-3106

grierjo@auburn.edu

Vera Denise Payne

Administrative Manager

334-844-3103

paynevd@auburn.edu

Quanza Hand

Student Services Specialist II

334-844-3130

handqua@auburn.edu

DIETARY MANAGER PROGRAM ADVISORY COMMITTEE

PERMANENT MEMBERS

Marie Casraastro, *Regulatory Liaison*

Cheryl Pritchett, *Certified Dietary Manager (graduate of AU program)*

Ernestine Thompson, *Registered Dietitian*

Brandi Green, *Educator*

Wanda Alley, *Administrator*

Rosemary Buford, *Layperson*

EX-OFFICIO MEMBERS

Tim Roberts, Ph.D, RD, Program Director of the Auburn University Dietary Manager Program

S. Raj Chaudhury, Ph.D, Associate Director, Biggio Center, Auburn University

Martin O'Neil, Ph.D., Dept. Head, Department of Nutrition, Dietetics & Hospitality Management, Auburn University

COURSE INFORMATION

ABOUT THE AUTHOR: The course was developed by Dr. Robin Fellers, PhD, RD. Dr. Fellers is an Associate Professor and Director, Dietetic Program in the Department of Nutrition, Dietetics & Hospitality Management, College of Human Science at Auburn University.

PROGRAM CREDIT: The Auburn University Dietary Manager Program is a Non-Credit Certificate Program. Upon satisfactory completion of the Auburn University Dietary Manager Program, you will be awarded 34.5 CEUs (Continuing Education Units). No college credits are awarded (139 didactic hours; 221.5 on-the-job experience hours).

COMPLETION TIME: 24 months (average student completes the program in 12 - 15 months).

DELIVERY: Currently, the program is delivered via correspondence and can be completed entirely at your home and worksite using a local clinical instructor/preceptor of your own choosing. Assignments are submitted via mail, fax or email. This provides a convenient way of increasing your professional level without having to leave your work or family to attend a traditional campus based program.

JOB TITLES: Various position titles are given to supervisory positions in food service departments. The federal government may call you a dietetic service supervisor. Your administrator may call you a food service supervisor or a food service manager. Perhaps your official title is head cook, cook-manager, or director of food service. The American Dietetic Association formerly referred to you as a dietetic assistant, but the Dietary Manager's Association now uses the title dietary manager.

As you work through the modules, you will find several position titles used. The course itself is called: Dietary Manager Independent Study Program. In the modules, sometimes we say "food service manager," sometimes we say "dietetic service manager," and sometimes we say "food service supervisor." Whatever title we use, we mean you, the person in charge of the entire food service operation or in charge of a specific part of it.

MODULES (Please Read This Section Carefully): The 24 lessons in this course are called Independent Study Modules (or modules for short) because they contain all the necessary materials and directions for each learning activity. You work through them at your own pace. However, you should set goals for yourself such as studying eight hours per week, or finishing a module every two weeks, and submitting no more than four a month. You should plan your work so you can complete all modules and the final examination within 24 months. Some of you will work faster than this and some slower. **Two years is the maximum time allowed for completing all course requirements without getting special permission from Auburn to continue in the program.** An additional fee of \$100 is charged for an extension.

Each module has a **title** such as -- "Working in a Health Care Facility." The **table of contents** helps you locate different parts of the module such as the glossary and the beginning of each section. You can tell at a glance how many sections are in the module. A **checklist** indicates the number of pages, the titles of audio recordings and articles accompanying the module, and what materials are to be sent to Auburn when you complete the module.

Each module begins with a short **introduction** to explain the purpose and set the stage for objectives and learning activities that follow. All **objectives** are listed in the introductory section. **Learning activities** are briefly outlined to give you an overview of the module's learning experiences. The introductory section also contains a **glossary** or list of words and definitions used in that module that may be unfamiliar to you or used in unfamiliar ways.

A module is divided into **sections**. Some have two or three sections and others have more. You should work through each section in the order given. In most cases, you should not start a new section until you finish the one before it.

A section begins with a statement of the **objective(s)** such as:

Describe the objectives of your health care facility.

This is followed by a statement about **learning activities** and what you must do to show you have learned the material:

Learning activities in this section include reading an instructional text, reading in the textbook, completing study guides, and interviewing the administrator. Complete a written assignment at the end of the section.

Then, before you proceed with each activity, specific instructions are given. Before reading the instructional text referred to, these directions are given:

First, work through the material entitled "Health Care Facilities" which follows. As you read, write answers to questions in the spaces provided.

Before interviewing the administrator, these directions are given:

Make an appointment with your administrator. Your purpose is to discuss goals and objectives of your facility. Use the outline on page 12 to guide your discussion....

At the end of each section are instructions for **completing objectives**. Sometimes you take a test; sometimes you have a written assignment; and sometimes you perform a task that your clinical instructor evaluates. Assignment sheets are provided for most written assignments. You can recognize assignment sheets because they are labeled **SEND TO AUBURN**. **Your clinical instructor receives the necessary tests and clinical instructor evaluation sheets.**

You should complete everything in a section including the written assignment before going to the next section of a module, *but only send those assignments marked "SEND TO AUBURN."* However, when a section has a test, the instructions tell you to wait until the end of the module to take it. If a module has several tests, you take them all at once after you have worked through all sections and completed all the other assignments. **When a module is completed, only the assignment sheets, tests, and clinical instructor evaluations are returned to Auburn.** Do not return the remainder of the module. It is yours to keep.

Remember - Follow Instructions Carefully

TOPICS OF STUDY

1. Working in a Health Care Facility
2. Food Service Systems & Regulations
3. Principles of Food Preparation
4. Principles of Food Quality
5. Menu Planning
6. Purchasing Procedures and Practices
7. Food Storage Practices and Procedures
8. Food Production, Service, & Distribution
9. Operation and Care of Equipment
10. Sanitary Practices in Food Service
11. Safety in the Kitchen
12. Controlling Costs
13. What Do We Eat?
14. Basic Nutrition
15. Digestion
16. Patient Nutritional Care
17. Textured Modified Diets
18. Fat and Sodium Modified Diets
19. Calorie-Modified Diets
20. Personnel Supervision
21. Getting Work Done Through People
22. Training & Development
23. Problem-Solving & Decision-Making
24. Quality Management

SCORING: *“All assignments, tests and clinical instructor evaluations from a module must be sent in together. Your clinical instructor will administer tests and complete evaluations of your performance. You must submit your completed work to the clinical instructor so that the assignments can be sent to Auburn together with tests and evaluations. Your module score cannot be reported to you until all work for that module is received at Auburn.” Students need to follow-up with their clinical instructors to ensure that all work has been mailed to Auburn University.*

To complete this course successfully and to receive your certificate, your work must be satisfactory and meet certain standards. **You must earn a passing grade of at least 75% for each module.** Each module tells what you must do to demonstrate that you have learned a particular task or that you have learned new information. Your clinical instructor will evaluate your work as "Satisfactory" or "Needs Improvement." The clinical instructor evaluation sheet(s) is sent to Auburn when you have passed the objectives. Therefore, you must send your assignments and tests to Auburn to be checked and scored. **If you do not make a satisfactory module score, you will be instructed to repeat some or the entire module.** An Auburn University course instructor helps by identifying problem areas and providing feedback to successfully complete the modules. Sometimes the course instructor will indicate “STC” (*still to come*) or “INC” (*Incomplete*) on your graded summary sheet. This is an indication that the objective must be redone and resubmitted for grading. All written assignments are returned to

you including your test scores. Test answers and evaluations are not returned to you, however, a list of the test questions that you answered incorrectly on your grade summary sheet is provided. Graded modules will be returned to you within 2-3 weeks. All mail is returned via first class.

Note: Auburn University Distance Learning expects a graded module will be back to you within 2-3 weeks of the time it is mailed by first class U.S. Postage from our office.

STUDYING: The course includes book learning as well as on-the-job projects and assignments. Find a quiet place to study where you will not be interrupted or distracted, and set aside a specific time each day (or week) for studying. You will need an audio player and the textbooks required for the course.

MATERIALS: Materials can be ordered directly from the Auburn University Bookstore. **See contact information on page 13 under the heading “mailing address “of this handbook.** The Dietary Manager Course package will include batch books, textbooks and audio recordings.

TEXTBOOKS: Two textbooks are required and available from the Auburn University Bookstore:

1. Grossbauer, S., 2006. **Foodservice Management & Food Safety**, St. Charles, IL: Dietary Managers Association.
2. Grossbauer, S., 2007. **Nutrition & MNT for Dietary Managers**, St. Charles, IL: Dietary Managers Association.

Other books that are recommended (but not required) if still available, for supplementary reading are:

1. Molt, M.E., 2010. **Food for Fifty**, 13th edition, Upper Saddle River, NJ, Prentice Hall.
2. Payne-Palacio, J. and Thesis, M. 2008. **Introduction to Foodservice**, 11th ed. Upper Saddle River, NJ: Prentice Hall.

THE FINAL TEST: You must take and pass a final exam to graduate from this course. It has a 90-minute time limit and contains multiple-choice and true/false questions about material in every module. If you have reviewed your work before the final, you should do well on this final exam.

Final Examination Proctor

After successful completion of the 24 modules, a final exam must be scheduled and passed. The exam may be taken in the Auburn University Distance Learning Office, 116 Foy Hall. Make arrangements by contacting Auburn University for an appointment to take the exam. You may contact us via phone at (334) 844-3151 or by email audl@auburn.edu.

If you cannot come to Auburn, you may request to take the final exam under the supervision of a proctor. An approved proctor by this institution includes:

1. **Higher education faculty**
2. **Public or private library administration**
3. **Senior high school principal or guidance counselor**

4. **Administrative staff in an independent learning or distance learning offices at another college or university**
5. **Administrator at a Career Technical College**
6. **Administrative staff in education offices on military bases**

Only persons in the above positions may be approved to supervise an examination. Do not ask approval of any others. Other than providing instructions for taking the exam, **a proctor cannot assist you in completion of the exam. Once you have completed the exam, you must submit it to your proctor.**

If you wish to take the examination off-campus, obtain the consent of an approved proctor by having that person complete the Exam Test Proctor Form found at our website under forms www.auburn.edu/dm . This form must **be signed** by the proctor and returned to the Auburn University Distance Learning Office for approval.

The completed test proctor form must be received by Auburn University **at least ten (10) days prior** to the time you wish to take the examination. The examination will be sent directly to the proctor upon receipt including verification of the form. It is then your responsibility to contact the proctor and arrange to **take the examination within two (2) weeks of your date and time exam given on your examination proctor form.**

STUDENT REQUIREMENTS: Upon enrolling into the course, you (the student) signed and agreed to the following:

- That enrollment entitles you to a maximum of 24 months to complete all course requirements including the final examination.
- That enrollment may be terminated by Auburn University if you do not make satisfactory progress by completing one module per month.
- **To maintain regular contact with your clinical instructor that coursework can be evaluated and approved prior submission to Auburn University.**
- To notify Auburn University immediately when the selected registered dietitian can no longer serve as your clinical instructor for the program. The student also agrees to make a new selection for clinical instructor and notify Auburn University within 30 days or risk being dropped from the program.
- That no refunds are granted after the enrollment process is completed.
- That this course does not carry any university credit, nor does enrollment in this course constitute admission to Auburn University.

THE CLINICAL INSTRUCTOR/PRECEPTOR: You study with a local clinical instructor/preceptor, a registered dietitian or licensed dietitian in those states that accept LDs as equivalent to RDs, with no less than one year full-time equivalent employment, post-registration, in a practitioner role, with at least six months of this experience related to the subject matter of

the program. The RD preceptor is responsible for coordinating the entire 150 hours of field experience and directly supervising 25 of the 50 nutrition related hours. A RD preceptor may also have teaching responsibility at the program site. Your RD supervises your on-the-job experiences, administers tests, and maintains close communication with Auburn University program staff. A Diet Technician (DTR) or Certified Dietary Manager (CDM) may be used for these efforts as long as they are delegated and coordinated by the RD/Preceptor.

A Certified Dietary Manager must have no less than one year full-time equivalent employment, post-certification, in a practitioner role. This person may precept non-nutritional aspects of the field experience and 25 of the 50 nutrition related hours, as delegated and coordinated by the RD preceptor.

A Registered Dietetic Technician must have no less than one year full-time equivalent employment, post-certification, in a practitioner role. This person may precept non-nutritional aspects of the field experience and 25 of the 50 nutrition related hours, as delegated and coordinated by the RD preceptor.

Change of Clinical Instructor/Preceptor

When the student encounters a change in preceptor, it is the responsibility of the student to notify Auburn University immediately that the selected registered dietitian can no longer serve as their clinical instructor for the program. The student must make a new selection for Clinical Instructor and notify Auburn University within 30 days or risk being dropped from the program.

POLICY AND PROCEDURES

PROCEDURES FOR SENDING ASSIGNMENTS (READ THIS BEFORE YOU BEGIN STUDYING MODULE 1)

The Independent Study staff records all submitted course work from more than 600 plus students before sending it to graders. To help the staff and the graders check your course work without delay, it is very important that you follow the Procedures for Sending Assignments specified below.

- 1. Only four (4) modules may be submitted during a 30-day period.**
2. Complete all work for a module before sending any of it to Auburn. (Except when directed otherwise in the module instructions).
3. See that each piece of course work (including any work you must resubmit) has:
 - a. Your name and your Student Identification Number (Student#).
 - b. The module number for which you are submitting work.
 - c. The exact assignment title for which you are submitting work.
4. Arrange your work in the same order that it is assigned with your test and evaluations atop of the modules, then paper clip together all work for the same module. For example:

Test
CI Evaluation
Remaining pages of the module in numerical order

****Note: Submit only the pages that state “SEND TO AUBURN”**

5. **Make copies of all work and give the originals to your Clinical Instructor for mailing. If your facility does not pay the postage, it is the student responsibility to reimburse the CI. Keep the copies for use in the event your submitted material is lost in transit.**
6. If you should receive an incomplete on any assignment you will be required to correct it and return it to Auburn. **When resubmitting assignments you must include the following:**
 - a. The page(s) that were marked incomplete.
 - b. A copy of the grade summary sheet for the incomplete module.
7. **Your Clinical Instructor will put test and evaluations along with your work and mail all the material to Auburn.**

If you do not correctly identify, assemble and send your course work, Auburn University may have to return it to you ungraded and ask that you resubmit it correctly.

****Remember, only four (4) assignments can be submitted per 30 days.**

If you have any questions regarding these instructions, please telephone Distance Learning at (334) 844-3151 or (334) 844-31006; TDD (334) 844-3136 or email audl@auburn.edu. We wish you success as you proceed with the course.

Postage: We rely on the U.S. Postal Service as our communication channel to and from students. We recommend first class mail because it seems to be more reliable and quicker than other classes. All assignments, tests, and clinical instructors' evaluations for a module should be sent in one envelope. **Each module may have several assignments to complete. An example is Module 1 in which each of the four sections has a written assignment. Do not send them one by one -- wait until all three sections are completed. Then give them all to the clinical instructor to be sent in one envelope.** This saves postage and keeps all your work together.

EXTENSION

- A student who has **successfully completed twelve modules** will be allowed an extension in the program for one year with a **student written request**, plus a \$100.00 extension fee. **The request and fee must be received before the end of the original term of enrollment. The extension period begins on the day the original term expires.**
- Only one extension is allowed in this program. If a student who has had an extension is very close to course completion (i.e., all lessons have been submitted and the student only needs to clear "Incomplete" assignments and take the final examination), the student will

be required to pay a \$50.00 exam processing fee. **All course requirements must be completed within 3 months of the extension deadline.**

RE-ENROLLMENT

- A student may re-enroll and begin again once all extension has been exhausted. Payment of the current tuition fee is required for re-enrollment, but it is not necessary to submit a new application form unless changes have occurred which require an update of the student's or clinical instructor's record. It is the student's responsibility to notify the Distance Learning Staff whether or not there are changes.

TRANSFER/REPLACEMENTS

- Partial transfer of tuition fee credit may be made to another student if a properly completed application form for the new student is received within 12 months of the date of the original student's enrollment.
- If a transfer of tuition fee credit is made to a replacement student, a REPLACEMENT FEE of \$100.00 plus \$10.00 per lesson previously submitted will be charged. The new student will be required to purchase (at the current prices) any materials or module books that were used by the original student. **The enrollment expiration date for the replacement student will be the same as that of the original enrollee.**

RESIGNATION

Students who wish to resign from the program should contact their Clinical Instructor first, then Auburn University. Student should be reminded after enrollment there are no refunds. When a student through illness or physical disability, or other seriously disruptive circumstances is forced to resign after enrollment, and when this situation has been the main factor in causing scholastic deficiencies, discretionary power in waiving the scholastic penalty will rest with Auburn University Distance Learning Office.

APPEAL PROCESS

Students who incur termination under the rules detailed in this handbook may appeal the decision if they believe extraordinary circumstances merit an exception to the rules. Any student on dismissal may appeal first to the Distance Learning Student Services Manager. If an agreement cannot be met, the student may then appeal to the Dietary Manager Program Director. If an agreement is still not met, the student may make a subsequent appeal to the Auburn University Dietary Manager's Appeal Committee. A decision concerning an appeal by the Appeals Committee is final.

SPECIAL ACCOMMODATIONS

Accommodation Policy for Students with Disabilities Auburn University is committed to providing its students with an accessible campus and equitable learning environment. If you have a disability that requires reasonable academic accommodations, assistive technology, or support services, contact the Program for Students With Disabilities for additional information, 1228 Haley Center; 334-844-2096 (Voice/TT).

ACADEMIC INTEGRITY

Students are expected to complete their own work with honesty and integrity. Work not exhibiting honesty and integrity can be defined as a copy of another student's work and/or work for credit that is not your own effort. A student registering in a Distance Learning course at

Auburn University agrees to comply with the University's regulations and policies as noted in Section II, Title 12, of the SGA Code of Laws.

MAILING INFORMATION

Address your assignments to:

Distance Learning
282 Thach Concourse
116 Foy Hall
Auburn, AL 36849-5611
334-844-3151; (toll free) 866-684-3151
Email: audl@auburn.edu

Course Packets from:

Auburn University Bookstore
1360 Haley Center
Auburn, AL 36849
334-844-4241; (toll free) 800.880.0392
Email: aubookstore@auburn.edu

FORMS

Auburn University
Distance Learning
EXAMINATION PROCTOR INFORMATION

An exam is required for this course. The test may be taken in the Auburn University, Distance Learning Office, 116 Foy Hall. Make arrangements by contacting the office for an appointment to take the exam. You may contact us via phone at (334) 844-3151 or by email audl@auburn.edu. If you cannot come to Auburn, you may request to take the final exam under the supervision of a proctor. Those approved by this institution are:

- 1. Higher education faculty**
- 2. Public or private library administration**
- 3. Senior high school principal or guidance counselor**
- 4. Administrative staff in an independent learning or distance learning offices at another college or university**
- 5. Administrator at a Career Technical College**
- 6. Administrative staff in education offices on military bases**

Only persons in these positions may be approved to supervise an examination. Do not ask approval of any others. The proctor must not work with you or be related to you in any way. If you wish to take the examination off-campus, obtain the consent of an approved proctor by having that person complete the Exam Test Proctor Form below. This form must be signed by the proctor selected and returned to the Distance Learning Office.

Send the form to us **at least ten (10) days** before the time you wish to take the examination. The examination will be sent directly to the proctor upon receipt of the form. It is then your responsibility to contact the proctor and arrange to **take the examination within two (2) weeks**. Please do not enclose it with your assignments; have the **proctor** send the exam separately to:

**Distance Learning & Outreach Technology
282 Thach Concourse
Foy Hall
Auburn University, AL 36849-5611**

**AUBURN UNIVERSITY DISTANCE LEARNING OFFICE
EXAMINATION PROCTOR FORM**

I agree to personally supervise the examination for:

STUDENT NAME _____
COURSE NAME _____
STUDENT NUMBER _____

I pledge that I am not related or hold a conflict of interest in proctoring the student. I shall see that no books, notes, or other aids visually or electronically are used unless specifically authorized in the examination instructions, and will follow the regulations governing examinations as stated on the form which will be sent to me with the examination.

DATE AND TIME EXAM IS TO BE GIVEN _____
NAME OF OFFICIAL _____
PROCTOR POSITION _____
NAME OF SCHOOL, COLLEGE OR UNIVERSITY _____
ADDRESS _____
CITY _____ STATE _____ ZIP _____ PHONE () _____
Email _____
Signature _____ Date _____

**PLEASE RETURN THIS SIGNED FORM TO:
Distance Learning & Outreach Technology
282 Thach Concourse
Foy Hall, Room 116
Auburn University, AL 36849-5611**

Auburn University Dietary Managers Program Clinical Instructor

This form must be completed by the Registered Dietitian

I certify that I am a Registered Dietitian with current American Dietetic Association status and have at least one year post-registration, full-time experience in a practitioner role, and at least six months of this experience related to the subject matter of the program. ****CDM or a DTR may precept the non-nutritional aspects of the field experience and 25 of the 50 nutrition related hours, as delegated and coordinated by the RD preceptor. They must meet the following requirements:**

A (CDM) Certified Dietary Manager with no less than one year full-time equivalent employment, post-certification, in a practitioner role.

A (DTR) Dietetic Technician must be registered, with no less than one year full-time equivalent employment, post-certification, in a practitioner role.

Name _____

Address _____

City

State

Telephone _____

Hm# _____

Work# _____

Name of facility _____ Number of hours _____
worked per month. Check your current status and **attach** a copy of your registration card to this application.

ADA Registration Number _____

Agreement

As the clinical instructor for _____
Student Name

I support this student's enrollment in the Dietary Managers Independent Study Program. This student has good reading skills and is quite capable of following written instructions. I understand the student will have a maximum of 24 months from the original enrollment date to satisfactorily complete all course requirements **including** the final examination. I agree to

- Guide and counsel the student as required*
- Supervise work related learning experiences, spending at least 50 hours with the student throughout the program*
- Evaluate the student's progress as required by the course*
- Administer objective tests and send test papers to be graded directly to Auburn University*
- Maintain communication with the program coordinator and staff*
- Regularly advise the facility administrator of the student's progress*
- Notify Auburn University immediately in the event that I will no longer serve as clinical instructor for this student*

Signature _____ Date _____

CDM or DTR Signature (if applicable) _____ Date _____

Note: You should obtain CI materials from the previous CI. These materials include a bound packet and audio recordings. Contact Auburn if you do not obtain these. If you have any questions, please contact the Student Services Specialist at (334)844-3106.