

**St. Luke's College – UnityPoint Health  
Medical Laboratory Science Program  
2018-2019 Policies**

**I. INTRODUCTION**

St. Luke's College – UnityPoint Health and UnityPoint Health – St. Luke's laboratory welcome you to our Medical Laboratory Science Program, which will enable you to become a competent Medical Laboratory Scientist. As a Medical Laboratory Science student, you are a member of the health care team and will be contributing to the diagnosis and treatment of disease.

**II. ETHICS**

Patients at St. Luke's are entitled to have complete confidentiality and anonymity respected. Students are not to discuss names of patients in the hospital or the nature of their illnesses either within the hospital or outside the hospital.

**III. CODE OF CONDUCT**

During the clinical year of study, students are an integral part of the hospital and are required to abide by the same rules of conduct that apply to all St. Luke's employees and St. Luke's College students.

**IV. DRESS CODE**

The purpose of the dress code is to promote professionalism and to facilitate infection control and safety. Students are expected to comply with the following dress code:

**Clinical**

1. Royal blue scrub top and pants. If you want to wear a shirt under the scrub top, it must be completely white or royal blue. A shirt is required underneath any V-neck style scrub top. Scrubs should be clean, pressed, in good condition (free of holes and tears), and should fit properly. Undergarments must be worn and should not be visible.
2. Above-ankle hosiery or socks must be worn.
3. Laboratory coats will be provided by the hospital. Laundry service is provided for lab coats.
4. St. Luke's College student identification badges must be worn at all times during all clinical rotations. It should be worn above waist level with photo and name visible. Adornments on the front of the name badge including stickers will not be allowed to ensure your name and photo is clearly visible. Stickers may be worn on the back of the name badge. "Official" hospital stickers such as the flu shot sticker may be worn on the front of the name badge but student name and photo must be visible.
5. A solid colored, leather shoe conducive to safety must be worn. The color of the socks and shoes should be appropriate for the uniform. Solid "Crocs" are considered appropriate attire, but they must not have cut-out patterns. Canvas shoes, sandals or open-toed shoes, boots, and moccasins are not acceptable.
6. Ear lobe gauges, tongue studs, and facial piercings (other than ears and a small nose stud) will not be permitted. Multiple ear piercings should be limited to studs. Ear plugs may be worn, but may not exceed 7/16 size. Excessive jewelry (numerous rings per hand, multiple bracelets, long necklaces), excessive make-up, and other adornments are not appropriate for professional attire.
7. Hair should be neat and clean, and if longer than shoulder length should be pulled back away from the face and secured for safety purposes. No unnatural hair colors are permitted. Hats/caps are not to be worn.
8. Facial hair must be neatly trimmed and well groomed.
9. Artificial fingernails are prohibited. Fingernails are to be in good repair, clean, and neatly trimmed. Fingernails can promote the spread of infection and be a safety hazard.
10. Tattoos are to be covered by clothing or hosiery whenever possible. Before displaying any tattoo, students must meet with the program director to determine whether the tattoo is appropriate. Tattoos containing prohibitive content must be covered.

Not acceptable:

- Obscene
- Sexually explicit
- Advocate discrimination bases on:
  - Race
  - Color
  - Religion
  - National origin
  - Age
  - Sex, including gender presentation and sexual orientation
  - Citizenship
  - Disability
- In addition, tattoos that symbolize affiliation with gangs, supremacist or extremist groups, advocate illegal drug use, depict nudity, or are of nature such as to bring discredit to St. Luke's College or UPH - St. Luke's must be covered.

11. Body odor, tobacco odor and perfume/cologne can be offensive to patients, family members, instructors, staff, and fellow students. Some perfumes/colognes or tobacco odor can cause an allergic reaction in sensitive individuals. Perfumes and colognes should not be worn in areas with patient contact. In other work areas, perfumes and colognes may be worn in moderation and must be discontinued if a problem exists. Excellent person hygiene is an expectation of all students. Body odor is unacceptable. The odor of tobacco can trigger in others the desire to smoke. The odor of tobacco is unacceptable on a student.

12. Any medical, religious, or other exceptions to the "dress code" must be approved by St. Luke's College and Human Resources of UnityPoint Health – St. Luke's. Documentation to support reasons may be required.

#### **Classroom**

Street clothes are acceptable for classroom attire. No identification badge is to be worn with street clothes.

### **V. PERSONAL ATTRIBUTES**

The medical laboratory science profession requires individuals with a high sense of integrity, reliability, and intelligence, whose predominant interest is to be of service in the clinical laboratory. Students should display evidence of serious commitment, emotional stability, scholastic ability, and use of sound judgment.

### **VI. EXPENSES**

1. **TUITION:** Tuition is \$7500.00. The enrollment fee of \$300.00 from accepted students is applied toward the tuition. The remaining tuition is due in two installments: \$3450 at the start of the program in August and \$3750 in January. Students who expect to receive financial assistance checks after these dates should make arrangements with the Program Director for a revised payment schedule. Briar Cliff University, Mount Marty College, Augustana University, Northwestern College, and NDSU students pay tuition to their college, and the Program is reimbursed the tuition fee according to the terms in the program-college affiliation agreement.

2. **TUITION and FEES REFUND:** All institutional charges (tuition and fees) will be refunded according to the following schedule. A week is defined as 8:00 a.m. Monday through 4:30 p.m. Friday.

Withdrawal during the Following time period	Percent of charges refunded
The first day of class	100%
Week 1	75%
Week 2	50%
Week 3	25%
Week 4	25%
Following Weeks	0%

For students who withdraw after January, when the second payment is due, the same refund policy will apply.

3. **BOOKS:** Allow approximately \$800 for required textbooks. Books can be purchased through the St. Luke's College Bookstore and payment is expected at the time of purchase. Several different review books for certifying exams are available for purchase.

4. **CERTIFYING EXAMINATION:** Application fees for the ASCP Board of Certification (BOC) exam is currently \$240, but is subject to change.

5. **CRIMINAL BACKGROUND CHECK:** A passed criminal background check will be required in the 30 days prior to clinical participation. The student is responsible for all costs associated with the criminal background check.

6. **OTHER EXPENSES:** Students must make their own arrangements for room and board, transportation, and health insurance coverage. Discounts are available to students using the hospital cafeteria. Students are encouraged to join the American Society for Clinical Laboratory Science (ASCLS). Student ASCLS membership is \$25 for national dues; state dues vary.

7. **TRANSPORTATION:** Lectures are held at St. Luke's College, Mercy Medical Center, and Mercy Dunes Medical Laboratories. Transportation is the responsibility of the student.

## VII. SERVICE WORK

Students do not take the responsibility or substitute for qualified staff medical laboratory scientists. However, after demonstrating proficiency, students, with qualified supervision, may be permitted to perform procedures during regular clinical hours. The assignment to one week on the evening shift is structured, has objectives, and is followed by a performance evaluation.

It is recognized that some students may have to subsidize the expense of the clinical year with outside employment. In the event there are positions open in the laboratory, phlebotomy area, or courier service, students may apply for these positions. Application is voluntary, and employment is paid and subject to employee regulations.

Program officials neither encourage nor condone employment outside of academic hours. However, if a student's progress in the program is adversely affected, the student would be counseled on this matter.

## VIII. STUDENT HEALTH

1. **PHYSICAL EXAM:** A medical examination and complete record of required immunizations must be received by Student Services prior to the first day of class. Failure to provide documentation of all necessary immunizations will result in inability to enroll and/or continued enrollment. Each student must be able to show proof of a current physical examination, including two-stage TB skin testing or chest X-ray, Hepatitis B and tetanus vaccinations, age appropriate immunity or immunizations for measles, mumps, rubella, and chicken pox. Sound physical, mental and emotional health is necessary for becoming a medical laboratory scientist. Handicaps are evaluated on an individual basis by program officials. St. Luke's College adheres to Fair Practices in Education. The program does not discriminate with respect to age, sex, marital status, race, creed, national origin or handicap, except those handicaps which may affect professional performance or academic standards. The program is not routinely extended beyond the 12-month established curriculum. Note-takers or special assistance is not provided in the classroom.
  
2. **HEPATITIS VACCINE:** It is strongly recommended that students receive the hepatitis vaccine series prior to starting the clinical year of study. Students who choose not to receive the vaccine are required to sign a waiver that will be maintained in their Student Health file.
  
2. **TB SCREENING:** Students are required to furnish written documentation of a negative TB (Mantoux) skin test within the past 12 months and a second negative skin test completed within the three months immediately preceding the start of the first class, **or** two negative TB skin tests at least two weeks apart completed within the three months immediately preceding the start of the first class, **or** if you have a history of positive TB skin tests and chest x-ray results within the last three months, provide documentation of medical treatment for TB.
  
4. **INFLUENZA VACCINATIONS:** Influenza vaccinations are required for all students who do not have a bona fide medical or religious reason documented contraindication or reason. Once influenza season is found to be prevalent in the community and the masking requirement is officially announced, those students who are unable to receive the vaccination for any reason will be required to wear a surgical mask whenever they are around anyone (patients, visitors, staff, students, etc.) anywhere on the St. Luke's College or UPH - St. Luke's campuses.
  
5. **INJURIES:** Any injury incurred in the hospital must be reported to Program Officials and/or clinical instructors. Emergency services are available through the ER/OP Department of the hospital. Needle stick injuries are to be reported immediately and blood exposure documentation completed. The Employee Health nurse is contacted and HIV, Hepatitis B and C testing is initiated on the source patient and on the student. The decision to initiate medication will be decided by the Employee Health nurse and/or the ER physician. The student and/or the student's personal health insurance are responsible for all medical care costs associated with blood and body fluid exposure.
  
6. **COUNSELING:** The Program Director will be available to assist students in understanding and observing program policies and practices and for advising on professional and career issues. Students may be referred by the Program Director/Dean, Student Services to the Employee Assistance Program (EAP) for personal and financial problems that may interfere with progress in the program. The EAP provides professional resources for assessment, counseling, and appropriate referrals to professional assistance. All advising and counseling is impartial and confidential.
  
7. **HEALTH RECORDS:** Confidentiality of student health records will be maintained by St. Luke's College Student Services with access to the student. All student health records are scanned and entered into CAMS software system for a permanent record that students can access from the student portal.

**8. DISABILITY SERVICES:** (See *St. Luke's College Handbook*, pp. 66-70.) St. Luke's College is committed to full compliance with the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973 by providing equal opportunity and reasonable accommodations to qualifying students with disabilities. Students, faculty, staff, and administration all play a role in ensuring reasonable and appropriate accommodations are provided in a timely and effective manner.

St. Luke's College has designated the Dean of Student Services to handle all requests for accommodations due to a qualifying disability and to provide information about the existence and location of services, activities, and facilities that are accessible to and useable to person with disabilities. The Dean may be contacted at (712)279-3377 or by going to 2800 Pierce St., Suite 410.

Students should make accommodation requests to the Dean of Student Services rather than making them directly to faculty members who are teaching their classes. Faculty members shall not grant or deny accommodation requests by students and will refer such requests to the Dean of Student Services.

## **IX. SAFETY**

St. Luke's College and St. Luke's laboratory is committed to providing a safe work environment and believes that employees and students have a right to know about health hazards associated with their work. So that they can make knowledgeable decisions about any personal risks they encounter, a Laboratory Safety Program is established to designate policies, procedures, and responsibilities designed to develop awareness of potential hazards in the laboratory and to train employees and students in appropriate, safe work practices.

The Laboratory Safety Program contains written policies and procedures adequate for the Laboratory's scope of activities. At minimum, such areas as Fire Safety, Electrical Safety, Chemical Hygiene, Biohazard and Exposure Control, and Disaster Preparedness will be included.

Following the College and Program Orientation students are required to complete mandatory College, Hospital, and Laboratory Orientation modules through NetLearning which include many safety procedures. Successful completion of courses and quizzes is required for clinical participation. In addition, an online laboratory safety course is required to be completed during the orientation process. Required NetLearning modules include, but are not limited to the following topics: compliance, fire/safety/security, hand hygiene and respiratory etiquette, hazardous materials/communications, influenza education, diversity, harassment, standard and transmission based precautions, IMPACC, HIPAA, lab general policies, laboratory chemical hygiene plan, notifications of breach of PHI, health literacy, child and dependent adult abuse for mandatory reporter, and UnityPoint information security.

There are many engineering devices throughout the laboratory to help make laboratory work safer, including state of the art instrumentation, safety shields, goggles, barrier-proof lab coats, gloves, and phlebotomy equipment. Students are shown the location of fire extinguishers, fire blankets, safety showers, exits, eye wash stations, exits, and hazardous spill kits. They are instructed on the correct use of the safety equipment.

An evaluation of all incident, variance, and accident reports is carried out within the processes of the Quality Improvement Program to eliminate hazards, to educate, and to increase safety in the workplace.

## **X. HOSPITALIZATION INSURANCE AND LIABILITY**

It is ***strongly recommended*** that students have health insurance coverage for the clinical year. Students are covered for liability of clinical practice under the hospital's insurance plan.

## XI. PROGRAM CALENDAR AND ATTENDANCE

### 2018-2019 PROGRAM CALENDAR

August 6, 2018.....	Orientation session begins
August 27, 2018.....	Clinical rotations begin
September 3, 2018.....	Labor Day holiday
October 8, 2018 .....	Fall Break
November 21-23, 2018.....	Thanksgiving Break
November 26, 2018.....	Program Resumes
December 20, 2018 – January 6, 2019.....	Winter Break
January 7, 2019.....	Program Resumes
March 11-15, 2019.....	Spring Break
March 18, 2019.....	Program Resumes
May 27, 2019.....	Memorial Day holiday
June 28, 2019.....	Program completion

1. **ATTENDANCE:** Good attendance is a behavior that is important to prospective employers. Attendance/tardiness is evaluated in department evaluations, didactic grades, and employer reference forms.

2. **HOURS:** Monday through Friday, 0700-1530; 0700 begin clinical rotation assignment. 1300 or 1330 - 1530 scheduled lectures or exams.

Students are expected to arrive in their assigned department and ready to begin laboratory activities by 0700. Tardiness will be handled in the following manner: after two occasions of tardiness (without valid reason) the student will be given a verbal warning. Upon the third occasion a written warning will be given, and students will be expected to make up missed time after lecture, if necessary. Chronic tardiness will result in lowered department evaluations, and ultimately affect the clinical grade.

There will be a 15-20 minute break in the morning and 35 minute lunch break. An additional half hour is allowed for travel time to Mercy Medical Center for class. Exact times for afternoon lectures will be designated on a weekly basis. Afternoons with no lecture scheduled are reserved for extra time in clinical areas or special projects.

Students are expected to attend all classes, clinical laboratory rotations, and scheduled meetings. When an absence is unavoidable, the student should notify the Program Director, clinical instructor, or laboratory office. Students are expected to give the Program Director as much advance notice as possible for appointments or recurring, expected absences.

There **may** be clinical experiences scheduled on the evening or overnight shift (M-F). This clinical rotation will be assigned sometime toward the end of the program year. Total lecture and evening clinical hours should not exceed eight hours. New graduates are frequently hired for evening or overnight shifts, and students are interested in observing and performing tests and instrument maintenance as part of the workload on these shifts. Students experience a different type of workflow consisting primarily of testing from outreach facilities and the emergency department. Students gain experience in multi-tasking which leads to competencies as a generalist in the clinical laboratory. There are written objectives, supervision, and a performance evaluation. The shift is adequately staffed with medical laboratory scientists to complete the workload.

Students will have two scheduled visits to off-site laboratories (reference laboratory, physician's office laboratory, hospital lab, etc.) later in the program year. Arrangements for the visit will be made by the student. The objective for this learning experience is for students to view other laboratories in operation, i.e., different management

styles, procedures and instrumentation. This is strictly an observation visit, and students should not perform any service work.

3. **ABSENCES:** Students are allowed four personal days if needed for illness, travel, appointments, interviews, etc. Students who are absent beyond four days are required to make up clinical time missed during scheduled academic calendar breaks, at the end of the clinical year, or on weekends or evenings when a teaching MLS is available. Makeup hours are subject to approval by the Program Director. Students are responsible for all lecture material missed due to absence.

Students are responsible for notifying the Program Director, clinical instructor, or laboratory office before 0700 if they will be late or absent. Scheduling of non-emergency appointments should be made outside of program hours, if possible. Absences or appointments due to extenuating circumstances must be discussed with and approved by the Program Director.

A Leave of Absence (LOA) may be granted up to 30 days. Reasons for request of a LOA may include, but are not limited to health, personal, or family circumstances. Proper medical documentation will be required, if appropriate. A conference with the appropriate faculty and Program Director, and a written request is required. If a student does not return within the 30 day time limit, or appropriately corresponds with the Program Director, the student will be dismissed from the program. No more than a single LOA will be granted to a student within any 12-month period.

Bereavement leave will be granted when a death occurs in a student's family. Students will be excused for up to three days when death occurs in the immediate family. One day will be granted when death occurs in the extended family. Immediate family is defined as spouse, children or step children, parents, brothers, or sisters of the student. Extended family is defined as grandparent of student or spouse, grandchild, parent-in-law, son-in-law, daughter-in-law, brother-in-law, or sister-in-law.

4. **HOLIDAYS & VACATIONS:** The following holidays will be observed: Labor Day, Thanksgiving Day, Christmas Day, New Year's Day, and Memorial Day. There will be a short fall break, three-day Thanksgiving break, approximately two weeks of vacation during the Christmas holiday season, and a one week spring break.

5. **WINTER WEATHER CLASS &/OR CLINICAL CANCELLATION:**

No student is expected to jeopardize their personal well-being or safety to attend class or clinical experience because of inclement weather. The decision to cancel class and/or clinical experience will be made by the program director. St. Luke's College-wide closing takes precedent over program-level decisions. When the College is closed and classes are cancelled, no classes or clinical experiences will be conducted. However, cancellation of classes/clinical experiences beyond two days will need to be made-up and will be scheduled by the program director. Students will be notified through the College's Emergency Notification System of College-wide closings or delayed starts. Individuals will receive notice by at least one of the following methods: a telephone call, text message, or email. Individuals are responsible to update and monitor contact information throughout the year to ensure that notification takes place.

6. **CLASS ATTENDANCE:** Success in the didactic portion of this program is directly related to class attendance. Students are expected to attend all class sessions and to be on time. Attendance/tardiness will be recorded for each class session. Students are responsible for reading class assignments and completing study questions and clinical situations (case studies). The student must personally notify the program director or classroom instructor prior to the start of class if he/she will not be in class or will be late. **Failure to do so will result in an unexcused absence. Each unexcused absence or two occurrences of unexcused tardiness will result in a 5% deduction in the course grade.** Excessive absences, excused or unexcused, due to any circumstance may result in a percentage reduction in the course grade per decision of the instructor and/or program director. If a student misses a class session, it is the responsibility of that student to obtain class materials, notes, etc. No make-up class sessions will be held.

**Classroom Behavior:**

- You are expected to be on time with the required textbook and all needed materials for each class session.
- You are expected to pay attention, take notes, ask questions, and participate in discussions.
- You are expected to act like a professional and respect others' opinions.
- No cell phones are allowed to be used during class. Cell phones may be used during designated break times.
- All St. Luke's College policies regarding academic honesty and integrity will be enforced.

**XII. CLINICAL BEHAVIOR Expectations (Affective Objectives):** The student will complete assigned objectives, reading, and study questions for each clinical rotation. The student will take quizzes covering the weekly objectives and the reading assignments, usually each Tuesday following a completed clinical rotation. Written clinical evaluation forms are to be completed by the supervising medical laboratory scientist(s) at the end of each rotation. The results will be shown to the student with the opportunity for discussion. The following are general affective objectives for each laboratory department and are measured by the evaluation completed at the end of rotations.

**During each clinical rotation, the medical laboratory science student will**

1. apply theory to laboratory testing by:
  - a. preparing for laboratory instruction by completing assigned reading.
  - b. applying previously learned theory to the current situation.
  - c. correlating lab data and resolving problems.
  - d. showing interest in patient results and relating abnormal test results to clinical significance.
2. demonstrate responsibility for learning by:
  - a. assuming responsibility for completing department objectives and study questions; utilizing department resources.
  - b. listening to and following directions; then readily proceeding with procedures.
  - c. carrying out recurring responsibilities with a decreasing amount of supervision.
3. apply laboratory protocol for proper specimen identification and handling by:
  - a. recognizing unacceptable specimens and criteria for rejection.
  - b. following appropriate handling based on specimen priority.
4. practice communication and interpersonal skills by:
  - a. listening carefully to instructions; asking questions or giving acknowledgment.
  - b. handling telephone communication courteously.
  - c. completing written records legibly.
  - d. cooperating with other hospital personnel to complete tasks.
  - e. displaying a pleasant, courteous attitude in performing day-to-day laboratory duties.
5. operate instruments as instructed by the supervising medical laboratory scientist by
  - a. participating in preventative maintenance.
  - b. notifying proper personnel of equipment malfunctions, reagent outdates, and supply shortages.
  - c. assisting in trouble shooting when possible.
6. perform quality testing by:
  - a. adhering to department procedures and quality control.
  - b. recognizing abnormal results and reporting them to the supervising medical laboratory scientist, repeating questionable results as indicated.
7. organize workload according to department protocol by:
  - a. promptly processing incoming specimens; notifying personnel of testing.
  - b. ensuring timely completion of department workload by reviewing pending log at appropriate intervals.
  - c. correctly handling and storing specimens to be held for future testing.
  - d. performing priority testing promptly; calling and documenting results.
  - e. completing tasks despite interruption.
  - f. progressively performing more than one test at a time.

- g. assisting others with workload when appropriate.
  - h. bringing discrepancies to the attention of the supervising MLS and helping to resolve problems.
8. demonstrate laboratory safety by:
    - a. using personal protective equipment when handling patient specimens.
    - b. keeping the work area orderly; disinfecting work areas as directed.
    - c. disposing of laboratory waste following laboratory protocol.
    - d. locating fire and safety equipment.
  9. demonstrate professional development by:
    - a. respecting program, hospital, and department policies.
    - b. striving to work well independently or as part of a team.
    - c. developing confidence in laboratory skills, but recognizing limitations.
    - d. accepting constructive criticism as an opportunity to improve.
    - e. using extra clinical time to assist others with workload or extra study.
    - f. responding effectively to changes in instructing personnel.
  10. Demonstrate reliability and integrity by:
    - a. arriving in the laboratory department prepared to begin work promptly.
    - b. notifying instructor of absences.
    - c. notifying personnel when leaving the area, and keeping breaks within time limits.
    - d. keeping personal interruptions such as telephone calls, appointments, and absenteeism within acceptable limits.
    - e. practicing good grooming and adherence to dress code.
    - f. treating patient information as confidential.
    - g. admitting mistakes.

### XIII. CURRICULUM

<b>DIDACTIC:</b>	Phlebotomy/Orientation	1 week
	Urinalysis	2 weeks
	Hematology/Coagulation	12 weeks
	Chemistry/Body Fluids	10 weeks
	Microbiology	10 weeks
	Immunoematology	6 weeks
	Immunology/Serology	3 weeks
	Management/Education/Ethics	3 weeks
	Review	2 weeks
	<b>CLINICAL:</b>	Phlebotomy
Chemistry/Urinalysis/Body Fluids		9 weeks
Chemistry		7 weeks
Urinalysis		2 weeks
Hematology/Coagulation/Immunology		10 weeks
Hematology/Coagulation		8 weeks
Immunology/Serology		2 weeks
Microbiology/Mycology/Parasitology		11 weeks
Immunoematology (Blood Bank)		8 weeks
Review		2 weeks

#### **XIV. DIDACTIC (LECTURE) AND CLINICAL ACADEMIC STATUS**

The Program Director keeps records of each student's performance in both lecture and clinical areas of study. These records are used to assess the student's progress. The following policies cover academic status up to and including dismissal from the Program.

##### **Criteria for Passing**

1. The grading system:

<u>Grade</u>	<u>Definition</u>	<u>Percent</u>
A		90-100%
B	Satisfactory	80-89%
C		70-79%

**Below 70% is considered failing.**

2. Final grades will be tabulated as follows:

50% - Average of lecture exams

50% - Average of clinical department evaluation, written quizzes, case studies, and practical exams

Averages are computed in terms of percentage and converted to letter grades at the completion of each course.

3. Student must maintain a grade of 70% or higher in both the didactic (lecture) portion of the program and the clinical department rotation.

4. At the completion of the program, students take a comprehensive exam. The exam is given as a self-assessment and is not calculated into a course grade.

5. An official transcript of the student's final grades will be sent to the college/university Registrar upon completion of the program. Students also receive a copy of the final grades.

6. Program officials will approve the student as having satisfactorily completed all requirements of the program and eligible to take certifying examinations for Medical Laboratory Scientists. The student will be awarded a certificate and pin from the Program and a baccalaureate degree from the respective college/university. Issuing of the baccalaureate degree or the Program Certificate is **NOT** contingent upon students passing external certification or licensure examinations.

##### **Academic Probation**

1. Students must maintain an academic average of 70% or higher in each didactic subject and clinical department rotation.

2. Students will be expected to pass all lecture and clinical evaluations with a grade of 70% or higher upon completion of material. Evaluations include but are not limited to: exams, quizzes, clinical performance evaluations, case studies, and practical exams.

2.1. If a student fails to achieve a grade of 70% in any given lecture exam, the student will be asked to take a make-up exam, or be asked to complete questions and/or case studies, or complete an online course module with passed quiz, or satisfactorily pass an oral exam. The manner in which the make-up work is determined is at the discretion of the instructor and the Program Director.

2.2. If a make-up exam is offered, any student may choose to take it. The failing or original exam grade is not eliminated, but averaged with the other subject course exams.

2.3. If a student fails to achieve a grade of 70% in evaluations other than exams, make-up work will be required at the discretion of the program director and instructors.

3. Failure to achieve a grade of 70% or higher on a second lecture exam or a clinical quiz or other form of evaluation will result in academic probation. Failure of one clinical evaluation will result in academic probation.
  - 3.1. The instructor and Program Director will confer and recommend suggestions for improvement to the student. An academic plan specifying steps a student must take for continued enrollment while on academic probation may be required.
  - 3.2. Failure of a second clinical evaluation or a third exam may result in dismissal from the program per decision of the program director.
4. Students have the right to file a grievance or appeal the dismissal decision. Refer to Grievance and Appeals Procedure.

### **Progress**

1. Any problem with progression in the program is considered on an individual basis. Possible extenuating circumstances such as an illness or extended excused absences will be considered. Make-up course work will be determined by the instructors and Program Director.
2. Students who are absent beyond four days will make up clinical time missed. Records will indicate the clinical department where time needs to be made up.
3. If a student chooses to withdraw from the program, he/she must submit a written statement of withdrawal to the Program Director. The Program Director will notify the college/university of the student's withdrawal or dismissal from the program. The college/university will be sent a transcript of any final grades attained. A final grade for a course is earned after satisfactory completion (70% or higher) of all requirements for a course, including both didactic and clinical rotation requirements.
4. If an instructor suspects that a student is having emotional or behavioral problems which are affecting the student's progress, the student will be offered referral to the St. Luke's Employee Assistance Program. The EAP provides confidential and professional assistance to students for most types of personal problems.
5. Program Officials will handle management of academic or behavioral problems, including counseling, in a confidential manner.

## **XV. STUDENT ACADEMIC AND NONACADEMIC APPEAL/GRIEVANCE PROCESS**

Recognizing that differences of opinion occur throughout working relationships, the student academic and nonacademic appeal/grievance procedure is the mechanism through which differences are resolved. An appeal/grievance is defined as any complaint or feeling of unfair treatment among students or between students and faculty. The purposes of this procedure are to contribute toward developing mutual respect, to foster equitable communication, and to achieve reconciliation between the parties involved. It is to provide a systematic means of settlement. All steps of the grievance procedures must be completed in the proper sequence and by the listed timeframe to be considered valid. If a resolution of the grievance is obtained in any given step that resolution is considered final.

### **Process**

Step 1: The student discusses the situation with the individual(s) involved and the Program Director (Department Chair). This discussion/conference must be scheduled within ten (10) business days of the occurrence. It is encouraged that communication be open and direct; attempting to achieve a mutually agreeable resolution to the situation.

Step 2: If satisfactory resolution is not achieved with Step 1, the student must submit the complaint in writing no later than ten (10) business days to the Dean of Student Services who informs the Chancellor, or designee, of the nature of the grievance/appeal. (If the grievance involves the Dean of Student Services, the written grievance/appeal goes directly to the Chancellor, or designee).

The written complaint must be as complete and specific as possible and include the following:

1. nature of the complaint, 2. involved parties, 3. dates of the occurrences, 4. expected outcome. It is important to be as complete as possible.

The Chancellor, or designee, appoints a chairperson for a grievance committee, the committee members, and makes all parties aware of the grievance within five (5) business days of the receipt of the grievance. The committee is comprised of faculty and staff who are not involved in the appeal and who do not have a direct report relationship with anyone else on the committee. The total number of committee members, including the chairperson, will be an odd number.

Once the committee is named, the Dean of Student Services will forward the written complaint to the Chairperson. The Chairperson will forward all grievance documents to the committee members and the involved parties. The Chairperson will request any necessary documentation from the named parties to assist in the investigation of the complaint.

The Chairperson schedules a conference with the involved parties and the committee within five (5) business days of the naming of the committee. The purpose of the conference is to discuss the grievance/appeal, obtain information from the parties involved, and to attempt to achieve a mutually satisfactory resolution. Each party involved may elect to be accompanied by an advocate from the College and/or Medical Center to assist in presentation of information. In addition, the Dean of Student Services may also serve as a student advocate and will be present during the committee proceedings if requested by the student. The advocate's name must be shared with the Chairperson prior to the meeting. The advocate will have no voting privileges. The Chair of the committee will have no voting authority except in cases of an impasse. The Committee will have up to five (5) business days to render its decision and communicate to the parties involved and the Dean of Student Services. Decisions will be communicated to all involved parties in written form on College Letterhead and delivered to the student as a certified letter. The chairperson may send a copy of the letter via email.

Step 3: If satisfactory resolution is not achieved by either party in Step 2, the dissatisfied party must make a written appeal to the Chancellor within five (5) business days of the delivered written committee decision. The written appeal must include why they want to have their case reviewed by the Chancellor and the expected outcome. After review of all information and discussion with involved individuals, the Chancellor shall render a written decision within five (5) business days of the receipt of the appeal.

### ***Student Complaint Log***

St. Luke's College is required to maintain a log of formal complaints by students. A complaint is considered formal if it is made in writing and submitted to one of the following members of the administrative team: Chancellor, Department Chair of Educational Program, or the Dean of Student Services.

Administration will maintain a file (either in an electronic or paper format) with the following information regarding the student complaint:

- Date the complaint was first formally submitted in writing to Administration
- A summary of the nature of the complaint
- Steps taken by the College to resolve the complaint
- The final decision made including referral to outside agencies
- Other external actions initiated by the student to resolve the complaint, if known.

Information about complaints will be shared with accreditors, but individual identities will be withheld. Letters or documents from individual complainants shall not be shown to creditors without the express permission of the complainant.

## **XVI. DISCIPLINARY ACTION**

Reasons for disciplinary actions up to and including dismissal are as follows:

1. Scholastic failure
2. Technical incompetence
3. Theft, immoral conduct, fighting, willful destruction of property on hospital grounds
4. Being under the influence of alcohol, drugs, or chemicals
5. Inconsiderate treatment of patients or discussion of confidential information with unauthorized persons
6. Cheating on school examinations or dishonesty in the performance or reporting of test procedures
7. Excessive unexcused absenteeism and/or tardiness
8. Any other act classified as criminal

## **XVII. ADVANCED PLACEMENT**

The student having previous clinical laboratory experience (MLT) will be evaluated on an individual basis and will have to demonstrate expertise in the clinical laboratory to the satisfaction of the Department Supervisor, clinical instructor(s) and the Program Director.

Upon demonstration of competency, the exceptional student would be encouraged to broaden his/her educational background by researching and developing special tests and instruments, and assisting with special projects. The didactic portion of the program does not lend itself to advanced placement.

## **XVII. GRADUATE COMPETENCIES:**

### **DESCRIPTION OF CAREER ENTRY OF THE MEDICAL LABORATORY SCIENTIST**

St. Luke's College Medical Laboratory Science Program provides students with an educational environment in which the following competencies will be attained upon completion:

1. Demonstrate possession of the knowledge and technical skills to be proficient in performing the full range of clinical laboratory tests and the capability to adapt this knowledge to new situations.
2. Develop and analyze test systems and interpret findings.
3. Demonstrate proficiency in clinical decision-making, analysis, evaluation, and interpretation of compliance with applicable regulations.
4. Demonstrate a desire for continuing education and professional development.
5. Participate in quality assessment/performance improvement systems for continuing improvement of the clinical laboratory and patient care.
6. Communicate effectively with a variety of persons both within and beyond the clinical laboratory, including all members of the healthcare team, external customers, and patients.
7. Participate in the management of financial, operational, material, and human resources which leads to a cost-effective, high-quality laboratory environment.
8. Demonstrate possession of knowledge and skills to effectively use information management in the timely, accurate, and cost-effective reporting of laboratory-generated information.
9. Demonstrate possession of knowledge of principles of research design/practice.
10. Participate in education and training of laboratory and healthcare professionals and supportive personnel.
11. Apply ethical principles to all aspects of work performance.

## **XVIII. STUDENT FILES**

Students or graduates are welcome to review their own personal file upon request to Program Officials. No information will be released from student files to any third party, employer, or other; unless a written consent form authorizing release of information is signed by the student or graduate. A transcript of final grades will be sent to the affiliated college/university registrar for a student who is completing the program as part of a baccalaureate degree.

### **XIX. ST. LUKE'S COLLEGE LIBRARY**

The St. Luke's College library provides students with tools to conduct scholarly research and increase knowledge. Through the library's subscription databases, the students have access to many current and credible resources not available through other common search engines such as Yahoo, Google, etc. Links to online databases can be found at <http://stlukescollege.edu/databases.aspx> .

### **XX. TECHNICAL SUPPORT**

Micky Ouellette, Educational Technology Specialist, can provide assistance if you experience problems accessing the internet, email, student portal, Blackboard Learn, or NetLearning. Please contact her at 712-279-3273 or by email at [micky.ouellette@stlukescollege.edu](mailto:micky.ouellette@stlukescollege.edu) .