

**St. Luke's College – UnityPoint Health  
Medical Laboratory Science Program  
2021-2022 Policies**

**I. INTRODUCTION**

St. Luke's College – UnityPoint Health welcomes 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. 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.

**III. ETHICS**

Patients 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 or outside the health care setting.

**IV. CODE OF CONDUCT**

During the clinical year of study, students are an integral part of the health care setting 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.

**V. 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, found in the Student Handbook:

**Clinical**

1. Solid Royal blue scrub pant and shirt
2. Clean, closed toe/closed heel shoe
3. Socks must be worn
4. White lab coat/jacket (provided by the laboratory)
5. UnityPoint Health – St. Luke's Identification badge

**Classroom**

Street clothes are acceptable for classroom attire. Identification badges are required on campus.

## VI. 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.

## VII. 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 University, Augustana University, Northwestern College, Dordt University, 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, and clinical at UPH-St. Luke's, MercyOne Siouxland Medical Center, and MercyOne Dakota Dunes Medical Laboratories laboratories. Transportation is the responsibility of the student.

## VIII. 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.

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.

## **IX. 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.
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.
3. **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 Emergency 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. All student health records are scanned and entered into St. Luke's College student information 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.

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.

## **X. SAFETY**

St. Luke's College 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 site specific 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.

**COVID:** At the time these student policies are updated (7.14.21), universal masking is required for faculty, staff and students when on campus and/or within the medical center buildings. Classroom tables and chairs will be set up to allow social distancing. Safety practices are subject to change and will be communicated to students as changes occur.

## XI. 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.

## XII. PROGRAM CALENDAR AND ATTENDANCE

### 2021-22 PROGRAM CALENDAR

August 2, 2021.....	Orientation session begins
August 23, 2021.....	Clinical rotations begin
September 6, 2021.....	Labor Day holiday
November 24-26, 2021.....	Thanksgiving Break
November 29, 2021.....	Program Resumes
December 23 – January 2, 2022.....	Winter Break
January 3, 2022.....	Program Resumes
March 7-11, 2022.....	Spring Break
March 14, 2022.....	Program Resumes
May 30, 2022.....	Memorial Day holiday
June 24, 2022.....	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 from MercyOne Siouxland Medical Center and MercyOne Dakota Dunes Medical Laboratories 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.

St. Luke's College reserves the right to change or augment didactic, lab, or clinical course lengths, assignments, or delivery modes due to disruptions caused by natural disasters, global health threats, or other causes. Any changes will be communicated and will satisfy regulatory and accreditation requirements at that time.

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 MLS instructor 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.

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 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 they 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.

**XIII. 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 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.

#### XIV. 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	appr. 75 hours
	Chemistry/Urinalysis/Body Fluids	
	Chemistry	7 weeks
	Urinalysis	2 weeks
	Hematology/Coagulation/Immunology	
	Hematology/Coagulation	8 weeks
	Immunology/Serology	2 weeks
	Microbiology/Mycology/Parasitology	11 weeks
	Immunoematology (Blood Bank)	8 weeks
Review/Special rotations	2 weeks	

#### XV. 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>
<b>A</b>		<b>90-100%</b>
<b>B</b>	<b>Satisfactory</b>	<b>80-89%</b>
<b>C</b>		<b>70-79%</b>

**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 examsAverages 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.
7. Posting of grades: Student grades will be posted in Blackboard. Please remember that grades posted in Blackboard will not reflect clinical performance. If you have any questions regarding your grade status please contact course faculty.
8. Course Access: The course can be accessed using a Google Chrome browser at <https://unitypointhealth.blackboard.com>. All students have been assigned a user ID and password. This learning management system provides specific information regarding your class schedule, lessons, grades, and other essential course documents. If you need assistance accessing your information please contact Student Services, Michelle Ouellette [micky.ouellette@stlukescollege.edu](mailto:micky.ouellette@stlukescollege.edu) or by phone at (712) 279-3273 Monday-Friday 8-4:30.

### **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, they 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.

## **XVI. 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**

See the Student Handbook for the procedure for academic and nonacademic appeals and grievances.

### **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: Dean of Nursing, Dean of Health Sciences, or the Dean of Student Services. If the initiation of the complaint has the foreseeable potential to become an appeal or grievance the student should be advised to follow the procedure as described in the Student Academic and Nonacademic Appeal/Grievance Process.

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 accreditors without the express permission of the complainant.

### **XVII. DISCIPLINARY ACTION**

Refer to the Code of Conduct and Code of Ethics policies, including Disciplinary Action in the Student Handbook.

### **XVIII. 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.

### **XIX. 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.

### **XX. 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>.

### **XXI. TECHNICAL SKILLS REQUIREMENT AND SUPPORT**

Students are required to have internet access and a current St. Luke's College e-mail address. All computers should be able to run the latest editions of operating systems and programs utilized during the course. Skill requirements include use of St. Luke's College student portal: CAMS, Blackboard, Internet search engines, Microsoft Word and PowerPoint. If you need technology assistance please contact Student Services, Michelle Ouellette at [micky.ouellette@stlukescollege.edu](mailto:micky.ouellette@stlukescollege.edu) or by phone at (712) 279-3273 Monday-Friday 8-4:30. Students are responsible for reporting difficulties with access, computers, and emails to the appropriate resource. Students need to take an active role in resolving technological difficulties.