# POLICIES AND PROCEDURES

## FAIRVIEW HEALTH SERVICES
## MEDICAL LABORATORY SCIENCE PROGRAM

**Administrative/Academic Procedures:**


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**FAIRVIEW HEALTH SERVICES**
**MEDICAL LABORATORY SCIENCE PROGRAM**

**ADMINISTRATIVE/ACADEMIC PROCEDURE No. 1**

**SUBJECT: Evaluation of Student Achievement**

I. **PURPOSE**

A student is evaluated by the faculty on a regular basis and a final report for each unit and/or course is made.

The purpose of the evaluation is to:

A. Indicate to the student those levels of cognitive, affective, and psychomotor knowledge and skills for which he/she must strive
B. Measure the progress which has been made and remains to be made by the student toward achieving the level of knowledge and behavioral patterns or skills (performance of procedures, professional attitudes, etc) which a medical laboratory scientist must possess.
C. Assist the faculty and the students in the search for techniques which improve the educational process

II. **TYPES OF EVALUATION**

The types of evaluation used in the lecture/discussion, student laboratory, and clinical practicum courses include one or more of the following: written examinations, written and practical examinations, faculty grades resulting from short tests, homework or special assignments, and evaluation by the faculty of the 1) student laboratory course performance, 2) clinical course performance, 3) research methods performance, and 4) seminar presentations

The evaluations and their application and use are discussed in detail below

III. **METHODS OF EVALUATION OF STUDENT ACHIEVEMENT**

Each course offered in the program curriculum is required in order to receive a degree and for the student to be able to take the national certification exam. If a student fails a course in the curriculum, he/she must repeat that course prior to commencing the practicum rotation. If a student fails a course in the curriculum, he/she can enroll in that particular course the following year. If the student fails that particular course the second time, he/she cannot continue in the program. If a student fails two academic courses in the program, he/she will be advised that he/she can not continue in the program and will be dismissed for academic reasons.

If a student does not achieve a minimum of **70** on a final exam, a make-up exam will be given. No score higher than **70** will be recorded for the make-up exam.

Colleges and Universities require a minimum of 2.0 grade point average to graduate. Students enrolled in the MLS program that are unable to maintain a 2.5 GPA will be counseled as to the advisability of remaining in the program.

A. Lecture/Discussion Course Grade
The final grade for the lecture/discussion courses will be derived from the graded achieved on unit and final examinations and course projects/reports.

**The final letter grade for the course will be based on the following scale:** (no grades of D will be given)

| | | |
|---|---|---|
| 90—100% | = | A |
| 80-89 | = | B |
| 70-79 | = | C |
| <70 | = | F |

B. The Grading System for the Combined Lecture/Student Laboratory course:
The lecture/laboratories will be divided into appropriate units. At the end of each unit a written/practical exam will be given. Review sessions for the examinations will be scheduled if time permits. In order to pass the course, the student must achieve a minimum of 70 on both the lecture and lab final exams.

**Laboratory Performance Appraisal**
Every student laboratory includes a laboratory performance appraisal as part of the grade.

**Computation of Grade for Lecture/laboratory course**

| | |
|---|---|
| Unit exams and project | 90% |
| Laboratory Performance Appraisal | 10% |

*Note: some variation may occur in the % assignments due to the course format…..in all cases the instructor will provide this information at the beginning of the course. The comprehensive finals must be passed (grade of 70) in order to pass the course.*

**FAIRVIEW HEALTH SERVICES**
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**ADMINISTRATIVE/ACADEMIC PROCEDURE # 2**

**SUBJECT**: **Clinical Practicum Objectives, Practical Examinations, and Student Performance Appraisals**

## I. Rotation Expectations

It is anticipated that as the medical laboratory science student begins each clinical rotation, he/she will demonstrate the knowledge and skills attained from the pre-requisite course work. The student is expected to build on the knowledge and skills as he/she rotates through the various laboratories of the affiliated health care institutions. The student will be evaluated on his/her development of cognitive, performance, and affective skills. The cognitive and performance skills will be evaluated by written and/or practical exams. The affective behaviors will be evaluated through observation. Measurement of affective skills is made as objective as possible via descriptions of behavioral characteristics outlined in the **Student Performance Appraisal Form**.

**Objectives**

During the clinical practicum and by the completion of the rotation, the student is expected to:

1. Perform as an entry-level medical laboratory scientist handling routine work-load
2. Identify pre-analytical, analytical, and post-analytical sources of error in procedures
3. Evaluate test results, determine validity of results, and select appropriate follow-up tests as appropriate
4. Correlate test results with clinical condition
5. Determine appropriate test selection and sequencing for given conditions
6. Attain accuracy and precision expected of an entry-level clinical laboratory scientist
7. Follow safe work practices, adhere to safety policies, identify unsafe work practices
8. Adapt to use of computer in testing process
9. Respect the rights of the patient by respecting confidentiality
10. Demonstrate possession of problem solving/critical thinking skills
11. Demonstrate acceptable interpersonal skills when interacting with physicians, nurses, clinical laboratory scientists, and other laboratory personnel
12. Seek learning opportunities and strive for improvement in the learning setting by accepting constructive criticism
13. Be flexible in response to teaching techniques of different clinical laboratory scientists and be willing to follow instructions

14. Be able to arrange the work in an orderly and logical fashion and follow through on assignments
15. Demonstrate ethical and professional behavior in work habits as well as in issues dealing with patient care

## II. Measurement of Achievement

**A.** For the clinical courses, two types of evaluation are utilized to determine achievement of these objectives, the practical and/or written examinations(s) and the **Student Performance Appraisal Form**

1. Practical Examinations

Each student will have practical and/or written examinations during the core clinical courses. The practical/written examination(s) is/are to consist of the performance of procedures on specimens(s) under the same systems utilized for patient work, including the operation of instruments, adherence to all safety and quality control regulations and proper entering/recording of data and results. Questions concerning the instrument, the principles of the tests, the validity of the results, their clinical correlation, and appropriate follow-up testing should be included, when possible. A time limit should be established for the completion of the examinations so that efficient organization of work and/or appropriate turn-around-time can be evaluated. The analytical test results are to be graded on the basis of expected values (those obtained on preserved clinical specimens or commercial control sera).

The components that should be considered in the scoring of the practical/written examination include:

a. organization (completion of all tests in appropriate time)
b. accuracy of results
c. ability to determine validity of results
d. adherence to established protocol(safety procedures, record keeping, quality control procedures, preventive maintenance, clean up, etc)
e. ability to recognize instrument problems, preventive maintenance requirements, troubleshooting of instruments
f. determination of appropriate follow-up procedures

The grading scale for the practical/written examinations will be:

| | | |
|---|---|---|
| 90—100% | = | A |
| 80-89 | = | B |
| 70-79 | = | C |
| <70 | = | F |

2. Student Performance Appraisal Form

To evaluate all the behavioral skills during the rotation a Student Performance Appraisal is made for each student

**B.** Final Grade for Clinical Course

The student must pass the practical examinations, written examinations, and Student Performance Appraisals (SPA) in every unit of a clinical course. If the student makes a score below the minimum pass level on the practical examination or written examination in any unit of a clinical course, he/she will be allowed to take another exam. The student must schedule and take the exam within two weeks of the unsatisfactory exam. The exam must be taken on the student's personal time. If the student fails the exam the second time he/she must repeat that unit of the clinical course. If the student make a score below a "C" level on the **AVERAGE** of all SPA evaluations in a clinical course he/she must repeat a unit of that course as scheduled with the consent of the Clinical Coordinator, Clinical Instructors involved , and the Program Director. In all situations the Academic Progress Committee, in consultation with the course instructor(s) will evaluate the problem and determine the best course of action. If a student must repeat a unit of a clinical course, he/she will have one retake opportunity. The retake rotations will be a repeat of the first rotation and will be no longer than the length of that of the rotations that the student failed. No higher grade than 70 %( C) will be recorded for any retake rotation on that particular evaluation of the unit that was originally failed (practical exam, written exam, and/or student performance appraisals). For example, assume that a student who scores 55% on the practical examination and 75% on the SPA of a particular unit of a clinical course repeated that unit and received a 92% on the retake practical examination. The final scores recorded for this unit would be:

75% for the SPA
70% for the practical examination

If a student fails the practical examination, written examinations and/or student performance appraisal in a unit(s) of a clinical course and fails the repeat rotation, then he/she will receive a grade of "F" for that particular clinical course. If a student is allowed to repeat the course in which a grade of "F" was achieved, it will be on a space available basis. If the student fails a unit of the clinical during the course repeat, he/she will have NO retake opportunity and will receive a final grade of "F" for that particular practicum course.

The final grade for a clinical course will be calculated in the following manner.
The final course grade:

90% from the "average" of the practical/written examination scores

10% from the "average" of the Student Performance Appraisal (SPA) form ratings.

The grading scale for the practicum course is:

| | | |
|---|---|---|
| 90—100% | = | A |
| 80—89 | = | B |
| 70—77 | = | C |
| <70 | = | F |

The final course grade is weighted according to amount of time spent in each unit.

## III. Student Absences

If a student must be absent during clinical courses due to illness, he/she must make-up the time and exams that were missed. Students must notify the clinical laboratory if he/she is unable to report to the rotation at the regularly scheduled time. Notification should be at least 30 minutes prior to the scheduled report time. Revisions in scheduling due to absences must be documented. Short absences may be made up by the student scheduling time with the Clinical Instructor of the particular laboratory area involved. Long absences, e.g., over one week, must be made up during the holidays or at the end of the Academic year. Scheduling for this time is initiated by the Clinical Coordinator(s), in consultation with the appropriate Clinical Instructor. It may be necessary for the student to receive an incomplete until the course is satisfactorily completed

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**FAIRVIEW HEALTH SERVICES**
**MEDICAL LABORATORY SCIENCE PROGRAM**
**ADMINISTRATIVE/ACADEMIC PROCEDURE # 3**

**SUBJECT: Advanced Placement/Challenge of Course**

Transfer of credit and credit for experiential learning is in the domain of the academic degree-granting institution and does not lie with Fairview Health Services Medical Laboratory Science program. Listed below is the process for challenging a course, a notation of "P" will be sent to the institution for credit for the course successfully challenged.

I. THE PROCESS

Students that are certified Medical Laboratory Technicians with clinical laboratory experience and/or possess documentation of previous coursework and experience and feel their knowledge-base and experience equals that of entry level medical laboratory scientist, may request to challenge a course or clinical practicum.

A. The student must notify the Program Director at least one month prior to his/her entrance into the program of his/her intent to "test out" of the course.
B. The student must pass the challenge exam and meet all the requirements of the course. If he/she fails to meet the requirements, i.e., fails exam(s), does not documentation criteria, he/she must remain enrolled in the course and complete all the course requirements in order to pass.
C. In order to meet all the course requirements, the student must satisfactorily pass a specially designated comprehensive examination over the subject material. NOTE: The student must pass the lecture comprehensive examination prior to challenging the laboratory component.
D. To challenge a clinical practicum, the student must provide written documentation of::
    1. amount of experience
    2. types of procedures performed/instruments used'
    3. level of competency reached, and
    4. responsibility assumed

The clinical site for the challenge exam will be arranged by the Program Director. Prior to allowing the student to "test out" of the clinical practicum, the Program Director and Clinical Instructor will review the documentation and determine if the student can challenge all or designated units only, of the rotation. The student will then be required to take the written and practical exams in order to "test out" of the rotation. If the student decided to remain in the rotation, he/she will have the opportunity to advance to a higher level of competency.

E. A student must satisfactorily complete the rotation objectives used by the lab section/unit. Final decision for meeting the rotation objectives lies with the clinical site. A copy of the completed evaluation forms are to be submitted to the Program Director.
F. The student will follow the established rotation schedule for the other rotations.

**FAIRVIEW HEALTH SERVICES**
**CLINICAL LABORATORY SCIENCE PROGRAM**

## ADMINISTRATIVE/ACADEMIC PROCEDURE # 4

**SUBJECT: Advancement to Clinical Practicum**

The education process in the Medical Laboratory Science Program is hierarchical. Each course aids the student in building and expanding his/her knowledge base. When a student progresses to the clinical practicum, he/she must be able to correlate laboratory findings with the patient's condition.

Every student enrolled in the Fairview MLS program that successfully completes the pre-rotation courses is guaranteed an assignment to one of Fairview's hospital laboratories. Students may request a specific assignment but the final decision is made by the program director and faculty.

Failure to satisfactorily complete all the didactic course work offered during the first twenty weeks of the program will result in a student with an inadequate body of knowledge required for the clinical rotations. If a student fails any didactic course he/she will not be able to enroll in any of the clinical practicum courses. If a student fails a course, the policy for repeating a course or courses failed will be followed.

**FAIRVIEW HEALTH SERVICES**
**MEDICAL LABORATORY SCIENCE PROGRAM**

**ADMINISTRATIVE/ACADEMIC PROCEDURE #5**

**SUBJECT: Phlebotomy Rotation Polices and Procedures**

The collection of blood is one of the vital steps in the pre-analytical phases of laboratory testing. Medical Laboratory Science students are the highest level technical group in the clinical laboratory and must be proficient in all matters pertaining to blood collection

I. PHLEBOTOMY INSTRUCTION AND PRACTICAL EXPERIENCE

A. Students receive instruction and practical experience in Phlebotomy prior to clinical rotations
   1. Lectures, discussion, and demonstrations on topics such as patient relations, patient identification, laboratory test requests, collection procedures for venipuncture and microcollection, blood collection equipment, collection errors, QA, safety of patient and staff, the patient in isolation, and patient and collection problems
   2. Supervised instruction of venipuncture and microcollection during the phlebotomy training laboratory session with practice on a simulated patient arm. Student must also perform an unassisted venipuncture and microcollection on a partner.

B. To gain additional skill, confidence, and competence in blood collection, a student will be required to perform a phlebotomy rotation at the clinical site. The student must demonstrate competence in phlebotomy at the clinical site by obtaining a minimum of 25 successful venipunctures. Skin puncture requirements will vary based on rotation assignment.

II. CHALLENGE ROTATION

Students who have prior blood collection experience may elect the "Challenge Rotation" option to complete requirements for phlebotomy. To challenge the phlebotomy rotation, a student must:

A. Prior to the start of the clinical rotation, request the opportunity to challenge the rotation by providing written documentation of phlebotomy experience to include type of experience, length of experience, etc. The documentation will be reviewed by the Program Director.
B. Demonstrate proficiency in blood collection and meet the objectives of the rotation.

## III. STUDENT EVALUATION

A. The student will be evaluated on technical skills and professional conducts, e.g., cooperation, communication, punctuality, and appearance.
B. Any student who fails to achieve competency within the recommended time limit will be given an opportunity to spend additional time with the phlebotomist.

## BLOOD COLLECTION OBJECTIVES

a. Demonstrate proper and successful performance of venipuncture and microcollection procedures
b. Demonstrate professional demeanor, e.g., cooperation, communication, punctuality, appropriate appearance
c. Through performance, demonstrate knowledge of the protocol for special specimen collection, e.g., blood cultures, timed collections, and demonstration of proficiency in this type of special procedure, if requested
d. Through action when the situation occurs, demonstrate knowledge of the institutional protocols for patient refusals, unsuccessful blood collection, patient unavailable for collection, recollects, "send out" procedures for tests not currently performed by the clinical laboratory, etc.
e. Achieve proficiency in <u>productivity</u>(minimum recollects), in <u>speed</u> (average 10 minutes per patient depending on category of patient), in <u>patient relations</u> and in <u>organization</u> (commences, conducts, and accomplishes task in orderly manner)

**FAIRVIEW HEALTH SERVICES**
**CLINICAL LABORATORY SCIENCE PROGRAM**

## ADMINISTRATIVE/ACADEMIC PROCEDURE #6

**SUBJECT: National Certification Exam**

Upon successful completion of a curriculum in the Medical Laboratory Science Program, and the awarding of a degree, students are eligible to sit for the national certification examination. Satisfactory completion of the MLS program and/or awarding of a baccalaureate degree is not dependent upon passing the certification exam. The certification examination provides an indication of minimal competencies of career entry into Medical Laboratory Sciences. Although it is not mandatory that a student take a certification examination, employment is usually dependent upon certification as it does document entry level competencies.

I. Responsibilities of the program
a. provide application information for students
b. provide program number to students so they can apply for the exam
c. certify that applicant is qualified to take examination by sending a list of qualified applicants to certification agencies, when appropriate

III. Responsibilities of Student
a. apply to BOC via internet
b. submit applications, official transcript, and pay all fees to the agency

**FAIRVIEW HEALTH SERVICES**
**CLINICAL LABORATORY SCIENCE PROGRAM**
**ADMINISTRATIVE/ACADEMIC PROCEDURE #7**

**SUBJECT: Acceptable Conduct of Students**

Medical Laboratory Science students are evaluated in all program lecture/laboratory courses for the possession of behaviors deemed as appropriate for a medical laboratory scientist. As students progress in the program, faculty anticipate improvement in the behaviors as each student embodies the qualities into his/her everyday activities.

**Behavior in the Laboratory**

The Medical Laboratory Science student will:

1. demonstrate ability to learn the need for accuracy and precision in the laboratory
2. follow safe work practices in the laboratory
3. demonstrate initiative in laboratory tasks
4. demonstrate perseverance in laboratory tasks
5. set priorities in the laboratory
6. demonstrate good judgment in laboratory activities
7. strive toward better work organization
8. strive to improve knowledge and skills in the laboratory
9. strive toward quality in laboratory work
10. demonstrate effective interpersonal skills
11. strive to cooperate and accept constructive criticism
12. demonstrate punctuality and attendance
13. maintains personal cleanliness and hygiene and respects the institution's dress code
14. maintains patient confidentiality and only discusses test results as it applies to the laboratory/education setting
15. demonstrates honesty in the classroom and laboratory; admits mistakes and takes corrective measures
16. Demonstrate a willingness to adapt to change by being flexible and a team player

*These qualities will be evaluated via the Student Performance Appraisal form.*

**Behavior in the Classroom**

The MLS Student will:

1. attend class on time
2. report absences to the instructor prior to class time
3. prepare for class by completing all the assignments
4. participate in class discussion/activities
5. show respect to classmates and instructor
6. behave ethically in all academic endeavors
7. maintain personal cleanliness and hygiene and respects dress code for classroom and Laboratories
8. demonstrates honesty in carrying out assignments, i.e., own work, not from other sources; as well as all exams, i.e., does not share or receive information from others
9. maintains confidentiality as it applies to the education setting

***Guiding Principles of Behavior in the Classroom and Laboratories***

**Honor Code:**

The Honor Code for students enrolled in Fairview Health Services Medical Laboratory Science Program is defined as follows:

> We the students of Fairview Health Services Medical Laboratory Science Program, believe that academic honesty and integrity are fundamental to the mission of higher education. We, as students, are responsible for the honest completion and representation of our work and respect other's academic endeavors. It is our moral responsibility, as students, to uphold these ethical standards and to respect the character of the individuals and Fairview Health Services.

**Academic Probation**

In order for students to maintain good standing and receive appropriate grades and credits for their work, they must adhere to the academic policies, procedures, and standards of the program, department, college, and/or university. Probation is an official warning status for a defined period of time that informs the student of unsatisfactory academic, clinical and/or professional performance and provides the student an opportunity to improve. Any student who does not adhere to the scholastic and professional standards of the program and its clinical affiliates is subject to probation, suspension, and/or dismissal.

**Academic Disciplinary Procedures:**

Fairview Health Services has a responsibility to promote academic honesty and integrity and to develop procedures to deal effectively with instances of academic dishonesty. Students are responsible for the honest completion and representation of their work, for the appropriate citation of resources, and for respect of other's academic endeavors. Students who violate these standards must be confronted and must accept the consequences of their action.

Disciplinary sanctions take the following sequence:

- Oral reprimand
- Written reprimand presented only to the student
- An assignment to repeat the work, to be graded on its merit
- A lowering or failing grade on the particular assignment or test
- A lowering grade for the course
- A failing grade for the course
- Removal of the student from the course in progress
- A written reprimand to be included in the student's files
- Disciplinary probation
- Suspension or dismissal from the program

For recommendations less than probation, suspension, or dismissal, the student can request a hearing. This request must be filed within ten days of the written report. If no request is made, the decision stands. If suspension or dismissal is recommended, the student has the right to a hearing. The hearing will be held before the Grievance Committee. *See Academic/Administrative Procedure # 15*

**FAIRVIEW HEALTH SERVICES**
**MEDICAL LABORATORY SCIENCE PROGRAM**

**ADMINISTRATIVE/ACADEMIC PROCEDURE: #8**

**SUBJECT: Student Records/Retention of Records**

Records of currently enrolled students are kept in a locked file. Each student's file contains the following:

- application materials
- official college transcript
- confidentiality statement
- immunization records
- signed intent to enroll form
- essential functions with signature
- accommodations
- course grade records
- rotation evaluations
- information release form

Upon graduation, the student records will be filed, by class year. When storage space becomes a problem the files will be condensed to contain record of attendance, course grades, and a copy of certificate of completion. These records will be boxed and stored in a secure area.

Certification scores will be maintained, by class year, in a locked file.

**FAIRVIEW HEALTH SERVICES**
**MEDICAL LABORATORY SCIENCE PROGRAM**

## ADMINISTRATIVE/ACADEMIC PROCEDURE # 9

**SUBJECT: Withdrawal/Refund Policy and Procedure**

If a student withdraws from a class, he/she must discuss it with the instructor and gain approval from the program director. Due to the nature of the program, withdrawal from any class may jeopardize a student's standing in the program. A student may request a Leave of Absence. This request will be reviewed by the Academic Progress Committee. The request must be in the form of a written letter in which plans for return and completion of the program are outlined. The Academic Progress Committee will review the request for the leave of absence and make a decision regarding the request. The degree granting university/college will be advised immediately of the student's request for the course withdrawal or Leave of Absence. The decision of the Academic Progress Committee will also be conveyed.

If a student wishes to withdraw from the program, the following procedure is to be used:

1. Submit in writing, to the Program Director, a formal request to withdraw from the program
2. The Program Director will discuss with the student the implications of the request so there is no misunderstanding as to status with the program
3. The student is to return all supplies provided to him/her by the program; turn in the Student Identification badge to Parking and obtain any refunds on the parking debit card.
4. If the student has paid tuition to Fairview, 10% of the initial payment ($500) will be refunded if withdrawal from the program is prior to July 15th. A check will be mailed by Fairview within 30 days of the withdrawal. If additional payments are made (September, November, February), no refund is provided.
5. If the student is enrolled in college and is due to receive a degree upon satisfactory completion of the program he/she must notify his/her college and follow the institution's policy for withdrawal from a major. If any refund is due, it will be issued by the university.
6. The Program Director will also communicate with the college/university regarding the student's action.

**FAIRVIEW HEALTH SERVICES**
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## ADMINISTRATIVE/ACADEMIC PROCEDURE # 10

**SUBJECT: Student Complaints**

Student complaints, other than those that are categorized as grade appeals, non-grade appeals, or discrimination, are to be submitted, in writing to the program director. The program director will take action as deemed appropriate based upon the complaint. The student will be advised of the outcome within ten (10) days of receipt of the formal (written) complaint.

All formal complaints, action taken and outcome will be filed in the program director's office.

**FAIRVIEW HEALTH SERVICES**
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**ADMINISTRATIVE/ACADEMIC PROCEDURE #11**

**SUBJECT: Student Health and Safety Policy**

At the time of acceptance to the program, students acknowledge their ability to meet the Essential Functions of the program. In addition, students enrolled in Fairview's Medical Laboratory Science Program are required to document their immunization status. All students must document their immunizations are current and will remain so throughout the clinical rotations.

Prior to the first day of the program, students must have satisfactorily completed Fairview Health Services' "Required Learning" packet. The required learning includes all safety policies of Fairview as well as the HIPAA/Compliance policies. Prior to rotation to Endocrinology laboratory, all students must satisfactorily complete an on-line Radiation Safety Training program and provide documentation of completion to the Special Chemistry rotation coordinator.

Specific lab safety policies and procedures are covered in a safety session held on the first day of the Introduction to MLS course (MLS400). At the start of each student lab and labs in clinical rotation, safety issues specific for the biological and chemical hazards encountered in the course are covered.

**FAIRVIEW HEALTH SERVICES**
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**ADMINISTRATIVE/ACADEMIC PROCEDURE #12**

**SUBJECT: MLS Program Evaluation Plan**

Ongoing review of the MLS program includes:

- student evaluations of each course and instructor
- faculty evaluation of students' performance
- faculty self evaluation of course(s) taught
- graduates evaluation of the program's curriculum
- employer's evaluation
- student attrition
- job placement
- certification exam results

The relevant reviews are summarized by the program director and discussed at faculty retreats, clinical instructor meetings, and advisory committee meetings. If areas for improvement are identified, implementation occurs and outcome evaluated in ensuing meetings/years.

**FAIRVIEW HEALTH SERVICES**
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**ADMINISTRATIVE/ACADEMIC PROCEDURE # 13**

**SUBJECT: Service Work Policy**

When students in the MLS program are in assigned rotations in the clinical laboratories, they are applying knowledge and techniques acquired during the pre-rotation courses. While in clinical rotations, students are also acquiring additional knowledge, techniques and clinical correlation skills that will provide them entry level competencies to the profession. Service work is not allowed during the regularly scheduled academic hours. Limited part-time employment (service work) is only allowed during non-academic hours.

**FAIRVIEW HEALTH SERVICES**
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**ADMINISTRATIVE/ACADEMIC PROCEDURE: # 14**

**SUBJECT: Confidentiality in Advising**

If a student seeks advice and/or guidance through the program, the following procedure will be followed:

1. student requests an appointment with a faculty member
2. faculty meets with student in a setting the ensures privacy
3. faculty member provides advice or guidance in an impartial manner
4. student is assured information remains confidential and only communicates/acts based on request of student
5. Failure to maintain impartiality and confidentiality will be subject to disciplinary action

**FAIRVIEW HEALTH SERVICES**
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**ADMINISTRATIVE/ACADEMIC PROCEDURE # 15**

**SUBJECT: Student Grievance and Appeals**

If a student is suspended or dismissed from the program, he/she has the right to a hearing before the MLS Program Grievance committee. The Grievance Committee is composed of representatives from Human Resources, Laboratory Administration, MLS Advisory Committee, and MLS Faculty/Clinical Instructors.

The purpose of the hearing shall be to review the determination that academic misconduct occurred and the disciplinary action recommended. A hearing will be held unless the student waives, in writing, the right to such a hearing. If a student is dismissed (expelled), he/she can petition for readmission (minimum of one year before request can be made). A student who has been suspended can petition for readmission prior to the expiration of the suspension period. The request must be made in writing to the Grievance Committee. The committee shall, after consultation with appropriate individuals, adopt procedures whether such petitions will be granted or denied.

**Grade Appeals**

Students who believe the grade they received for a course does not reflect their performance in that course may appeal the disputed grade. This appeal must take place within two weeks after the completion of the course. The student should first discuss this difference with the instructor. If a student-instructor meeting is not possible, or if such a meeting does not result in a resolution of the difference, the student should contact the program director. After meeting with the student, the program director will discuss the student concern with the instructor, if possible. Following these meeting, the program director will make a recommendation to the instructor regarding the grade change.

If contact with the program director does not result in resolution, the student should contact the Grievance Committee. After meeting with the Grievance Committee, the committee will discuss the concern with the instructor. Following the meeting the committee will make recommendations to the instructor regarding the grade change. After the Grievance Committee's recommendation and the instructor's response, a student may file a written appeal for a grade change. An ad hoc committee consisting of two program faculty, the program director and an individual outside the program faculty will review the appeal.
The committee may request additional information from the student and the instructor before forming and forwarding its recommendation to the instructor. Any decision to change a grade remains with the instructor.

**Non-Grade Appeals**

This process has been established to deal with student concerns that are related to academic status, course substitution, time extension for program, or exception to academic policy. This includes complaints regarding unprofessional behavior of faculty and clinical instructors that impairs students' ability to learn. A written complaint must be submitted to the program director. The preliminary discussion will determine if eh complaint should be pursued. If it is determined to hold a hearing, it will be referred to the Grievance Committee.

The process includes providing the accused faculty or instructor with the complaint. A response must be provided in writing within seven days. The response will be shared with the complainant prior to the hearing. A written notice of the hearing shall be received no less than ten days prior to the hearing and no less than twenty days from the receipt of the complaint. Within ten days after conclusion of the proceedings, the committee shall submit a report of its findings to the program director.

**Causes for Dismissal**

Dismissal from the program will be the result of academic failure or misconduct, including, but not limited to the following:

1. final rotation grade of <C
2. Re-taking more than 3 examinations during the first 20 weeks
3. Failure to consistently follow established guidelines for protection of self and others in matters regarding health and safety
4. Failure to meet the time deadline to correct deficiencies
5. Dishonesty in carrying out assignments or examinations, or falsification or alteration of official documents
6. Serious compromise of the standards of patient care or jeopardizing patient welfare
7. Unethical conduct or breach of medical or academic ethics
8. Failure to comply with HIPAA to protect patient health information
9. Plagiarism