



# **Healthcare Pathway Student Handbook**

**2023-2024**  
**Revised 8/18/2023**

## **Equal Opportunity and Affirmative Action Commitment**

Milwaukee Area Technical College (MATC) is an Affirmative Action/Equal Opportunity Institution and complies with all requirements of the Americans with Disabilities Act.

MATC does not discriminate against otherwise qualified individuals with a disability. MATC is fully committed to equal opportunity in admissions, education programs, and employment policies, which assures that all individuals are included in the diversity that makes the college an exciting institution.

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## **Preface**

The purpose of this reference manual is to provide each student in the MATC Healthcare Pathway with a guide to specific procedures/practices in their program(s). Since these programs involve the safe care and welfare of patients, there are certain standards of achievement, which must be maintained. These procedures relate to those standards.

To assure compliance with MATC, State and Federal laws and/or with rules and regulations of the Board of Directors, and the Wisconsin Technical College System, information in the Healthcare Pathway student handbook is subject to change without prior notice, if necessary. In case of any divergence from or conflict with this publication, the College handbooks shall prevail. The materials within this document represent the present state of affairs, which is subject to change.

## **Welcome from the Dean**

Dear Healthcare Pathway Student,

Welcome to the 2023-24 academic year! We look forward to your participation in the theory, simulation, and clinical/field placement experiences. Keep in mind that in order for your experiences to be productive and memorable, you will need to fully commit and apply yourself to your core-technical courses. The MATC faculty and staff are available to assist you during your educational journey.

The Healthcare Pathway Student handbook contains the policies and procedures for your theory and clinical/field placement courses. I ask that you refer to this handbook electronically or download it for future reference, as you are held accountable for the content.

I wish you the very best of luck and look forward to a successful academic year.

Best regards,  
Dr. Gass

Eric Gass, Ph.D.  
Dean – Healthcare Pathway  
Allied Health, Dental, Health Promotion and Nursing Programs

## **SECTION 1 – INTRODUCTION**

### **Milwaukee Area Technical College Mission**

Education that transforms lives, industry, and community

### **Milwaukee Area Technical College Vision**

The best choice in education, where everyone can succeed.

### **Milwaukee Area Technical College Values**

**Empowerment**

We support our students and employees with the skills, tools, and autonomy to succeed

#### **Inclusion**

We provide a fair and welcoming environment where all voices are heard and where all students and employees feel a sense of belonging

#### **Innovation**

We are agile and responsive to changing conditions, while anticipating future needs to best serve our students and communities

#### **Integrity**

We demonstrate honesty, professionalism, and accountability in all interactions with our students, each other, and our community partners.

#### **Respect**

We approach all interactions with openness and empathy, value different perspectives, and treat each other with civility and kindness

## **MATC Accreditation**

MATC is accredited until 2028-2029 through the Higher Learning Commission (HLC). Accreditation through the HLC ". . . provides assurance to the public, in particular to prospective students, that an organization has been found to meet the agency's clearly stated requirements and criteria, and that there are reasonable grounds for believing that it will continue to meet them."

Specifically,

- It gives the assurance that students will be able to attain definite educational outcomes.
- It pledges that students get qualified instructors and a high quality up-to-date curriculum.
- Without accreditation by a nationally recognized accredited organization, a school and its students are not eligible to participate in government student assistance programs such as federal grants and loans.
- Employers look at a degree from an institution with accreditation as a credential demonstrating motivation and quality education.

- Most employers who offer tuition assistance will not reimburse tuition if an employee attends a school that is not accredited.
- Having credits from an accredited 2-year college makes transferring these credits to a 4-year college or university a more seamless process.

## **Transformation 2025 Strategic Priorities**

### **Strategic Plan**

- Student Experience
- Organizational Excellence
- Equity
- Community Impact

Strategic Plan:

<https://www.matc.edu/who-we-are/mission-vision-values/matc-transformation-2025.pdf>

## **Healthcare Pathway Mission Statement**

The Healthcare Pathway provides quality educational experiences that enrich and empower students for service in healthcare through collaboration with community partners.

## **MATC Career Essentials**

### **What are Career Essentials?**

Of course you want to be successful at your first job after graduation. Everything you are learning now will be so important, including how you interact with other people. Paying attention to soft skills, which are abilities that employers are looking for in new hires, will help you avoid unintentional mistakes at your job. As you complete your program at MATC, your instructors will assess you on the following Career Essential goals.

### **EFFECTIVE COMMUNICATION THROUGH SPEAKING AND LISTENING**

- States communication purpose.
- Uses discipline appropriate terminology to convey intended meaning.
- Organizes information to convey intended meaning.
- Speaks clearly with appropriate volume and cadence.
- Uses appropriate nonverbal cues.
- Demonstrates characteristics of active listening.

## **EFFECTIVE COMMUNICATION THROUGH WRITING**

- States communication purpose.
- Selects vocabulary appropriate to the audience.
- Uses discipline appropriate terminology to convey intended meaning.
- Uses correct spelling, punctuation, grammar, and style.
- Organizes information to convey intended meaning.

## **PROFESSIONALISM**

- Maintains confidentiality with communication.
- Works cooperatively and respectfully with others.
- Exhibits personal integrity in ways that are consistent with ethical and legal workplace standards.
- Models professional image.
- Demonstrates reliability and responsibility in daily activities.

## **EFFECTIVE PROBLEM SOLVING**

- Identifies the problem and relevant factors.
- Evaluates various problem solving strategies.
- Selects the best strategy.
- Evaluates potential solutions.
- Selects the best solution.
- Evaluates the results.
- Adjusts problem solving strategy to improve effectiveness.

## **MATH COMPETENCY**

- Converts word problems into mathematical statements.
- Completes accurate calculations.
- Interprets meaning from quantitative data.
- Draws conclusions from the analysis of quantitative data.
- Communicates the meaning of mathematical evidence.

## **GLOBAL AWARENESS COMPETENCY**

- Describes cultural commonalities and differences.
- Works productively with people of different cultures.
- Recognizes the impact of personal decisions.
- Defines global challenges.

## **TECHNOLOGY COMPETENCY**

- Selects the appropriate technology for the required application.
- Utilizes technology to accomplish the assigned task.
- Utilizes technology safely.
- Demonstrates care & maintenance of technology.

### **How will you be Assessed?**

Your instructors can explain how you will complete a Career Essential Assessment, typically through an assignment in Blackboard. It's an important way to gauge your professional growth. Once you have been assessed, your instructor will make your results available to you through two ways in Blackboard.

### **How Can You Track Your Progress?**

When viewing your course's Goal Performance tool, you will be able to see your overall score on the Career Essential goal on which you were assessed and drill down deeper to view additional feedback.

### **Questions**

If you have questions about Career Essentials competencies and assessments in your courses, please contact your instructors. They can help guide you to improve the crucial skills you will need to be successful in the workplace.

## **Healthcare Pathway Student Outcomes Assessment**

Healthcare Pathway administration and faculty are committed to the common goal of fulfilling the MATC Mission. A central focus of our commitment is centered around faculty believing that one of the best ways to improve teaching is to focus on student learning. This belief is applied throughout the division in a collective process known as the Annual Program Review and Quality Review Process..

As a student, you will experience outcomes assessment on a regular basis in your various courses. You will also play a critical role in assessing the entire program during your final semester of study. In the future, you may again be asked to provide information as program alumni. Completing your end of course evaluations for each of your courses adds value to this process. We also need your support in completing alumni surveys. These surveys are key to making our outcomes assessment process effective and worthwhile for students, faculty, the college and the community.

## **SECTION 2 – HEALTHCARE PATHWAY** **PROGRAMS AND ORGANIZATION**

### **HEALTHCARE PATHWAY PROGRAMS**

#### **Allied Health Programs**

Anesthesia Technology – Associate Degree  
Cardiovascular Technology – Associate Degree  
Central Service Technician - Technical Diploma  
Diagnostic Medical Sonography - Associate Degree  
Medical Assistant – Technical Diploma  
Medical Interpreter – Technical Diploma  
Medical Laboratory Technician – Associate Degree  
Pharmacy Technician – Technical Diploma  
Phlebotomy – Technical Diploma  
Radiography – Associate Degree  
Respiratory Therapist – Associate Degree  
Surgical Technology – Associate Degree

#### **Dental Health Programs**

Dental Assistant – Technical Diploma  
Dental Assistant, Bilingual (Spanish) – Technical Diploma  
Dental Hygiene – Associate Degree

### **Health Promotion Programs**

Community Health & Nutrition Navigator -Associate Degree  
Enhanced Yoga Instructor -Technical Diploma  
Health Information Technology – Associate Degree  
Health Unit Coordinator – Technical Diploma  
Healthcare Services Management – Associate Degree  
Medical Coding – Technical Diploma  
Nutrition and Dietetic Technician – Associate Degree  
Occupational Therapy Assistant – Associate Degree  
Physical Therapist Assistant – Associate Degree

### **Nursing Programs**

Nursing Assistant – Technical Diploma  
Nursing Assistant, Bilingual (Spanish) – Technical Diploma  
LPN - RN Educational Progression – Associate Degree  
Registered Nursing – Associate Degree  
Practical Nursing

### **Certificates**

Dietary Manager Certificate  
Healthcare Customer Service  
EKG Technician

## **HEALTHCARE PATHWAY STAFF**

### **Healthcare Pathway Staff**

**Dean:** Dr. Eric Gass

**Associate Dean:** Mary Peters-Wojnowiak

**Director of Clinical Education and Compliance:** Sandy McIlroy

**Director of Nursing:** Dr. Annette Ries

**Student Success Liaisons:** Barbara Bythell, Corey Redmond, Deborah Rodriguez, Kerry Moore

**Pathway Advisors:** Rebecca Arcos-Piedra, Rachel Dietrich, Camille Harris, Nyia Sallee, Kevin Strange, Michelle Vangay, Neil Verhaeghe, John Willis

**Retention Coaches:** Tina Buliox, Peter Couto, Erik Mozolik, Joe Tuttle

**Administrative Assistants:** Nancy Baures, Julie Murphy, Lisa Wendler-Swang

**Student Services Specialist:** Kristin MaierMerz

## **Quick Phone Reference**

### **ACADEMIC SUPPORT CENTERS**

#### Milwaukee Campus

Communication Center (414) 297-6739

Computer Production Center (414) 297-7922

Math Center (414) 297-6989

Science Center (414) 297-6989

Writing Center: writing@matc.edu

Mequon Campus (262) 238-2220

Oak Creek Campus (414) 571-4647

West Allis (414) 456-5352

### **HEALTHCARE PATHWAY**

Email address: healthpathway@matc.edu

Milwaukee Campus – H116 (Healthcare Pathway Hub) (414) 297-6263

Mequon Campus – A110 (Healthcare Pathway Center) (262) 238-2281

Oak Creek Campus - A106 (414) 571-4736

### **BLACKBOARD**

MATC Help Desk (414) 297-6541

Distance Learning Staff (414) 297-7986

### **BOOKSTORE**

Milwaukee Campus 8th and State (414) 297-6811

Mequon Campus - A107 (262) 238-2200

Oak Creek Campus - A101 (414) 571-4626

West Allis - 153 (414) 456-5334

## **CHILD CARE SERVICES**

**For more information or to arrange a visit, contact us at:**

**Downtown Milwaukee Campus Child Care**

Melissa Frankiewicz, Coordinator  
414-297-7880  
[frankiml@matc.edu](mailto:frankiml@matc.edu)

**Mequon Campus Child Care**

Tracy Ruska, Coordinator  
262-238-2456  
[ruskat@matc.edu](mailto:ruskat@matc.edu)

**Oak Creek Campus Child Care**

Tracy Ruska, Coordinator  
414-571-4690  
[ruskat@matc.edu](mailto:ruskat@matc.edu)

**West Allis Campus Child Care**

Samantha Stern, Coordinator  
414-456-5419  
[sterns5@matc.edu](mailto:sterns5@matc.edu)

**EMERGENCY RESPONSE CENTER (DISTRICT)**

**(414) 297-6200**

**CAREER HUB (DISTRICT)**

**(414) 297-6244**

## **LIBRARY**

Milwaukee Campus - M377 **(414) 297-7030**

Mequon Campus - A282 **(262) 238-2209**

Oak Creek Campus - A202 **(414) 571-4605**

West Allis - 213 **(414) 456-5393**

## **STUDENT RESOURCE CENTER:**

*(located in the S215 at the Downtown Milwaukee Campus)*

Milwaukee Area Technical College has partnered with a consortium of community based organizations, whose missions are to offer supportive services to students, thereby reducing and/or removing any barriers to student success, so they can reach their fullest potential academically, professionally and personally.

Please visit the following website for a listing of resources:

<http://www.matc.edu/student-life-resources/student-resource-center/index.html>

## **STUDENT ACCOMODATIONS**

Milwaukee Campus - C219	(414) 297-6750
Mequon Campus - A282	(262) 238-2227
Oak Creek Campus - A211	(414) 571-4525
West Allis – 217	(414) 456-5352

## **TUTORING SERVICES**

Milwaukee Campus - C286	(414) 297-6791
Mequon Campus - A282	(262) 238-2220
Oak Creek Campus - A208	(414) 571-4647
West Allis – 249	(414) 456-5334

## **WEATHER CLOSINGS**

### SCHOOL CLOSING/CANCELLATION OF CLASSES

The Rave Alert System is the official method to announce cancellation of classes and closure of MATC campuses in the event of severe weather or other emergencies as determined by the MATC administration.

When it becomes necessary to cancel day classes because of severe weather or other emergency, the announcement may indicate that classes and campus operations will resume at a specific time later in the day. When the decision has been made to cancel evening classes (i.e., classes starting at 4 p.m. or later), the announcement will be made by 2 p.m.

MATC.edu, the college website, and the MATC emergency telephone number 414-297-6561 also will have information about class cancellation and campus closures.

When students are assigned to clinical/field placement rotation and the school is closed or class canceled, the students must refer to the assigned instructor for further directions. The instructor may assign virtual activities when the campus has closed due to inclement weather.

## ***Open Enrollment Programs***

Students may enroll in “Open Enrollment Programs” when enrollment begins each semester. The following programs do not require the student to go through the “Petition Process”. Classes for these programs are available to students on a first-come, first-served basis.

### **Associate Degree Programs**

- Community Health and Nutrition Navigator
- Nutrition and Dietetic Technician

### **Technical Diploma Programs**

- Dental Assistant (Bilingual-Spanish)
- Enhanced Yoga Instructor
- Pharmacy Technician
- Nursing Assistant\*

\*Steps for registration for Nursing Assistant can be found at this link in the Admission Requirements area: [Nursing Assistant Requirements](#)

### **Certificate Programs:**

- Dietary Manager Certificate (Traditional and Bilingual-Spanish)
- Healthcare Customer Service Certificate

### ***Petition Process for Healthcare Programs***

**NOTE - The petition process is only for those students who have not been previously enrolled in their chosen healthcare program. Students seeking readmission should follow that process.**

The following programs require students to complete specific requirements prior to Petitioning for the program. **Specific program qualification and selection criteria can be found on each of the program’s web pages. Additional petition information can be found [here](#).**

### **Associate Degree Programs**

- Anesthesia Technology
- Cardiovascular Technology-Echocardiography
- Cardiovascular Technology-Invasive
- Dental Hygiene
- Diagnostic Medical Sonography
- Healthcare Services Management
- Health Information Technology
- LPN to ADN Progression
- Medical Laboratory Technician
- Occupational Therapy Assistant

- Physical Therapist Assistant
- Radiography
- Registered Nursing
- Respiratory Therapy
- Surgical Technology

### Technical Diploma Programs

- Dental Assistant
- Health Unit Coordinator
- Medical Assistant
- Medical Coding Specialist
- Medical Interpreter
- Phlebotomy
- Practical Nursing
- EKG Technician(Certificate)

Programs admit students based upon a review process after petition submission. Students are informed of the petition decisions via email within 30 business days of the close of the petition window. Rubrics for programs can be found on the individual webpages for the program. Decisions may be any of the following based upon the final review:

- **Admitted:** students have been fully admitted to begin technical/core courses for the program for which they have petitioned
- **Conditional Acceptance:** students will be fully admitted to the program contingent upon successful completion of coursework in progress.
- **Alternate:** students will be fully admitted if seats become available prior to the start of the semester. Students with this status will automatically be accepted into the next cohort of accepted students (in subsequent semester(s)) if they are not seated for the current cohort.
- **Deny due to capacity:** students are denied due to the number of seats available in the program. These students have met the minimum requirements for entry, but did not score high enough according to the rubric to allow for admission into the program. **\*Note - each time a qualified student petitions, more points are added to their rubric score, thus making the petition stronger.**
- **Deny due to failure to meet minimum requirements:** These students have not met the minimum requirements for a successful petition.

## **SECTION 3 – ACADEMIC PERFORMANCE**

### ***Academic Requirements***

Many associate degree programs require a minimum grade of B- for biology sciences (BIOSCI) courses. In addition, all final grades for all general studies and core technical courses must be a C or better. The course syllabus details the academic rules specific to each course.

### ***Grading Scale***

**Effective Fall 2022-23 Academic School Year:** The Healthcare Pathway has updated their grading scale to include grades C- to D-.

**\*\*You must maintain a 77% or greater to continue in the Healthcare Pathway  
(80% or greater to continue in nursing).**

<b>Letter Grade</b>	<b>Percentage</b>
A	94-100
A-	92-93
B+	89-91
B	85-88
B-	83-84
C+	80-82**
C	77-79**
C-	73-76
D+	70-72
D	67-69
D-	63-66
U	Below 63

**Refer to your course syllabus for additional information.**

\*MATC Policy D0402

## ***Standards of Student Success***

Standards of Student Success provides students who are having academic difficulties with a framework for knowing when assistance and specific support services are needed to ensure success in meeting their educational goals.

The MATC Standards of Student Success define the requirements that students must meet to maintain satisfactory academic progress and financial aid eligibility. They also establish a formal process to identify, notify, and assist students who fall below required academic standards, as well as provide information about the appeal process. The Standards of Students Success applies to all students enrolled in diploma and degree programs.

Refer to the Registration and Records section in the Student Services area of *matc.edu* for more information regarding Standards of Academic Success.

## ***Auditing Classes***

The numbers of individuals auditing any one course may be limited as determined by program faculty. Students must have the permission of the course instructor to audit one or more courses in a Healthcare Pathway program. Permission will only be granted before the start of a course. In cases where demand for a course exceeds class size limitations, preference will be given to credit students over auditors. Auditing students will not be required to complete out-of-class assignments and examinations; however, tuition/fees and attendance requirements are identical to those of credit students. Audited courses may not be used to satisfy course prerequisites or required courses. Students are not permitted to audit any clinical/field placement courses. Current policies of external agencies do not allow financial aid or veterans benefits for audited courses.

## ***Prior Approval to Transfer Core Technical Courses***

Prior approval is required from the Dean/designee to transfer core technical courses from another Wisconsin Technical College System District or any other institution of higher learning to MATC's Healthcare Pathway. Additional information can be found [here](#).

Students should note that in order to transfer credits within the core educational curriculum of programs within the Healthcare Pathway, including nursing and allied health coursework completed at another post-secondary institution, a Letter of Good Standing will be required from the school where the credits were earned. In addition, in order to transfer credits in core curriculum health program courses to MATC, the course must have been completed and a satisfactory grade (according to the MATC grading scale) and earned within five (5) years preceding the date of the student's petition to the MATC Healthcare Pathway.

***Prior Approval to Transfer Theory Courses from Another Wisconsin Technical College District to MATC***

This option is only available to students who have been accepted into core technical courses at MATC. Approval for all theory courses is at the discretion of the program Department Chair.

Students must be in good standing at MATC. Students who fail or withdraw from one core technical course may repeat that course at another college. Students who have been readmitted to a program are not eligible to take core technical courses at another college.

Clinical or skills courses may not be taken at another WTCS district, College or University. Additionally, for Nursing Students, Level 1 and Level 4 theory courses may not be completed at another WTCS district, College or University

Approval for course registration will be considered after grades for the prior semester are posted. Failure to obtain prior approval will result in the course not being accepted for transfer credit. Prior approval must include the syllabus and grading scale for the out of district course. Students may only register for one out-of-district course in the nursing program.

Students must agree to abide by all of the policies of the MATC Healthcare Pathway, including requirements for passing classes taken at other districts with a minimum earned grade in compliance with specific program requirements. Those requirements are listed in the Healthcare Pathway Handbook.

If a student withdraws from or fails a course at another college or university, he or she must notify the MATC Department Chair immediately and it will count as an unsuccessful attempt at a core technical course. The student will be subject to the MATC Healthcare Pathway Readmission policies. An official transcript must be submitted to the MATC Registration Department within two weeks of completing the course and before the following semester.

For Nursing students, please reach out to your Program Chair for the specific form needed and instructions for this process.

***Pinning Ceremonies and Program Celebrations***

The Pinning Ceremony signifies the induction into the student's healthcare profession. Students are eligible to participate in the pinning ceremony if they meet all program requirements for graduation. Some programs may opt to acknowledge this commemorative occasion by having a face-to-face or virtual celebration. Please contact your Program Chair for questions related to your program's Pinning Ceremony or program celebration.

***Grade Appeal Policy***

The Grade Appeal process contains timelines; therefore, the college will publish important dates notifying students of deadlines which follow the timeline outlined below. Additionally, all course syllabi must make reference to the policy alerting students that they have fifteen (15) business

days after grades are due (or submitted if done so after the due date) to contact the instructor to question a final grade. Additionally, because most grade appeals arise after a lack of communication about student progress, faculty should ensure students are aware of their course grade status during the semester in a fair and timely manner.

Grade appeals are appropriate when the student believes that a final grade has been miscalculated, or when the student believes that the final grading was inconsistent with the grading policies stated in the syllabus or other published MATC procedures. The Grade Appeal process does not deal with course content and should not be used by students who wish to dispute a grade received on a test, essay, homework, or other assignment. Also, if the student charges that the grade given was based on discriminatory conduct, the academic grade appeal process will not be used; the student's charge will be referred to the MATC Affirmative Action Office.

When a student believes that the final grade he or she has received in a course is inaccurate, or unjustified based on course policies or other published MATC procedures, the student may appeal the grade. In those instances, the following procedures will be followed.

### ***Grade Appeal Process***

1. Within fifteen (15) business days from the date grades are due (or submitted if after the due date), the student shall contact the instructor who issued the final grade and discuss the grade in question. The contact or the discussion should occur or be documented in writing via email.
2. The faculty member must respond in writing via email to the student's appeal within ten (10) business days of receiving the appeal. The faculty member must also copy their Pathway Dean/Associate Dean.
3. If the student and instructor are unable to resolve the dispute, and the student wishes to pursue the matter, he or she shall complete the Grade Appeal Request Form within five (5) business days of the faculty member's decision. The student must indicate the course number, the instructor's name, and the reasons for disputing the final grade.
4. The Pathway Dean/Associate Dean will contact the instructor to notify, discuss and confer about the grade appeal. He or she should have, or will obtain a copy of the syllabus. The Pathway Dean/Associate Dean will confer with the Chair of the Academic Appeals Board and will reach any one of the following conclusions in considering the Appeal
  - a. That the student does not have grounds for an appeal, and that the matter should be closed.
  - b. That the student may or does have grounds for an appeal and attempt to reach a resolution between the student and faculty member. A resolution must be reached within ten (10) business days, or the Appeal will automatically proceed to the Academic Appeals Board.
  - c. That the student may or may not have grounds for an appeal but that no resolution can be reached and thus the matter should proceed to the

Academic Appeals Board.

- d. If the Pathway Dean/Associate Dean and the Chair of the AAB are unable to reach a consensus on the Appeal, the Appeal will automatically proceed to the AAB.
- e. If the recommendations that the appeal proceeds to the AAB, all academic and/or financial aid based penalties will be postponed until the conclusion of the grade appeal.
- f. If the Chair determines that there is insufficient cause to proceed, he or she will notify the student in writing within ten (10) business days after receiving the request for hearing and the matter is closed.
5. If there is sufficient cause to proceed and a resolution is not possible, the Chair of the AAB (or designee) will schedule an Academic Appeal Hearing. The Chair (or designee) will also notify the student, the instructor and the Pathway Dean/Associate Dean of the date, time and location of the hearing within ten (10) calendar days after receiving the written request for a hearing.

### ***Academic Appeals Board Composition & Hearing Process***

1. The Academic Appeals Board (AAB) shall be established to hear appeals initiated by a student to contest a final course grade received by the student.
2. The Academic Appeals Board should consist of at least nine (9) members. These members will come from a trained pool of at least five (5) students, and at least four (4) faculty/counselors/paraprofessionals including the AAB Chair. AFT Local 212 will select a diverse group of faculty, counselors, and paraprofessionals to serve on the AAB. Student board members can be recommended by the director of student life, any serving board member, any Dean, Lead Faculty or Local 212. Students need to have verified enrollment during the semester they are serving. From this pool, the chair of the AAB will consult with the pool and select an Appeals Board for each appeal of which one member may, or may not be a part.
3. The selected Appeals Board will consist of three members: one instructor, one student, and either an additional instructor, or a counselor/paraprofessional. 4. In order for a student to sit as a member of an appeal hearing, both the appealing student and the AAB student member must sign a release to authorize a student sitting in on the hearing. This release will include a confidentiality agreement for both parties. If all appropriate authorizations are not obtained, the hearing will proceed without a student representative.
5. The Chair of the Appeals Board must be a faculty member and will be appointed by AFT Local 212.
  - a. The Chair must be recused in any case involving the Chair as the instructor of a grade appeal.
  - b. In cases involving the Chair as the instructor, any member of the Appeals Board may act in place of the recused Chair.

6. The instructor who assigned the final grade will be invited and encouraged to participate, but he or she need not be present in order for the hearing to proceed.
7. The Appeals Board will convene on the second Tuesday of the month, and may choose to convene other times, as needed.
8. The student and instructor may each have one person of their choosing present during this hearing for support, but this support person will not be permitted to speak for, or otherwise act as an advocate for, the student or instructor.
9. After hearing all information, all participants except Appeals Board members will be asked to leave the room. The Appeals Board will then deliberate in private and shall, by majority vote, make a recommendation as to whether or not the instructor needs to adjust the grade. The decision will be sent in writing to the Deputy Title IX Coordinator & Student Complaints Administrator, the instructor's supervisor, the student, and the instructor, within three (5) business days unless the board needs additional time to review information requested of the student at the hearing. The Registrar will also be informed if there is a change in grade.
  - a. The Appeals Board will reach one of the following decisions:
    - i. Recommend that the original grade stand.
    - ii. Recommend that the original grade be reconsidered.
    - iii. Require that the original grade be vacated or changed.
      1. Any recommendation may be accompanied by additional advice or suggestions to the instructor and student.
10. Instructors are expected to abide by the recommendation of the AAB. a. In cases of non-compliance, the AAB reserves the right to consult with faculty who are content experts if the AAB determines that a grade change is necessary.
11. Decisions of the AAB are final and may not be appealed.

## ***Attendance Policies***

**Regular and punctual attendance is required.** Instructors will inform students of attendance requirements in the course manual or syllabus and will take attendance on a daily basis. It is the responsibility of the student to discuss absences with their instructors **when** they occur. Policy D0900 will be followed related to course withdrawals and appeals.

## **Course Withdrawals and Appeals Policy D0900**

### **Policy Statement**

This policy is intended to provide students with responsibility over educational decisions and to assist students in establishing good academic engagement and attendance habits. If a student wishes to withdraw from a course for any reason, it is the expectation and responsibility for the student to initiate the withdrawal process as set forth below.

Class attendance is among the best predictors of successful course completion. Instructors are required to take attendance at each class session using the designated system. Regular class attendance and punctuality are expected of all students. It is the responsibility of students to discuss absences with their instructors. When an absence occurs, students are responsible for making up any missed work.

Failure to attend class places students in jeopardy of administrative withdrawal from a course by Enrollment Services during the first two weeks of 8-, 12-, 15-, or 16-week courses when a student fails to attend and/or participate in an online, in-person, hybrid/blended course for two consecutive weeks, upon receipt of attendance reports from faculty.

Failure to attend courses may affect students' academic standing, financial aid eligibility, student housing eligibility at MATC preferred housing sites, and/or student visa status.

### **(1) Student-Initiated Withdrawals**

Withdrawing from a Class: The last day for a student to withdraw from a 12-, 15- or 16- week course is two weeks before the end of the semester. The last day for a student to withdraw from a 1st 8-week or 2nd 8-week course is one week before the end of the course. Students who want to withdraw within the last two weeks of the semester or last week of the session, must obtain signatures of the Pathway Dean and the instructor.

Students are urged to discuss their intention to withdraw from a course with their instructor, pathway or faculty advisor, who may be able to recommend an alternative course of action. Students receiving financial aid funds are highly encouraged to speak with a member of the Financial Aid team to discuss the potential impact of withdrawing from a course or courses on future financial aid eligibility status. Ultimately, it is the student's responsibility to withdraw from a class.

Students who wish to withdraw from a course may withdraw online using the designated MATC learning management system or complete a Course Change form available in the Admissions Center, Room S115 at the Downtown Milwaukee Campus, or in the Admissions Center at the Mequon, Oak Creek and West Allis campuses.

Extenuating Circumstances. MATC recognizes that extenuating circumstances may arise which require that a student withdraw from a course/courses. Student-initiated withdrawals for extenuating circumstances may occur at any time, including after a withdrawal or refund deadline. Students must provide verifiable documentation of non-academic circumstances deemed to be exceptional that took place after the course withdrawal deadline.

*Military.* Students who are ordered or inducted into active service in the armed forces of the United States or who are requested to work for the federal government during a national emergency or a limited national emergency can withdraw from a course or courses and receive a 100% refund of all tuition and fees to students. Students can complete an electronic form available on the MATC Military Education Support Office (MESO) or contact MATC MESO directly.

*Medical.* Students who have a medical condition can petition to withdraw from a course or courses by submitting the Withdrawal for Extenuating Circumstances Petition to Enrollment Services.

The student must provide documentation evidencing the necessity of withdrawal. If the petition is approved, the student will receive a 100% refund of all tuition and fees.

Medical withdrawals are limited and MATC will only approve one medical withdrawal during a student's entire academic career at MATC. If a student re-enrolls following a medical withdrawal, the student will have the opportunity to withdraw from coursework with a grade of W in future semesters, assuming the student meets all appropriate deadlines and regulations related to withdrawal.

*Other:* Students who can demonstrate that extenuating circumstances impacted their ability to withdraw by the student-initiated withdrawal or refund deadline or need to withdraw after the withdrawal or refund deadline may petition for a late withdrawal by completing the Withdrawal for Extenuating Circumstances Petition to Enrollment Services.

Petitions for Withdrawal for Extenuating Circumstances are accepted for up to three months following the end of the requested course's term. All supporting documentation explaining the extenuating circumstances must be submitted at the same time. Incomplete Petitions will not be accepted.

If approved, the history of the registration for these courses may be adjusted. Course withdrawal, for any reason, has an impact on students' financial aid eligibility "status." The adjustment may result in a refund or a student account adjustment. If a student owes a balance the refund may be used to cover the past due balance.

If a Petition for Withdrawal for Extenuating Circumstances is denied, such denial is final. Enrollment Services will communicate the decision to the student, in writing via email, within forty-five (45) days of receipt of the Petition for Withdrawal for Extenuating Circumstances. Refund and account adjustments. If the student is entitled to a refund or account adjustment, Student Accounts will process the refunds and adjustments will be issued as follows:

- All 15 and 16 week courses (primarily Fall and Spring)
  - 100% refund- if a course is dropped prior to the first start date of class
  - 80% refund-if a course is dropped from calendar day 1 through 12
  - 60% refund- if a class is dropped from calendar day 13-25
  - 0% refund after calendar day 25, there will be no refunds and student will be charged full price
- All courses fewer than 15 and 16 week courses (including Summer and 12 and 8 week courses)
  - 100% refund- if a course is dropped prior to the first start date of class
  - 80% refund-if a course is dropped before 11% of the scheduled class is completed
  - 60% refund-if a course is dropped between 11%-20% of the scheduled class completion
  - 0% refund-no refunds will be given after 20% of the scheduled class is completed

If the withdrawal occurs after the refund period, a final grade of "W" appears on the student's official transcript and grade report and is included in the Monitoring Academic Progress (MAP)

systems calculations. Students who do not formally withdraw or arrange for an incomplete grade receive a "U" grade for the course. Refunds are not given for administrative withdrawals for non-attendance as set forth below.

Students with a debt to the College for the current or past term, will have the refund or credit applied to the balance. Students with a past due balance that receive financial aid, will have at least \$200 applied from a current year to a past year balance. If the balance is in the same year, the balance will be covered before any refund is issued.

## **(2) Administrative Withdrawals**

Enrollment Services will administratively withdraw for non-attendance students who fail to attend class during the first two weeks of a 8-, 12-, 15-, or 16-week course and/or participate in an online, face-to-face, hybrid/blended course for two consecutive weeks, upon receipt of attendance reports from faculty.

This will ensure accurate full-time equivalency (FTE) reporting and that financial aid funds are disbursed in compliance with federal, state and institutional regulations. Enrollment Services will be responsible for notifying the student, in writing, of the administrative withdrawal from a course.

Instructors may not issue a "U" grade to a student who never attended class or participated in an online, in-person, hybrid/blended course as specified in the course syllabus. Students who are administratively withdrawn for non-attendance from a course or multiple courses are responsible for all debts and other charges related with the course and are not eligible for a tuition refund for the course. Students may experience changes in financial aid eligibility status as a result of the withdrawal. Because financial aid eligibility is based on many factors, financial aid changes related to a withdrawal will vary.

Administrative withdrawals apply exclusively to non-attendance during the first two weeks of the 8-, 12-, 15-, or 16-week course. Students who fail to comply with attendance or other requirements of the syllabus throughout the term will be issued the grade earned. Note, students may receive a "U" if they fail to meet class requirements, which include attendance.

## **(3) Appeal of Administrative Withdrawal**

If a student disagrees with their administrative withdrawal, they may appeal and request reinstatement.

The student must initiate the process of appeal within ten (10) business days of the date of the receipt of notification of administrative withdrawal for non-attendance.

The appeal must be made in writing to the Pathway Dean. The Pathway Dean will base the appeal decision on review of the student's attendance and any relevant information related to the administrative withdrawal.

The Pathway Dean will communicate the decision to the student, in writing via email, with copies to the Office of Financial Aid, and the Dean of Enrollment Services, within ten (10) business days of receipt of the status of the appeal.

The decision of the Pathway Dean is final.

During the appeal process the student has the right, and obligation, to continue attending the class(es) in question.

### ***Course Syllabus and Calendar Expectations***

Students will receive a course syllabus and calendar at the beginning of each Healthcare Pathway course. The syllabus informs the student of the guidelines relevant to each particular course. The calendar informs the students of dates of attendance, assessments, and evaluations. The syllabus includes information regarding the objectives of the course, specific health requirements (if applicable), attendance policy, attire, conduct, methods of testing, and methods of grading to satisfy the objectives of the course. The course syllabus can be found electronically in Blackboard.

In case of absence on the first day of class, it is the student's responsibility to obtain the syllabus and to retain the syllabus throughout the course.

### ***Professional Expectations and Safe Care Standards***

Healthcare Pathway students are expected to conduct themselves in a manner consistent with the standards governing their chosen profession.

### ***Civility Standard***

Civility is a critical principle of professionalism in healthcare. Civility is behavior that: 1) shows respect toward another; 2) causes another to feel valued; 3) contributes to mutual respect, effective communication and team collaboration. All students are expected to conduct themselves, both on and off campus, in a civil manner and to comply with requirements of standards of professionalism. Failure to comply with any of the following items or other policies in this Handbook may result in a conference with the program Lead Faculty (i.e., Department/Program Chair). If the problem warrants immediate action, the Lead Faculty may recommend to the Dean/designee that the student be dismissed from the Healthcare Pathway.

Following is a description of the general academic and professional responsibilities of a student in the Healthcare Pathway:

1. **Attentiveness** – Students are required to regularly attend class. Extended absences are for relevant and serious reasons and approved, where applicable, by the appropriate authority within the Healthcare Pathway. The student is consistently on time for lectures, labs and clinical experiences and stays until the conclusion of presentations or activities. The student is alert and demonstrates attentiveness during the presentation.

2. Demeanor– The student has a positive, open attitude toward peers, instructors, and others during the course of healthcare studies. The student maintains a professional bearing and interpersonal relations. He/she functions in a supportive and constructive fashion in group situations and makes good use of feedback and evaluations.
3. Maturity – The student functions as a responsible, ethical, law-abiding adult.
4. Cooperation – The student demonstrates his/her ability to work effectively in large and small groups and with other members of the health team, giving and accepting freely in the interchange of information.
5. Personal Appearance – The student's personal hygiene and dress reflect the high standards of healthcare professions.
6. Moral and Ethical Standards – The student respects the rights and privacy of other individuals and is knowledgeable and compliant with applicable professional code of ethics.
7. Academic Integrity – The student completes academic work honestly and in accordance with instructions. Plagiarism, unauthorized work sharing, use of unauthorized devices or reference materials, cheating or other failure to adhere to instructions for examinations or assignments is a violation of the Healthcare Pathway's professional standards.

**Examples of uncivil behavior which may form the basis for sanctions include but are not limited to:**

1. Demeaning, belittling or harassing others
2. Rumoring, gossiping about or damaging a classmate, instructor's or clinical site employee's reputation
3. Habitually interrupting instruction
4. Lack of attention to instruction or school communications
5. Sending emails or posting information online or via social media that is inflammatory in nature
6. Sending repetitive or argumentative emails or texts to a classmate, faculty member or administrator that may be reasonably interpreted as harassment of the recipient(s)
7. Yelling or screaming at instructors, peers or clinical staff
8. Habitually arriving late to class
9. Knowingly withholding information needed by a peer, preceptor, instructor or clinical staff
10. Discounting or ignoring input from instructors or preceptors regarding classroom and/or clinical performance or professional conduct
11. Not sharing credit for collaborative work or not completing an equitable share of assigned collaborative work
12. Threatening others, including physical threats and intimidation, verbal/nonverbal threats, and implied threats of any kind of harm (physical, emotional, reputational)

13. Inappropriate displays of temper
14. Use of unauthorized technology or unauthorized materials during examinations or completion of assignments
15. Using supplies or breaking equipment without notifying the appropriate staff/faculty or preceptor
16. Using inappropriate language (e.g., slang or profane language)
17. Inappropriate use of equipment or electronics, including personal electronic devices
18. Disclosing protected patient information without consent
19. Direct communication with clinical/field placement facilities to inquire regarding clinical/field placement processes, decisions or placement denials; attempts to make direct arrangements with clinical/field placement facilities for clinical/field placements, unless otherwise indicated

### ***Standards of Safe Care***

In addition to civility standards, all Healthcare Pathway students are expected to comply with safe patient care standards at all times. Failure to comply with any element of safe care standards will result in disciplinary action, up to and including immediate dismissal from the program/Healthcare Pathway. In addition to any program-specific standards of care, all students shall comply with the following standards:

1. A student shall, in a complete, accurate and timely manner, report and document professional assessments or observations, the care provided by the student for the client, and the client's response to that care.
2. A student shall immediately and in an accurate manner report to the appropriate practitioner any errors in or deviations from the current valid order.
3. A student shall not falsify any client record or any other document prepared or utilized in the course of, or in connection with, nursing, dental or allied health practice. This includes, but is not limited to case management documents or reports, or time records, or reports, and other documents related to rendering services.
4. A student shall implement measures to promote a safe environment for each client, practitioner and faculty.
5. A student shall delineate, establish, and maintain professional boundaries with each client.
6. At all times when a student is providing direct care to a client, the student shall:
  - a. Provide privacy during examination or treatment and in the care of personal or bodily needs; and
  - b. Treat each client with courtesy, respect, and with full recognition of dignity and individuality.
7. A student shall practice within the appropriate scope of practice as set forth by applicable regulatory and licensing entities.

8. A student shall use universal blood and body fluid precautions established by federal, state and local government or established by any clinical site to which the student is assigned.
9. A student shall not:
  - a. Engage in behavior that causes or may cause physical, verbal, mental or emotional abuse to a client;
  - b. Engage in behavior toward a client that may reasonably be interpreted as physical, verbal, mental, or emotional abuse.
10. A student shall not misappropriate a client's property or:
  - a. Engage in behavior to seek or obtain personal gain at the client's expense;
  - b. Engage in behavior that may reasonably be interpreted as behavior to seek or obtain personal gain at the client's expense;
  - c. Engage in behavior that constitutes inappropriate involvement in the client's personal relationships;
  - d. Engage in behavior that may reasonably be interpreted as inappropriate involvement in the client's personal relationships

For the purposes of this paragraph (10), the client is always presumed incapable of giving free, full or informed consent to the behaviors by the student as set forth in this paragraph.

11. A student shall not:
  - a. Engage in sexual conduct with a client;
  - b. Engage in conduct in the course of practice that may reasonably be interpreted as sexual;
  - c. Engage in any verbal behavior that is seductive or sexually demeaning to a client;
  - d. Engage in verbal behavior that may reasonably be interpreted as seductive, or sexually demeaning to a client.

For the purposes of this paragraph (11) the client is always presumed incapable of giving free, full or informed consent to the behaviors by the student as set forth in this paragraph.

12. A student shall not, regardless of whether the contact or verbal behavior is consensual, engage with a patient/client/spouse or domestic partner of the patient/client in any of the following:
  - a. Sexual contact;
  - b. Verbal behavior that is sexually demeaning to the patient/client or may reasonably be interpreted by the patient as sexually demeaning.
13. A student shall not self-administer or otherwise take into the body any controlled substance or prescription drug in any way not in accordance with a legal, valid prescription issued for the student, and all students enrolled in clinical or practicum courses are expected to report any ingestion of prescription medications that may alter the

student's perception, thinking, judgment, physical coordination or dexterity, including any and all narcotics, to the assigned faculty or preceptor prior to participating in a clinical experience.

14. A student shall not habitually indulge in the use of controlled substances, other habit-forming drugs, or alcohol or other chemical substances to the extent that impairs ability to practice.
15. A student shall not assault or cause harm to a patient or deprive a patient of the means to summon assistance.
16. A student shall not obtain or attempt to obtain money or anything of value by intentional misrepresentation or material deception in the course of practice.
17. A student shall not aid or abet a person in that person's practice of nursing or other healthcare professions without a license, practice as a dialysis technician without a certification or administration of medications as an aide without a valid certificate.
18. A student shall not submit or cause to be submitted any false, misleading or deceptive statements, information, or document to the nursing or allied health program, its faculty or preceptors or to any licensing board or commission.

Students determined by Healthcare Pathway faculty and administration to have breached the standards of civility or standards of safe care will be subject to disciplinary action or may be immediately dismissed from the course, program, or Healthcare Pathway. The status of dismissal is at the discretion of and determined by the Department Chair and Dean/designee of the Healthcare Pathway. In the case of disciplinary action short of dismissal, the offending student will be expected to follow the civility standards and any further breach of such standards will result in immediate dismissal from the program/Healthcare Pathway. Disciplinary sanctions short of dismissal may include but are not limited to: academic warning, behavioral contracts, suspension and withholding of degree or certification at the discretion of the Healthcare Pathway administration as informed by MATC withdrawal policy.

The Healthcare Pathway reserves the right to dismiss a student at any time on grounds the Healthcare Pathway may judge to be appropriate. Each student by his/her admission recognizes the right of the Healthcare Pathway. The continuance of any student on the roster of the Healthcare Pathway, the receipt of academic credit, letter of good standing, graduation, and the granting of any degree within the Healthcare Pathway rests solely within the powers of the college and the Healthcare Pathway.

### ***Disciplinary & Dismissal Procedures***

Students in all Healthcare Pathway programs are required to provide safe care and maintain all standards described in this Handbook as well as professional standards promulgated for specific programs, including Nursing, Dental and Allied Health programs. Behaviors that violate the expectations of safe care or behavioral expectations may be grounds for removal of the student from the course, dismissal from the program, other disciplinary actions (e.g., warning, probationary status, etc.) or dismissal from the Healthcare Pathway.

The behavior of any student which is considered: 1) unsafe, or 2) a breach of either the civility expectations or the standards of safe care during either clinical or classroom instruction, or 3) while on college property or during a college-sponsored service learning or field trip activity, or 4) at a clinical agency approved for study will be reviewed by Healthcare Pathway faculty and administration.

Situations may result in dismissal from the Healthcare Pathway but not from the college, including violation of Healthcare Pathway civility standards and standards of safe care. For such situations, the student will have an opportunity to discuss the situation first with the Program Faculty, Lead Faculty (i.e. Program Chair or Department Chair) and then by the Dean/designee prior to imposition of disciplinary sanctions, including dismissal, except in cases where the student's violation of safe care standards and continuation in the program poses a direct threat to the health and safety of patients or others.

Students are informed in writing of decisions of the Dean/designee to advance the incident to the Judicial Affairs Office who will investigate the alleged violation of the Student Code of Conduct. Please refer to the MATC Code of Conduct related to basic rules and regulations which include but are not limited to the sanctions and appeal process.

## **Technology Usage Policy**

### ***Purpose***

MATC Healthcare Pathway provides access to computing, network, and mobile resources in order to support its mission to provide quality educational experiences that enrich and empower students for service in healthcare through collaboration with community partners. All use of these resources should be professional, ethical, and consistent with the policies and Codes of conduct of MATC and the Healthcare Pathway. This policy applies to all users of the MATC Healthcare Pathway computing, network, and mobile resources, whether accessed on campus or from remote locations.

Consistent with a contemporary learning environment, the MATC Healthcare Pathway requires students in some programs to purchase a mobile device for use in the classroom and clinical settings. As such, the use of a device is subject to all requirements of legal and ethical standards of the college. Users must abide by all applicable restrictions, whether or not they are built into the operating system or network and whether or not they can be circumvented by technical means.

Users should be aware that use of device resources is not private. While MATC does not routinely monitor individual usage of its computer resources, the normal operation and maintenance of the college's resources may require the caching of data and communications, the logging of activity, the monitoring of general use patterns, and other such activities that are necessary for the rendition of services.

MATC may also monitor the activity and accounts of individual users of MATC computing resources, including mobile devices, without notice in some circumstances, including when a

user has voluntarily made them accessible to the public, or where it reasonably appears necessary to do so to protect the integrity, security, or functionality of MATC resources or protect the college from liability, or where there is reasonable cause to believe that the user has violated or is violating this policy, or as permitted by law. Accounts engaged in unusual or excessive activity may also be monitored, without notice.

### ***Rules for Use of Mobile Devices***

- Comply with all federal, Wisconsin and other applicable law; all applicable college policies and all applicable contracts and licenses. Examples of such regulations include, but are not limited to Health Insurance Portability and Accountability Act (HIPAA) and other privacy protection laws, copyright protection laws, the Computer Fraud and Abuse Act, and the Electronic Communications Privacy Act, among others. Users are responsible for understanding and complying with the laws, rules, policies, contracts and licenses applicable to their particular use.
- Comply with all policies, rules and regulations established by MATC's clinical partners, including network access rules and security programs. Failure to comply with the policies, rules and regulations may result in dismissal from the course, program and/or Healthcare Pathway.
- Use mobile device resources only in the manner and to the extent authorized. The mobile device network account and password may not, under any circumstances, be shared with, or used by, persons other than the MATC student owner.
- Respect the privacy of other users and their accounts, regardless of whether those accounts are securely protected.
- Refrain from using the mobile device or its components for personal commercial purposes or for personal financial or other gain.
- Comply with all MATC policies, the MATC Student Code of Conduct and the MATC Healthcare Pathway Student Handbook concerning security, privacy protection and the use of social media.
- Engage in safe computing practices by establishing appropriate access restrictions.
- Please refer to the course syllabus related to use of mobile devices for personal emergencies.

### ***Mobile Device Regulations***

- Still and video photography may not be used in the clinical setting (i.e., no mobile devices).
- Devices must require a passcode or security-question to prevent unauthorized use.
- Devices must install a "Find my mobile device" or equivalent app to locate a missing device.
- A MATC student g-mail account must be actively associated with the device.
- Missing, lost, or stolen devices must be replaced by the student within 3 business days.

- Configuration profiles provided by MATC must be installed and active on the devices at all times.
- Wallpapers, screensavers, or other publicly visible aspects of your device (i.e., cases, covers) must be professional and appropriate for a patient-care environment.
- Devices must follow institution infection control practices in the settings in which they are used.

### ***Digital Content***

- Educational access codes that are assigned for digital content/resources are to be redeemed in a timely manner (1 week from date of issuance). All content not downloaded during this period will be reclaimed. Students attempting to redeem codes after 1 week will be reissued content on a case-by-case basis subject to the faculty's discretion.

### ***Digital Copyright Issues***

- Students are prohibited from participating in unauthorized copying, distributing, reproducing, or installing of copyrighted materials, information, software, textbooks, music, video, or other media on peer-to-peer or file sharing sites.
- Students must adhere to federal and state laws pertaining to copyright and intellectual property rights for software, textbooks, music, video, or other media.

### ***Email and Electronic Communications***

- Students must recognize that all electronic communications are considered public, not private, and therefore subject to discovery in legal matters, and can be made available to the general public.
- Patient data, patient identifiers, and other sensitive personal health information must not be transmitted electronically.
- Students must check their MATC g-mail daily as this is the primary mode of communication among faculty, staff, and students.
- Account forwarding of a student's MATC g-mail account to a third-party provider such as Yahoo is not permitted.

### ***Social Media***

- It is the policy of the MATC Healthcare Pathway that students will not post any information related to patient care or clinical work anywhere online. This includes direct identifiers of patients and specific events as well as any indirect comments that, when combined with other information available online such as place of work, may lead to identification of patients. This also includes comments regarding patient status, behavior or activity that does not include identifying information.

- Students that choose to participate in an online community or other form of public media should do so with the understanding that they are accountable for any content posted online.
- Failure to abide by the professional behavior set by this policy and institution will lead to disciplinary action.

### ***Code of Ethics Regarding Social Media***

This code provides the MATC Healthcare Pathway student with rules for participation in social media, including media hosted by clinical affiliates as well as non-clinical affiliate social media.

The term '**social media**' includes but is not limited to blogs; social networks such as MySpace®, Facebook®, and Twitter®; podcasts; video sharing; Really Simple Syndication (RSS) feeds; and on-line collaborative information and publishing systems.

The term '**clinical affiliate**' includes ANY clinical affiliate used by MATC for health science education.

The Healthcare Pathway is committed to using social media communications to promote the organization's visibility and maintain communications with current students, former students, and prospective students. The Healthcare Pathway seeks to ensure that use of such communications serves the programs' needs to maintain program identity, integrity, and reputation while minimizing actual or potential legal risks.

Therefore, the following policies and guidelines have been established for communicating information via social media.

1. Only program faculty may add, delete, edit, or otherwise modify content on program's social media sites.
2. Authorized maintainers of the social media sites are responsible for ensuring that the postings conform to all applicable MATC policies and guidelines. Authorized personnel are required to remove immediately an illegal or offensive content such as pornography, obscenities, profanity, and racial or ethnic epithets.
3. Comments posted in response to content on programs' social media sites will be screened by the authorized members (faculty).
  - a. Faculty maintains the site during the academic year.
  - b. Faculty member to maintain the site is team appointed.
4. Students are prohibited from posting pictures or video which identifies MATC or other students on non-MATC social media sites.

Below are examples that will facilitate implementation of the MATC Social Media Policy.

Examples include but are not limited to:

- Students must, at all times, abide by the MATC Student Code of Conduct when using or participating in social media.
- This policy applies to students when using social media while at a clinical affiliate site and while using social media when away from a clinical affiliate site. This policy does not apply to content that is unrelated to a clinical affiliate, its patients, visitors, vendors, medical and allied health staff, former and current employees, and MATC.
- Students must, at all times, remain respectful of the clinical affiliates, their patients, visitors, vendors, medical and allied health staff, and former and current employees. Materials may not be posted which are obscene, vulgar, defamatory, threatening, discriminatory, harassing, abusive, hateful, or embarrassing to another person or entity. Students may not engage in any activity that reflects negatively on MATC or on a clinical affiliate.
- Students may not disclose any confidential or proprietary information regarding any clinical affiliate, its patients, visitors, vendors, medical, nursing, and/or allied health staff, former and current employees including but not limited to business, medical and financial information; represent that they are communicating the views of MATC or of any clinical affiliate unless authorized by MATC and that clinical affiliate; or act in any manner which creates the false impression that they are communicating on behalf of or as a representative of MATC or a clinical affiliate.
- Students may not use or disclose any patient identifying information of any kind in any social media. This rule applies even if the patient is not identified by name where the information to be used or disclosed may enable someone to identify the patient.
- Students are not permitted to use a clinical affiliate logo or MATC logo in any internet posting.
- Students are personally responsible for what they post.
- Students may not establish a MATC or clinical affiliate hosted social media site.
- Students determined by the Healthcare Pathway faculty and administration to have breached the Social Media Code of Ethics will be subject to disciplinary action or may be immediately dismissed from the program/Healthcare Pathway. The status of dismissal is at the discretion of and determined by the Dean of the Healthcare Pathway.

**Advice to students:** Utilize minimal or no use of social media while in school or as a graduate searching for work. Be careful of what you post on any social media site as you want to be viewed as an ethical, responsible, and employable person. It is also important to monitor what others post on your wall as well as monitor photographs in which you are ‘tagged.’ It is becoming common for potential employers to search for the social network profiles of potential hires, and there are many examples of people not being offered a job because of findings on social media sites. In some instances, employees have been terminated for postings on social media sites.

### ***Care of the Mobile Device***

- The mobile device is your personal property; treat it accordingly.
- Bring the mobile device fully charged to class or clinical every school day.

- Begin each day with a fully charged mobile device. Establish a routine at home whereby each evening you leave your mobile device in a charging station.
- Keep the mobile device with you or within your sight at all times. Mobile devices left in bags and backpacks, or in unattended conferences or classrooms are considered “unattended.” A mobile device that is lost, damaged or stolen – at clinical or on campus, must be replaced within 3 business days, and is your full financial responsibility.
- Do not store the mobile device in a car other than in a locked trunk; if the temperature is over 60 degrees Fahrenheit; do not store the mobile device in the trunk.
- Do not let other students, friends or family members use your mobile device. Loss or damage that occurs when others use your mobile device is your responsibility, and you will be expected to replace it, at your own cost.
- Keep your mobile device clean. For example, don’t eat or drink while using your mobile device.
- Do not attempt to remove or change the physical structure of the mobile device.
- Do not attempt to delete the customized profiles that have been installed on the mobile device.
- Do not remove or interfere with the serial number or any identification placed on the mobile device.
- Do not do anything to your mobile device that will permanently alter it in any way.
- Do not store your mobile device in a bag/backpack that is over-stuffed, as pressure on the mobile device can cause damage to the screen and other components.
- The mobile device screen can be easily damaged if proper care is not taken. Screens are particularly sensitive to damage from excessive pressure and/or dropping.
- Clean the screen with a soft, dry anti-scratch cloth.
- Never leave any object on the mobile device. Pens or pencils pressing against the screen will crack the screen if too much pressure is applied.

## **SECTION 4 – CLINICAL/FIELD PLACEMENT**

### ***Clinical / Field Placement Assignments***

Each Healthcare Pathway program schedules clinical/field placement assignments in accordance with the approved number of course credits. The total hours are assigned following the college calendar, including non-student contact days (NSCD). ***NSCD is defined as a day where there is no student contact with faculty and staff. Students are not to attend clinical or theory (lecture) during Spring Break, Winter Break, and designated non-student contact days.*** To ensure an appropriate and quality clinical/field placement experience, certain programs may schedule clinical/field placement hours evenings, weekends, and/or holidays.

The need for additional personal background documentation (criminal and/or health related) prior to and during clinical/field placement might also delay and/or prevent clinical/field placement.

Certain changes are arising in the healthcare industry that may affect the availability of clinical and field placement sites. This availability could delay clinical/field placement and could extend the length of the student's program.

**Clinical/Field placement will not occur if the student fails to meet these requirements.**

**The clinical/field placement assignment schedule cannot accommodate students' work schedules, childcare plans, travel arrangements, or other personal matters.**

### ***Dress Code***

Students must comply with the dress code for the classroom, lab and clinical/field placement sites. Tattoos and body piercings must be covered during clinical/field placement.

### ***Transportation to Clinical / Field Placement***

Students are solely responsible for their transportation to and from any clinical/field placement site or agency. Students must arrive on time and leave according to their assigned schedules. Because of the need to ensure that students have clinical/field placement experiences in a number of different environments, there is no guarantee that required clinical sites will be within reach of public transportation or close proximity to a student's home. Students should be prepared to attend clinical sites within a 60 mile radius in some instances.

## ***Health Record Requirements***

Continuation in a Healthcare Pathway program is contingent upon completion and approval of health records as required for each program. Program specific information can be found at [matc.edu](http://matc.edu) under the appropriate program page. Health requirements as determined by the Healthcare Pathway and clinical/field placement agency must be completed by the designated date in order to enroll in the course of study and enter the clinical/field placement agency.

**Meeting the health record requirements is the sole responsibility of the student.** Failure to comply with all health, drug test, and criminal background requirements may result in immediate removal from the program.

## ***Hepatitis B Vaccine***

Healthcare workers, including students, may be at a greater risk of contracting Hepatitis B than the general public due to exposure to patients who may be infected with the virus. For this reason, the Healthcare Pathway **STRONGLY** recommends that all students discuss the risk of Hepatitis B infection with their personal healthcare provider and consider immunization.

## ***Drug Testing***

Students are required to undergo annual drug testing at his/her own expense at any point during the Healthcare Pathway program. At the time of testing, please disclose the medications that you are taking. The medical review officer from CastleBranch will discuss with you the drugs/medications that may produce a positive drug test.

## ***CPR Certification***

Students are responsible for maintaining current American Heart Association Healthcare Provider Level CPR certification (2 Year) if required by the Healthcare Pathway. Refer to your program's webpage for details. Please note: If certification expires, the entire CPR course must be retaken. Recertification courses are available through Milwaukee Area Technical College (MATC), local hospitals, clinics and community agencies. If taking an on-line course, the demonstration portion must be completed for certification.

## ***Wisconsin Caregiver Background Checks***

When you participate in a Healthcare Pathway clinical/field placement course, you will have access to patients and/or their records. Wisconsin's Caregiver Law requires background and criminal history checks of certain personnel who are responsible for the care, safety and security of children and adults. The law also requires all covered entities, including MATC's clinical partners, to investigate and report incidents of misconduct (e.g., abuse, neglect or misappropriation of property). All students are required to fulfill the caregiver background check requirements prior to participation in a MATC clinical or field placement course at a healthcare facility in Wisconsin.

There are two forms to complete as part of your criminal background check:

1. "Release and Conditions of Criminal Background Check;" your signature on this form authorizes us to obtain your criminal background information and provide it to your clinical/field placement sites as required by the Wisconsin Caregiver law.
2. "Background Information Disclosure (BID) Form," (Department of Health Services Form F-82064A); a questionnaire including questions about criminal background, professional care-giving experiences, and state residencies.

All students are responsible to upload their completed background disclosure forms to MATC's designated web-based service provider. A thorough background investigation meeting all regulatory requirements will be conducted, and the results will be transmitted electronically to the student and MATC administration. Background check results will be shared with clinical hosts and provider sites, in accordance with regulatory requirements.

In some cases, a background investigation cannot be completed using the information provided in the background disclosure forms and additional information is required. When additional information is requested, by MATC or by a vendor or representative of a clinical site, students are required to provide the additional information in a timely manner. Space will not be reserved in clinical programs for students who have not fully completed background checks.

Circumstances where additional information will be required include: discharge other than "honorable" from any unit of the U.S. armed forces, disclosure of a conviction that does not match records provided by the Department of Justice (DOJ), or if the DOJ records are not conclusive as to the disposition of a criminal charge, or if either the disclosure form or DOJ report contains information regarding a conviction within the preceding five (5) years for battery (all types), reckless endangerment of safety, invasion of privacy, disorderly conduct or harassment (all types). Students may also be required to provide documentation of military discharge and out-of-state convictions.

If you already hold a license or certification in a healthcare discipline, you will be required to complete an electronic status check of professional licenses and credentials through the Department of Safety & Professional Services.

*Students are required by the Wisconsin Caregiver Law to report to MATC and the clinical/field placement site, information on any new charges or convictions for a crime or other offense which occurred after having completed the initial criminal background check on the Background Disclosure Form. Failure to make a complete and accurate disclosure may subject the student to a Wisconsin statutory fine of up to \$1,000 and possible suspension or termination from courses conducted at off-campus healthcare sites. Failure to provide truthful and accurate information may also be grounds for academic discipline, up to and including dismissal from the Healthcare Pathway.*

**Students are prohibited from direct communication with clinical/field placement facilities to inquire regarding clinical/field placement processes, decisions or placement denials. Non-compliance may lead to disciplinary action, up to and including dismissal from a Healthcare Pathway program.**

In addition, licensing/certification agencies also require criminal background investigations. Students should contact the Healthcare Pathway office should they have questions regarding health or criminal background check requirements.

Additional information is available on the Wisconsin Department of Health Services website: <http://www.dhs.wisconsin.gov/caregiver/index.htm>

The Wisconsin Caregiver Background law prohibits employment as a caregiver (and placement as a student in a field or clinical program) based upon conviction for certain offenses. Students are encouraged to keep abreast of the requirements of the Caregiver Background law, and the Offenses List published by the Department of Human Services (DHS). Information is available at: <http://www.dhs.wisconsin.gov/caregiver/>

Admission to the MATC Healthcare Pathway does not guarantee placement in a clinical program or eligibility for placement in a clinical program. Students should consult an advisor or DHS for information regarding eligibility to work as a caregiver. **If a placement site cannot be arranged for you as a result of your background check, you will not be able to complete or graduate from your chosen Healthcare Pathway program.**

### ***Religious or Medical Exemption Request***

Students have the right to request a waiver of a specific policy, requirement, practice or schedule conflict due to religious beliefs and practices. A student's belief which prompt the request for a medical or religious exemption, must be sincerely held. The student will be required to fill out a ***Medical/Religious Exemption Request Form*** requesting the exemption. Students should work with the clinical coordinator for their program to execute this process. It is the responsibility of the healthcare agencies to accept or deny medical/religious exemption requests.

Because different clinical sites have varying policies and forms required, this form can be obtained from the clinical coordinator as they are in tune with each agency and the requirements.

## **SECTION 5 – HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT**

### **Milwaukee Area Technical College Healthcare Pathway Health Insurance Portability and Accountability Act (HIPAA) Privacy and Security Procedures**

#### **PRIVACY**

##### **I. Overview**

The MATC Healthcare Pathway offers programs in which students care for clients at campus based clinics and labs. As part of the instructional process in the Dental Hygiene Clinic and Cardiovascular Technology lab, students gather Protected Health Information (PHI) from the clients they serve.

The primary purpose of HIPAA's privacy and security regulations is to protect the confidentiality of Protected Health Information which is generated or maintained by entities covered by HIPAA in the course of providing health care services. The following formal procedure outlines how students, faculty, staff and administrators collect, store, safeguard, and dispose of the PHI, and how they assign and limit access to the PHI within the software programs and equipment used.

“Protected Health Information” (or “PHI”) is defined under HIPAA as information relating to (1) the past, present, or future physical or mental health condition of an individual, (2) the provision of health care to an individual, or (3) the past, present, or future payment for the provision of health care to an individual.

These policies are intended to be a summary of the HIPAA privacy and security regulations. The policies are not intended to serve as a substitute for the regulations. For any questions regarding interpretation of these policies, the regulations must be consulted (45 C.F.R. parts 160 and 164).

Please contact the MATC Security and Privacy Officer, the Assistant General Counsel at 414-297-6719 with any questions regarding these procedures.

##### **II. Departments Covered [§164.103, 164.105]**

The following MATC Departments for the purposes of HIPAA:

Provider Units:

- MATC Dental Hygiene Clinic (Healthcare Pathway)
- MATC Cardiovascular Technology Clinic (Healthcare Pathway)

Administrative Units:

- Office of General Counsel (Privacy Officer)
- Information Technology Security Official
- School Security Officers
- Accounts Payable

- Accounts Receivable

### **III. Designation of Privacy Officers [§164.530(a)]**

The designated Privacy Official for programs in the Healthcare Pathway that collect PHI, is the MATC Assistant General Counsel.

### **IV. Designation of Security Officer/Officials [§164.308(a)(2)]**

The designated Security Official is the Manager, IT Security as set forth below. The Security Officer for programs that collect PHI is the Dean of the School.

### **V. General Safeguards to Protect PHI**

#### **a. Uses and Disclosures [§164.514]**

MATC Healthcare Pathway students, faculty, staff and administrators must not use, disclose or share protected health information (PHI), except as this procedure permits or requires.

#### **b. Minimum necessary access, role-based use and disclosure of PHI [§164.514]**

MATC Healthcare Pathway students, faculty, staff and administrators will have the minimum necessary access to PHI and have role based access to all software applications used in the process of caring for clients in the Dental Hygiene Clinic and in the Cardiovascular lab.

#### **c. Access**

All hard copies of patient dental records are kept in a locked file cabinet in H115 (in the reception area, records room or storage room). Room H115 is locked when the dental clinic is not open to the public. Faculty and staff have keys to room H115, the locked records cabinets and locked storage cabinets. When paper health documents are completed and scanned to an electronic file, the paper records are shredded using the confidential shredding protocol established by MATC.

### **VI. Notice of Privacy Practices [§164.520]**

The MATC Healthcare Pathway will maintain a *Notice of Privacy Practices* (NPP) document and will use and disclose PHI only in accordance with the contents of the NPP. All students, faculty and staff must have access to the NPP and use it when providing care to clients in campus based clinics and labs. A copy of the NPP will be provided to any person who requests it, and to each client receiving care in a campus based clinic and lab no later than the first date of service to the client.

The MATC Healthcare Pathway students, faculty and staff will make every effort to obtain a signed NPP from each client. If a signed NPP cannot be obtained, the NPP will be used to document the attempt, and the reason why the NPP was not signed by the client.

Before the release of any client PHI, a written or verbal *Authorization* must be obtained from the client or the client's personal representative. The client or the representative can either sign an Authorization for Release of Protected Health Information form or give *informal verbal permission* to allow disclosure of PHI to a designated family member, friend or other designee. This verbal permission must be noted in the progress notes of the client record. The MATC Healthcare Pathway will make reasonable efforts to disclose, or request of another covered entity, only the minimum necessary PHI.

## **VII. Patient Bill of Rights**

### **a. Rights of individuals to direct the use and disclosure of their PHI [§164.522]**

A client may request that his or her PHI be restricted from use or disclosure. If the client makes that request, a *Request for Restriction of Protected Health Information* form will be completed by the client. If the client completes this *Request*, the Healthcare Pathway may choose not to agree to such restriction(s) and will notify the client, with rationale for the denial.

### **b. Rights of individuals to access their own PHI [§164.524]**

A client has the right to request access to and review a copy of his or her PHI. If, under certain circumstances, the request is denied, the Healthcare Pathway will provide the client written notice of denial which can be appealed. A copy of the client's PHI will be provided in the format requested, if it is readily producible. If not readily producible, a hard copy format or other format that is mutually agreeable will be provided. If the PHI is included in an Electronic Health Record (EHR), the client has the right to obtain a copy of it in an electronic format and to direct the Healthcare Pathway to send the EHR to the person or entity designated.

### **c. Rights of individuals to amend/request amendments of their own PHI [§164.526]**

If a client believes that his or her health information is incorrect or incomplete, he or she may request that it be amended. If, under certain circumstances, the request is denied, the Healthcare Pathway will provide the client written notice of denial which can be appealed with a written *Statement of Disagreement*. The *Statement* will be included with the client's PHI that is alleged incorrect or incomplete.

### **d. Rights of individuals to an accounting (list) of disclosures of the own PHI [§164.528]**

Clients have the right to request a list of all disclosures of their PHI and accounting of people to whom health information has been disclosed. This does not include disclosures made a) to the client or pursuant to the client's authorization, b) to law enforcement officials, c) for the purposes of treatment, payment, and health care operations and d) other disclosures for which federal law does not require provision of a list.

**e. Complaints [§ 164.530(d)]**

Complaints regarding PHI are reported by the Dental Clinic Coordinator to the Director of Clinical Education and Compliance who consult with the MATC Privacy Officer and follow protocol for resolution as directed.

**VIII. Use of Business Associate Agreements [§164.504]**

Outside vendors providing software for the storage and archiving of PHI must provide documentation of compliance with HIPAA. Such vendors include Dentrix and ClinView.

**IX. Breach Notification Requirements [§164.400-414]**

The College's Reportable Breach of PHI procedure is contained in Administrative Regulation and Procedure CC0901, which contains a detailed process for identifying and reporting disclosures of PHI.

**X. Sanctions [§160.530(e)]**

Violations of privacy policies are acted upon in accordance with the MATC Employee Handbook and Healthcare Pathway Student Handbook.

**XI. Retaliation and Intimidation Prohibited [§164.530(g)]**

It is a violation of this policy for anyone to intimidate, threaten, coerce, discriminate against, or take any retaliatory action against:

**a. Any individual for exercising a right or participating in a process provided for in this policy or in the privacy or security regulations under HIPAA.**

**b. Any individual who:**

- Files a complaint with the Secretary of the Department of Health and Human Services as permitted by the privacy or security regulations;
- Testifies, assists, or participates in an investigation, compliance review, proceeding, or hearing conducted by a government enforcement agency; or
- Opposes any act or practice made unlawful by the privacy or security regulations under HIPAA, provided that the individual or person has a good faith belief that the practice opposed is unlawful, and the manner of opposition is reasonable and does not involve a disclosure of Protected Health Information in violation of the privacy or security regulations under HIPAA or this policy.

Any individual who believes that a form of retaliation or intimidation is occurring or has occurred should report the incident to the Privacy Officer.

**XII. Document Retention [§154.530(j)]**

The Healthcare Pathway shall retain patient records (including authorizations and consents), complaints and related forms, training records, and documents related to

complaints in accordance with the College's records retention policy for a minimum of six (6) years.

### **XIII. Changes to the Policy [§154.530(j)]**

MATC will revise the Policies and Procedures for the Protection of Patient Health Information and its recommended forms, including the model Notice of Privacy Practices, as necessary and appropriate to comply with changes in the law. All such changes will be made under the review of the Office of General Counsel and Security Officer.

## **SECURITY**

### **I. General Requirements [§164.306]**

Security procedures for the Dental Hygiene Clinic and Electrocardiography Lab are followed in accordance with MATC policies under the direction of the MATC Security Official.

### **II. Designation and Responsibilities of Security Official**

MATC's Security Official is the Manager of IT Security. The Security Official is responsible for the development and implementation of security controls, technical controls and access limitations relating to security of MATC systems on which PHI or PII may be stored.); Workforce Security (appropriate access, termination procedures); Training [§164.308]

### **III. Monitoring Login attempts**

Students and staff in the Dental Hygiene Clinic using Axium Ascend follow individual login procedures unique for each user and each computer station. Students and staff use their MATC login name and passwords and the number of login attempts follows the MATC IT protocol.

### **IV. Password Management**

Students and staff in the Dental Hygiene Clinic follow MATC protocol to log into Axium Ascend, using MATC credentials. Following login, a separate individual password is set up by the user to access Axium Ascend fields. There are different levels of access based on the role of the user (student, instructor or staff). After a student graduates or is no longer enrolled in the dental program, the ID is assigned to a new student who then creates a new password. The Dental Clinic Coordinator reviews student, instructor and staff changes on an on-going basis throughout the academic year and inactivates access to Axium Ascend by removing user rights when a student, instructor or staff member is no longer in, or affiliated with, the program.

### **V. Security Incidents:**

Breach of security into patient records will involve an investigation by the IT department to determine the extent of the violation.

**VI. Data Backup Plan:**

If the Axium Ascend system goes down, students, faculty and staff will use paper documents to record PHI. The document will be scanned into a dedicated file on a secure drive. Once scanned, the paper document will be shredded per MATC protocol. .

**VII. Contingency Plans: [§164.308]**

A continuity of business operations plan was developed in 2005 and is currently being revised. Access to Axium Ascend can be established from an off campus site if the Axium Ascend server remains operational.

**VIII. Use of Business Associate Agreements [§164.308; 164.314]**

The Axium Ascend and software agreements were established in the 2019. Annual upgrades are purchased using the Dental Hygiene program budget.

**IX. Facility Access Controls [§164.310(a)(1)]**

Faculty, students and staff access the Dental Hygiene clinic area during regularly scheduled hours. After hours, faculty and staff access the area using keys issued by MATC and approved by the Director of Clinical Education and Compliance. There is no access to the clinic when the H building (downtown campus) is locked on weekends unless special arrangements have been made with public safety (for example, the licensure exam testing on a Saturday in the fall and on a Saturday and Sunday in the spring).

**X. Workstation use; Workstation security [§164.310(b), (c)]**

Privacy screens will be installed on all computer monitors in the Dental Hygiene clinic and associated work areas beginning FY19.

**XI. System Access Controls/Control Procedures; Assigning unique user identification; User Access Reviews; Automatic Logoff; Terminating Access; Audit Controls; Transmission Security [§164.312]**

Each user has a unique login ID and password for Axium Ascend at each workstation. User access is audited every semester by the Dental Hygiene clinic coordinator. An automatic logoff will be programmed at approximately 4 hours, so that the work of the clinic is not interrupted. Following the semester audit, user access is terminated by the Clinic Coordinator when an individual is no longer employed or no longer a student in the program. All email communication by faculty and staff in the Dental Hygiene clinic is conducted using encryption software embedded in Gmail. A firewall will be created by IT for additional security when using the Axium Ascend Cloud Based server.

## **XII. Role-based Access [§164.308, 164.514]**

Access to Axium Ascend is assigned based on the role of the user (student, faculty or staff). Students may not email PHI. When PHI is sent via email all faculty and staff use encryption software.

### **Healthcare Pathway Specific Training**

Students are required to complete the Health Insurance Portability and Accountability Act (HIPAA) training prior to registering for their core technical courses. The training aligns with the HIPAA federal law that required the creation of national standards to protect sensitive patient health information from being disclosed without the patient's consent or knowledge.

The North American Learning Institute ( [North American Learning Institute](#) ) is used to provide HIPAA training and knowledge assessment for students upon acceptance to the Healthcare Pathway programs. Students can find the information the [CastleBranch/HIPAA webpage](#) at MATCHHealth.com

## **SECTION 6 - COURSE REPEAT & PROGRAM READMISSION PROCEDURES**

### ***Course Repeat Procedure***

A student, who receives an unsatisfactory “U” or withdrawal “W” final grade in a single technical course, and has no additional final grades of “U” or “W” among their technical courses, should contact a Healthcare Pathway Retention Coach at [healthpathway@matc.edu](mailto:healthpathway@matc.edu) for assistance.

Some programs require technical core courses to be completed within a designated time period. Consult the Milwaukee Area Technical College (MATC) catalog or the Lead Faculty (e.g., Department/Program Chair).

### ***Out of Sequence***

Students who fail or withdraw from a core technical course are considered, “out of sequence,” in the program. Students out of sequence may be permitted to return to the program based on space availability. In addition, a student who is out of sequence may not register for a program core technical course until all prerequisite core technical courses are completed. Specific programs may have additional conditions for returning to the program.

### ***Medical & Military Withdrawals***

Requests for readmission for medical or military reasons will be reviewed by the Dean of the Healthcare Pathway or the dean’s designee.

### ***Program Ineligibility***

A student, who receives an unsatisfactory “U” and/or a withdrawal “W” final grade twice in the same technical course or in two different technical courses is deemed “program ineligible” and will not be permitted to continue in the indicated Healthcare Pathway program. After a student becomes “program ineligible” their program code will be suspended by the program designee, and they must withdraw from any program courses they are registered for. The student’s program code will be set to PC/ Pending Completion. The student’s program code **will not** be deactivated to ensure the student as well as the Healthcare Pathway Team has access to the student’s program plan. Program ineligible students will not be eligible to receive a Letter of Good Standing from the Healthcare Pathway.

### ***Program Readmission***

A student who withdraws or is academically dismissed (program ineligible) from a Healthcare Pathway program may apply for readmission for that program. A student who is dismissed from a program due to violation of safety and/or professional standards is not eligible to apply for readmission to the Healthcare Pathway. If approved, students may be readmitted only once to the same Healthcare Pathway program. Any course failure or withdrawal after readmission will result in program ineligibility.

Course repeat and program readmission is based on space availability and program specific protocols. Some programs require technical core courses to be completed within a designated time period. Consult the Program Chair specific to your program.

Readmitted students are responsible for all applicable tuition and fees for repeated coursework.

Students on leave from the nursing program (i.e., PN, RN, and LPN-RN progression), but are in good academic standing, have one (1) year from the last date of attendance in a technical course to return to the program to complete technical courses. Upon returning, the students will complete the required technical courses leading to degree completion. Students on program leave for more than one (1) year from the last date of attendance in a technical course will be required to repeat all core technical nursing courses related to currency in the clinical field of nursing.

### ***Program Readmission Procedure***

A MATC student who fails or withdraws from two or more technical (program) courses, or the same course twice, is ineligible to continue in the same health program. Completion of a ***Healthcare Pathway Readmission Form and Action Plan*** indicates the student wishes to apply for readmission to the health program.

Steps to Apply for Readmission for the following programs:

- Anesthesia Technology
- Cardiovascular Technology Invasive
- Cardiovascular Technology Echocardiography
- Dental Assistant (Bilingual)
- Dental Hygiene
- Diagnostic Medical Sonography
- Health Unit Coordinator
- Healthcare Services Management
- Nursing- ADN, PN, LPN-RN Progression
- Occupational Therapy Assistant
- Pharmacy Technician
- Physical Therapist Assistant
- Radiography
- Surgical Technology

1. Applications for readmission must be submitted by the deadline immediately following a student's ineligible status. For example, students that are unsuccessful in the Fall semester must submit their readmission application by February 1st of the subsequent Spring Semester. Students that are unsuccessful in the Spring semester must submit their readmission application by September 1st of the following Fall semester.
2. Students seeking readmission should contact a Healthcare Pathway Retention Coach to discuss their interest in being readmitted to their program. The Retention Coach will provide assistance with developing a success plan and guidance on how to fill out the required Readmission request form. Retention Coaches may be reached at [healthpathway@matc.edu](mailto:healthpathway@matc.edu).
3. Form Link: [Healthcare Pathway Readmission Request Form & Action Plan- 1 semester wait](#)
4. Please do not include personal medical information, medical records or letters of support in your readmission application.
5. The Student Program Readmission Request Form and Student Action plan may be submitted via email to [hcreadmission@matc.edu](mailto:hcreadmission@matc.edu) by **February 1st** for consideration for the following Fall semester start and **September 15th** for consideration for the following Spring semester start pending space availability. Decisions are made by **March 31st** for the Fall semester readmission and by **October 31st** for the Spring semester readmission.
6. **Students who require readmission should not petition for a seat regardless of the time elapsed since program ineligibility. Rather, the readmission process should be followed.**
7. Readmission ***depends on space availability.***
8. Readmission decisions are final and cannot be appealed.

\*Students accepted for readmission are expected to enroll in the next available semester. Failure to do so will result in termination of readmission acceptance.

Steps to Apply for Readmission for the following programs:

- Dental Assistant (Traditional)
- Enhanced Yoga Instructor
- Health Information Technology
- Medical Assistant
- Medical Coding Specialist
- Medical Lab Technician
- Nutrition & Dietetic Technician
- Respiratory Therapy

1. Readmission students should contact a Healthcare Pathway Retention Coach to discuss their interest in being readmitted to their program. The Retention Coach will provide assistance with developing a success plan and guidance on how to fill out the required Readmission request form. Retention Coaches may be reached at [healthpathway@matc.edu](mailto:healthpathway@matc.edu).

2. Form Link: [Healthcare Pathway Readmission Request Form & Action Plan- immediate Readmit](#)
3. Please do not include personal medical information, medical records or letters of support in your readmission application.
4. The Student Program Readmission Request Form and Student Action plan may be submitted via email to [hcreadmission@matc.edu](mailto:hcreadmission@matc.edu) **as soon as final grades are received in order to be considered for readmission to the following semester start.** Readmission **depends on space availability.** Decisions are made prior to the beginning of the semester start date for readmission.
5. **Readmission decisions are final and cannot be appealed.**

\*Students accepted for readmission are expected to enroll in the next available semester. Failure to do so could result in termination of readmission acceptance.

## **SECTION 7 – STUDENT HEALTH AND SAFETY**

### ***FastCare Clinics***

Link to FastCare Clinics for students:

<https://www.matc.edu/student-life-resources/student-life/fastcare.html>

### ***Accidents – Clinical / Field Placement Agencies / College***

Students are responsible for reporting illness or accidents occurring at MATC (lecture, laboratory, and assigned clinical/field placement agencies) immediately to their on-site instructor and/or clinical/field placement supervisor/preceptor. Documentation shall include any forms required by the clinical/field placement agency as well as the college. Completed forms should be submitted to the MATC instructor.

Students are responsible for complying with policies and procedures as well as standard operating procedures for maintaining their own safety. A clinical/field placement rotation in a hospital or clinic does not entitle the student to medical coverage or treatment beyond what is available in an ordinary educational setting.

Students shall not engage in any behavior, task, or procedure that presents a risk to themselves or other health care practitioners without first obtaining appropriate instructions and procedures, including but not limited to, required personal protective equipment identified as the current clinical standard of practice.

### ***Accidental Exposures***

Depending on the clinical/field placement agency and the nature of the exposure, the student may be examined on site (urgent or emergency care) or be required to see his or her own health care provider.

If the incident is associated with any accidental exposure to blood/body fluids including needle-stick injuries, the clinical/field placement agency procedures will be used to document, track, and analyze the injury/incident. All forms and documentation must be completed by the student in a timely manner.

## ***Latex Allergy***

Frequent users of latex products may develop allergies to latex proteins resulting in allergic reactions, varying from mild to life-threatening. Healthcare Pathway students use latex products, especially gloves, in compliance with standard precautions to prevent the spread of infection through blood and body fluids exposure. **It is the student's responsibility to identify latex allergies/sensitization.** Students with allergies/sensitization to latex and/or documented risk groups (atopic or otherwise), as identified on the Essential Functions form, must be evaluated by their physician or healthcare provider.

## ***Drug Testing & Electronic Health Record Tracking Policy***

MATC supports the goals and policies of a healthy and drug free educational and work environment. MATC Healthcare Pathway students are expected to conduct themselves in a professional manner consistent with the standards governing their chosen profession, and in accordance with the Healthcare Pathway requirements.

The MATC Healthcare Pathway requires health record tracking and drug testing for **all program students**. The cost of the drug testing and health record tracking is the responsibility of the student. All communications with students will be through their MATC Gmail accounts.

Students who have **positive/failed** drug\* tests at any point during their MATC Healthcare Pathway program will be subject to **immediate removal** from their clinical and classroom assignments. Students removed for this reason will face disciplinary action up to and including permanent dismissal from **all** Healthcare Pathway programs.\*\*

In addition, students are required to update an electronic health record profile upon expiration of any required proof of documentation. Any incomplete documentation will result in delay or withdrawal from core technical courses, clinical, and/or field placement.

\*Any state- or federally-controlled substances prohibited by law.

\*\*Students may have the right to appeal to the Healthcare Pathway in writing, regarding disciplinary decisions within ten (10) business days of final notification.

## ***Student Pregnancy Risk Management Policy***

The Healthcare Pathway adheres to the pregnancy policies housed in the following publications:  
MATC Student Handbook

<http://www.matc.edu/student-life-resources/student-life/student-handbook.html>

Title IX Requirements Regarding Pregnant & Parenting Students:

<https://www.matc.edu/student-life-resources/student-support/student-accommodation-svcs.html>

MATC is committed to ensuring equal opportunity for all students regardless of sex, including students experiencing pregnancy and childbirth. Student Accommodations Services is responsible to coordinate accommodation plans, including maternity leave plans, for students who are pregnant or who have recently experienced childbirth and have related medical restrictions. Pregnant students are encouraged to work closely with Student Accommodations.

<https://www.matc.edu/student-life-resources/student-support/student-accommodation-svcs.html>

It is the responsibility of the pregnant student to inform their program in writing of their pregnancy, to initiate accommodation requests, and to help arrange specific accommodations. MATC also provides on-site childcare services for parenting students. It is the responsibility of the student to enroll children in the childcare programs and to pay all costs associated with childcare services.

### **Specific Risks**

Students admitted to the Healthcare Pathway are at greater risk for exposure to certain materials or incidents that may result in injury. Some of these exposures could potentially affect pregnant women and/or their unborn child. Possible exposures may include: radiation exposure, chemical exposure, infectious agents and other illnesses.

Students who are pregnant should:

1. Consult with their individual instructors regarding the types of hazards to which the student may be exposed in the classes in which she is enrolled or in which she is expecting to enroll in the future. Students should refer/adhere to any additional specifications related to pregnancy within their program-specific policies or manuals.
2. Contact their healthcare provider as soon as possible to obtain recommendations for a plan to minimize exposure to hazards with the possibility of reproductive effects to which they may be exposed.
3. If accommodations, work restrictions, or class schedule changes are recommended, contact Student Accommodation Services as early as possible to assist in constructing an accommodation plan in accordance with the healthcare provider's recommendations. The student will be asked to provide a copy of the specific restrictions or accommodations recommended by her healthcare provider to the staff of Student Accommodation Services.

Student Accommodation Services staff will discuss with students possible accommodations based upon the student's individual needs. Examples of accommodations that may be considered in the Healthcare Pathway, include but are not limited to:

- Continue with no schedule or assignment changes if no reproductive hazardous exposures are anticipated.
- Consider assignment or schedule changes to minimize particular potential exposures – the flexibility of MATC under this option is dependent upon the program requirements and the availability of alternate assignments such as clinical assignments.
- An approved leave of absence for a reasonable time period, if deemed necessary by the student's healthcare provider, with no adverse consequences on the student's enrollment status.
- A modification in the sequence or order of scheduled courses during the pregnancy period.

MATC does not discriminate against students on the basis of sex or pregnancy. MATC recognizes that it is the right of the pregnant student to make decisions concerning the pregnancy. At the same time, the pregnant student is expected to complete each requirement of the curriculum by a schedule or plan that can reasonably be implemented and under which risks are deemed acceptable by the student and her physician. The student and her physician are responsible to determine risk levels of participation in educational activities within the Healthcare Pathway, based upon the student's health condition and any known risk factors. MATC makes no representations as to whether risks of harm to the pregnant student and/or unborn child are acceptable.

Disclaimer: MATC does not control decisions of affiliate hosts of clinical and practicum placements for students to determine eligibility for placement at a site based upon safety and health risks.

### ***Pandemic Response Policy***

In the event of worldwide pandemic, students will be instructed on the college policy for campus use, instructional format, and clinical/lab placements. MATC will post all information on the college website: [www.matc.edu](http://www.matc.edu). Students will also receive information pertinent to individual courses by course instructors. Students are expected to follow college instructions related to policies developed in response to the pandemic and comply with all requirements.

### ***Health Record Requirements related to COVID-19 Vaccine***

Continuation in a Healthcare Pathway program is contingent upon completion and approval of health records as required for each program. Program specific information can be found at [matc.edu](http://matc.edu) under the appropriate program page. Health requirements as determined by the Healthcare Pathway and clinical/field placement agency must be completed by the designated date in order to enroll in the course of study and enter the clinical/field placement agency.

**Meeting the health record requirements is the sole responsibility of the student.** Failure to comply with all health, drug test and criminal background requirements may result in immediate removal from the program.

Health requirements include all vaccinations, including the COVID-19 vaccine if required by the clinical site or field work agency. The clinical site or field work agency procedures for exceptions may apply. Due to the likelihood of a placement site requiring the COVID-19 vaccine, it is **STRONGLY** recommended that Healthcare Pathway students talk with their healthcare provider and consider completion of vaccination, prior to the start of the academic semester. If the vaccination is required by the clinical site, and the student declines the vaccination, it may impact a student's ability to complete their program requirements thus resulting in a delay in clinical coursework and/or an inability to graduate with a degree or credential.

MATC is **NOT** requiring students to get vaccinated, however as a guest at the clinical and fieldwork sites, it may be a requirement for placement to ensure safety of the patients/clients.

Students who do not wish to receive the COVID-19 vaccination should arrange an appointment to speak with the clinical coordinator. More information on the COVID-19 vaccine can be found here: <http://www.matc.edu/coronavirus/index.html>. Questions or concerns about the COVID-19 vaccine may be directed to Dr. Josie Veal at [vealj@matc.edu](mailto:vealj@matc.edu).

### ***Healthcare Pathway Infectious Disease Policy***

**Applicability:** This Policy applies to all MATC Healthcare Pathway students, employees and visitors.

**Purpose:** This Policy is intended to prevent the spreading or outbreak of communicable or infectious diseases and will be interpreted and administered in order to protect the health and well-being of the College community.

**Definition:** "Infectious Disease" is defined as a disease of humans or animals resulting from an infection or an illness due to exposure to a specific disease agent which arises through transmission of that disease agent, either directly or indirectly, including but not limited to, hepatitis A, B and C, HIV/AIDS, tuberculosis, rubella, chicken pox, influenza, measles, meningitis, COVID-19 and others as may be identified by the Centers for Disease Control, the Wisconsin Department Health Department and the Milwaukee County Health Department.

**Statement:** It is the intent of the College to comply with all applicable federal and state laws in connection with an individual who contracts an Infectious Disease. Students, employees and visitors are encouraged to immediately report information related to the potential occurrence of an infectious disease within the College community. In the event of an infectious disease in the College community, the College will review and monitor the situation on a case-by-case basis and work with local, state and federal authorities, as necessary, to determine the appropriate course of action.

As permitted by law, the College may take steps to identify and address potential infectious diseases, including but not limited to the following:

- Inquire about an individual's medical condition;
- Require an individual who has contracted an infectious disease to submit a physician's statement of health prior to returning to the College, which may include proof of appropriate vaccination;
- Require an individual to submit to an appropriate medical evaluation from a physician of the College's choosing at the College's expense;
- Consult with the individual's physician (with appropriate consent) regarding the infectious disease;
- Consult with a physician designated by the College, and such other persons or resources, including the public health department, to assist in determining the appropriate course of action;
- Institute quarantine or isolation protocol;
- Restrict travel to high-risk locations;
- Exclude individuals who are infected or at risk of infection from the classroom, workplace or other College activities (employees will be subject to the College's policies, procedures and other requirements for requesting/receiving benefits and leaves of absence);
- Maintain the confidentiality of and/or disclose the identity and other information regarding the infectious disease as may be required by law;
- Follow guidance or directives from local, state or federal authorities;
- Offer accommodations to employees and students who are displaced from their regularly scheduled College events and/or activities;
- Activate College Emergency Operations to consider measures such as social distancing, College closure, cleaning procedures, travel monitoring, class suspension, etc.; and/or
- Implement other temporary action(s) that is reasonably required to prevent unacceptable risk of exposure until the College is able to consult with a physician or local, state or federal authorities.

## **SECTION 8 – STUDENT RIGHTS, RESPONSIBILITIES AND RESOURCES**

### ***Student Rights & Responsibilities***

Exercising your rights and acting in a responsible manner go together. Some of Milwaukee Area Technical College (MATC) rules and regulations are simply restatements of existing laws, such as laws against possession, use, or sale of controlled substances (illegal drugs).

It is the responsibility of all MATC students to comply with the policies as stated in the Student Code of Conduct and obey all public laws. This compliance assures all students the opportunity of having the best possible educational experience.

### ***Citizenship***

Students enrolled in the Healthcare Pathway who are not citizens of the United States should be aware that, based on federal law, they may not be eligible to take licensing or certification examinations given by the state, region, or nation upon completion of the program. Non-citizens are advised to seek further information from appropriate agencies, specific to your occupation.

### ***Fair and Equal Treatment***

Healthcare Pathway faculty and staff are expected to provide fair and equal treatment to all students, and show respect and concern for all students and their individual needs, regardless of race, color, sex, age, national origin, religion, disability, sexual preference, or other protected class status categories.

### ***Student Concerns / Issues /Grievances (NOT GRADE APPEAL)***

The Healthcare Pathway follows the MATC Student Handbook and Student Code of Conduct regarding grievances and student concerns/issues. Students should refer to these publications for their specific situation.

Link to MATC Student Handbook and Student Code of Conduct:

<http://www.matc.edu/student-life-resources/student-life/student-handbook.html>

For most academic situations, follow this procedure:

- Step 1.** The student meets with the instructor to discuss the concern, issue or grievance.  
E-mail communications do not substitute for meeting with the faculty.
- Step 2.** If the concern, issue or grievance is not resolved, the student will meet with the respective Department/Program Chair to discuss the concern, issue or grievance.  
The MATC Ombudsperson may also be called upon to provide mediation between parties. They can be reached at 414-297-6226.

**Step 3.** If the concern, issue or grievance is not resolved, you may contact us by submitting a Compliments/Concerns form available online at the following link:  
<https://www.matc.edu/who-we-are/offices/compliments-and-complaints.html>

The Title IX Deputy & Student Complaints Administrator will contact the student regarding their submitted concern.

### ***Harassment / Discrimination***

Harassment by employees or students on the basis of race, age, religion, color, sex, sexual orientation, national origin, disability, or other protected status is an unlawful practice and is prohibited. In this context, harassment is defined as verbal and/or physical conduct, which prevents or impedes an individual's fair and unbiased access to employment or educational opportunities and benefits. The term "harassment," also encompasses "sexual harassment." The following **downtown Milwaukee** offices are designated to assist in resolving discrimination or harassment complaints:

Human Resources	Room M254	414-297-8960
Title IX Deputy & Student Complaints Administrator	Room M254	414-297-6306
Office of Student Life	Room S303	414-297-6229
Ombudsperson	Room M358	414-297-6226

If taking classes at a regional campus, contact the Office of Student Life at:

Mequon Campus	Room A102	262-238-2390
Oak Creek Campus	Room A107	414-571-4715
West Allis Campus	Room 133	414-456-5304

More information regarding discrimination and harassment can be found at:

[Unlawful Discrimination and Sexual Harassment](#)

or

An online reporting form is available:

[https://cm.maxient.com/reportingform.php?MilwaukeeAreaTC&layout\\_id=2](https://cm.maxient.com/reportingform.php?MilwaukeeAreaTC&layout_id=2)

### ***Americans with Disabilities Act***

The Federal Americans with Disabilities Act (ADA) prohibits discrimination of persons with disabilities. In keeping with this law, MATC makes every effort to ensure access to a quality education for all students. Upon admission, all students are informed of the essential functions required by a particular program. Inability to perform essential functions in a safe manner with or without accommodations may preclude a clinical/field placement.

## ***Disability Services / Student Accommodation Services***

If you have a disability which would interfere with your ability to complete the requirements of a Healthcare Pathway course or to participate in the activities described in the syllabus or manual, you may notify your instructor or contact the Department of Student Accommodation Services directly. Requests for reasonable academic accommodations, adjustments and modifications to policies and practices will be reviewed by MATC's Student Accommodation Services.

Additional information is available at [MATC Student Accommodation Services](#). Requests for accommodations must be received and approved by Student Accommodation Services before any accommodations can be provided. Students are strongly encouraged to contact Student Accommodation Services prior to the beginning of the semester and submit their requests for accommodations and documentation of disability in a timely manner. All medical documentation and disability information received is held in strict confidentiality according to State and Federal laws.

## ***Medical Conditions***

The Americans with Disabilities Act (ADA) has required Healthcare Pathway programs to identify Essential Functions and, in collaboration with Student Accommodation Services, determine the capability of students to perform those functions with or without "reasonable accommodations." When a student returns to class or clinical/field placement following an accident, extended illness, significant psychological problems, pregnancy, or potentially serious medical conditions, he/she must submit documentation from a physician or healthcare provider giving clearance to continue with the program.

## ***Career Counseling***

Career counseling services are available for all students. Career counselors assist you in determining career, educational and personal goals. They may be reached at [CareerHub \(formerly JOBshop\)](#).

## ***Tutoring***

The Academic Support Center provides test monitoring, tutoring services, counseling, special needs, and disability services that are available for all students. Students who are experiencing difficulty in specific courses should contact the Academic Support Center at the campus of their choice. Additional information is available at [Academic Support Centers](#).

## ***Student Employment***

The CareerHub's mission is to assist students, graduates and employers with employment needs and to provide career information resources. Services are offered to students seeking employment during enrollment and following completion of their program of study. The CareerHub is located in Room S101 of the Student Center, Milwaukee Campus, or call 414-297- 6244. More information can be found at: [CareerHub \(formerly JOBshop\)](#).

## **Student Strategies for Success**

### ***Resources***

Utilize the resources found in the MATC Student Handbook as well as information posted at [matc.edu](http://matc.edu).

### ***Student Accommodations***

Seek assistance from the MATC Student Accommodation Services Department if you know or suspect you have a learning disability or other disability for which you may need reasonable accommodation. Additional information regarding Student Accommodations can be found at [MATC Student Accommodation Services](#).

### ***Personal Counseling***

Meet and talk with a counselor for help dealing with personal problems that could interfere with your academic success. Additional information can be found at: [Student Resource Center](#).

### ***Academic Support Centers***

Utilize MATC's Academic Support centers. They provide services to all enrolled students with opportunities to achieve academic success in courses and programs. All four campuses offer supportive and intervention services.

### ***Pathway Office***

MATC's Healthcare Academic & Career Pathway is your road to success! All the college's programs using similar skills and connecting to similar careers are now together in one Pathway. The best part of the Pathways is the team—*Student Success Liaisons, Advisors and Retention Coaches!* As an MATC student, your Pathway team can help you choose and register for classes, connect you to tutoring or writing labs and provide any kind of academic help you need. They can help you with issues outside the classroom too, like helping you find childcare, food, housing and transportation. Please connect with us via email, phone, zoom or in person.

**Virtual Office (Zoom):** <https://us02web.zoom.us/j/3246920762>

**Healthcare Pathway Center**  
North Campus  
A108-Main Building  
262-238-2281  
[healthpathway@matc.edu](mailto:healthpathway@matc.edu)

**Hub Office Location**  
Downtown Milwaukee Campus  
H116 - H-Building  
414-297-6263  
[healthpathway@matc.edu](mailto:healthpathway@matc.edu)

## **Online / Blackboard Students**

### ***Choosing Online Classes***

Utilize the MATC Distance Learning Student Support website, as it contains a collection of helpful resources to help you decide if an online class is right for you and to help you be successful once you are ready to begin an online class.

Please contact your instructor should you have questions related to the Blackboard system of instruction, utilize the tutorials and resources located on Blackboard. Consult your online course syllabus for grading standards and deadlines for submitting assignments.

### ***Technical Difficulties***

If your instructor is unable to assist you or if you are experiencing difficulty in logging into the Blackboard system, contact the Helpdesk at MATC at (414) 297-6541.

## **SECTION 9 – GRADUATION REQUIREMENTS AND PROCEDURES**

### ***Graduation Requirements***

To graduate from a program, you must complete all program requirements and have a grade point average of C (2.0) or better in the subjects taken at Milwaukee Area Technical College (MATC) that are applicable to the diploma or degree. All final grades for all general studies and core technical courses must be a C or better. For associate degrees, 25% of the credits must be earned at MATC. Additional associate degrees (A.A., A.S., A.A.A., or A.A.S.) may be earned with the completion of the program requirements. Technical diploma programs and two-year technical diplomas require that 25% of the credits be earned at MATC.

**NOTE: All graduates of the Pharmacy Technician program must be 18 years or older.**

### ***Graduation Procedures***

You are encouraged to apply for graduation the semester *before* you expect to graduate. If you wish to have a degree granted, you must apply for a graduation audit. December graduates must apply by October 31, and May graduates must apply by March 31. Refer to *matc.edu* Student Services area for more information on graduation procedures. MATC Policy D0402

## **SECTION 10 – ADDITIONAL INFORMATION**

### ***Field Trips***

Students must sign a field trip approval form and complete an Acknowledgement of Risks/Acceptance of Responsibility Agreement and Release form prior to any field trip. Students are responsible for their own transportation unless transportation has been arranged by the program. Expenses incidental to the field trip are the responsibility of the student.

### ***School Closing / Cancellation of Classes***

The **Rave Alert System** is the official method to announce cancellation of classes and closure of Milwaukee Area Technical College (MATC) campuses in the event of severe weather or other emergency as determined by the MATC administration.

When it becomes necessary to cancel day classes because of severe weather or other emergencies, the announcement may indicate that classes and campus operations will resume at a specific time later in the day. When the decision has been made to cancel evening classes (classes starting at 4 p.m. or later), the announcement will be made by 2 p.m.

*MATC.edu* and the MATC emergency telephone number **414-297-6561** will also have information about class cancellation and campus closures.

When students are assigned to clinical/field placement rotation and the school is closed or class canceled, the students must contact the assigned instructor for further directions.