

**Milwaukee Area Technical College**  
**School of Health Sciences**  
**Academic Year 2018-2019**



**STUDENT HANDBOOK**

## **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 School of Health Sciences with a guide to specific procedures/practices in their Health Science 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.

*Information in the School of Health Sciences student handbook is subject to change without prior notice, if necessary, to keep the School of Health Sciences in compliance with Milwaukee Area Technical College, State and Federal laws and/or with rules and regulations of the Board of Regents, Wisconsin Technical College System.*



2018-2019

Welcome from the Interim Dean

Welcome to the 2018-2019 Academic Year. We look forward to your participation in many theory, simulation, and clinical/field placement experiences. Keep in mind that in order for your experiences to be memorable, you will need to fully commit and apply yourself to your Health Sciences courses. The MATC faculty and staff are available to assist you during your learning journey.

This handbook contains the rules, guidelines and procedures for your theory and clinical/field placement courses. I ask that you refer to this handbook electronically, or download it for your future reference.

You are invited to visit the Dean's Office for assistance with your academic acknowledgements, challenges, and concerns. Our entire staff is eager to assist you.

We look forward to a wonderful, productive, and most of all, successful academic year.

Sincerely,

*Jennifer Kusch*

Dr. Jennifer Kusch PhD, MS, MPH  
Interim Dean – School of Health Sciences  
Allied Health, Dental, and Nursing Programs



## **SECTION 1 – INTRODUCTION**

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

MATC is the premier, comprehensive technical college that provides excellence in education to enrich, empower and transform lives.

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

As a public, two-year comprehensive technical college, MATC offers exceptional educational and training opportunities and services to our diverse, metropolitan area by engaging with partners to advance the quality of life for our students and community.

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

Student Success: We value and prioritize the achievement of our students' goals by promoting student learning and providing a supportive environment to foster completion.

Accountability: We value and promote responsibility and transparency to achieve sustainability, continuous improvement, and the effective and efficient use of resources.

Collaboration: We value and engage internal and external partners to respond to community needs.

Customer Focus: We value and nurture relationships with our students and stakeholders, inviting feedback to ensure that we surpass their needs and expectations.

Diversity: We value and foster an inclusive campus climate.

Excellence: We value and achieve informed decisions and actions that promote high standards, and continual personal and professional development.

Innovation: We value and cultivate an environment where new ideas, creative thinking and imagination can flourish.

Integrity: We value and champion ethical, honest communication and conduct.

### ***School of Health Sciences Mission***

The School of Health Sciences (SHS) provides quality educational experiences that enrich and empower students for service in healthcare through collaboration with community partners.

### ***School of Health Sciences Student Outcomes Assessment***

SHS 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 Student Outcomes Assessment (SOA's).

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 – SCHOOL OF HEALTH SCIENCES**

**DIVISION ORGANIZATION – 2018-2019**

**DR. JENNIFER KUSCH, INTERIM DEAN**

**414-297-6263**

|  |   |  |  |
|--|---|--|--|
| <b>DR. JOSIE VEAL</b><br>Associate Dean<br>CAMPUS: Downtown, North | <b>DR. JENNIFER KUSCH</b><br>Interim Dean<br>CAMPUS: Downtown, West | <b>MRS. LANTHA LITTLE</b><br>Associate Dean<br>Downtown, HEC | <b>DR. ERIC GASS</b><br>Associate Dean<br>CAMPUS: Downtown |
| Associate Degree Nursing   | Dental Assistant – Traditional/English                              | Healthcare Service Management                                | Anesthesia Technology                                      |
| Practical Nursing  | Dental Assistant - Bilingual  | Health Information Technology                                | Cardiovascular Technology                                  |
| Practical Nursing/RN Educational Progression                       | Dental Hygiene  | Health Unit Coordinator                                      | Medical Laboratory Technician                              |
|  | Dental Technician   | Medical Coding Specialist                                    | Phlebotomy   |
|  | Dietetic Technician   | Medical Interpreter  | Physical Therapist Assistant                               |
|  | Funeral Service   | Medical Assistant  | Renal Dialysis Technician                                  |
|  | Occupational Therapy Assistant                                      | Nursing Assistant  | Respiratory Therapist                                      |
|  | Radiography   | Pharmacy Technician  | Surgical Technology  |
|  |   |  | Health Crosse Courses                                      |

|   |   |  |
|---|---|--|
| Petition Office<br>Downtown Campus, Room H118<br>414-297-6088 | Vasana Her<br>Student Service Specialist<br>Downtown Campus<br>414-297-6536 | Kevin Rutkowski<br>Educational Assistant<br>Resource Lab, H126<br>414-297-7174 |
|---|---|--|

**Milwaukee Area Technical College**  
700 West State Street  
Milwaukee, WI 53233-1433  
Fax: 414-297-6851

## Quick Phone Reference

### ACADEMIC SUPPORT CENTER

|                                   |                |
|-----------------------------------|----------------|
| Milwaukee Campus                  | (414) 297-7922 |
| Computer Production Center - M273 |                |
| Communication Center - C278       |                |
| Math Center - C271                |                |
| Writing Center - C270             |                |
| Mequon Campus - A282              | (262) 238-2200 |
| Oak Creek Campus - A208           | (414) 571-4647 |
| West Allis - 249                  | (414) 456-5334 |

### ADVISING & COUNSELING

|                         |                |
|-------------------------|----------------|
| Milwaukee Campus - S203 | (414) 297-6267 |
| Mequon Campus - A110    | (262) 238-2400 |
| Oak Creek Campus - A106 | (414) 571-4736 |
| West Allis - 104        | (414) 456-5464 |

### BLACKBOARD

|                         |                |
|-------------------------|----------------|
| MATC Helpdesk           | (414) 297-6541 |
| Distance Learning Staff | (414) 297-7986 |

### BOOKSTORE

|  |                |
|--|----------------|
| Milwaukee Campus 8 <sup>th</sup> and State | (414) 297-6811 |
| Mequon Campus - A107                       | (262) 238-2200 |
| Oak Creek Campus - A101                    | (414) 571-4626 |
| West Allis - 153                           | (414) 456-5334 |

**EMERGENCY RESPONSE CENTER (DISTRICT) (414) 297-6200**

**JOB SHOP (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 |

## **PETITION OFFICE**

(414) 297-6088

## **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 - C201 | (414) 297-6791 |
| Mequon Campus - A282    | (262) 238-2220 |
| Oak Creek Campus - A208 | (414) 571-4647 |
| West Allis – 249        | (414) 456-5334 |

## **WEATHER CLOSINGS**

Milwaukee Campus (414) 297-6561

**NOTE: The Rave Alert System is the official method to communicate school closings.**

## SECTION 3 – ACADEMIC PERFORMANCE

### *Academic Requirements*

Many associate degree programs require a minimum grade of B- for natural science (NATSCI) courses. In addition, all final grades for all general studies and core technical courses must be a C or better. If the minimum grade is not achieved, the final grade for the course is rated “Unsatisfactory,” and the entire course must be repeated. The course syllabus details the academic rules specific to each course.

### *Grading Scale*

Grades in Health Sciences courses are determined as follows:

|           |   |                |   |      |
|-----------|---|----------------|---|------|
| A         | = | 94%            | – | 100% |
| A-        | = | 92%            | — | 93%  |
| B+        | = | 89%            | — | 91%  |
| B         | = | 85%            | — | 88%  |
| B-        | = | 83%            | — | 84%  |
| C+        | = | 80%            | — | 82%  |
| C         | = | 77%            | — | 79%  |
| Below 77% | = | Unsatisfactory |   |      |

**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 provide assistance to 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 and associate dean to audit one or more courses in a School of Health Sciences (SHS) 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, 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. In cases where demand for a course exceeds class size limitations, preference will be given to credit students over auditors.

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

Prior approval is required from the Dean or designee to transfer core technical courses from another Wisconsin Technical College System District or any other institution of higher learning to MATC's SHS. Additional information can be found at *matc.edu* under the Get Started section under the Student Services tab.

Students should note that in order to transfer credits within the core educational curriculum of programs within the SHS, 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 (C or better) earned within five (5) years preceding the date of the student's petition to the MATC SHS.

### ***Requests to Complete Extra Course Project for Honors Credit***

Students wishing to complete an extra course project for honors credit must complete and submit an electronic MATC SHS Honors form at the beginning of the semester:

[https://docs.google.com/a/matc.edu/forms/d/e/1FAIpQLSevc95Ce\\_ZAEPgFeurXTTM49mXp5es7dsgR1DpxV9WfijFyIA/viewform?c=0&w=1](https://docs.google.com/a/matc.edu/forms/d/e/1FAIpQLSevc95Ce_ZAEPgFeurXTTM49mXp5es7dsgR1DpxV9WfijFyIA/viewform?c=0&w=1)

The student should complete the form in collaboration with the faculty member who has agreed to mentor the student's project. Project objectives, competencies, requirements, timelines, and grading criteria are determined by the faculty member overseeing the project and requires approval by the Associate Dean of the program within which the course is housed. Consideration for approval will be based on the information provided on the MATC SHS Honors form.

Receiving honors credit for a course involves a student completing extra work associated with a course and going above and beyond what is expected. Please note that this is different from "graduating with honors," which is a distinction given by the college based on separate academic criteria. Students or faculty with questions regarding honors credits associated with a SHS course may contact the SHS at: 414-297-6263 or [kuschj1@matc.edu](mailto:kuschj1@matc.edu).

### ***Pinning***

The Pinning Ceremony signifies that education in your respective Allied Health, Nursing or Dental program is completed, and the graduate is eligible to join their chosen profession. The term "pinning" comes from the placement of the MATC pin onto the graduate by the Dean of the School of Health Sciences.



## ***Grade Appeal Procedures***

Students may initiate a grade appeal when they believe a final grade was not calculated or determined in accordance with the current course syllabus. All grade appeals will follow the procedure detailed in the MATC Student Handbook. The final grade appeal process is not available to students who fail to complete a course or program within the SHS as a result of a finding that the student has violated any of the behavioral expectations or standards of safe care described in this Student Handbook, including academic misconduct. Procedures for appeal of decisions involving violation of the standards set out in this Student Handbook are described below. (See [Disciplinary & Dismissal Procedures](#))

\*MATC Policy D0402

## Attendance Policies

**When a student's consecutive absences exceed the number of class meetings per week, or on the third consecutive absence in the case of classes which meet once each week, the instructor may withdraw the student from the course. Instructors will withdraw a student who misses three consecutive weeks.**

**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.

### *Excessive Absenteeism*

A student may be dropped from a course for excessive absenteeism whenever the instructor determines it is no longer possible for the student to meet the course objectives. The instructor will counsel the student as soon as it becomes apparent that the student can no longer meet the course objectives in the remaining time. This applies to lecture, laboratory, and off-campus clinical or field placement experiences. Refer to the attendance requirements outlined in each course syllabus.

When student attendance is sporadic, the instructor will determine whether the student is able to make up the work missed without hindering the instruction of the other students in the class. In addition, the instructor may withdraw a student for any of the following reasons:

- 1) Student fails to meet attendance requirements of licensing agencies.
- 2) Student poses a safety hazard to him/herself or others because of missed instruction critical to safe class or lab performance.
- 3) Student is unable to make up instruction missed in a lab/shop class.
- 4) Student has not attended class during the first week of the term.

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

Students will receive a course syllabus and calendar at the beginning of each Health Sciences 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***

SHS 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 appropriate Associate Dean or his/her designee. If the problem warrants immediate action, the Associate Dean may recommend that the student be dismissed from the SHS.

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

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 SHS. 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 SHS’ 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. Yelling or screaming at instructors, peers or clinical staff
7. Habitually arriving late to class
8. Knowingly withholding information needed by a peer, preceptor, instructor or clinical staff

9. Discounting or ignoring input from instructors or preceptors regarding classroom and/or clinical performance or professional conduct
10. Not sharing credit for collaborative work or not completing an equitable share of assigned collaborative work
11. Threatening others, including physical threats and intimidation, verbal/nonverbal threats, and implied threats of any kind of harm (physical, emotional, reputational)
12. Inappropriate displays of temper
13. Use of unauthorized technology or unauthorized materials during examinations or completion of assignments
14. Using supplies or breaking equipment without notifying the appropriate staff/faculty or preceptor
15. Using inappropriate language
16. Inappropriate use of equipment or electronics, including personal electronic devices
17. Disclosing protected patient information without consent
18. 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 SHS 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/SHS. 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 relationships; or
  - e. 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 SHS 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 SHS. The status of dismissal is at the discretion of and determined

by Dean or designee of the SHS. 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/SHS. 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 SHS administration.

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

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

Students in all SHS 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 SHS.

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 SHS faculty and administration.

Situations may result in dismissal from the SHS but not from the college, including violation of SHS civility standards and standards of safe care. For such situations, the student will have an opportunity to be heard by the faculty, then by the Dean or 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 or Designee as to sanctions, including removal from the course, or dismissal from the program, or SHS. Students may appeal disciplinary sanctions imposed by the Associate Dean to the Dean of the SHS, in writing.



Written appeals to the Dean of the SHS shall be filed within 10 business days of the decision of the Associate Dean and should include all evidence that the student wishes to have considered. The Dean may, in his or her discretion, schedule a meeting with the student to discuss the appeal. Advocates and other representatives may advise a student with regard to written appeals but are not permitted to participate in meetings between administration and the student.

## **Technology Usage Policy**

### ***Purpose***

MATC SHS 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 SHS. This policy applies to all users of the MATC SHS computing, network, and mobile resources, whether accessed on campus or from remote locations.

Consistent with a contemporary learning environment, the MATC SHS 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.
- 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 SHS Student Handbook concerning security, privacy protection and the use of social media.
- Engage in safe computing practices by establishing appropriate access restrictions.

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

- Still and video photography may not be used to capture any patient data or patient identifiers (including lab settings) or patient images.
- 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 SHS 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 SHS 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 SHS 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 SHS 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 site during the academic year.
  - b. Faculty member to maintain site is team appointed.

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 SHS 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/SHS. The status of dismissal is at the discretion of and determined by the Associate Dean of the appropriate SHS program.

**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 conference 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 School of Health Sciences (SHS) 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 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.

### ***Health Record Requirements***

Continuation in a SHS program is contingent upon completion and approval of health records as required for each program. Program specific information can be found at *matc.edu* under the appropriate program page. Health requirements as determined by the SHS 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 SHS **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 SHS program.

### ***CPR Certification***

Students are responsible for maintaining current American Heart Association Healthcare Provider Level CPR certification (2 Year) if required by the SHS. 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 SHS 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 (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 School of Health Sciences.**

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

In addition, licensing/certification agencies also require criminal background investigations. Applicants having questions in this area should consult with the associate dean of your program. 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 SHS 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 SHS program.**

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

### **Milwaukee Area Technical College School of Health Sciences Health Insurance Portability and Accountability Act (HIPAA) Privacy and Security Procedures**

#### **PRIVACY**

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

The MATC School of Health Sciences 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 (School of Health Sciences)
- MATC Cardiovascular Technology Clinic (School of Health Sciences)
- MATC Cosmetology Clinics (School of Business)
- MATC Aesthetician Program (School of Business)

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 SHS that collect PHI, is the Assistant General Counsel, Kristen DeCato.

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

The designated Security Official is the Manager, IT Security as set forth below. Security Officers are for programs that collect PHI, are the Dean of the School of Health Sciences and the Dean of the School of Business.

**V. General Safeguards to Protect PHI**

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

MATC SHS 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 SHS 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 SHS 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 SHS 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 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 SHS 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 SHS may choose not to agree to such restriction(s) and will notify the client, with rational 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 SHS 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 SHS 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 SHS 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 Associate Dean and Dean 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 SHS 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 SHS 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 log-in attempts**

Students and staff in the Dental Hygiene Clinic using Dentrax 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 Dentrax, using MATC credentials. Following login, a separate individual password is set up by the user to access Dentrax fields. There are different levels of access based on role of user (student, instructor or staff). After a student graduates or is no longer enrolled in the dental program, the Dentrax ID is assigned to a new student who then creates a new password. The Dental Clinic Coordinator reviews student, instructor and staff changes in an on-going basis throughout the academic year and inactivates access to Dentrax 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 Dentrax records will involve an investigation by the IT department to determine the extent of the violation.

### **VI. Data Backup Plan:**

If the Dentrax 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. As a routine operation, IT will back up data stored in Dentrax and on the secure drive.**VII. Contingency Plans: [§164.308]**

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

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

The Dentrix and Clinview software agreements were established in the 1990s. 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 program Associate Dean. There is no access to the clinic when the H building 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 Dentrix at each work station. 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 called Virtru. A firewall will be created by IT for additional security when using the Dentrix server. **XII. Role-based Access [§164.308, 164.514]**

Access to Dentrix 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 Virtru encryption software.

## **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, must complete the following forms:

1. *Student Course Repeat Request Form.*

[http://www.matc.edu/health\\_sciences/upload/Student-Course-Repeat-Request-Form.pdf](http://www.matc.edu/health_sciences/upload/Student-Course-Repeat-Request-Form.pdf)

2. *Student Academic Action Plan for Success Form.*

[http://www.matc.edu/health\\_sciences/upload/Student-Academic-Action-Plan-for-Success.pdf](http://www.matc.edu/health_sciences/upload/Student-Academic-Action-Plan-for-Success.pdf)

Both forms must be submitted to the course instructor within ten (10) days of notification. The course instructor will sign both forms and store with program records.

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 Milwaukee Area Technical College (MATC) catalog or the appropriate associate dean for information specific to your program.

### ***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 School of Health Sciences (SHS) 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 SHS program. After a student becomes "program ineligible" their program code will be deactivated by the program designee, and they must withdraw from any program courses they are registered for, but are no longer eligible to take. Students choosing to follow the readmission process will not be allowed to register for core technical courses for a minimal of one semester while they are in the appeal process. Program ineligible students will not be eligible to receive a Letter of Good Standing from the SHS. Students may only appeal **once** for readmission to the same program.

**A student who is dismissed from a SHS program due to violation of safety and/or professional standards, is not eligible to apply for readmission to the SHS.**

### ***Program Readmission***

A student who withdraws or is academically dismissed from a SHS 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 SHS. If approved, students may be readmitted only **once** to the same SHS program.

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 MATC catalog or the appropriate associate dean for information specific to your program.

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

Students on leave from the nursing program (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 technical nursing courses related to currency in the clinical field of nursing.

## ***Program Readmission Procedure***

Upon administrative approval, students may be readmitted **once** to the same SHS program.

The student seeking program readmission must apply as follows:

1. Complete and submit the Student Program Readmission Request and Action Plan, which can be found online at

[http://www.matc.edu/health\\_sciences/additional\\_resources.cfm](http://www.matc.edu/health_sciences/additional_resources.cfm)

2. Do not include medical records or letters of support.
  3. The submission deadlines are September 1<sup>st</sup> and February 1<sup>st</sup> annually.
- Students will receive notification via postal mail of their readmission status within **90 days** of each submission time line.

## SECTION 7 – STUDENT HEALTH AND SAFETY

### *Student Accident Insurance*

Milwaukee Area Technical College (MATC) provides Student Accident Insurance for all students enrolled in greater than one credit. When an accident occurs while on campus, attending a practicum program or other recognized student group activity approved by the college or during travel to or from a program, the plan offers comprehensive benefits that include hospital room and board, inpatient and outpatient surgical procedures, labs and x-rays, physician office visits, ambulance, durable medical equipment, emergency care and prescription drugs. Please refer to the Student Services section of *matc.edu* for complete details regarding coverage, limitations, exclusions and frequently asked questions.

### *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.

MATC students enrolled for credit are automatically enrolled in MATC's Student Accident Insurance program, which provides coverage for all medical expenses incurred as a result of an injury or accident on campus or during the performance of any college activity, including clinical or practicum placement and transportation to and from clinical sites. Students are responsible for filing claims with the insurance carrier. Additional information regarding this benefit is available at *matc.edu* under Student Services, or from Student Life.



To the extent medical expenses exceed the limit of the Student Accident Insurance program (\$50,000), or in the event the student fails to file a claim under the policy, or does not receive coverage for any other reason, students are responsible for expenses incurred resulting from personal injury, accidents, or illness occurring while they are in MATC classrooms, clinical/field placement agencies, or en route to or from a clinical/field placement agency.

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. SHS 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 SHS students are expected to conduct themselves in a professional manner consistent with the standards governing their chosen profession, and in accordance with the SHS requirements.

The MATC SHS requires health record tracking and **annual** 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 SHS 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** SHS 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 SHS in writing, regarding disciplinary decisions within ten (10) business days of final notification.

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

The SHS adheres to the pregnancy policies housed in the following publications:

MATC Student handbook: <http://www.matc.edu/student/studentlife/handbook.cfm>

Title IX Requirements Regarding Pregnant & Parenting Students:

<http://www.matc.edu/student/resources/harassment-resources.cfm>

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. <http://www.matc.edu/student/resources/needs.cfm>

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 SHS 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 illness.

Students who are pregnant should:

1. Consult with their individual instructors and/or associate dean 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 treating physician 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 physician's recommendations. The student will be asked to provide a copy of the specific restrictions or accommodations recommended by her treating physician to the staff of Student Accommodation Services.

Student Accommodation Services staff will discuss with students, possible accommodations based upon student's individual needs. Examples of accommodations that may be considered in the SHS, 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 attending physician, 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 SHS, 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.

## **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 School of Health Sciences (SHS) 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***

SHS 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***

The SHS 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 Student Handbook and Student Code of Conduct:

<http://www.matc.edu/student/studentlife/handbook.cfm>

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 chair or program coordinator to discuss the concern, issue or grievance.

**Step 3.** If the concern, issue or grievance is not resolved, the student completes a Concerns, Issues or Grievance Intake form and submits it to the SHS or designated location at the respective campus. The Concerns, Issues or Grievance Intake form is available online:

[http://www.matc.edu/health\\_sciences/upload/Student-Concerns-or-Issue-Intake-form.pdf](http://www.matc.edu/health_sciences/upload/Student-Concerns-or-Issue-Intake-form.pdf)

### ***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 offices are designated to assist in resolving discrimination or harassment complaints:

|   |                |              |
|---|----------------|--------------|
| Human Resources                             | Room M254      | 414-297-6528 |
| Title IX Coordinator-VP of Student Services | Room M278      | 414-297-6279 |
| Office of Student Life                      | Room S301/S322 | 414-297-6229 |

### **If taking classes at another 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 |

### ***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 an SHS 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.edu](http://matc.edu) under the Student Services area. 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 SHS 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.

## ***Counseling***

Counseling services are available for all students. Counselors assist you in determining career, educational and personal goals. They are also here to assist you in reaching those goals. Additional information is available at *matc.edu* under the Student Services area.

## ***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 *matc.edu* under the Student Services area.

## ***Academic Advising***

Advising is available to all students enrolled at MATC. Students are assigned a faculty member as an academic advisor. Academic advisors are available to assist you in selecting courses leading to associate degrees, technical diplomas, and certificates.

When your faculty academic advisor has been assigned, his/her name, office location, and office telephone number will appear on your academic evaluation, class schedule, and other student records. Your advisor can answer your questions about college procedures and resources. Moreover, by working together with your advisor, you are better able to make program decisions that will take you in the most rewarding career direction.

Students are strongly encouraged to meet with his/her assigned faculty advisor each semester prior to registering for the following semester's courses. Plan ahead, schedule early and register early. Your communication with your advisor may be a face-to-face meeting, an online discussion or a telephone conversation.



## ***Student Employment***

The JOBshop'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 JOBshop is located in Room S114 of the Student Center, Milwaukee Campus, or call 414-297-6244. More information can be found at *matc.edu* under the Student Services area.

## **Student Strategies for Success**

### ***Resources***

Utilize the resources found in the MATC Student Handbook as well as information posted at *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.edu* under the Student Services area. ([See Disability Services / 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 regarding counseling services can be located at *matc.edu* under the Student Services area. ([See Counseling](#))

### ***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. (See [Academic Advising](#) or [Academic Support Center](#))

## **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.

### ***Available Resources***

If you have questions about how to use the Blackboard system of instruction, utilize the tutorials and resources located on Blackboard. Then contact your instructor. 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

### ***Pinning Ceremonies***

Students may participate in an end of program pinning ceremony. This prestigious ceremony denotes the passage of the student into their healthcare profession. Students are eligible to participate in the pinning ceremony if they meet all program requirements for graduation within the last academic year. Check with your program coordinator for eligibility.

## **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 be resumed 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](tel: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 refer to the assigned instructor for further directions.