



Student Handbook

Class of 2020-2021

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I. GENERAL INFORMATION

Introduction

The Augusta Health School of Clinical Laboratory Science is a one-year training program in Clinical Laboratory Science, enrolling up to eight students annually. The year consists of over 1500 clock hours of instruction, which is equivalent to 40 semester-credit hours. It is intended to provide didactic and practical instruction in the field of clinical laboratory science and prepare program graduates to sit for the national certification exam. Students are trained as generalists in Clinical/Medical Laboratory Science through a combination of classroom, student lab, and clinical practicum experiences. The classroom and student lab instruction takes place at Augusta Health in Fishersville, VA, for all enrolled students; the clinical practicum experience takes place at both Augusta Health and the University of Virginia Medical Laboratories in Charlottesville, VA, according to a published schedule with students spending a variable amount of time at each location. The Student Handbook for the School of Clinical Laboratory Science has been developed to outline students' rights, privileges, and responsibilities and to provide pertinent information regarding the program's policies and curriculum. This handbook applies to every enrolled student, and students are strongly encouraged to use it as a reference throughout the program. Information contained within this handbook is subject to change, and notification of changes will be communicated and the notification documented.

Mission Statement

The mission of the Augusta Health School of Clinical Laboratory Science is to educate competent laboratory professionals to aid in the promotion of health and well-being of the patients we serve.

Philosophy

Augusta Health's School of Clinical Laboratory Science strives to educate competent Clinical Laboratory Scientists as health professionals. The work of a Clinical Laboratory Scientist requires accuracy, speed and dexterity, as well as a knowledge and understanding of the nature of procedures and the significance of test results. To meet these requirements, considerable time and emphasis is placed on the didactic and technical aspects of laboratory medicine. Additionally, we feel that Clinical Laboratory Science students should learn to become dependable members of the health care team and to conduct themselves in a professional manner. This involves attention to such attitudes and conduct as dress and personal hygiene, attendance, willingness to accept constructive criticism without becoming defensive or resentful, good interpersonal relationships, and a dedication to remain current in the field through on-going involvement in continuing education activities.

Program Goals

In accordance with its mission statement and philosophy, and in conjunction with the mission, vision and values of Augusta Health, the School of Clinical Laboratory Science has set forth the following goals:

- To provide an educational experience to qualified students to prepare them to enter the profession of Clinical Laboratory Science;
- To meet and exceed the standards of training for Clinical Laboratory Scientists set by the National Accrediting Agency for Clinical Laboratory Science;
- To provide instruction in the theory and practice of current laboratory techniques;
- To maintain an emphasis on the instruction of students while at the same time operating within a clinical laboratory whose primary function is the performance of timely and accurate laboratory diagnostics;
- To recruit and employ instructional personnel who are professionally qualified and are receptive to the educational needs of students;
- To establish and maintain educational standards of performance for students that will prepare them to achieve a passing score on national certification examinations;
- To recruit and employ program graduates following successful completion of the program; and
- To provide on-going formative and summative evaluation of the instructional program and personnel.

In light of its mission, philosophy, and goals, the School of Clinical Laboratory Science makes the following commitments to its students:

- To guarantee a position in the class in which the student has enrolled;
- To provide an organized, instructional experience based upon identified learning objectives;
- To select learning experiences that will enable the student to attain the program goals and learning objectives;
- To keep the student abreast of their progress on a frequent, on-going basis, offering suggestions for improvement where necessary;
- To employ staff and supervisory personnel who are interested in providing instruction and participating in the student's learning experience;
- To perform frequent, on-going program evaluation in an effort to continually strive to improve the student's learning experience; and
- To keep the learning experiences medically relevant enabling students to compete successfully on certification exams and in the job market.

Sponsoring Institution

In 1955, the King's Daughter's School of Medical Technology was established at King's Daughters' Hospital in Staunton, Virginia. In 1994, a new regional medical facility was built in Fishersville, Virginia, and both Waynesboro Community Hospital in Waynesboro, Virginia, and King's Daughter's Hospital merged into this facility, creating Augusta Medical Center. The School was renamed Augusta Medical Center School of Clinical Laboratory Science. In 2009, Augusta Medical Center rebranded itself as Augusta Health and the program became known as the Augusta Health School of Clinical Laboratory Science. Augusta Health is a community-based healthcare system serving Staunton, Waynesboro, Augusta County, and surrounding areas in the Shenandoah Valley of Virginia.

The **mission** of Augusta Health is to promote the health and well-being of our community through access to excellent care.

Our **vision** is to be a national model for a community based health system.

At Augusta Health, we believe our actions should be guided by an established set of core values that serve as an inspiration for all, reflect who we are, and represent what we aspire to be. Our values are patient- and community-centeredness, professionalism, excellence, and teamwork. As stewards of a healthcare system that exists to serve the community, we believe these values should guide our actions and behaviors at all times. We recognize that while it is important for us to embrace change, Augusta Health values symbolize constancy and our foundation. As we embrace these values, we will achieve our goal of being the first choice for healthcare services for our community, and we pledge to hold true to these values at all times. To that end, these organizational values have been developed by the people of Augusta Health: employees, medical staff, volunteers, and leaders who interact with patients and families every day. These values were affirmed by the Augusta Health Board of Directors, a group of voluntary community leaders and physicians directly representing the community and who serve as vigilant guardians to ensure our community's needs are being met by Augusta Health at all times.

Patient and Community Centeredness

We believe that the patient is at the center of all that we do and the sole reason we exist. We recognize that the patient is an integral member of a family, and the family is part of our community. For these reasons, we must always prioritize our services and clinical care in the interest of being patient-, family-, and community-centered. Ease of access and availability of services are important, but so is providing a warm and compassionate environment. We listen thoroughly to patients and families, recognize the stress they may be under, and treat them with dignity and respect. We organize our systems and processes around the needs of the patient, family, and community, and not our convenience as providers.

Professionalism

We highly value our employees, medical staff, and volunteers, and we consider us all as healthcare professionals, regardless of our roles in the healthcare system. Therefore, we believe our conduct, ethics,

and behaviors must reflect integrity at all times. To this end, we pledge to stay current with education and do our jobs as best we can, ensuring our competency to patients, one another, and the community at all times. Professional appearance, attitude, and behavior throughout the organization are what the community expects and what we demand of ourselves.

Excellence

We believe that as a healthcare system, our performance standards must be at the highest levels at all times; therefore, we commit to excellence in all that we do. We recognize that aspiring to excellence is a journey that requires constant innovation and openness to change. We know that education is core to promoting excellence and that ongoing learning is essential for all healthcare professionals. Finally, our commitment to excellence is inspired by strongly held beliefs in clinical quality and safe patient care.

Teamwork

The strength of Augusta Health is based on our commitment to teamwork. We have the greatest success in fulfilling our mission and serving our community when we work together and have a collective stake in our successes and failures. When we work together we are capable of reaching the highest levels of performance and producing the best possible health outcomes for and service to our community.

Clinical Affiliate

Since 2008, the Augusta Health School of Clinical Laboratory Science has enjoyed an education partnership with the University of Virginia Health System Medical Laboratories for the provision of a portion of the clinical rotation experience. In 2014, this partnership was broadened in order to increase our class size. During the clinical rotation part of the academic year, half of our enrolled students complete their clinical rotation experience at the University of Virginia Laboratory, while the other half of the enrolled class completes their clinical rotation at Augusta Health. To broaden the educational experience of both groups, students are scheduled to rotate through the laboratory that is not their primary clinical rotation site. The mission, values, and goals of the UVA Health System are outlined below.

Mission

To provide excellence, innovation and superlative quality in the care of patients, the training of health professionals, and the creation and sharing of health knowledge within a culture that promotes equity, diversity and inclusiveness.

Our Values: ASPIRE

At UVA Health System, we put the patient at the center of everything we do. We **ASPIRE** to create a culture of trust, respect and engagement through our values:

- **Accountability:** Acknowledging and assuming responsibility for where we have succeeded and failed in terms of our actions, decision, policies and results
- **Stewardship:** Responsibly and carefully managing our resources and commitment to continual improvement and learning while acknowledging short comings or problems in our quest
- **Professionalism:** Approaching all that we do in a collaborative way, delivering excellent care through the lends of helpfulness, positivity, kindness and competency
- **Integrity:** Being honest, open and fair through our behaviors, attitude and treatment of others
- **Respect:** Being mindful of building a diverse and inclusive environment while showing compassion for everyone through our caring and intentional ways
- **Excellence:** Conducting ourselves in a manner that surpasses ordinary standards through preparation, collaboration and proactivity in all that we do

Goals

- To become the safest place to receive care
- To be the healthiest work environment
- To provide exceptional clinical care
- To generate biomedical discover that betters the human condition

- To train healthcare providers of the future to work in multi-disciplinary teams
- To ensure value-driven and efficient stewardship of resources

Contact Information

Physical Address:
78 Medical Center Drive
Fishersville, VA 22939

Mailing Address:
Augusta Health School of Clinical Laboratory Science
Attn: Ann C Ridder
78 Medical Center Drive
Fishersville, VA 22939

Phone Number:
(540) 332-4539

Fax Number:
(540) 332-4543

Website Address:
www.augustahealth.com/cls

Hours of Operation

The School is located within the clinical laboratory at Augusta Health. The laboratory is operational 24-hours-a-day, 7-days-a-week. Students have access to the library and student laboratory at any time by use of their student identification badge. School officials (Program Director, Education Coordinator) are generally onsite Monday through Friday from 8:00 am – 4:30 pm. For hours of required attendance for students, please see the 'Attendance Policy-Hours' section of this handbook.

Facilities and Equipment

Augusta Health is a 255-bed community hospital accredited by Det Norske Veritas & Germanischer Lloyd (DNV-GL). The clinical laboratory at Augusta Health is accredited by the College of American Pathologists and performs diagnostic tests in a wide variety of disciplines including hematology, hemostasis, urinalysis, body fluid analysis, clinical chemistry, immunohematology (blood banking), immunology, molecular diagnostics, and microbiology using a wide variety of manual and automated methods. The University of Virginia is a 600-bed acute care Level I trauma center accredited by The Joint Commission. The medical laboratories at the University of Virginia are also accredited by the College of American Pathologists. Diagnostic tests are performed in a wide variety of disciplines including hematology, hemostasis, urinalysis, body fluid analysis, clinical chemistry, immunochemistry, toxicology, immunohematology (blood banking), immunology, flow cytometry, molecular diagnostics, microbiology, mycology, parasitology, cytogenetics, and genomics, using a wide variety of manual and automated methods.

Library and Instructional Resources

Students are provided with textbooks and other educational materials required by the program. The cost of these materials is included in the tuition. Additionally, there is a library in the lecture room which contains a collection of current texts, periodicals, and other learning tools for use by the students and laboratory staff. Items may be kept as long as needed, provided that no one else has requested use of the item and that all items are returned in good condition by the last day of class for the school year in which the items were borrowed. Failure to return items borrowed from the library will result in a lock placed on the student's account whereby the student's certificate of completion will not be issued until either the item is returned in good condition or payment for replacement of the item has been received. Additionally, Augusta Health provides access to library materials on-line through the link for "Up to Date" which is located on each hospital desktop.

Computer Access

Learning Management System (LMS)

Students are strongly encouraged to have a laptop or tablet computer capable of connecting to wireless internet for use during the program. The learning management system, Canvas, will be used to access course materials and take computer-based assessments, along with distribution of communications and course schedules. Canvas is an online program which can be accessed from any web browser at no cost to the student.

Augusta Health Computer Access

Students will be given a user name and password to access the Augusta Health computer system. All hospital policies and procedures related to computer usage must be followed. Students will have the use of an Augusta Health email address, internet, and presentation/spreadsheet/word-processing software. A computer is available in the Student Laboratory that is accessible twenty-four hours a day. Students are permitted to use laboratory printers for school-related activities and assignments. It is the student's responsibility to notify the Program Director of any problems with the computer in the Student Laboratory. Additionally, students may connect their laptop/tablet to the internet via wireless network on Augusta Health's main campus.

University of Virginia Computer Access

During the clinical practicum experience at UVA, students will not be given a user name and password with which to access the University of Virginia computer system. However, computers are available in the break room of the Core Laboratory which may be used to access the internet without a UVA computing ID. Students will have access to the program's LMS, Augusta Health webmail, personal email, and presentation/spreadsheet/word-processing software. Additionally, students may connect their laptop/tablet to the internet via wireless network from any UVA location.

Accreditation

The Augusta Health School of Clinical Laboratory Science is accredited by NAACLS (www.naacls.org):

National Accrediting Agency for Clinical Laboratory Sciences (NAACLS)
5600 N. River Rd.
Suite 720
Rosemont, IL 60018-5119

Certification

The Augusta Health School of Clinical Laboratory Science is certified to operate by the State Council of Higher Education for Virginia (www.schev.edu):

State Council of Higher Education for Virginia (SCHEV)
James Monroe Building
101 North Fourteenth Street, 10th Floor
Richmond, Virginia 23219

Affiliations

Formal affiliation agreements are maintained with the following institutions. Signed copies of the agreements are kept on file in the Program Director's office.

Academic Affiliates

Averett University
420 West Main Street
Danville, Virginia 24541

George Mason University
4400 University Drive
Fairfax, Virginia 22030

Shippensburg University
1871 Old Main Drive
Shippensburg, PA 17257

Bridgewater College
402 East College Street
Bridgewater, Virginia 22812

Mary Baldwin University
101 East Frederick Street
Staunton, Virginia 24401

Eastern Mennonite University
1200 Park Road
Harrisonburg, Virginia 22802

Radford University
801 East Main Street
Radford, Virginia 24141

Clinical Affiliate/Branch

University of Virginia Health System/Medical Laboratory
1215 Lee Street/112 11th Street SW
Charlottesville, Virginia 22903

II. ADMISSIONS AND ENTRANCE REQUIREMENTS

Admission Criteria

The following criteria must be met by applicants in order to be considered for admission in to the program.

Essential Functions

Essential functions are a set of requirements that students must meet for admission, retention and graduation from the program. Prior to admission each student must agree that they can, and are prepared to, meet these requirements with or without reasonable accommodation. It is the responsibility of the student with disabilities to request accommodations that he/she feels are reasonable and are needed to execute the essential function requirements described below.

The Clinical Laboratory Science student must possess the following skills:

- **Observation:** Distinguish objects macroscopically and microscopically; read and comprehend text, numbers, and graphs displayed in print and on video display monitors.
- **Movement:** Maneuver safely and efficiently in the workspace in order to perform assigned tasks.
- **Communication:** Read and comprehend educational and technical materials; communicate clearly, accurately, and professionally, both verbally and in a written format; and follow verbal and written instructions provided in English.
- **Intellect:** Receive, process, and utilize information in order to achieve satisfactory performance in all tasks; demonstrate judgment and critical-thinking skills.
- **Behavior:** Work independently or in a team; manage time efficiently; demonstrate respect to all regardless of individual values and opinions; adapt to working with unpleasant biologicals; and maintain sound psychological health and emotional stability.
- **Safety:** Recognize potentially hazardous materials, equipment, and situations; proceed safely in order to minimize risk of injury to self and nearby personnel.

Academic Requirements for Admission

1. The applicant must either possess a baccalaureate degree from a regionally accredited college/university (4+1) or be degree-eligible at one of our affiliated colleges/universities (3+1). Degree-eligible means that all the degree requirements necessary for the baccalaureate degree have been completed, with the exception of the credits awarded for the clinical year. In either case, the required courses listed below must be completed prior to admission. These courses must have been taken within the previous seven years and passed with a grade of "C" or better. If the following courses were taken longer than seven years ago, the applicant must submit a resume along with the application demonstrating either further education (pursuit of Masters or Doctoral degree) or work in a laboratory-related field so that current competence can be evaluated. Exceptions to the seven-year course requirement will be made at the discretion of School officials.

Required Pre-Requisites:

- 16 semester hours in the Biological Sciences to include
 - 1 semester of Immunology
 - 1 semester of Microbiology
 - 16 semester hours in Chemistry to include
 - 1 semester of either Organic or Biochemistry
 - 1 semester in Mathematics, preferably Statistics
2. The applicant should possess a cumulative GPA of at least 2.3 from all colleges/universities attended along with a science GPA of at least 2.5 calculated from the required courses listed above.
 3. Applicants possessing foreign degrees must 1) submit an official transcript evaluated by an acceptable agency (see website) that shows degree equivalency to a four-year baccalaureate degree from a regionally accredited United States College/University, course-by-course evaluation with semester credit and grade equivalency, and GPA calculation and 2) have successfully completed all program pre-requisite coursework.

Non-Academic Requirements for Admission

1. The applicant must submit three letters of reference from non-related individuals, such as science professors, employers, or volunteer coordinators.
2. The applicant must submit official transcripts from all colleges/universities attended, including those from which transfer credit was obtained. Final transcripts showing successful completion of all required coursework must be submitted by enrolled applicants no later than one month prior to the program start date. Failure to do so will result in rejection of the enrolled applicant.
3. The 3+1 enrolled applicant must submit a degree eligibility form which certifies his/her eligibility to receive a baccalaureate degree from his/her college/university following successful completion of the clinical program. This form must be received no later than one month prior to the program start date. Failure to do so will result in rejection of the enrolled applicant.
4. The enrolled applicant must complete a medical and work history form, and undergo a criminal background check, drug screening, and hospital orientation as required by Augusta Health. Failure to successfully pass the hospital screening will result in rejection of the enrolled applicant.
5. The enrolled student must maintain health insurance throughout the clinical year and must document this coverage by submitting a photocopy of his/her insurance card.
6. An interview will be conducted as part of the admission process. Applicants are selected for admission on the basis of academic coursework, references, personal interview, interest in the field, conduct, and communication skills.

College-Level Examination Program ® (CLEP) Policy

As a post-baccalaureate certificate program, Augusta Health School of Clinical Laboratory Science does not accept transfer credits in the sense that colleges and universities may. However, CLEP credits may be useful to the student seeking admission to the program by helping the student who already holds a baccalaureate degree achieve the minimum pre-requisite credit hours in Biology and Chemistry. Students who have already obtained their baccalaureate degree from a regionally accredited college/university, and who are applying to the program in a 4+1 capacity, are required to complete the program's prerequisite coursework prior to admission. If a student has completed all other required coursework but lacks enough general credits in biology or chemistry to meet the sixteen semester hour requirement, the student may be allowed to utilize CLEP credit to meet that requirement.

The Augusta Health School of Clinical Laboratory Science recognizes two CLEP examinations: Biology and Chemistry. CLEP credit is only accepted upon successful completion of the exam, and the exam must have been taken within the previous seven years to count towards the semester hour requirement. A passing score on either exam is 50. The Biology exam is counted as six semester hours in Biology and is considered to be equivalent to Introductory College-Level Biology (Biology 101, 102). The Chemistry exam is counted as six semester hours in Chemistry and is considered to be equivalent to Introductory College-Level Chemistry (Chemistry 101, 102). Students may not duplicate credits already earned with CLEP credits. For example, if a student has already taken introductory Biology and/or introductory Chemistry and received college credit for it, he/she may not also take the CLEP exam and count those hours toward the sixteen required semester hours.

For all applicants, if CLEP credit is being used as credit for any courses obtained as part of the student's baccalaureate degree, the CLEP score must be included in order to appropriately calculate the overall and science grade point average (GPA). It is acceptable to include the CLEP score on the official transcript. If the CLEP score is not present on the official transcript, then an official score report from CLEP will need to be submitted in addition to all other official college/university transcripts. The following scale will be used to calculate the overall and science GPA for students utilizing CLEP examinations to complete the sixteen semester hour requirement: Biology A = 64-80, B = 57-63, C = 50-56, No Credit = <50; Chemistry A = 73-80, B = 65-72, C = 50-64, No Credit = <50.

Transfer Credit Policy

Transcripts will be evaluated during the application review process and transfer credit will be awarded as applicable.

The academic institutions listed in the 'Affiliations' section of this handbook have agreed, through signed affiliation agreements, to award transfer credit for the clinical year towards a baccalaureate degree for students enrolled as a 3+1 student at the time of program completion as indicated in the following table:

Course	Averett	Bridge-water	Eastern Mennonite	George Mason	Mary Baldwin	Radford	Shippens-burg
Hematology/Coagulation	6	7	7	6	7	6	6
Microbiology	7	8	8	6	8	8	7
Clinical Chemistry	7	7	7	6	8	7	7
Immunology/Serology	2	2	2	7	2	2	2
Blood Bank	4	4	4		4	4	4
Urinalysis/Body Fluids	2	2	2	3	2	2	2
Basic Techniques	2	1	1	2	1	1	1
Management/Education		1	1		1	1	
Total Credits	30	32	32	30	33	31	30

Students attending in a 3+1 capacity must have a degree-eligibility form on file certifying all other college/university degree requirements have been met and that completion of our program's transfer credits are the only credits necessary for completion of the baccalaureate degree.

Students already possessing baccalaureate degrees may be enrolled if they meet admission requirements. For those students already possessing baccalaureate degrees, credits earned at this school are transferable to another institution at the sole discretion of the accepting institution.

Applied Experience Policy

Students enrolled in the Augusta Health School of Clinical Laboratory Science who have experience working in a clinical laboratory will not be granted exemption from any aspect of the program.

Department of Veterans Affairs

The Augusta Health School of Clinical Laboratory Science is an approved non-college degree program to offer GI Bill® educational benefits by the Virginia State Approving Agency (SAA). Applicants must meet all admission and entrance requirements and submit a complete application by the posted deadline. Eligible enrolled students may apply for benefits through the following website: <http://www.gibill.va.gov>.

Individuals entitled to educational assistance under Chapter 31, Vocational Rehabilitation and Employment, or Chapter 33, Post-9/11 GI Bill benefits (covered individuals) must:

- Submit a certificate of eligibility for entitlement to educational assistance no later than the first day of class for the instructional year. A “certificate of eligibility” can also include a “Statement of Benefits” obtained from the Department of Veteran Affairs’ (VA) website – eBenefits, or a VAF 28-1905 form for chapter 31 authorization purposes.
- Submit a written request to the Program Director that he/she desires to use such entitlement.
- Provide additional information as necessary to ensure proper certification of enrollment by the School of Clinical Laboratory Science.

Application and Admission Timeline

In order to be considered for the clinical program beginning in the summer, a complete application packet must be received by November 19. A complete application packet consists of a complete application, three letters of reference, and transcripts from all colleges/universities attended, including those at which transfer credit was obtained. Applications received after November 19 will be evaluated for the upcoming class on a first-come, first-serve basis, and consideration will be dependent upon openings in the class. Applications are reviewed mid-November through mid-December, interviews take place mid-December through mid-January, and offers of acceptance are made by mid-February. Specific dates for each year are posted on the school's website.

Applicant Selection/Admission

Applicants are selected based on a point system which takes into consideration the following: overall GPA, which is calculated by looking at the GPA across all institutions where an applicant has earned credit; science GPA, which is calculated by looking at the prerequisite courses required for admission; college major; affiliate status, which is determined by whether or not an applicant is a student or graduate of one of our academic affiliates; relevant coursework, including incidence of course repeats and withdrawals; strength of references; interview performance; state/locality of residency (Augusta County and Virginia residents get priority); initiative; work experience; and communication skills/etiquette. Interviews are generally conducted in a group format led by the Program Director as well as the Augusta Health and UVA Education coordinators. A phone interview may be offered in the case of a candidate who is unable to travel to Fishersville, however this is not preferred. Candidates are notified by mid-February via phone, email, and/or postal mail whether or not admission is being offered. In all cases, the applicant must indicate receipt of the notification.

Admission is contingent upon clearance by both the Augusta Health Human Resources and Employee Health Departments. Human Resources clearance includes a criminal background check, and Employee Health clearance requires a review of the applicant's immunization status and a drug screening. An appointment for evaluation and clearance will be scheduled by Human Resources prior to the start date of the program, and failure to satisfactorily complete these evaluations by the stated deadline will result in

revocation of the conditional admission. In such a case, the applicant must reapply in the next admission cycle to be considered for future acceptance.

Admission may be conditional upon completion of pre-requisite coursework. Satisfactory completion of this coursework is considered to be a 'C' or better and must be documented by official transcript at least one month prior to the start of the program. Failure to satisfactorily complete or provide evidence of completion by this deadline will result in revocation of the conditional admission. In such a case, the applicant must reapply in the next admission cycle to be considered for future acceptance.

Upon offer of admission, the applicant will be provided with a copy of the current version of the Student Handbook and an enrollment agreement. The applicant will have a minimum of two weeks to review the Student Handbook and enrollment agreement and make a decision on acceptance. The signed agreement and non-refundable registration fee of \$100 are due by the date indicated in the letter of offer. Once the enrollment agreement has been signed and returned, the applicant has three business days, excluding weekends and holidays, to cancel the agreement by written notice, but the \$100 non-refundable registration fee will not be returned.

III. STUDENT DISCLOSURE INFORMATION

Performance Standards

The program maintains standards for academic, technical, and professional performance. Performance standards must be met in all areas to successfully complete the program.

Grading Policy

Written and practical exams, assignments, performance evaluations, and task lists will comprise the overall grade for the course. Objectives for each task for which grades will be assigned are provided prior to evaluating the student. Assignments turned in late will be assessed a late penalty of five points per day. Late submission is defined as submission greater than or equal to thirty minutes beyond the stated due date/time. The grading scale is as follows:

98.00-100.00	A+
93.00-97.99	A
90.00-92.99	A-
87.00-89.99	B+
83.00-86.99	B
80.00-82.99	B-
77.00-79.99	C+
73.00-76.99	C
70.00-72.99	C-
<70.00	F

The final grade at the end of the year will constitute an average of both phases, Lecture/Student Laboratory (50%) and Clinical Rotation (50%). Letter grades will be assigned based upon the above grading scale. Students have access to their grades and/or progress reports at any time through Canvas, the online Learning Management System (LMS) in use by the program.

Grade Forgiveness

A grade forgiveness pass may be used in the event of a failure on an assignment, written, or practical examination. Failure is defined as less than 70%. If a grade forgiveness pass is used, the grade will be recorded but will not count toward academic probation (unless it causes the overall GPA to fall below 2.0 or course grade to fall below 70%). The student will have an option to utilize a grade forgiveness pass for any two grades received throughout the year, with the exception of final exams, repeat final exams, and behavioral evaluations. After two failures, the student will be placed on Academic Probation.

Failure of a Final Examination

If a final examination is failed, the student must take a repeat final examination and pass with a minimum score of 70%. Regardless of the grade on the second attempt, the maximum grade recorded when an exam is failed and repeated is a 70%. If the student receives a grade lower than 70% on the repeat examination, the student will be placed in Academic Probation (refer to section on 'Probation').

Performance Evaluation

Criteria for performance evaluation will be based upon Safety and Privacy, Attentiveness, Initiative, Attitude, Promptness, and Professionalism. Students will be formally evaluated at the completion of each unit and issued a grade. Periodic progress reports will be given in advance of formal evaluations. Each evaluation will be shared with the student either in person or online via the LMS.

Grievance Policy

Any student may submit grievances or concerns in writing to the Program Director to be discussed at the Supervisor's Meeting and/or brought before the Education Committee. The Education Committee consists of the following individuals as appropriate/available: Program Director, Augusta Health Education Coordinator, UVA Education Coordinator, Medical Director of the School, and Laboratory Director. Actions taken to resolve formal complaints will be communicated to the individual(s) involved as appropriate. A record of complaints and steps taken to resolve any problem will be maintained by the Program Director. Should the student find the resolution unsatisfactory, or feel the complaint is with the Program Director, the complaint may be submitted directly to the Administrative Director of the Laboratory or the Medical Director of the School. The State Council of Higher Education for Virginia (SCHEV) may be contacted as the agency of last resort for grievances that the student feels were not properly addressed by the Education Committee as described above. In any case, the student will not be subject to any unfair action and/or treatment by any school official as a result of the initiation of a complaint.

For veterans and other eligible persons, the Virginia State Approving Agency (SAA) is the approving authority of education and training programs for Virginia. Their office investigates complaints of GI Bill beneficiaries. While most complaints should initially follow the school grievance policy, if the situation cannot be resolved at the school, the beneficiary should contact the SAA office via email at saa@dvs.virginia.gov.

Appeal Procedure

Primary (Grade) Appeals

If a student wishes to appeal the grade obtained on a test or other evaluation, the student must request review of the grade in writing within one week of receiving the evaluation. If the appeal is in relation to a test, worksheet, or other technical project, the student must submit evidence as to why they believe their answer to be correct. If the appeal is in relation to a psychomotor or affective evaluation, the appeal must outline the reasons the student feels the evaluation was inappropriate. Grade appeals will be evaluated by the Program Director, and a response generated within one week. In the Program Director's absence, the appeal is reviewed by the Education Coordinator or designee. The student will not be subject to any unfair action and/or treatment by any school official as a result of the initiation of the appeal. Should the student not be satisfied with the outcome of this primary response, the student may proceed with the advanced appeal process outlined below.

Advanced Appeals

In the event that a student is not satisfied with a decision made concerning them (including but not limited to dismissal from the program) and he/she wishes to appeal that decision, the following procedure should be enacted within 7 business days of the date the decision:

- A formal letter of appeal should be submitted to the Medical Director of the School on behalf of the student by the student's academic advisor explaining the grounds for appeal. If the student is no longer

affiliated with a college or university, the student may initiate the appeal through the Administrative Director of the Laboratory.

- The appeal will be submitted for advisement to the Administrative Committee, which is composed of the following as appropriate/available: Chief Executive Officer or designee, VP of Operations, Administrative Director of Professional Services, and the Medical Director of the School.
- Review of the appeal and final decision on the matter will be made by the Administrative Committee based on simple majority. The Medical Director of the School will state the final action on the matter and will issue a formal letter to the student.
- The student will not be subject to any unfair action and/or treatment by any school official as a result of the initiation of the appeal.

IV. PROBATION, DISMISSAL, WITHDRAWAL, AND READMISSION

Probation and Dismissal

Academic Probation

The following criteria will result in the student being placed on academic probation:

- Failure of a combination of any three graded activities (written exams, practical exams, assignments, behavioral evaluations, etc.)
- Failure of any two final exams, including repeat final exams
- Failure of a course (<70% in the overall grade of a course)
- Overall program GPA of < 2.0
- Absence in excess of allotted five days (not counting bereavement leave or leaves of absence)

A student on probation is subject to dismissal from the program. However, since dismissal is an undesirable option for everyone, the Program Director will develop a Retention Action Plan (RAP) which must be fully complied with for the duration of the program in order to remain in the program. Failure to meet the criteria established in the RAP will result in immediate dismissal from the program.

If a 3+1 student is placed on probation, their academic advisor will be notified in writing. A copy of this letter will be retained in the student's file. For Covered Individuals who have failed three graded activities or two final exams as listed above, the school will no longer certify GI Bill benefits and will notify the Department of Veterans Affairs that the student has been placed on academic probation.

Causes for Dismissal

A student may be dismissed for failure to abide by the Honor Code or for violation of established rules of the hospital, laboratory, and/or school as outlined in policy manuals and this handbook. Except in cases involving threat or harm to others, which would result in immediate dismissal, a student suspected of a violation will receive a formal written notice outlining the action. The student will then be provided with an opportunity to speak on his/her behalf to the Education Committee. Based upon the evidence presented against the student and the student's appeal in his/her own interest, the student may be dismissed from the program according to the "Dismissal Decision" section that follows.

Dismissal Decision

Cases involving threat or harm to others will result in immediate dismissal, and the student will be prohibited from future readmission. In cases where other criteria for dismissal are present, the Education Committee will meet to discuss the dismissal decision. The Education Committee consists of the following individuals as appropriate/available: Program Director, Augusta Health Education Coordinator, UVA Education Coordinator, Medical Director of the School, and Laboratory Director. The student's violation will be

evaluated with consideration given to the nature of the offense, past performance, probationary status, ongoing performance, length of time in program, and student's defense. The Committee will make the decision to either dismiss the student or allow the student to remain in the program on a provisional status with required conditions that must be met for continued progression listed in the Retention Action Plan.

In all cases, the student will receive formal written notification of the disciplinary action being taken. A copy of this letter will be kept in the student's file, and a copy submitted to the Medical Director of the School. When a student is in the program as a 3+1 student, the Academic Advisor will also be notified of these actions. If a student is dismissed, the student will be awarded credit for the courses that have been successfully completed.

Student Withdrawal

If a student chooses to withdraw from the program due to personal circumstances, the student must submit a signed and dated letter stating his or her intentions to the Program Director or other program official. Such students will be awarded credit for the courses that have been successfully completed.

Student Readmission

- If a student is dismissed from the program as a result of threat or harm to others, the student will not be readmitted.
- If a student is dismissed from the program for violation of hospital policy including but not limited to intoxication with drugs/alcohol, tobacco use, or HIPAA violation, the student will not be readmitted.
- If a student is dismissed from the program for lying, cheating, stealing, or other similar violation of the Honor Code the student will not be readmitted.
- If a student is dismissed from the program for academic reasons, the student may reapply but re-admittance is not guaranteed. Evidence of additional academic and/or professional experience may be requested to demonstrate that the student is likely to be able to handle the academic rigors of the program if readmitted.
- If a student withdraws in order to pursue another academic or professional opportunity, or because he/she wasn't satisfied with the program or its structure/content, the student will not be readmitted.
- If a student in good standing withdraws due to personal circumstances such as illness/injury of themselves or a family member, financial difficulty, or any other reason which would require absence longer than that which could be accommodated by a leave of absence, the student may reapply but re-admittance is not guaranteed.

V. RECORDS AND RECORD REQUESTS

Record Keeping Policy

Records are retained on applicants, enrolled applicants, and students for varying lengths of time. Definitions of each are listed below:

- Applicant = any person who has submitted an application to the program; also known as a 'student applicant'
- Enrolled Applicant = any person who has been offered admission and has signed the enrollment agreement; also known as an 'enrolled student'
- Student = any person who has attended one or more days of class

Only records listed in the student section (which includes enrolled applicant records) have mandatory retention times as dictated by SCHEV. Other retention guidelines are at the discretion of the program and may be amended from time to time. All school records are kept in the Program Director's office which is locked when not occupied by the Program Director or other school official. Any changes or alterations to student records must be accurately documented and signed by an appropriate school official.

The table below outlines which records are kept, the minimum retention times for those records, whether or not the record is available for student review, and general comments about the record.

Applicant Records

Record	Minimum Retention Time (from date of application)	Available for Student Review?	Comments
Application	Three Years	Yes	
College/University Transcripts	Three Years	Yes	
Reference Letters	Three Years	Yes*	*Not available for review if Waiver of Access (on reference form) is signed.
Resume	Three Years	Yes	Only required for applicants whose coursework is >7 years old
Transcript Evaluation	Three Years	Yes	
GPA Calculation	Three Years	Yes	
Applicant Review Log	Three Years	No	Used to assist in application review
Interview Written Questions	Three Years	Yes	Completed by applicant during interview

Enrolled Applicant Records

Record	Minimum Retention Time (from last date of attendance)	Available for Student Review?	Comments
Application	Three Years	Yes	
Enrollment Agreement and Statement of Commitment	Three Years	Yes	Includes Disclosure of Tuition Installments and Truth-in-Lending Statement
Contingent Admission Agreement	Three Years	Yes	Outlines requirements that must be met to move from enrolled applicant to student
College/University Transcripts	Three Years	Yes	
Resume	Three Years	Yes	Only required for applicants whose coursework is >7 years old
Transcript Evaluation	Three Years	Yes	
GPA Calculation	Three Years	Yes	
Degree Eligibility Form	Three Years	Yes	Only required for applicants who do not enter the program with a bachelor's degree
Record Keeping Checklist	Permanently	Yes	Includes Program of Study, Dates of Enrollment, Clinical Rotation Assignment, and Current Status
Augusta Health Transcript	Permanently	Yes*	Includes Courses Taken and Grades *Only available for students in good financial standing
Tuition Payment Schedule	Three Years	Yes	A record of all financial transactions between the applicant/student and the school including payments from the student, payments from other sources on the student's behalf, and refunds.

Student Records

Record	Minimum Retention Time (from last date of attendance)	Available for Student Review?	Comments
Emergency Contact Information	Three Years	Yes	
Documentation of Health Insurance	Three Years	Yes	
Release of Student Information Form	Permanently	Yes	
Phlebotomy Practice Log	Three Years	Yes	Document includes: site(s) & date(s) of practice, observer(s), consent, and # of attempts
Safety Training at Augusta Health	Three Years	Yes	
Safety Training at UVA	Three Years	Yes	
Attendance Record	Three Years	Yes	
Attestation of Criminal Background	Three Years	Yes	UVA form required of all students
Immunization Records	Three Years	Yes	Obtained from AH Employee Health; Required by AH and UVA for all students
Influenza Vaccine Consent Form or Declination Form	Three Years	Yes	Obtained from AH Employee Health; Required by AH and UVA for all students
Adverse Action Log	Permanently	Yes	If log indicates activity, supporting documents will be included
Academic Advisor Communication Log	Three Years	Yes	Only required for applicants entering the program as a 3+1 from an affiliate
Augusta Health Competency Log	Three Years	Yes	Only required of students who complete their clinical rotation at Augusta Health
Grade Reports	Permanently	Yes	Printed from Canvas (course management software)
Graduate Contact Information	Permanently	Yes	
Reference Request Form (Not Required)	Permanently	Yes	May be Submitted Upon Program Completion
Transcript Request Form (Not Required)	Three Years	Yes	May be Submitted Upon Program Completion

In the event of the school's closure or transfer of ownership:

- Admissions records (all records in the enrolled applicant section except the record keeping checklist) will be maintained by the school, its successors, or its assigns for a minimum of three years after the student's last date of attendance as required by SCHEV.
- Financial records (the tuition payment schedule listed in the enrolled applicant section) will be maintained by the school, its successors, or its assigns for a minimum of three years after the student's last date of attendance as required by SCHEV.
- Academic records (the record keeping checklist) and student grades will be retained permanently as required by SCHEV. These documents serve as a record of the student's academic or course progress and must include, at minimum, the program of study, dates of enrollment, courses taken and completed, grades, and indication of the student's current status (graduated, probation, etc.).

- Transcripts will be retained in either hard copy forms or in an electronic database with backup by the school, its successors, or its assigns permanently as required by SCHEV.
- Records other than those listed will not be required to be maintained.
- Additional records, which must include Veterans Information records, one set of course descriptions for all courses offered by the school, and evidence of accreditation during the years covered by the transcripts will be retained permanently as required by SCHEV.

Transcript/Financial Record Request

A student or graduate of the program may request an official transcript and/or financial record at no charge. Financial records will be issued upon request to any current/former student or graduate. Transcripts will be issued to any current/former student or graduate in good financial standing per the 'Financial Indebtedness' section of this handbook. Transcript and financial record request forms can be obtained on the School's website or by request from the Program Director. An official transcript may be requested by submitting a complete, signed transcript request form.

VI. SAFETY AND STUDENT CONDUCT

Maintaining a safe environment for patients, students, instructors, and other laboratory employees is of utmost concern. The policies outlined in this section are intended to create a safe environment for learning while also ensuring that patient care, the primary mission of both the sponsoring institution and clinical affiliate, is carried out with quality and accuracy.

Students are expected to behave in a professional manner and to adhere to the School policies set forth in this handbook and to the policies of Augusta Health and the University of Virginia Health System while onsite at that location. If a student violates School or Hospital policy, the student may be subject to dismissal from the program as outlined in Section IV (Probation, Dismissal, Withdrawal, and Readmission) of this handbook. If a student is dismissed due to unsatisfactory conduct, the student may appeal under the 'Appeal Procedure' in Section III (Student Disclosure Information) of this handbook. If a student is dismissed for reasons of inappropriate student conduct, the student will not be readmitted per the 'Student Readmission' policy in Section IV.

Specific prohibitions and requirements relating to student conduct are outlined in the policies below. Failure to abide by any of these policies may result in dismissal as described in the paragraph above.

Student Safety

In order to learn the policies and procedures of each institution, including those policies and procedures designed to keep themselves and others safe, students are required to attend General Hospital Orientation at Augusta Health prior to starting the educational program. Students receive a safety lecture and tour during the first few days of the program at Augusta Health and a safety orientation before each departmental rotation at UVA. Students are also required to complete online learning modules documenting their understanding of health and safety practices prior to the clinical rotation at UVA.

Student Supervision and Verification of Patient Results Policy

At both locations during instructional hours, students must be supervised at all times by their clinical instructor(s). If a student has been released from the bench by their instructor for any part of the day, and the student chooses to come back into the department to work in a non-paid (student) capacity, the student must get approval from their clinical instructor or other School official so that appropriate supervision can be arranged.

At Augusta Health, students are not permitted to verify patient results during instructional hours until they have been deemed competent in that department as evidenced by the signature of the instructor and the student on the computer competency log. Students may result under their own computing ID following instructor signature on the competency log for each department. Students must be supervised at all times by their clinical instructor during instructional hours, even after the competency log has been signed.

At UVA, students are neither issued a computing ID nor are they permitted to verify patient results during instructional hours. Students will gain practice in resulting and in navigating the UVA laboratory information system under direct observation of their clinical instructor who will ultimately be responsible for the result of patient results.

Dress Code Policy

Proper appearance and attire as well as personal grooming are essential aspects of a health care professional. Personal appearance is not only a reflection upon the individual but also upon the hospital. In addition, consideration must be given to assure the safety of all laboratory employees. Lab coats and other personal protective equipment (gloves, goggles, etc.) will be provided by the hospital and must be worn according to laboratory policy. An official dress code for each location (Augusta Health and UVA) will be distributed on orientation day; however, the following sentences will summarize the main points. During classroom activities and field trips, dress casual may be worn. In the clinical areas at Augusta Health, students must wear either black (■) or teal (■) scrubs in any color combination of tops and bottoms. For example, same color pants and shirt, black pants with teal shirt, or vice versa. Scrub jackets may be worn and can be either black or teal. Long or short sleeve shirts worn underneath scrub tops should have a scoop neck and be solid black, teal, or white and contain no lettering or designs. Shoes must cover the entire top of the foot and must be worn with socks or hose. Hair should be of a naturally occurring color and confined off face in such a manner as to prevent it from contacting contaminated materials or surfaces. Jewelry should not be so long that it could become caught in equipment or hang into infected materials. Legs must be covered when skirts are worn in technical areas. Inappropriate clothing items include: jeans, sweatpants, sweatshirts, fleece jackets, hoodies, shorts, cropped or Capri pants, t-shirts, halter/tank tops, and mini-skirts. There should be no visible tattoos, and facial piercings (including tongue) are not permitted. Rings are limited to two per hand (wedding ring sets count as one). Pictured identification badges indicating that the wearer is a student via title or badge rider will be provided and must be worn at all times while in the hospital and on school field trips.

Electronic Devices Policy

Students must keep their cell phone and all other personal electronic devices stored in their personal belongings in the off or silent setting during instructional hours. Students are permitted to use their cell phone during approved breaks in instruction. Students may not have their cell phone in clinical areas. If a student needs to be reached during instructional hours for a personal emergency, they may be reached at any of the laboratory's telephone extensions (see provided list). Callers should be instructed to ask for the student by their full name, indicate that they are a CLS student, and state that the call is urgent. The student will then be retrieved from class to take the phone call.

If a student chooses to use a laptop or notebook computer to take notes during lecture, the device may only be used to take notes or for other educational purposes and not to play games, read/post on social media, etc. If the computer is being used inappropriately, the student may permanently lose privileges to use their laptop during class.

Self-Testing Policy

Students must not run or request others to run non-physician ordered laboratory tests on themselves or others without the approval of the Program Director (or designee).

Student Employment/Service Work Policy

Students may be employed in the laboratory at Augusta Health and/or UVA under the following conditions:

- Employment must be on a voluntary/non-compulsory, paid basis.
- Employment must be restricted to non-instructional hours.
- Students must wear their name badge, which identifies them as a student.
- During instructional hours students will never be used as a replacement for staff.

- Students will be supervised by the departmental manager/supervisor for the area(s) in which they work.
- Proficiency must be demonstrated before employment in technical capacities, in accordance with departmental standards.

The Student Employment/Service Work Policy is distributed to students prior to enrollment via this handbook. It is distributed to faculty via yearly review of this handbook and documented by signature. It appears in the laboratory policies/standard operating procedures of Augusta Health and as an addendum to the clinical affiliation agreement with the University of Virginia.

Although not regulated by the program, on average students find that working 20 hours/week is the maximum they are able to manage in order to have enough time to devote to their studies.

Drug/Alcohol/Tobacco Policy

As a condition of admission, all applicants are required to submit to and pass a drug screening conducted by and at the expense of Augusta Health. A student will be dismissed from the program if he/she is in violation of the hospital's policy regarding possession, distribution, or use of intoxicants or illicit drugs including reporting to class under the influence of drugs or alcohol.

Students are advised that the Augusta Health campus is tobacco-free. This means that tobacco products of any kind are not to be used on Augusta Health property. Additionally, individuals may not leave campus to use tobacco on their breaks due to residual particulates that remain on the individual's hair and clothing. Individuals with a tobacco addiction may request help through Augusta Health Community Wellness at 540-332-4190.

The hospital's policy on these matters is given to the student in the form of the Employee Handbook and discussed during the Hospital's General Orientation session.

Weapons Policy

All students are prohibited from possessing weapons of any kind during instructional hours whether at Augusta Health or at an offsite location.

Honor Policy

In accepting admission to the Augusta Health School of Clinical Laboratory Science, each student makes a commitment to adhere to the policies, rules, and regulations put forth by Augusta Health and the School. It is the responsibility of each student to become familiar with these policies, rules, and regulations, including the school's Honor Code. Ignorance of the Honor Code, or any action constituting a violation of that code, cannot be used as a defense against disciplinary action should a student be accused of an infraction.

Honor Code

I do hereby resolve to uphold the policies, rules, and regulations of Augusta Health and the School of Clinical Laboratory Science.

Violations of the Honor Code

Since all students are presumed to be honorable, any act of lying, cheating, stealing, etc., is considered a violation of the honor code. A student is expected to refrain from such acts of moral turpitude. Additionally, a student who becomes aware of such an infraction has the duty to report the infringement to the Program Director or other program official.

Any act deemed dishonest throughout the course of the program will be considered a violation of the honor code. These actions include, but are not limited to:

- Use of unauthorized material during an examination
- Collaboration between others during an examination
- Obtaining or attempting to obtain prior knowledge of examination material
- Falsification of data in either the academic or clinical setting
- Falsification of the need for a Leave of Absence or Bereavement Leave

Should a student be suspected of a violation of the honor code, they may be disciplined in accordance with the Probation and Dismissal policy in this handbook.

Professionalism/Ethics Policy

As future Clinical/Medical Laboratory Science professionals, students are expected to behave according to the Code of Ethics established by the American Society for Clinical Laboratory Science (ASCLS), which is listed below.

Preamble

The Code of Ethics of the American Society for Clinical Laboratory Science sets forth the principles and standards by which Medical Laboratory Professionals and students admitted to professional education programs practice their profession.

Duty to the Patient

Medical Laboratory Professionals' primary duty is to the patient, placing the welfare of the patient above their own needs and desires and ensuring that each patient receives the highest quality of care according to current standards of practice. High quality laboratory services are safe, effective, efficient, timely, equitable, and patient-centered. Medical Laboratory Professionals work with all patients and all patient samples without regard to disease state, ethnicity, race, religion, or sexual orientation. Medical Laboratory Professionals prevent and avoid conflicts of interest that undermine the best interests of patients.

Medical Laboratory Professionals are accountable for the quality and integrity of the laboratory services they provide. This obligation includes maintaining the highest level of individual competence as patient needs change, yet practicing within the limits of their level of practice. Medical Laboratory Professionals exercise sound judgment in all aspects of laboratory services they provide. Furthermore, Medical Laboratory Professionals safeguard patients from others' incompetent or illegal practice through identification and appropriate reporting of instances where the integrity and high quality of laboratory services have been breached.

Medical Laboratory Professionals maintain strict confidentiality of patient information and test results. They safeguard the dignity and privacy of patients and provide accurate information to patients and other health care professionals. Medical Laboratory Professionals respect patients' rights to make decisions regarding their own medical care.

Duty to Colleagues and the Profession

Medical Laboratory Professionals uphold the dignity and respect of the profession and maintain a reputation of honesty, integrity, competence, and reliability. Medical Laboratory Professionals contribute to the advancement of the profession by improving and disseminating the body of knowledge, adopting scientific advances that benefit the patient, maintaining high standards of practice and education, and seeking fair socioeconomic working conditions for members of the profession.

Medical Laboratory Professionals accept the responsibility to establish the qualifications for entry to the profession, to implement those qualifications through participation in licensing and certification programs, to uphold those qualifications in hiring practices, and to recruit and educate students in accredited programs to achieve those qualifications.

Medical Laboratory Professionals establish cooperative, honest, and respectful working relationships within the clinical laboratory and with all members of the healthcare team with the primary objective of ensuring a high standard of care for the patients they serve.

Duty to Society

As practitioners of an autonomous profession, Medical Laboratory Professionals have the responsibility to contribute from their sphere of professional competence to the general well-being of society. Medical Laboratory Professionals serve as patient advocates. They apply their expertise to improve patient healthcare outcomes by eliminating barriers to access to laboratory services and promoting equitable distribution of healthcare resources.

Medical Laboratory Professionals comply with relevant laws and regulations pertaining to the practice of Clinical Laboratory Science and actively seek, to change those laws and regulations that do not meet the high standards of care and practice.

Pledge to the Profession

Additionally, students should be aware of the Pledge to the Profession established by ASCLS listed below. This pledge will be recited by the students during graduation ceremonies prior to receiving their school pin and certificate.

As a Medical Laboratory Professional, I pledge to uphold my duty to Patients, the Profession and Society by:

- Placing patients' welfare above my own needs and desires.
- Ensuring that each patient receives care that is safe, effective, efficient, timely, equitable, and patient-centered.
- Maintaining the dignity and respect for my profession.
- Promoting the advancement of my profession.
- Ensuring collegial relationships within the clinical laboratory and with other patient care providers.
- Improving access to laboratory services.
- Promoting equitable distribution of healthcare resources.
- Complying with laws and regulations and protecting patients from others' incompetent or illegal practice
- Changing conditions where necessary to advance the best interests of patients.

VII. ATTENDANCE/LEAVE OF ABSENCE INFORMATION

Attendance Policy

Hours

Hours of required attendance are usually 8:30 am to 4:00 pm Monday through Friday but may vary from 6:30 am to 5:00 pm. However, the required time each day will be no more than 8 hours except in rare situations. Because of the nature of the working atmosphere of the clinical laboratory, staying beyond scheduled time may be required infrequently to complete an assignment or to participate in a learning experience. A schedule is distributed monthly indicating the hours of required attendance.

Attendance

Students must report at the appointed time and stay until dismissed each day. Arriving late is defined as not being seated/ready to begin for a classroom activity or not being in the department/ready to work for a clinical rotation at the time posted on the schedule. If a student is late to lecture or clinical rotation, a tardy will be recorded on the attendance sheet. Early departure is defined as leaving earlier than the posted dismissal time and/or leaving before being dismissed by the instructor.

Students are allotted five days of combined excused and unexcused absences during the year, or the equivalent of 40 hours. These absences include both sick and personal days and may accrue as either full or partial days. For tardiness and early departures, absences will be recorded on the attendance sheet in fifteen-minute increments. An absence will become a half-day absence if a person arrives more than 2 hours late or leaves more than 2 hours early compared to the posted arrival or departure times.

The student is responsible to notify the Program Director and clinical instructor (if applicable) as soon as possible if he/she will be late or absent. The Program Director should be notified as far as possible in advance for absences due to scheduled events (interviews, doctor's appointments, family events, etc.).

Attendance records are kept on file in the Program Director's office. Absences in excess of the allotted five days may result in non-academic probation (Retention Action Plan) or dismissal. Bereavement leave and approved leaves of absence do not count toward this five-day policy. Refer to the Leave of Absence policy in the next section.

Bereavement leave of one week will be provided for absences related to members of the employee's immediate family: spouse, children, parents, brother, sister, grandparents, grandchildren, mother-in-law, father-in-law, brother-in-law, sister-in-law, or any relative living in your household. Additional bereavement leave may be granted depending on circumstances.

Late arrivals and/or early departures may occasionally be excused (not counted toward the 40 hour allotment) by the Program Director if the occurrence does not interfere with educational activities.

Students are responsible for instruction missed during their absence. Instructors will work with the students as available to review the missed material. Additional compensatory time for absences will be made up at the discretion of the Program Director and clinical instructors.

Leave of Absence

If a student needs to be absent for an extended period of time, that student must request a leave of absence. If a student is absent for a period of time greater than the five days allotted by the attendance policy and/or bereavement leave without formally requesting a leave of absence, the student will be subject to dismissal according to the attendance policy.

Leaves of absence may be taken for such situations as severe illness/injury of the student or a student's immediate family member, death of an immediate family member requiring a longer period of absence than allotted by bereavement leave, call to duty for military service, pregnancy/birth of a child, adoption and/or foster care placements. Request for a leave of absence must be submitted in writing as soon as the need for a period of extended absence is known. The request must be signed and dated and include the general reason for the absence as well as the expected return date. The request will be reviewed by the Education Committee and a written response provided within two business days. The Education Committee consists of the following individuals as appropriate/available: Program Director, Augusta Health Education Coordinator, UVA Education Coordinator, Medical Director of the School, and Laboratory Director. The Education Committee will either approve or deny the request for leave of absence depending upon the length of the anticipated absence as well as the specific material/experiences that will be missed during the expected leave of absence. A student will not be approved for more than one total month of absence, even if taken in shorter segments.

If a student's leave of absence request is denied, the student must continue attending the program without taking a leave of absence, resign from the program, or be subject to dismissal according to the attendance policy. The student will be provided a written notice outlining the reason for denial. If a student does not resume attendance on or before the end of an approved leave of absence, the dismissal date will be considered to be the date that the leave of absence was approved for refund purposes.

If a student's leave of absence is approved, the Education Committee will outline a schedule of independent assignments and/or compensatory time that is added to the original length of the program in order to

complete the required material missed during the leave period. If a student's leave of absence is approved and the student is not able to return on the expected return date, the student must reapply for an extension of the leave of absence. A student who either fails to reapply for an extension of the leave of absence or is denied an extension of the leave of absence will be subject to dismissal according to the attendance policy.

The student will have two business days to agree in writing to the terms of the leave of absence. If a response is not received within that timeframe it will be assumed that the student does not agree to the terms. A student taking a leave of absence that has not been approved will be subject to dismissal according to the attendance policy.

No tuition payments will be due and no late fees will be assessed during an approved leave of absence. However, the student must resume payments upon return, and tuition must be paid in full prior to the end of the instructional year. A modified payment schedule will be created on an individual basis if necessary.

School Calendar

The start date of the program varies by year but generally occurs in June. The end date of the program is 50 weeks from the start date. The starting and ending dates for each year are determined by November of the previous year.

Class meets Monday through Friday during the school year except for the holiday/break periods listed below. Specific dates vary by year and can be found on the academic calendar.

Memorial Day	1 day
Independence Day	1 day
Labor Day	1 day
Thanksgiving	5 days
Winter Break	10 days
Spring Break	5 days
Inclement Weather*	1 day

*Inclement Weather Day is not guaranteed. See 'Inclement Weather' section below.

Inclement Weather

The decision to close or delay the start of class due to inclement weather is at the discretion of the Program Director. An inclement weather day has been built into the academic calendar for use in extreme weather events. If class is delayed or cancelled, students will be notified by telephone or text message at least one hour before the start of class.

If class is **not** delayed, each student is expected to arrive on time and must use his/her judgment to assess the condition of the roads and his/her ability to drive in such conditions. If class is not delayed/cancelled and a student chooses not to attend or arrives late due to weather conditions, an absence or tardy will be recorded for the day. If a student chooses not to attend or will be late, he/she must notify the program director and clinical instructor, if applicable, by phone as soon as possible.

VIII. TUITION, FEES AND REFUNDS

Program Expenses

Tuition

All enrolled applicants must pay a \$100 non-refundable registration fee due upon signing the enrollment agreement. The total tuition for the year is \$6,150, for a total of \$6,250 with the registration fee. This tuition includes all expenses due to Augusta Health related to enrollment, including textbooks and supplies. Payments are due as follows: \$615 due on the first day of class and \$615 due in nine installments according to the schedule outlined in the enrollment agreement. If payments are more than 30 days late following the date each tuition deposit is due, a late payment penalty of \$20.00 per day will be assessed for a maximum

of five days. If payment is still outstanding after this time, the student will be subject to dismissal from the program. Students are responsible for the cost of the Board of Certification examination and the BOC study guide, which are approximately \$300 combined.

Students are financially obligated for the amount due according to the tuition schedule outlined in the enrollment agreement. A student may choose to pay ahead of this schedule, and in the event of a withdrawal or dismissal, the amount refunded will be based upon the amount owed according to the tuition payment schedule.

Students who attend under the 3+1 option may also be required to pay tuition to their college/university during the clinical year. The student is advised to check with his/her academic advisor for his/her institution's policy.

Department of Veterans Affairs: Students who are using entitlements under Chapter 31, Vocational Rehabilitation and Employment, or Chapter 33, Post-9/11 GI Bill benefits (covered individuals), should refer to the following section of this handbook concerning late tuition payments.

Covered individuals will be permitted to begin the instructional year without payment of tuition, provided a certificate of eligibility for entitlement to educational assistance (refer to the section on Department of Veterans Affairs) has been provided to the School of Clinical Laboratory Science no later than the first day of class, and ending on the earlier of the following dates:

- The date on which payment from VA is made to the School of Clinical Laboratory Science.
- 90 days after the date the School of Clinical Laboratory Science certified tuition and fees following the receipt of the certificate of eligibility.

The School of Clinical Laboratory Science will not impose a late payment penalty on any covered individual, deny access to classes, libraries, or other facilities, or require covered individuals to borrow additional funds because of the individual's inability to meet his or her financial obligation due to delayed disbursement funding from VA under Chapter 31 or 33.

Students will be required to pay the balance of the tuition fee if the amount of the VA education benefit disbursement does not cover 100% of the cost of tuition. A pro-rated tuition schedule will be prepared on an individual basis upon receipt of the payment from the VA. Under all circumstances, tuition must be paid in full prior to the end of the instructional year (refer to the section on Financial Indebtedness).

Refund Policy

An applicant is defined as any person who has submitted an application to the program. An enrolled applicant is any person who has been offered admission and has signed the enrollment agreement. An enrolled applicant may or may not become a student depending on satisfaction of the factors related to conditional admission of the enrolled applicant outlined on the enrollment agreement and in this handbook. A student is defined as any person who has attended one or more days of class by way of progression from applicant to enrolled applicant to student.

Applicants to the program are not assessed any fees related to application or admission to the School and thus are not entitled to any refunds. Enrolled applicants must pay a \$100 registration fee which is refundable only in the case that an applicant is rejected by the school. Rejection of an enrolled applicant may occur if the applicant is not able to satisfy the conditional admission requirements.

If a student withdraws or is dismissed, he/she may be eligible for a partial refund based on the refund policy described below. The withdrawal or dismissal date is indicated on the formal written notice. In the absence of a formal written notice, the withdrawal date is defined as fourteen calendar days after the student's last day of attendance.

If a student does not resume attendance on or before the end of an approved leave of absence, the dismissal date will be considered to be the date that the leave of absence was approved for refund purposes.

A student who enters the School but withdraws or is dismissed during the first quartile (25%) of the program is entitled to receive a refund in the amount of 75% of the cost of the program*. A student who withdraws or is dismissed during the second quartile (more than 25% but less than 50%) of the program is entitled to receive a refund in the amount of 50% of the cost of the program*. A student who withdraws or is dismissed during the third quartile (more than 50% but less than 75%) of the program is entitled to receive a refund in the amount of 25% of the cost of the program*. A student who withdraws or is dismissed after completing more than three quartiles (75%) of the program is not entitled to a refund. (*Less the non-refundable \$100 registration fee.)

In addition to the financial obligation to this program as described above, students who attend under the 3+1 option who are required to pay tuition to their college/university during the clinical year, and who withdraw or are dismissed from the program, are subject to the refund policy of their college/university for the tuition paid to that institution. The student is advised to check with his/her academic advisor for policies specific to each institution.

Financial Indebtedness

Students who are in any way financially indebted to the Augusta Health School of Clinical Laboratory Science and/or who have failed to account for hospital (Augusta Health or UVA) or program property placed in their possession, and regardless of student status, shall be:

- Denied release of any student information except financial records but including transcript.
- Suspended from official graduation, which includes the graduation ceremony AND certification exam eligibility.
- Subject to financial administration policies, regardless of student status (i.e. dismissed, withdrawn, etc.)

Financial Aid

The School of Clinical Laboratory Science is an approved off-site educational program of our affiliated colleges/universities. Students who are enrolled in these institutions can apply for financial aid through the college/university financial aid office.

Students that are not enrolled in one of our affiliated colleges/universities are not eligible for federal financial aid; nor are they eligible for "in-school" deferment of federal loans while enrolled in this program. Students are advised to consult the following website to determine if they are eligible for loan deferral based on other criteria: <http://studentaid.ed.gov/repay-loans/deferment-forbearance>. Additionally, students will not be able to claim the tuition paid to this program on their taxes.

Scholarships

Enrolled applicants are provided application materials for education assistance and work grant programs, offered when funding allows, through Augusta Health and UVA Health System. Additionally, various state and national scholarship applications which are sent to the Program Director are provided to the students throughout the year.

Related Expenses

Housing

Students are responsible for their own housing arrangements. Assistance in locating suitable housing is offered by the program at the time of acceptance.

Meals

Students may bring their own lunches or buy lunch in the Augusta Health cafeteria at employee rates. A refrigerator and microwave are available in the laboratory staff lounge.

Transportation

Students are responsible for their own transportation to and from Augusta Health as well as to and from the clinical affiliate (University of Virginia Health System). Students are required to purchase a temporary parking permit for use during their UVA clinical rotation. The approximate cost is \$4.50 per week.

Health Care

All students are responsible for carrying their own health insurance. Proof of insurance must be presented and kept on file for each student. Prescriptions may be filled by the Augusta Health pharmacy at an employee discounted rate. Emergency, inpatient, and outpatient services are available to students for charges as rendered in the same manner as other members of the community. Costs associated with any treatment not covered by the student's health insurance must be paid by the student. Employee health services and professional liability coverage are provided by Augusta Health.

Computer/Laptop/Tablet

Students are strongly encouraged to have a laptop or tablet computer capable of connecting to wireless internet for use during the program. The course management software, Canvas, will be used to distribute course materials for communication and discussion and for computer-based testing. Canvas is an online program which can be accessed from any web browser at no cost to the student.

Certification Examination

During the last week of the program, a non-graded comprehensive examination will be taken to assist students in preparing for the national certification exam. Graduation from the program is not dependent upon passing this comprehensive exam. Approximately four to six weeks prior to the end of the program, school officials assist students in completing the application for the national certification exam.

Upon successful completion of the clinical year, students are eligible to sit for the national certification examination in Medical Laboratory Science administered by the ASCP Board of Certification. This exam can be taken at any Pearson VUE Professional Center. Students are made aware of the certification examination options available. The current application fee for the MLS exam is \$240.

IX. PROGRAM CURRICULUM

Curriculum

The school year is 50 weeks in length and includes four and a half weeks of vacation time. The instructional period consists of more than 1500 clock hours of instruction, which is equivalent to 40 semester-credit hours. The program consists of both didactic and practical instruction in the discipline of Clinical Laboratory Science. The didactic portion involves a 28.5-week period of lecture and student laboratory, all of which takes place on campus at Augusta Health. The practical instruction portion involves a 17-week student rotation through departments of the laboratory at Augusta Health or the University of Virginia Medical Laboratories, depending on location of clinical rotation assignment by program officials. The clinical rotation experience is designed to be equivalent regardless of the laboratory site to which the student is assigned.

Educational Objectives

Upon completion of the clinical year, graduates should demonstrate the necessary knowledge, skills, and attitudes to function as a competent entry-level Clinical Laboratory Scientist as evidenced by the achievement of the following objectives:

- Collect biological specimens for analysis.
- Evaluate and solve problems related to collection and processing of biological specimens for analysis.
- Perform a full range of chemical, microbiologic, immunologic, hematologic, and immunohematologic laboratory procedures with accuracy and precision.
- Organize work flow and integrate procedures where possible to make more efficient use of time.
- Demonstrate proper laboratory safety habits.
- Perform exercises independently, under minimal supervision, without relying on the aid of others.
- Report test results accurately and within an established turn-around time.
- Relate laboratory data to patient's condition, recognize abnormal or non-correlated results, and implement proper follow-up.
- Work under pressure without loss of accuracy or composure.
- Perform and verify quality control measures, recognize out of control situations, and develop solutions to such situations.
- Develop ease in operation and performance of procedures on equipment, performance of preventive and corrective maintenance, and referral to appropriate source for repair.
- Participate in the evaluation of new techniques and procedures in the laboratory.
- Demonstrate professional conduct and interpersonal skills that enable one to work as a team member, communicate comfortably with others, and accept criticism without defensiveness or resentment.
- Respect patients and treat lab results and other protected health information as confidential according to HIPAA.
- Adhere to rules set forth regarding attendance, arrival, and times allotted for lunch and breaks.
- Demonstrate a neat, clean, professional appearance and good personal hygiene.
- Display confidence while recognizing limitations.
- Recognize the need for continued professional growth and competence by actively participating in continuing education.
- Incorporate principles of educational methodology in the instruction of laboratory personnel, other health care professionals, and consumers.
- Apply knowledge of principles of management to the laboratory including financial record keeping, staffing and scheduling, equipment purchase, and performance evaluation.
- Evaluate clinical study design to determine its reliability and identify strategies for implementation and dissemination of results.
- Provide administrative and technical consulting services on laboratory testing, including but not limited to, answering inquiries regarding test results, methodology, specificity and sensitivity, and writing procedures.
- Navigate the laboratory information system effectively and efficiently.
- Give direction and guidance to technical and support personnel.

Course Descriptions

All of the following courses are required for program completion. There are no individual pre-requisites other than the general program pre-requisites listed in the 'Admission Criteria' section of this handbook.

Laboratory Operations (LBOP)

LBOP-I: Lecture instruction on the application of safety and governmental regulations and standards as applied to clinical laboratory science, principles and practices of professional conduct and the significance of continuing professional development, communications sufficient to serve the needs of patients, the public and members of the health care team, principles and practices of administration and supervision as applied to clinical laboratory science, education methodologies and terminology sufficient to train/educate users and providers of laboratory services, principles and practices of clinical study design, implementation and dissemination of results and post-analytical components of laboratory services including laboratory

information systems. Basic laboratory techniques including pipetting, laboratory mathematics, and microscopy are covered in student laboratory. (2.5 semester hours)

LBOP-II: Applied instruction in specimen collection including a clinical practicum in phlebotomy and a CPR certification course. Experiential learning field trips to Quest Diagnostics, Virginia Blood Services, and the Division of Consolidated Laboratory Services (State Lab of Virginia) followed by a journal/essay assignment for each. One morning is spent rounding with a Hospitalist (physician) at Augusta Health followed by a case study assignment. A group project is completed which is designed to educate the public on the profession of Clinical Laboratory Science while providing a benefit to the community. (2.5 semester hours)

Hematology/Hemostasis (HEME)

HEME-I: Lecture instruction on the formation, function, and morphology of the formed elements of blood, their interaction and pathophysiology, and the tests used to diagnose and evaluate related disorders as well as a discussion of current theories of hemostasis, the components of blood coagulation, disorders related to bleeding problems, and the tests used to diagnose and evaluate related disorders is presented. Additional topics including anticoagulant therapy, proper specimen collection/submission, and quality control are included. Manual procedures are covered in Student Laboratory. (5.0 semester hours)

HEME-II: A clinical practicum experience involving performance of automated blood counts on blood and body fluids, white cell differentials on blood and body fluids, use of related instrumentation, special hematology procedures, and routine coagulation studies. Emphasis is placed on technique and organization of testing, instrument operation, maintenance and troubleshooting, quality control, and evaluation of abnormal peripheral blood and body fluid smears. (3.5 semester hours)

Urinalysis and Body Fluids (UABF)

UABF-I: Lecture instruction on the formation and proper collection, submission and examination of urine, to include theory and principle of test procedures and examination of urinary sediment, as well as collection, processing, and analytic methods related body fluids and related pathophysiology. Manual procedures are covered in Student Laboratory. (2.5 semester hours)

UABF-II: A clinical practicum experience consisting of chemical and microscopic examination of urinary sediment through both manual and automated procedures. (1.0 semester hour)

Blood Bank (BBNK)

BBNK-I: Lecture instruction on immunologic and genetic principles of antigen/antibody interaction, the correlation of these principles with blood group antigens and antibodies, donor collection and processing, transfusion work-up and blood components and their related uses. Proper specimen collection/submission, incompatible cross matches, antibody identification, transfusion reaction, HLA testing, and hemolytic disease of the fetus and newborn are also addressed. Manual procedures are covered in Student Laboratory. (4.0 semester hours)

BBNK-II: A clinical practicum experience consisting of unit processing, compatibility testing, antibody identification techniques, and quality control. Emphasis is placed upon development of techniques and problem solving abilities, quality control and record keeping. Both the tube method and the gel system are discussed and used during the practicum. (2.0 semester hours)

Immunology (IMMU)

IMMU-I: Lecture instruction on the application of principles of immunology and molecular diagnostics in the performance of diagnostic testing. The pathophysiology and laboratory assessment, including proper collection/submission of samples, of autoimmunity and infectious diseases are emphasized. (1.5 semester hours)

IMMU-II: A clinical practicum experience involving performance of routine serologic procedures including syphilis serology, HIV, Rubeola, Varicella, *H. pylori*, RSV, and Mono-spot testing among others. ELISA, direct immunoassay, agglutination testing, fluorescent antibody testing, and IFA techniques are used in the tests mentioned above. Advanced/special topics including Molecular Diagnostics and Flow Cytometry are covered for all students in an applied experience at UVA. (1.5 semester hours)

Microbiology (MICR)

MICR-I: Lecture instruction on the morphology, growth characteristics, proper specimen collection/submission and laboratory identification of clinically significant bacteria, antibiotic susceptibility testing, anaerobic work-up, nosocomial infections, mycobacteria, mycoplasma, viruses and rickettsiae. A survey of clinically significant human-related parasites is presented. Emphasis is placed on specimen requirements and laboratory identification techniques. Manual procedures and workup/identification of unknowns are covered in Student Laboratory. (5.0 semester hours)

MICR-II: A clinical practicum experience consisting of routine culture workup and identification of clinically significant bacteria. Emphasis is placed on reading gram-stains, selection and inoculation of media, quality control, use of biochemical tests and interpretation of culture growth. Students plant specimens, work up cultures, read culture plates, learn the operation of the automated microbiology system and work-up unknowns. Routine fungal techniques with emphasis on specimen processing and identifying characteristics are covered for all students in an applied experience at UVA along with other advanced/specialty topics in microbiology. (3.5 semester hours)

Clinical Chemistry (CHEM)

CHEM-I: Lecture instruction on the fundamental theory and principles of the quantitative analysis of biochemical constituents present in blood and body fluids and their related pathophysiology. Interpretation and correlation of test results in selected physiologic disorders and applications of quality control proper specimen collection/submission are also presented. (2.5 semester hours)

CHEM-II: A clinical practicum experience consisting of the performance of routine and special chemistry procedures and operation of related instrumentation. Emphasis is placed upon operation, maintenance and basic troubleshooting of automated analyzers and other instruments, quality control, and interpretation and correlation of test results. Advanced/special topics such as Toxicology are covered for all students in an applied experience at UVA. (3.0 semester hours)

Clinical Practicum

The clinical practicum experiences are governed by this 'Clinical Practicum Policy' as well as the 'Student Employment/Service Work Policy' section of this handbook. Of particular importance are the sections that define employment as non-compulsory and state students will never be used as a replacement for staff. Additionally, when receiving compensation for services provided by students as part of their education program, the laboratory or other entity must clearly inform customers that services are performed by students by either posting a notice in plain view of the public or requiring students to wear nametags that identify them as students while performing services related to their training.

During the clinical practicum, students are monitored by an instructor of record and are evaluated on cognitive, psychomotor, and affective criteria. These evaluations are graded according to the 'Performance Standards' outlined in this handbook. Cognitive assessments are in the form of written tests at the end of each clinical practicum unit, psychomotor assessments are in the form of task lists, and affective assessments are in the form of professional/behavioral evaluations.

The clinical practicum is performed according to a specific schedule of time for each student. Since it is an essential part of program completion, a course may not be considered to be complete until its associated clinical rotation is complete, and a student may not be eligible for graduation until the entire clinical practicum has been satisfactorily completed.

Academic/Course Advising

School officials may not maintain posted “office hours” depending upon the needs of the laboratory but are onsite and generally accessible Monday through Friday from 8:00 am – 4:30 pm. Drop-in academic/course advising is encouraged, but students are always welcome to schedule an appointment if a specific time is desired.

Academic Support Services

Academic support services including formal tutoring services and note taking or other assistance in the classroom are not provided. Questions related to course material or occasional extra assistance may be addressed via ‘Academic/Course Advising’ listed above. Additionally, the program is not equipped to provide note taking assistance, oral/other alternative examinations or other such extra assistance in the classroom.

Guidance/Counseling

Program Policies and Practices

Should the student need advisement on any of this program’s policies or practices, he/she should consult this handbook, the Program Director, or an Education Coordinator, all of whom are routinely available. If the matter is urgent and these individuals are not available, the Laboratory Administrative Director or School Medical Director may be consulted.

Professional and Career Issues

Students are encouraged to join a professional society, such as ASCLS or ASCP, to increase their professional knowledge, networking opportunities, and career options. School officials and laboratory administrative officials are available to assist students with specific professional and career issues as requested. Students and graduates will be informed of job postings received by school officials unless they opt-out of receiving these notifications by email or letter. Although the School will provide placement assistance, the School does not guarantee job placement to graduates upon program completion or upon graduation.

Personal and/or Financial Problems

Augusta Health offers an Employee Assistance Program (EAP) which provides counselors 24 hours a day to offer confidential help with personal problems including marital problems, family problems, substance abuse problems, mental health issues, stress related problems, and legal/financial problems. To utilize this free service, please call (855) 789-5915.

Confidentiality

Students can be assured that their right to confidentiality in relation to guidance or counseling matters is important, and program officials take every effort to maintain this confidentiality. When discussing confidential matters with school faculty, students are encouraged to request a closed-door meeting so the matter cannot be overheard. Any records that are generated regarding the counseling session will be kept securely in the Program Director’s office and will only be utilized in the manner in which they were intended.

Program Improvement Plan

The following measures are undertaken to evaluate and to improve the program and graduate success.

Instructor/Course Evaluation

At the end of each course, students are asked to complete an instructor/course evaluation which addresses course organization and communication, assignments/exams/grading, instructor/student interaction, instructional methods, student outcomes, and instructional materials and resources. Students have the option to complete the evaluation confidentially to encourage participation and honest feedback. A review of

these evaluations and any program modifications made as a result of information learned via the evaluation is included in an annual report issued by the Program Director to the Education Committee.

Program Evaluation

Students are asked to complete a general program evaluation at the end of the first six months in the program as well as just before graduation. These evaluations address such items as resolution of questions and concerns, availability of faculty, competence of faculty/instructors, structure of the program and curriculum, emphasis on safety, adequacy of equipment and instructional tools, and overall satisfaction with the program. Students are always encouraged to discuss specific concerns with the Program Director or other program official. However, formal evaluations are important because they are used for ongoing evaluation of the program. A review of these evaluations and any program modifications made as a result of information learned via the evaluation is included in an annual report issued by the Program Director to the Education Committee.

Graduate and Employer Evaluation

One year after graduation, alumni are requested to participate in a follow-up evaluation of the program related to how well the program prepared them for the certification exam, their current employment, etc. Once consent has been received, evaluations are also sent to the alumni's employer to assess the graduate's technical ability, knowledge of theory, and professional behavior. A review of these evaluations and any program modifications made as a result of information learned via the evaluation is included in an annual report issued by the Program Director to the Education Committee.

Certification Exam Evaluation

At the beginning of each calendar year, the previous year's Board of Certification Program Performance Report Summary is reviewed and evaluated. The de-identified exam scores are entered into a spreadsheet which tracks graduate performance from year-to-year as well as between this program and other programs across the country. The program looks for trends on a rolling five-year basis. Due to our small class size which can increase the potential for one or two outliers to skew the data, changes are not generally made to the schedule and/or curriculum unless a multi-year downward trend is identified. A multi-year downward trend is defined as three or more years of decreased scores. If the trend is in a particular discipline/course, a comprehensive review of the discipline is undertaken including instructor/course evaluations, curriculum (topics added/removed), objectives, program examination performance (difficulty with a particular topic), and length of time spent on the discipline (time per topic). Program modifications/changes that have occurred in the previous-five years are assessed and if possible, changes are made to restore the item in question to its state prior to the downward trend. If such a reversion in modification is not possible, an alternative plan is put in place to strengthen the identified weaknesses. Yearly monitoring of that discipline via comprehensive evaluation will occur until a period of successive improvement is achieved. A review of these evaluations and any program modifications made as a result of information learned via the evaluation is included in an annual report issued by the Program Director to the Education Committee.

Accreditation/Certification Evaluation

Each year, on an alternating basis, the program completes a self-evaluation of the criteria assessed by its accreditation and certification agencies, currently NAACLS and SCHEV respectively. Any deficiencies noted on this self-evaluation are corrected and documented. A review of these evaluations and any program modifications made as a result of information learned via the evaluation is included in an annual report issued by the Program Director to the Education Committee.

Following formal site visits by accreditation and certification agencies, a similar process is adopted whereby any deficiencies that are noted are corrected and documented.

Advisory Committee Meetings

The advisory committee meets yearly either face-to-face or via conference call. The advisory committee consists of the Education Committee, representatives from all of our affiliates, representatives from nearby hospitals/other employers of our graduates, and CLS faculty from other programs in Virginia. The advisory committee’s purpose is to provide feedback from the committee members as to how well the CLS program meets their needs and to identify needs and provide suggestions for improvement. Minutes are taken from these meetings and are used to make improvements to the program. Discussions of changes made based on the past meeting are reviewed at the next meeting to identify if the changes made were successful.

Graduation

Upon successful completion of the program of study at Augusta Health School of Clinical Laboratory Science, students are issued a certificate of completion and a school pin. Successful completion is defined as passing all of the required courses listed under ‘Course Descriptions’ in this handbook with a grade of at least 70%. Additionally, students who complete the program under the 3+1 option receive transfer credit to their college/university in order to complete their baccalaureate degree, which is then issued by that same institute of higher education. Granting of the degree and/or certificate is not based on results of an external certification or licensure examination per accreditation requirements.

X. OWNERSHIP AND FACULTY INFORMATION

Ownership

The school is owned by Augusta Health Care, Inc. and as such is governed by the Augusta Health Board of Directors. The President/Chief Executive Officer (CEO) of Augusta Health Care, Inc. is Mary Mannix, FACHE, and the Vice President of Operations is Karen Clark. The school officers/faculty and primary laboratory administration officials are listed below.

The Augusta Health Board of Directors, CEO, and VP of Operations of Augusta Health Care, Inc. have authority to determine continued operation of the School, to approve/deny affiliation requests, and ultimately to the continued involvement of the School officers/faculty in School operations.

School Officers/Faculty

Medical Director	Julie A. Plumbley, MD	(540) 332-5503
Program Director	Ann Ridder, MBA, MLS(ASCP) ^{CM}	(540) 332-4539
Augusta Health Education Coordinator	Misty Turner, BS, MT(ASCP)	(540) 332-4498
UVA Education Coordinator	Briana Shelton, BS, MLS(ASCP) ^{CM}	(434) 924-1594

Augusta Health Laboratory Administration

Medical Director	Christopher Novotny, MD	(540) 332-4537
Administrative Director	Crystal Culpden, BS, MT(ASCP)	(540) 332-4529