



# **Radiologic Technology**

## **Student Handbook**

**Program Policies & Procedures**  
**&**  
**Directed Clinical Practice**

Revised: June 2019

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## Philosophy, Mission & Goals

The **mission** of the Radiologic Technology Program is to prepare qualified medical imaging practitioners who uphold the highest level of ethical patient care while demonstrating excellent clinical and technical practices.

The fundamental **program goals and learning outcomes** are listed below:

- **Students will be clinically competent.** This goal is attained through comprehensive clinical and didactic curricula that prepares the student to successfully perform all diagnostic, mobile, and surgical procedures.  
**Student learning outcomes**
  - Students will master entry-level skills in positioning.
  - Students employ safe radiation practices on patients, self and others.
  - Students select appropriate technique factors for radiographic exams.
  
- **Students will demonstrate communication skills.** This goal is attained through coursework and clinical rotations designed to provide students with the skills necessary for effective communication with patients, visitors, physicians, and staff.  
**Student learning outcomes**
  - Students will communicate using professional language with patients, visitors, physicians, and staff.
  - Students will listen without judgment to patients, visitors, physicians, and staff.
  - Students will accurately obtain patient histories.
  
- **Students will develop critical thinking skills.** This goal is attained through coursework and clinical rotations designed to provide students with skills necessary to perform in all types of clinical settings.  
**Student learning outcomes**
  - Students will adapt standard procedures for non-routine exams.
  - Students will modify patient care skills for the injured or critically ill patient.
  - Students will adjust technical factors for pathology and non-routine exams.
  
- **Students will model professionalism.** This goal is attained with guidance of staff technologists, clinical instructors, faculty, radiologists, and other members of the healthcare team, who motivate and encourage our students.  
**Student learning outcomes**
  - Students will maintain calm composure at all times.
  - Students treat patients, visitors, physicians, and staff with kindness and respect.
  - Students will maintain compliance with all mandatory health and safety policies.

## Academic Honesty

Honesty and integrity are integral components of the academic process, and are key factors in the success of an Allied Health paraprofessional.

**Procedure 3100.3** describes the Academic and Administrative Sanctions for students who are found cheating. Cheating includes, but is not limited to: plagiarizing, copying off someone else's examination/test, cueing of a classmate during examinations (including laboratory testing), obtaining copies of an examination without the Instructor's permission, copying assignments from a classmate, having electronic devices (including cell phones) out during testing or exam review (unless specifically allowed by Instructor), knowingly and intentionally assisting another student in any of the above.

**Procedure 3100.3, 4-d**, in addition to grade modification, certain instructional departments/programs may have policies which state that cheating can show unsuitability for continuation in the program and/or profession.

## Accreditation Standards

The San Diego Mesa College Radiologic Technology Program is accredited by the Joint Review Committee on Education in Radiologic Technology (JRCERT). This accreditation ensures that the program adheres to standards of education that provides students with quality didactic and clinical education. To review the JRCERT Standards visit the website at <http://www.jrcert.org/>. If a student suspects that the program is in non-compliance with any standard, please contact the program director to discuss the issue. Any complaint may also be reported to the Allied Health Department or by contacting the JRCERT directly. If the issue is not resolved in a timely manner, please contact the JRCERT at <mailto:mail@jrcert.org>.

Joint Review Committee on Education in Radiologic Technology  
20 N. Wacker Drive, Suite 2850  
Chicago, IL 60606-3182  
312-704-5300; (Fax) 312-704-5304

The program follows all requirements set forth by the American Registry of Radiologic Technologists (ARRT) for national certification. More information may be obtained at <http://www.arrt.org/>

The program adheres to all requirements set forth by the California Department of Public Health – Radiologic Health Branch for state licensure. More information may be obtained at <http://www.cdph.ca.gov/rhb>

California Department of Public Health  
Radiologic Health Branch  
PO Box 997377, MS 0500  
Sacramento, CA 95899-7377  
(916) 558-1784

## Appearance & Dress Code Policy

Healthcare is a conservative industry. Industry standards and clinical site policies are designed to maintain professionalism and to help assure safety. Therefore, the following guidelines will be enforced in laboratory classes and directed clinical practice courses:

- Clean, medically professional scrubs in navy blue. Tops and pants should be matching color. No professionally inappropriate clothing.
- Students should purchase and wear, at all times in DCP, a Mesa College RADT program patch. The patch should be affixed to the upper left sleeve of the scrub top and/or scrub jacket.
- Hospital ID Badges will be issued and should be worn at all times at the clinical affiliate. If the hospital ID badge is lost or stolen, please contact the Clinical Instructor to obtain a replacement. AMA Patient Bill of Rights specifically states that patients have the right to know the identity and credentials of those providing their care, including students or trainees.
- Radiation dosimetry badges will be issued to all students enrolled in the program. Dosimetry badges must be worn at all times at the clinical site and in labs on campus. If you arrive at clinic without the dosimeter, you will be sent home. If you retrieve it and return to clinic, you will be recorded as tardy and the time can be made up at the end of the day. **Lost or washed dosimeter badges incur a replacement fee of \$40.00 to be paid at Student Accounting.**
- Clean, comfortable shoes, either athletic or uniform style.
- Clean hand and fingernails. Infection control prohibits artificial nails or nails that extend beyond the nail bed.
- Neat and clean hairstyles. Long hair should be tied back. Men's facial hair should be trimmed neatly.
- Non-odorous personal hygiene, including no perfume or cologne. Odors such as tobacco, alcohol, perfume or perfumed lotions, food odors or breath odors are not acceptable. Please wash uniforms after each use to reduce the effects of body odor residing in clothes.
- Hospital affiliates may require tattoos to be covered and multiple piercings be removed while in clinic.
- Cultural clothing that may affect safe operation of equipment or jeopardize infection control practices will be evaluated on a case-by-case basis by the clinical affiliate according to their policies.

- Students will be required to meet the appropriate appearance codes of the clinical affiliate they are attending. Any student who does not arrive at the classroom or clinic site appropriately dressed will be sent home. They will be considered absent for that day. A verbal warning for the 1<sup>st</sup> offense, written warning for 2<sup>nd</sup> offense and program dismissal for 3<sup>rd</sup> offense.

## Attendance & Time Clock Policy

The attendance policy is designed for student success and should be adhered to at all times. The program follows the **JRCERT Standard Obj. 1.4** that limits required clinical assignments for students to not more than 10 hours/day and the total didactic and clinical involvement to not more than 40 hours/week.

- DCP is scheduled Monday through Friday, 8-hour shifts, between 0600 and 2300. Students are not scheduled more than 10 hours per day.
- A 30-minute uninterrupted lunch period must be taken by the 5-hour mark, per California State Law. Total clinic time of 6 hours or less does not require a documented lunch break.
- Students attend DCP 16 to 32 hours/week, depending upon the semester, for 8 hour rotations. With preapproval from the Clinical Coordinator & Clinical Instructor, 10-hour shifts may be allowed. Make-up opportunities are limited during the summer.
- Absences must be reported to the DCP Clinical Coordinator **and** the Clinical Instructor at least 15 minutes before the shift begins. Please send a group text, so the date and time are documented and both instructors are alerted at the same time. **If both instructors are not notified, the student will incur an absence.** A verbal warning for the 1<sup>st</sup> offense, written warning for the 2<sup>nd</sup> offense and program dismissal for the 3<sup>rd</sup> offense.
- All absences must be entered into the Trajecsyst System at least 15 minutes before the shift begins.
- Three or more time clock exceptions or edits per week is considered excessive and will incur a grade drop.
- The time clock is a legal, auditable record of your clinical hours of attendance. **Students who enter fraudulent time in Trajecsyst will be dismissed from the program for an ethics violation. This serious breach of ethics will be reported to the ARRT and the CDPH-RHB.**
- Each student is allotted 1 absence per semester that does not need to be made up. This is the first absence and cannot be “scheduled” or “saved” for a later date. If a student misses additional days due to illness or

- another emergency, they must meet with the DCP Clinical Coordinator and Clinical Instructor to plan a make-up schedule.
- Students must complete all required hours within the semester, including make-up time, to pass the course.
  - Banking clinical hours within a semester in order to finish clinical training earlier than scheduled is not permitted.
  - **If more than five (5) clinical days are missed during a semester, the student will be dismissed from the program.** The only exception is medical/surgical emergency (i.e. appendectomy, cholecystectomy, abscess tooth, pregnancy complications/childbirth). Any extended medical condition may result in a temporary withdrawal from the program. If the student is in good standing, they may be readmitted the following year through the Allied Health readmission procedure.
  - Dental appointments, physicals, and doctors appointments should not be scheduled during clinical rotations. Exceptions can be made, if necessary through the DCP Clinical Coordinator and Clinical Instructor.
  - Bereavement leave for the death of a family member will be excused within reason. Each circumstance is unique and the faculty will make the decision approving absence and making up clinical and class time.
  - See course syllabi for attendance grading in class and lab.

## **Background Check & Drug Screens**

All Allied Health programs require clinical practice at one of the District's clinical affiliates, which may require clearance of student background checks and drug screens. The Radiologic Technology program begins clinical practice in the first fall semester and therefore requires this clearance as a part of admission. **A student whose background and drug screen are not cleared by the clinical affiliate will no longer be eligible for program continuance.** Students who are denied at one clinical site are not placed at other clinical sites.

Although marijuana is legal in the state of California, a positive drug screen may result in an exclusion from clinical site placement. If a clinical affiliate refuses to accept a student with a positive drug screen, the student will no longer be eligible for program continuance. Students who are denied at one clinical site are not placed at other clinical sites.

## **Breaks & Holidays**

The Radiologic Technology program observes all breaks and holidays as published in the San Diego Mesa College Catalog. Students will not be scheduled for class or clinical on Sundays or between 2300 and 0600.



## Cell Phone Policy

With the exception of clocking in and out on Trajecsys, cell phones are not to be used in the clinical setting. Cell phones may be used only during breaks and meal periods. Inform friends and family that if they call during your clinic hours, you will call them back during your break or meal period. Phones must remain put away or out of site and on silent. All students must adhere to clinical site cell phone policies. Violations will result in a verbal warning for the 1<sup>st</sup> offense, written warning for the 2<sup>nd</sup> offense and program dismissal for the 3<sup>rd</sup> offense.

In cases of emergency, you may set your cell to allow certain important numbers to ring through on vibrate. Examples may be a childcare provider, parent or spouse.

**ABSOLUTELY** no images of any kind may be taken in the clinical setting using your cell phone. This is a HIPAA violation. **This is grounds for immediate program dismissal and will be reported to the ARRT as an ethics violation.**

## Clinical Affiliate Assignment

Students will be assigned to a specific clinical affiliate at the beginning of the program. Students are randomly selected for clinical affiliate rotations based on their zip code on file with Admissions. There is no guarantee a student will be placed to their closest geographical location and no changes are made for student preference. Students who are employed by a clinical affiliate will not be placed at that site for their program clinical rotations. The program reserves the right to reassign a student(s) to another facility for student capacity, exam variety or any other reason necessary to maintain a quality learning experience.

## Clinical Affiliate Rights & Relationships

The clinical site has the right to dismiss the student from their clinic site for any reason. In compliance with the written agreement between the San Diego Community College District and affiliated site or minor affiliates and other health facilities, it is advised that the clinical site "reserves the right to dismiss from their premises any San Diego Mesa College student found to be lacking in an ability to develop qualities essential for the Allied Health Programs in which the student is enrolled, or for failure or unwillingness to conform to the regulations of the hospital " and "has the right to recommend withdrawal of any student for reasons of unsatisfactory performance, violation of policies, or other misconduct." A student who is dismissed from the clinical affiliation for reasons cited in the clinical affiliation agreement, or due to breaches in safety, ethics or lawful activity, will be terminated from the Program and not allowed to re-enter.

## **Clinical Affiliate Rotation Schedules**

Students will be provided a weekly clinical schedule each semester, typically assigned by the Clinical Instructor at their clinical site. It is the responsibility of the student to utilize the clinical rotation to the fullest extent possible. Be an active learner by asking appropriate questions (not in front of patients) and participate in performing exams within the scope of practice.

- The daily shifts (start / end times) will be determined by the Clinical Instructor at the clinical site.
- Daily shift times may vary, depending on the clinical modality.
- Clinical hours may occur between 0600 and 2300 Monday – Saturday.
- Evening and Saturday shifts will not exceed 25% of total clinical hours.
- Students may not be scheduled on Sundays or between 2300 and 0600 hours. The liability insurance does not cover Sundays or late night hours.
- Students are expected to remain at their assigned clinical rotations at all times.

## **Clinical Competency Requirements**

It is the student's responsibility to complete clinical competencies each semester by following these guidelines.

- All students must have received didactic and lab instruction on all exams prior to attempting to comp. Students should attempt competencies for exams being covered in the concurrent semester positioning class.
- Students shall request an exam competency after they have observed and performed the procedure several times under direct supervision.
- Notify the technologist you are working with, prior to beginning the exam that you are ready to comp. If the technologists testing you feel you are not ready to comp, they may refuse to comp you on that exam.
- To complete a competency you must do everything yourself. That means technique selection, patient positioning, marker placement, shielding, collimation and everything else required to perform the examination independently.
- The technologist has the final word on awarding the competency, but if you are not ready they will let you know the reason and you will not be penalized.
- The Clinical Instructor will enter all completed competencies on the paper Competency Requirements Form.
- The Clinical Coordinator will enter all completed competencies into the online Trajecs system. There are 37 mandatory competencies, 15

elective competencies and 10 patient care competencies. All competencies should be performed on actual patients if possible.

- The minimum number of assigned competencies required for each semester is outlined in the DCP Syllabi. **Students who do not complete the minimum number of assigned competencies per semester will be dismissed from the program.**

## Clinical Hours

256 hours – Fall 1 <sup>st</sup> Year	16 hours/week x 16 weeks
384 hours – Spring 1 <sup>st</sup> Year	24 hours/week x 16 weeks
320 hours – Summer 1 <sup>st</sup> Year	32 hours/week x 10 weeks
384 hours – Fall 2 <sup>nd</sup> Year	24 hours/week x 16 weeks
384 hours – Spring 2 <sup>nd</sup> Year	24 hours/week x 16 weeks
320 hours – Summer 2 <sup>nd</sup> Year	32 hours/week x 10 weeks

2,048 hours – Total Program clinical hours measured in clock hours

## Complaint Processes

San Diego City, Mesa, and Miramar Colleges are committed to an educational environment that is free from interference and disruption, and that fosters equity and mutual respect. Students may file a complaint when they believe that a College faculty or staff member has violated the following Board Policies and Administrative Procedures:

- **Student Rights, Responsibilities, Campus Safety & Administrative Due Process:** Policy 3100
- **Student Grievance:** Procedure 3100.1
- **Student Discipline:** Procedure 3100.2
- **Honest Academic Conduct:** Procedure 3100.3
- **Academic Accommodations & Disability Discrimination for Students with Disabilities:** Procedure 3105.1
- **Prohibition of Harassment:** Policy 3430
- **Nondiscrimination:** Policy 3410
- **Fraud/Whistle Blower:** Policy 6125
- **Grade Challenge:** Procedure 3001.2

Board Policies and Administrative Procedures are available to Individuals online at: <http://www.sdccd.edu/public/district/policies/>. Most complaints, grievances or disciplinary matters should be resolved at the campus level. Individuals are strongly encouraged to make every attempt to resolve matters through the appropriate administrative processes. More information on the complaint processes can be found online at: <https://www.sdccd.edu/students/complaint-process/index.aspx>

## Confidential Information

All student information will be handled in a confidential manner. The students are to follow the guidelines of confidential behavior when in the classroom and clinic.

**Breach of confidentiality** includes, but is not limited to, sharing fellow student information, program status and grades; discussing opinions regarding the classroom or clinic experiences that may be interpreted as gossip or of a slanderous nature; handling patient information and clinic records in a manner that violates federal law (HIPAA), program or clinical affiliate policies/procedures.

**Patient Information** – All hospital and patient records are confidential in nature. State and federal law prohibits anyone from accessing patient information or medical records, unless specifically authorized to do so. Students are required to follow patient confidentiality laws, such as HIPAA – which stands for the Health Insurance Portability and Accountability Act, enacted in August 1996. It is a privacy act that each medical facility and all students, volunteers, doctors and staff must follow to ensure that patient information is kept as confidential as possible without reducing care to the patient.

<http://www.hhs.gov/ocr/privacy/hipaa/understanding/summary/index.html>

### ***HIPAA Violation Procedures:***

- Any student providing patient information to the media will be immediately dismissed from the program.
- If an incident appears accidental (like leaving a chart open), the student will receive a verbal warning for the 1<sup>st</sup> offense, written warning 2<sup>nd</sup> offense and program dismissal for the 3<sup>rd</sup> offense.
- If a willful violation occurs, such as looking up information on a patient without good reason or taking pictures with a cell phone, the student will be immediately dismissed from the program.
- Students dismissed from a clinical facility for HIPAA violations will be dismissed from the radiology program and receive an “F” for the clinical course. Students will not be placed in another clinical facility.

**Student Files** – All student files are kept confidential and maintained in the offices of the Program Director and Clinical Coordinator. In the Program Director’s office, each student file may contain, but is not limited to, the following items: Copy of transcripts, Student information sheet, Program application and supportive documentation, Student conference forms, Disqualification notices, Student release of information form and Official grade reports.

In the Clinical Coordinator’s office, each student file may contain, but not limited to, the following items: Directed clinical practice forms and Official grade reports. Student files will be stored by the Program Director for five years after graduation. Pursuant to the “Family Educational Rights and Privacy Act of 1974” (FERPA) and California Education Code, access to a student’s records shall only be allowed with written consent of the student (with several exceptions as noted in the college catalogue).

## Costs Associated with the Program

In addition to college tuition and course fees, program costs may include:

- Textbooks
- Complio American Databank – annual subscription fee
- Trajecsys System – paid by the college
- Background, drug screen & Immunization tracking fees – annual fee
- Uniforms, lead markers and patches
- college parking permit
- CPR course, physical exam, and immunizations
- parking and transportation expenditures to and from the clinic

Please refer to the current catalog for up-to-date tuition and fees.

## Counseling Services

**Crisis Counseling** is available in the Health Center I4-209 from 8-5 Mon-Thurs, and 8-12 on Friday. Students may either drop-in or make an appointment to be seen by a Therapist.

Also available is a community crisis line, 1 (800) 479-3339. In addition, for employees, the Employee Assistance Program is available for counseling services, (888) 625-4809.

**CRISIS POLICY:** All appointments may be shortened or rescheduled in the event of a presenting crisis or emergency. Thank you for your patience and understanding.

**Academic Counseling** faculty is available to meet with you in a variety of ways to assist in achieving your academic goals. We are committed to providing a positive college experience for you through several counseling methods. From a certificate of achievement, Associates degree, transfer from Mesa to a university, or personal counseling/development we are here to support you!

Appointments are available throughout the semester, but will be limited during all class registration periods.

## Curriculum

Continuation in the program is predicated on the successful completion of each semester. The courses in each semester are prerequisites for the next semester courses. **If a student fails to pass one of the classes within the program during the first semester, he/she will be dismissed from the program and must reapply to the program. If a student fails to pass one of the classes within the program during the second through final semesters, he/she will have to submit a general petition for reentry into the program.** The general petition must be submitted to the Allied Health Department Chair. A student may only petition for reentry to the program one time. If a second class is failed, the student will be dismissed from the program.

<b>INITIAL SUMMER SEMESTER</b>		<b>TOTAL UNITS 4</b>
RADT 050	Concepts in Imaging Technology	2
RADT 101	Basic Radiologic Technology	2
<b>SEMESTER I FALL</b>		<b>TOTAL UNITS 10</b>
RADT 131	*Patient Care - HYB	3
RADT 190	*Radiographic Positioning I Lecture – WEB	1
RADT 190L	Radiographic Positioning I Lab	1
RADT 256A	Directed Clinical Practice I (DCP)	5
<b>SEMESTER II SPRING</b>		<b>TOTAL UNITS 13.5</b>
RADT 121	Radiographic Exposure Lecture	3
RADT 121C	Radiographic Exposure Lab	1
RADT 201	*Radiographic Positioning II Lecture – WEB	1
RADT 201L	Radiographic Positioning II Lab	1
RADT 256B	Directed Clinical Practice II (DCP)	7.5
<b>SEMESTER III SUMMER</b>		<b>TOTAL UNITS 10</b>
RADT 110	*Recording Media – WEB	2
RADT 192	*Image Analysis for Rad Tech – WEB	2
RADT 256C	Directed Clinical Practice III (DCP)	6
<b>SEMESTER IV FALL</b>		<b>TOTAL UNITS 16</b>
RADT 221	Advanced Radiographic Techniques	2
RADT 230	Radiologic Science	2
RADT 231	Pathology for Imaging Sciences	2
RADT 210	*Radiographic Positioning III Lecture – WEB	1
RADT 210L	Radiographic Positioning III Lab	1
RADT 060	Venipuncture for Radiology	0.5
RADT 257A	Directed Clinical Practice IV (DCP)	7.5
<b>SEMESTER V INTERSESSION &amp; SPRING</b>		<b>TOTAL UNITS 14</b>
RADT 275	*Computed Tomography Imaging – WEB	2
RADT 275L	CT Imaging Lab <b>(elective) not in total</b>	0.5
RADT 086	*Fluoroscopy & Radiation Safety Lecture – WEB	2.5
RADT 086L	Fluoroscopy & Radiation Safety Lab	0.5
RADT 241	*Sectional Anatomy Lecture – WEB	1
RADT 241L	Sectional Anatomy Lab	0.5
RADT 271	*Mammography Lecture <b>(elective lec.) not in total</b>	2
RADT 271L	Mammography Lab <b>(elective lab) not in total</b>	0.5
RADT 257B	Directed Clinical Practice V	7.5
<b>SEMESTER VI SUMMER</b>		<b>TOTAL UNITS 7</b>
RADT 242	*Organization of Radiology – HYB	1
RADT 257C	Directed Clinical Practice VI (DCP)	6

\*Online or hybrid courses

## **Directed Clinical Practice (DCP)**

All Allied Health Programs include DCP courses that are designed to give students supervised hands-on clinical experience in their field. Students are NOT to be paid for DCP hours nor are students to be used in lieu of site employees. Even though DCP takes place off campus, the student must understand that clinic courses are college courses held off campus. Students must adhere to all Program, Department, and College or District policies in addition to the policies of the clinic site to which they are assigned. Any violation of policy will result in a negative impact on the student's course grade and program status. Student placement at a clinical affiliate will be determined by the Program Director or Clinical Coordinator based on clinic availability and program goals.

## **Disabilities Services for Academic Accommodations (DSPS)**

The San Diego Community College District (SDCCD) is committed to all provisions of Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990 and Section 508 of the Rehabilitation Act of 1973. The fundamental principles of nondiscrimination and accommodation in academic programs provide that:

- Students with disabilities who may need academic accommodations are encouraged to discuss their authorized accommodations from Disability Support Programs and Services (DSPS) with their professors early in the semester so that accommodations may be implemented as soon as possible
- The faculty member will work with the DSPS Office to ensure that proper accommodations are made for each student. By law, it is up the DSPS Office, through interactive process with the student, to determine which accommodations are appropriate, not the instructor. This includes accommodations in a clinical setting.
- Students that need evacuation assistance during campus emergencies should also meet with the instructor as soon as possible to assure the health and safety of all students.
- Instructors may contact DSPS if they have any questions related to the authorized accommodations in their classroom.
- In accordance with Title IX, absences due to pregnancy or related conditions, including recovery from childbirth, shall be excused for as long as the student's doctor deems the absences to be medically necessary. Students must notify the instructor in a timely manner and shall be afforded the opportunity to establish make up work or other alternative arrangements. If a student elects to withdraw from the course on or after the census, a "W" shall be assigned and the district will work with the student to ensure that the "W" is not considered in progress probation and dismissal calculations.

For more information, you may contact the DSPS Office on your campus or the website <http://dsps.sdccd.edu> or refer to Administrative Procedure, AP 3105.1

Academic Accommodations and Disability Discrimination for Students with Disabilities.

## **Due Process**

Due process is a concept that applies in all arenas. If you are unhappy regarding a course, if you feel that a course is not progressing as set forth in our contract – the syllabus, then you have a right to voice your concern and be heard. You should first discuss your concern with your instructor, if not satisfied you should discuss your concern with the program director, then the chairperson, then the Dean of the School of Health Science. The process is outlined below.

### Grievance Process within the School of Allied Health

- If an issue arises in class, please speak to the course instructor first.
- If an issue arises in clinical, contact the clinical instructor and clinical coordinator.
- If the issue is unresolved, then the program director will meet with the student and the faculty or clinical coordinator.
- If the student is still not satisfied and the issue is unresolved, the student may set up an appointment with an Allied Health Dept. Chair.
- If the issue is unresolved, the student may set up an appointment with the Dean of Health Sciences.
- If the issue remains unresolved, the student may file a grievance with the college using the procedure outlined below.

### Grievance Process at the College District – POLICY AP 3100.1

- If the student fails to resolve the grievance informally, no further action will be taken unless the student files a formal grievance by completing a **Statement of Student Grievance form** within 30 calendar days of the incident.
- Upon receipt of the Student Grievance Hearing Request form, the Grievance Officer shall meet with the student within 5 instructional days.
- Determine that the informal resolution process has been followed in accordance with this procedure.
- Within 10 instructional days following receipt of the hearing request form, the Grievance Officer shall convene the Grievance Committee.
- The Grievance Committee shall submit its findings in writing to the President within 5 instructional days following the conclusion of the hearing.
- Within 5 instructional days following receipt of the Grievance Committee's recommendation, the President shall render a decision. The decision of the President shall be final.



## Grade Challenge – POLICY AP 3001.2

If students feel they have valid grounds to challenge a grade, the student must first attempt to resolve the problem informally with the instructor. Once grades are available, the student is expected to contact their instructor directly to discuss the dispute by direct contact or by filing a general petition for grade review. When challenging a grade assigned by an instructor, the burden of proof is on the student to provide evidence of mistake, fraud, bad faith, or incompetence.

- The formal request for review of a grade must be filed within two (2) years after the issuance of grades for the semester during which the student was enrolled in the given course.
- If the grade challenge cannot be resolved at the instructor level, or the instructor is no longer employed, the student may file a petition for grade challenge to the appropriate Dean who will facilitate the process by working with the Department Chair to attempt to resolve the matter. This process is initiated by the completion of a petition.
- The petition should be processed with the Dean's Office of the course in which the grade is being challenged. The written petition must include, in detail, the student's basis for initiating the review, as well as any documentation, witness identification, or other supportive evidence. The basis of the review must support allegations of mistake, bad faith, fraud or incompetence.
- Within 10 working days after receipt of the petition, the Department Chair will consult with the faculty member and student to gather the facts.
- The Appeal Review Panel will consist of the Dean or designee, Vice President of Instruction, Vice President of Student Services or designee and at least one (1) faculty member appointed by the Academic Senate.
- The Panel shall meet with the student and instructor, who assigned the grade, within 30 instructional days of the filing of the appeal. The Panel meeting will be closed to observers and advocates.
- The Panel will review all information and evidence and make a recommendation. The recommendation will be sent to the college President within five (5) working days of the Panel Review meeting with copies sent to the student, instructor, and the Department Chair.
- The President shall review the recommendation of the Panel and make a final decision within 10 working days from the receipt of the recommendation.
- If the final decision is to change the grade, the new grade shall be the final grade assigned
- Within 10 calendar days of the final decision of the President, the student may submit a written appeal to the Chancellor. The appeal should include all documentation to support allegations of mistake, fraud, bad faith or incompetence.
- Within 30 days of the receipt of such an appeal, the Chancellor shall meet individually with the student and the instructor to gather additional information. If the Chancellor sustains the allegations, he/she shall order the Custodian of Records to immediately change the grade.

- Documentation of the meeting shall be maintained in a confidential manner and shall be destroyed one year after the decision of the Chancellor, unless the student initiates legal proceedings relative to the disputed information within the prescribed period.
- The Chancellor or his/her designee shall notify the student of the final decision within 10 working days of the final meeting of the student and/or the instructor. The decision of the Chancellor or his/her designee shall be in writing and shall be final.

## Evaluation & Assessment of Students

Methods of evaluation may include qualitative and quantitative assessments by the course instructors, clinical instructors, clinical coordinator and program director. Didactic and clinical evaluations should include student progress in the course and program outcomes and goals.

### Clinical Evaluation & Assessment Tools

30% Clinical Instructor Evaluation  
 30% DCP Clinical Coordinator Evaluation  
 30% Clinical Competency  
 10% Bi-Weekly Tech Evaluation

### Classroom & Lab Assessments

In-class quizzes & tests  
 Homework assignments  
 Presentations  
 Practical exams

## Grading in Clinical & Class/Lab

Students are graded on their ability to transfer theoretical knowledge to application of skills in diagnostic imaging for entry level competency. Assignments will be correlated as close as possible to classroom and lab experience.

- The students' rate of progress will depend on their ability to perform various procedures at a minimum rate of acceptability.
- With each semester, the student will face new objectives and acquire new skills that include a minimum number of competencies to stay enrolled in the program. **See DCP Syllabi for minimum number of competencies.**
- Before graduation, students must complete 37 mandatory competencies and at least 15 elective competencies outlined in the ARRT Competency Requirements. In addition, there are 10 patient care procedures that must be completed.
- Students must maintain at least a 75% in all program courses to enroll in the next semester.

## Grading Scale

93 – 100% = A Excellent performance in ALL areas; no deficiency noted  
 84 – 92% = B Good to excellent performance with some areas of deficiency  
 75 – 83% = C Satisfactory to good performance with deficiencies to improve  
 67 – 74% = D Deficient in one or more areas despite additional instruction  
 0 – 66% = F Unsafe, unethical or illegal activity; breach of program policies

## **Graduation Requirements**

Students will need to complete a Petition to Graduate form in the semester prior to completing a program. An electronic version of this form is on Reg-E. This process notifies the Mesa Evaluations Office to pull a student record and match the successful classes taken with the required classes in the pertinent college catalog year. Since program curricula change over the years, there may be classes taken that are not listed in the catalog (or vice versa). In these cases, a Modification of Graduation Requirements form must be completed and approved to address the differences. Once every class is matched up as successfully completed (or substituted) by the Evaluations Office, then a certificate and/or associate degree can be posted on the student's transcript. Students are eligible and encouraged to participate in the Mesa College Commencement, if they have completed an Allied Health Program certificate or associate degree. Commencement is held each spring and is a cap-and-gown event.

## **Health & Immunizations Policy**

Students are responsible for providing proof of physical examination, tuberculosis clearance (according to CDC guidelines; <http://www.cdc.gov>) within the last year and required vaccinations by the appointed dates. Occasionally, clinical affiliates will mandate additional vaccinations and/or influenza shots, depending on community health needs. Any change in health status requires an updated physical examination. Noncompliance with Immunization Records in Complio will result in a verbal warning for the 1<sup>st</sup> offense, written warning for the 2<sup>nd</sup> offense and program dismissal for the 3<sup>rd</sup> offense.

## **Health & Safety**

Communicable Diseases – Students should be aware that, in accordance with published college policy, a student may be excluded from class or the college whenever the student is found to have a communicable disease where isolation is required pursuant to a directive from the County Department of Public Health. Just as with any work situation, students suffering from any type of flu, cold, etc. should be considerate of others and not attend class or DCP during the illness.

Crime Awareness & Campus Security – The San Diego Community College District is committed to ensuring the safety of students, faculty and staff. For important information about campus safety reference “Safe and Sound, A Guide to Safety and Security in the San Diego Community College District” by accessing the following website: <https://www.sdccd.edu/about/departments-and-offices/police-department/clery-act.aspx>

Harassment – The San Diego Community College District is committed to providing an academic environment free of unlawful harassment and unlawful discrimination. Board Policy 3100 defines verbal, physical, visual or written, environmental and harassment and other forms of harassment on campus, and sets forth a procedure for the investigation and resolution of complaints of

harassment by or against any staff, or faculty member, or student within the District. These procedures are used when a complaint concerns matters of discrimination or failure to comply with College policy or procedures or federal and/or state regulations.

MRI Screening – MRI suites utilize a very strong magnetic field that may be harmful to individuals entering the MRI area with metallic, electronic, magnetic, or mechanical implants, devices or objects. All individuals are required to complete the MRI screening form, **before** entering the MRI suite.

#### TITLE IX: Prohibiting Sex or Gender Based Discrimination and Misconduct

In accordance with Title IX of the Education Amendments of 1972, along with other federal and state laws, City College, Mesa College, Miramar College, and Continuing Education do not discriminate on the basis of sex, gender, or sexual orientation in their education programs or activities. Important information regarding the District's prohibitions of sex or gender-based discrimination or misconduct, including sexual harassment and sexual violence, can be found in District Policies and Procedures 3100, 3100.2, 3410, and 3435.

<http://www.sdccd.edu/public/district/policies>

Substance Abuse – If you arrive at a clinical affiliate under the influence of either drugs or alcohol you will be removed from the facility and dismissed from the program. For more information, please visit the Drug Abuse and Alcohol Prevention Program (DAAPP) webpage at <http://www.sdccd.edu/daapp>

### **Illness or Injury on Campus**

For campus injuries, the student should go to the Mesa College Student Health Services on campus in the I-400 Student Services building (619- 627-2774).

### **Injury at the Clinical Affiliate Site**

Injuries that occur at the affiliate site are covered by the San Diego District Student Insurance Policy known as HSR (Health Special Risk). The INJURED STUDENT has the following responsibilities when an injury occurs.

- Student should notify the supervisor or onsite instructor as well as Clinical Coordinator/Program Director immediately via telephone and/or email. It is the student's responsibility to report the injury.
- The student must report the following information: the day, time and location of the student during the injury. The activity or task the student was doing during the injury, and how the student was injured and Clinical staff witnesses, if any.

The Program Director or Clinical Coordinator will notify the District Risk Management Office immediately, and complete the necessary forms. (619-388-6953; fax: 619-388-6898).

Worker's Compensation forms and the district injury report must be filled out by the Program Director or Program Clinical Coordinator and submitted to District

Risk Management. Risk Management will then provide insurance information to the medical facility at which care was sought.

If **REQUIRING THE EMERGENCY ATTENTION** of a physician, the student should be directed to the clinical site or nearest Emergency Room. If it is a work/clinically related injury, the ER should be notified that the student has insurance through San Diego Community College District.

For a clinic-related **URGENT or MINOR CARE** situation, in which the student is safe to travel, the student should go to the nearest designated health services facility.

For any other non-work related situations, the student should seek their own medical care and may utilize Mesa College Student Health Services on campus in the I-400 Student Services building (619-627-2774).

## **Insurance Policy**

The student will not attend Directed Clinical Practice (DCP) unless enrolled in the specifically applicable DCP course and the course fees (which include liability insurance) are paid. Students may not attend clinic on unscheduled days, or on District holidays. Scheduled days must be in compliance with college and program policies.

## **Laboratory Operation Policy**

San Diego College maintains a fully energized x-ray laboratory with 2 x-ray units, 1 fluoroscopy unit, including an overhead tube, 1 CT scanner, 2 Mammography units, 1 portable and 2 c-arm units. The laboratory is kept locked and armed at all times and is used only during scheduled classes, under the direct supervision of a Radiology program faculty member. Under no circumstances are exposures to be made on anything other than phantoms or test equipment.

## **Medical Release**

Any student recovering from an illness, injury, or surgical procedure must report this at the onset of the situation to the Program Director. The student must be medically cleared to resume participation in all Program activities without restriction and must present the appropriate paperwork to the Program Director and Instructor. In cases where medical absences are significant, there may not be enough time to make up required DCP hours and/or excessive instructional information may have been missed. In such cases, the student may be eligible for a "late drop" from the courses he/she is enrolled in. The student should obtain a General Petition form from any academic counselor and present it to the instructor for each course. The student should also meet with the Program Director. If the petition is approved, the student would receive a "W" instead of a failing grade in a course where excessive medical absences occurred. Any student expecting to experience a prolonged recovery process should consider withdrawal from the program after discussion with the Program Director.

## Non-Discrimination Title IX Policy

Mesa College faculty is committed to supporting students and upholding the San Diego Community College District's non-discrimination policy. Most employees of Mesa College are considered "responsible employees" who must report to the District's Title IX Coordinator when they receive a report of, or become aware of, sex-based or gender-based discrimination or harassment. This obligation is based in Title IX of the Education Amendments of 1972 which prohibits discrimination based on sex in all areas of education.

- Sexual assault, sexual harassment, and intimate partner violence are some examples of conduct that fall under Title IX.
- When the Title IX Coordinator receives a report, they will promptly contact the individual with information about their options and rights, in order for the District to take corrective action and provide remedies.
- If you would like to speak to someone confidentially, you can contact mental health counselors on campus or the campus Victim Advocate, Myisha Ibawi, at 619-541-5970 or [mbutler@ccssd.org](mailto:mbutler@ccssd.org). Those individuals are not obligated to report to the Title IX Coordinator and may preserve confidentiality.
- The Title IX Coordinator is Chris May, who can be reached at 619-388-6805 or [cmay@sdccd.edu](mailto:cmay@sdccd.edu).
- For more information about the Title IX office please see the following website: <https://www.sdccd.edu/students/titleix.aspx>

## Pregnancy Policy

Pregnancy should not deter completion of the program. **Written notification of pregnancy is voluntary**; however, the first three months of pregnancy is the most important time to protect you and your fetus. If you choose to inform the college of your pregnancy, it must be in writing and an appointment with the college Radiation Safety Officer, Kim Mills, will be required. All questions concerning radiation safety and monitoring while pregnant shall be addressed and a copy of the NCRP guidelines and dose limits will be provided to the student. Pregnancy is classified as a temporary medical condition and students may contact the Disability Services Office on campus for accommodations. A fetal badge will be ordered and the radiation safety guidelines for pregnancy will be reviewed. All pregnant students have the right to:

- **Complete the program without any modification, if they so choose**
- **Option for written withdrawal of declaration**
- Students who wish to take a leave of absence can return the following year to resume the program
- Students also have the option of clinical reassignment

## **Radiation Safety Standards & Monitoring**

- All students are required to wear radiation monitoring devices at all times while in the clinical education facilities (hospitals, clinics, labs).
- The radiation monitoring devices will be purchased by San Diego Mesa College and read monthly by the Program Director and Clinical Coordinator.
- In the event a student receives a high monthly badge reading of 250 mrem or higher, the Program Director will notify the student. An investigation of the incident will be conducted and the student will not be allowed to perform any radiographic procedures until the situation has been resolved.
- Radiation reports will be kept in the office of the program director and reviewed with the student during clinical evaluations.
- Students are not allowed to hold the patient and/or IR.
- Please review the Allied Health Department Radiation Protection Program Policies & Procedures for a comprehensive overview of the radiation safety standards.

## **Readmission or Reapplication Policy**

Students who have been academically disqualified from an Allied Health program, or who have had to withdraw on their own initiative, may be considered for readmission into their program under very limited conditions. The following policies apply: See Allied Health Policy Manual for full details & responsibilities.

- Readmission is never guaranteed.
- Students disqualified due to legal, ethical, conduct, professional or safety issues are ineligible for readmission.
- Readmission, even if approved, is subject to clinical space availability, and thus might not be possible.
- Clinical affiliates are not required to readmit students.
- Students who are eligible for readmission consideration **MUST** initiate the process within the appropriate deadlines. See PROCEDURE.
- Students who have not successfully completed the first semester of their Program must submit a new application for admission and be accepted again into the program using the Program's admission criteria for the year of desired readmission. This re-application is in addition to submitting a petition for readmission, having it approved and clinical space is available.
- The student may apply only once for re-entry to a healthcare-related program.

## **Scholarships & Financial Aid**

A full list of scholarships can be found in the college catalog or on the website. Always check with Financial Aid for application criterion and qualifiers associated with each scholarship. The goal of the Financial Aid Office is to assist with

financial concerns so that you might obtain maximum benefit from the educational opportunities available. The Financial Aid Office recognizes that your situation is unique and your application is carefully analyzed with complete confidentiality regarding your personal and financial information. For more information go to <http://www.sdmesa.edu/financial-aid/index.shtml>

## **Social Media Policy**

Online communication through social media and networking is a recognized form of daily communication. The Allied Health Department has expectations for responsible, professional and ethical behavior with this form of interaction and expression. This policy and guidelines are intended to more clearly define Department expectations for appropriate student behavior related to social media and to protect the privacy and confidentiality of patients, fellow students, faculty, staff, clinical educators and affiliated facilities. For the purposes of this policy, “social media” include but are not limited to:

- Social networking sites such as Facebook or MySpace, etc.
- Video and photo sharing websites such as YouTube, Snapfish, Flickr, Snapchat, Instagram, etc.
- Microblogging sites such as Twitter, Weblogs and online forums or discussion boards
- Any other websites or online software applications that allow individual users to post or publish content on the internet

Students are expected to understand and abide by the following guidelines for use of social media:

- Students should be aware that there is really no such thing as a private social networking site. Comments can be forwarded or copied and search engines can retrieve posts years after the original publication date, even if the post has been deleted.
- Employers are increasingly conducting web searches on job candidates before extending offers. Content posted that is unprofessional or irresponsible may cost students job opportunities.
- Understand that as part of entering a profession, students will interact with individuals who reflect a diverse set of customs, values and points of view. As a professional, caution should be used to not only avoid obviously offensive comments (ethnic slurs, defamatory comments, personal insults, obscenity, etc.) but also to demonstrate proper consideration of privacy and of topics that may be considered objectionable or inflammatory, such as politics and religion.
- Students are prohibited from initiating “friend-requests” (or the like) with clinical instructors or other staff of facilities to which they have been assigned. Students are also prohibited from initiating or accepting friend requests from patients/clients of those clinical facilities.
- A violation of the privacy of a patient, instructor, clinical affiliate, college faculty/staff member or classmate is extremely serious. This includes violations to HIPAA and the “Family Educational Rights and Privacy Act of 1974” (FERPA) policies and additionally may include disclosure of



confidential information related to business practices of clinical affiliates. Such behavior may result in failure of a clinical practice course, a recommendation to the Office of Student Services for dismissal from the program and may also put the student at risk of legal liability. Students utilizing social media should make absolutely no reference to patients, clinical sites or clinical instructors, even if names are not given or if the student attempts to remove identifying information from the comment.

- Posting/publication/distribution of pictures, audio or video of patients, clinical affiliate facilities/instructors/staff, college facilities/faculty/staff or classmates is prohibited unless the student receives written permission from the subject(s), clinical affiliate, and the Program/college.
- Students should use discretion when selecting the appropriate time and place for utilizing social media so as not to interfere with classroom instruction/learning or clinical experience performance. For example, posting “status updates” during class or during the clinical day from a smart phone is prohibited.

Violations of the social media policy are considered professional behavior violations and will result in Programmatic Counseling and if appropriate a disciplinary referral to the Office of Student Services. Verbal warning 1<sup>st</sup> offense, written warning 2<sup>nd</sup> offense and program dismissal for 3<sup>rd</sup> offense.

## **Student Conferences**

It is the student’s responsibility to request additional counseling from the Program Director and/or program faculty if they need additional assistance. Likewise, the Program Director and/or program faculty may request a conference with the student to address performance concerns.

- Students are responsible for tracking their own academic progress throughout the duration of a course, utilizing the course syllabus, and asking for clarification when needed.
- Students may be placed on probation if there is concern about their success in meeting the Standards for Retention in any program course. Students are to be advised that they may be disqualified from their Program without probation in cases of unsafe, illegal, unprofessional or unethical behavior.
- Students are informed of probationary status through the use of a Conference Form initiated during a conference with the Program Director or instructor. The Conference Form will specify the reason(s) for notification and contain recommendations to promote success generated by the student in consultation with the Program Director or instructor.
- The conditions necessary to remove the student from probationary status and the circumstances that may lead to disqualification will be documented on the form.
- After completion of the Conference Form (which includes student and Program Director or instructor signatures), the original is maintained in the student’s file in the Program Director’s office and a copy will be given to the student.

- Students are advised that they need to comply with the agreed- upon conditions to promote success in their Program.

## **Supervision Policies – Direct and Indirect**

In accordance with the Joint Review Committee on Education in Radiologic Technology standards for accreditation of educational programs in Radiologic Sciences, the policy for direct and indirect supervision of students and the policy for image repeats are as follows:

### **I. Direct Supervision**

Direct supervision exists when a technologist is working with a student in the radiography room or is observing the student performing an examination from the control panel area. A qualified technologist reviews the procedure, evaluates the condition of the patient, and is present during the performance of the radiographic procedure, and reviews and approves the procedure in relationship to the images, student knowledge and achievement. If a poor quality image is produced and subsequent images are needed, a technologist **must accompany** the student to perform the necessary **“repeated”** views.

#### **Direct supervision is utilized whenever:**

- the student has not yet successfully passed competency testing on that particular examination.
- All first year, fall semester students should be under direct supervision regardless of competency.
- Any student violation of this policy will receive a verbal warning for the 1<sup>st</sup> offense, written warning for the 2<sup>nd</sup> offense program dismissal for the 3<sup>rd</sup> offense.
- **the student is repeating the examination.**

### **II. Indirect Supervision**

Indirect supervision exists when a technologist is in the general vicinity of the room where the student is performing an examination. Students may perform examinations under indirect supervision **only** after successfully completing clinical competency testing on that particular examination. Again, if an image needs to be repeated, direct supervision is required. Students can be indirectly supervised if a technologist is in the vicinity of the room and is readily available to assist the student if needed. The previous paragraph is quite clear on this requirement and under no circumstance should a student be sent to do a portable examination unsupervised, the operating room unsupervised, or sent to any area outside the department without a technologist. Verbal warning 1<sup>st</sup> offense, written warning 2<sup>nd</sup> offense and program dismissal 3<sup>rd</sup> offense.

### **III. Repeat Procedure and Violation**

Any image that requires a repeat exposure **must be completed under the direct supervision of a registered technologist**. Any student violation of this

policy will receive a verbal warning for the 1<sup>st</sup> offense, written warning for the 2<sup>nd</sup> offense and program dismissal for the 3<sup>rd</sup> offense.

## Technical Standards

All students should have completed the technical standards checklist when they applied to the program. If you have any concerns that you do not meet these standards, please contact Kim Mills, Program Director at (619) 388-2666 or <mailto:kmills@sdccd.edu> These standards are in place to facilitate in successful completion of the program.

Physical skills-Candidates for Radiologic Technology program must be able to:

- Stand for up to 4 hours on a tiled surface
- Walk 600 feet on a tiled surface, turn in either direction, walk backwards
- Lift and carry various equipment up to 30 pounds with both hands
- Lift approximately 10 pounds to shoulder level and carry up to 30 feet
- Assist patients from a recumbent position to sitting on the edge of the bed (and vice versa) with varying degrees of assistance
- Assist patient transfers between carts, wheelchairs and beds in a manner to prevent patient falls
- Maintain good balance in awkward positions, bend, stoop and kneel
- Rotate spine from side to side, forearms to turn knobs and levers
- Reach overhead, forward and side to side to push overhead equipment
- Manipulate small objects, such as dials, switches, needles, syringes, hospital gown ties, individual keys on a keyboard, etc.

Essential skills-Candidates for Allied Health Programs must have:

- Good cognitive, memory and problem-solving skills
- Be able to think abstractly
- Excellent verbal communication skills
- Be able to initiate conversation, stay on topic and stay on task
- Have the ability to pick up on non-verbal cues of patients
- Have the ability to generalize information from one task to another
- Have the ability to stay focused on a specific task for one hour
- Be able to complete tasks in a timely manner

## Telephone Numbers

Kim Mills, Program Director	619-388-2666	<a href="mailto:kmills@sdccd.edu">kmills@sdccd.edu</a>
Jill Chagnon, Clinical Coordinator	619-388-2283	<a href="mailto:jchagnon@sdccd.edu">jchagnon@sdccd.edu</a>
Christine Balderas, Dept. Chair	619-388-2839	<a href="mailto:cbaldera@sdccd.edu">cbaldera@sdccd.edu</a>
Danielle Lauria, Dept. Chair	619-388-2267	<a href="mailto:dlauria@sdccd.edu">dlauria@sdccd.edu</a>

Tina Recalde, Dean 619-388-2789 [trecalde@sdccd.edu](mailto:trecalde@sdccd.edu)

Nick DeMeo, Counselor 619-388-2668 [ndemeo@sdccd.edu](mailto:ndemeo@sdccd.edu)

## **Violation of Policies**

The following policies have a progressive discipline process for violating the policy that includes a verbal warning for the 1<sup>st</sup> offense, written warning for the 2<sup>nd</sup> offense and program dismissal for the 3<sup>rd</sup> offense.

- Appearance & Dress Code Policy
- Attendance Policy – contacting both Clinical Instructor & the Clinical Coordinator when calling in sick
- Cell Phone Policy – phone use during clinical time \*\* taking images with your phone is grounds for immediate program dismissal
- HIPAA Policy
- Immunization Policy
- Social Media Policy
- Supervision & Repeat Image Policy

## **Withdrawal Policy**

The District policies concerning class withdrawal are strictly observed and are found in the current Mesa College catalog. An official withdrawal from class(s) may be requested by the student or initiated on his/her behalf or by the instructor, Program Director, or Vice President of Student Services. The Allied Health Department faculty is committed to student retention. Any student who is considering withdrawal from a Program course should first meet with the instructor and/or Program Director. Be sure to note the published withdrawal and tuition refund deadlines.