



UnityPoint Health  
Des Moines

School of Radiologic Technology

Online CT Certificate Program  
STUDENT  
HANDBOOK





# UnityPoint Health

## Des Moines

### School of Radiologic Technology – Online CT Certificate Program Student Handbook

*The Policies & Procedures Manual contains information about the CT Certificate Program. Students are responsible for reading and complying with the information contained in the Manual. The program director shall obtain a signed form from each student acknowledging the student is aware of the Manual and is responsible for knowing and complying with the information. Students are informed of changes prior to their implementation. Information in this Manual was correct at the time of publication.*

## INTRODUCTION

**UnityPoint Health – Des Moines**  
*Methodist – Lutheran – Blank*



### UnityPoint Health – Des Moines Mission Statement:

*"To improve the health of our communities through healing, caring and teaching."*

### Our Vision:

***"Best outcome for every patient every time."***

### Our FOCUS Values:



Our FOCUS values are designed to guide our organization as we pursue our mission of "Improving the Health of Our Communities through healing, caring and teaching." As individuals, our consistent actions and behaviors demonstrate the values that we hold. This is also true of an organization's FOCUS values. It is our observable behavior that is the true testament of our FOCUS values.

### **F**oster Unity

- Use the skills and abilities of each person to enable great teams.
- Collaborate across departments, facilities, business units and regions.
- Seek to understand and are open to diverse thoughts and perspectives.

## Own the Moment

- Connect with each person, treating them with courtesy, compassion, empathy and respect.
- Enthusiastically engage in our work.
- Be accountable for our individual actions and our team performance.
- Take responsibility for solving problems, regardless of origin.

## Champion Excellence

- Commit to the best outcomes and highest quality.
- Have a relentless focus on exceeding expectations.
- Believe in sharing our results, learning from our mistakes and celebrating our successes.

## UnityPoint Health

We will be the health care system where leaders want to **lead**, physicians want to **practice**, staff want a **career** and patients **must** have their care.

## Seize Opportunities

- Embrace and promote innovation and transformation.
- Create partnerships that improve care delivery in our communities.
- Have the courage to challenge the status quo.

## Department of Radiology

The administration and faculty of the UPH-DM Radiology Department are committed to providing a quality educational atmosphere for student learning. Through interactions with faculty, students learn and grow professionally as they progress through the program.

Paige Jaeger	Executive Director – Radiology	241-5506
Matthew J. Millard	Director – Radiology Education	241-6880

### Mission Statement

The mission of the UPH-DM School of Radiologic Technology is to educate students in the art and science of medical imaging and to help them become competent and caring healthcare professionals.

### Philosophy

UnityPoint Health – Des Moines is committed to its educational program in Computed Tomography (CT). The CT Certificate program contributes to UnityPoint Health – Des Moines' primary goal of providing the best possible healthcare to patients.

Goals – At the end of the program, the student should be able to:

- Perform CT examinations on all age groups
- Understand the importance of radiation protection for the patient, self, and other healthcare providers
- Comprehend the process of obtaining a CT image including the physics of the equipment, image acquisition, image construction and image manipulation

### Student Communication

- Email – Students are required to provide an email address that they check daily to receive updates and communication from the course instructor. Faculty are not responsible for information disseminated via email and not read by the student. Students are expected to read email within 48 hours.

### Non-Discrimination Statement

The radiology program conducts business and academic activities in a manner free from discrimination and strives to provide equal opportunity and treatment for students without regard to age, gender, color, race, religion, creed, physical or mental disability, ethnic origin, or national origin, status as a disabled veteran or veteran of the Viet Nam era, political affiliation, or any other factor protected by law.

### Graduation Requirements

To graduate from the program, students must:

1. Complete all required course work with a total grade of no less than 81%
2. Pass all required examinations with no less than 81%  
*-Although students must pass each exam with a minimum of 81%, the actual points which will be used to figure the total grade will be those points from the 1<sup>st</sup> attempt.*
3. Complete a final comprehensive examination with no less than 81%
4. Meet all financial obligations

### Student Records

Students must provide written permission for a third party to access information. Information can, in case of an emergency, be released without student consent when necessary to protect the health and safety of others.

Students requesting the release of information must provide a written request that includes the date of the request, the information desired, a complete address where information should be sent, and the student's signature. Requests are mailed within seven (7) business days of written request. Students will not be charged a fee for this service or

for official transcripts. Transcripts are not released until all financial obligations have been met.

Current student records are maintained in the program director's office in a locked file. Records are permanently retained in program files after graduation, resignation, or dismissal. Every measure is taken to ensure the confidentiality and security of these records.

### Change of Address

Students are responsible for informing the program director of a change of address. This information is to be in writing. At the end of the program, students need to provide the program director with an address where the graduate will receive mail. This facilitates delivery of graduate surveys and financial statements for tax purposes. The program director and finance office are not responsible for mail delivered to a wrong address.

### Student Review of Records

Students may review their own records in the program director's presence. A written request is required. The program director will have seven (7) business days after receiving the written request to show a student his/her file.

### Compliance with ADA (Americans with Disabilities Act)

#### UnityPoint Health-Des Moines Policy:

Employees with disabilities may be hired to fill any position for which they are qualified. Central UnityPoint Health System will make reasonable accommodations to enable employees with disabilities to perform the essential functions of their jobs.

Central UnityPoint Health System is committed to complying with the Americans With Disabilities Act of 1990. The Act prohibits discrimination against a qualified individual with a disability in regard to job application procedures, hiring, advancement or discharge of employees, compensation, job training, and other terms, conditions, and privileges of employment.

The ADA policy and accompanying procedures are designed to prevent discrimination. Employment decisions will be based on the abilities of individual applicants, and not on the basis of presumptions or generalizations about a class of individuals.

Human Resources management will administer this policy and direct Central UnityPoint Health System-wide efforts to provide reasonable accommodations to qualified individuals with known physical or mental impairments, while monitoring the impact on UnityPoint Health System to prevent undue hardship.

The ADA does exclude some disorders. The intent of this policy is to comply with the

law, not expand it.

A qualified individual with a disability is an individual with a disability who, with or without reasonable accommodation, can perform the essential functions of the position that he/she holds or desires.

### CT Program Policy

Program policy is based on institutional policy. A student who believes he/she needs an accommodation to meet program requirements must contact the program director to discuss feasibility of accommodations. Student may be required to provide medical documentation of need for accommodation/s. Human Resources, Radiology Executive Director, and program director will determine if accommodations can be provided. Students may make an appointment with the program director to review the required documentation form/s.

### Tuition

Tuition for the online didactic portion of the program is \$1,600 for non-UnityPoint employees and \$800 for those working within the UnityPoint System. A non-refundable deposit of \$100 is due no more than 15 days following receipt of the acceptance letter. The deposit is applied to the first semester tuition cost.

**Optional CT Internship** – Tuition for the 16 Week Internship is \$800 for non-UnityPoint employees and \$400 for those working within the UnityPoint System.

Future classes: Tuition is based on an annual cost and is subject to change. Students are informed in advance of any changes during the program.

### Tuition Payments

Tuition is due and payable by the first class session of the semester. Students who fail to pay tuition by the established due date may be suspended from attending class until payment is received in the program director's office or they have made payment arrangements with the program director. Graded work missed during this suspension cannot be made up. Students should contact the program director immediately if special conditions or terms for payment are requested (i.e., student is receiving tuition assistance).

Financial Aid – Financial aid is not available for this course; however, applicants may want to check with their employer for possible tuition assistance benefits.

Textbooks – refer to course syllabus for required textbooks.

Students may purchase textbooks through their favorite bookstore – including online resources. Students are cautioned to be careful with “free shipping” as the process often takes much longer to receive the books.

Program Length

The CT Certificate Program is a one-semester program consisting of didactic courses only. Students have the option of completing the UnityPoint Health – Des Moines CT Internship for an additional tuition or they may choose to find their own clinical site to complete the required ARRT competencies. ***The Program does not require a clinical component to receive the CT Certificate.***

Course Syllabi – syllabi are published on the Evolve website - students are responsible for information contained in the syllabi.

Grading Policy - *All didactic courses in the program are graded according to the following scale:*

		<u>Grading Scale</u>
95% - 100%	A	<p>* Incomplete – Students receive an “incomplete” grade when they do not meet the requirements for a given semester. At the instructor’s discretion, the student may be given a time frame in which to complete the course requirements. The student, instructor, and program director shall determine an appropriate time frame for completion of work. Students, who do not complete the requirements within the established time frame, shall receive an “F” for the course and will not be promoted to the next semester.</p>
94%	A-	
93%	B+	
88% - 92%	B	
87%	B-	
86%	C+	
81% - 85%	C	
below 81%	F	
Incomplete*	I	

Comprehensive Final Examinations – students are required to achieve two standards to successfully pass a CT course. These are:

1. receive a cumulative score of 81% or higher on coursework (i.e., homework, tests, quizzes, projects, etc.)
2. receive a score of 81% or higher on each exam
3. receive a score of 81% or higher on the Final Comprehensive Examination

All of these requirements must be met for the student to pass the course. In the event that one or both are not met, the student may be dismissed from the program. Additional information is provided in the course syllabus and from the course instructor.

## CT Internship (optional)

**Applicants must be graduates of or currently enrolled in the UnityPoint Health – Des Moines CT Certificate Program.**

### Clinical Internship Tuition

Tuition for the 16 Week Internship is \$800 for non-UnityPoint employees and \$400 for those working within the UnityPoint System.

### Clinical Hours

Students will be scheduled for clinical time not to exceed 24 hrs/week. Students' Clinical Schedules will be determined by CT Clinical Preceptors with input from the students on their availability. To ensure that the students have the best opportunity to meet the needs of the ARRT Required Competencies, hours will typically be between 7:30 am – 4:00 pm Monday-Friday with a few evening shifts. Optional weekend hours may also be available.

### Student Time Off

Students will be allowed to use up to 5 days for any personal reason or illness. If a student misses more than 5 days they will be dismissed from the internship.

### Selection Criteria

Admission into the CT Internship is limited to no more than four (4) students per semester. Applicants are invited for personal interviews with the CT Internship Admission Committee. Applicants will be scored and the top 4 students will be offered the Internship positions.

### Additional Costs (Non-refundable)

- Background check – approximately \$52
- Pre- physical – approximately \$265.00
  - Includes TB Test & Drug Screen



### Missing Examinations

Procedure: It is the student's responsibility to check in with the instructor within 24 hours of the missed exam. If a student has not checked with an instructor for missed work within the allotted 24 hours, he or she will receive a zero for any missed graded work (i.e., test, quizzes). Students will be required to arrange make-up test(s) he/she may have missed the first day they return to classes unless prior arrangements have been made with the course instructor.



### Promotion Policy

Students must have an 81% “C” or higher in the CT course to graduate. All graduation requirements must be met.

The student who is unable to complete course requirements may be granted an “Incomplete” – this is at the discretion of the course instructor, approved by the program director, and based on individual student performance. If an “I” is not granted, the student will be dismissed from the program and may petition to be reinstated the following year. Upon receiving the petition in writing, the program director and course instructor will determine whether the student is granted re-entry to the program – the faculty decision shall be final.

Students, who believe an error has been made in their semester grade(s), should notify the program director immediately. Students have fifteen (15) calendar days after receiving their grades to protest a grade.

### Refund Policy

Students who withdraw completely or are dismissed from the CT Certificate Program by the second class session of the semester will receive a full tuition refund. **A Withdrawal Form must be completed by the student and received by the Program Director prior to this deadline for a refund to be issued**

Re-admission Policy - Students seeking readmission to the program should contact the program director at 515-241-6880 or at [matthew.millard@unitypointhealth.org](mailto:matthew.millard@unitypointhealth.org).

Students who were dismissed or withdraw from the program will be considered for readmission by the faculty on a case-by-case basis. Students will only be considered for readmission once.

## **POLICIES & PROCEDURES**

### *Drug Free School*

Policy: UnityPoint Health – Des Moines School of Radiologic Technology is a drug free school. The unlawful manufacture, distribution, dispensation, possession, use, or sale of a controlled substance on the Methodist campus is prohibited. Additionally, the unlawful use, distribution, or possession of alcohol by students on the Methodist campus is strictly prohibited. (This prohibition includes after duty alcohol use resulting in intoxication at school).

**Procedure: Students who violate this policy will be terminated.**

### *Smoke Free Environment*

#### Purpose

To provide a smoke free environment for all UnityPoint Health – Des Moines patients, employees, students, visitors, and medical staff. UPH-DM is a leader in the smoke free movements because smoking - the nation's leading preventable cause of death - is inherently at odds with our healthcare mission. A smoke free policy is one of the strongest statements Iowa Methodist can make about the dangers of smoking and our concern for our patients and employees.

#### **Policy**

*Effective July 1, 2006, UnityPoint Health – Des Moines:*

- A. Prohibit smoking or the use of tobacco in all facilities and grounds occupied by and vehicles owned by Iowa Methodist.
- B. Prohibit smoking in all patient rooms.
- C. Prohibit smoking in all meeting and eating rooms at all off campus meetings, retreats, seminars, and other functions held for UPH-DM employed
- D. Prohibit the sale of smoking materials and related supplies in all UPH-DM facilities.
- E. Permit smoking for patients in chemical dependency programs and for patients in the psychiatric unit.

#### III. Responsibilities

- A. This smoke free policy will be uniformly applied throughout UnityPoint Health – Des Moines to employees, students, medical staff, patients, and visitors.
- B. This policy will be enforced departmentally and/or by the Facility Support Services Department. Employees and students who fail to follow this policy may be disciplined according to applicable disciplinary policies.

## **STUDENT CODE OF CONDUCT**

Students are expected to adhere to the UnityPoint Health – Des Moines Code of Conduct as well as the School of Radiologic Technology’s academic policies and procedures.

### *Ethical and Professional Conduct*

Policy: UnityPoint Health – Des Moines’ CT Certificate Program requires students behave in accordance with standards of ethical and professional conduct. Enrollment of a student in the school is considered to constitute his/her agreement to comply with the standards. All members of this community are responsible for the academic and professional integrity of the school. Students must demonstrate such integrity at all times in completing classroom assignments and when taking examinations. Students also have the responsibility of reporting acts of academic dishonesty and professional misconduct to the instructor, program director, or executive director of the radiology department.

Ethical and professional conduct means the student will demonstrate the following behaviors:

1. Is truthful.
2. Keeps commitments
3. Demonstrates respect for the dignity and rights of others regardless of age, gender, color, race, religion, creed, physical or mental disability, ethnic origin, national origin, status as a disabled veteran or veteran of the Viet Nam era, political affiliation, or any other factor protected by law. .
4. Assumes responsibility for actively participating in the learning process
5. Cooperates and assists with the learning process.
6. Request guidance appropriately.
7. Adheres to UnityPoint Health -Des Moines and the program’s policies and procedures.
8. Demonstrates preparedness for assignments.
9. Demonstrates attempts to alter behavior based on constructive criticism.
10. Maintains confidentiality. Complies with HIPAA regulations.
11. Is accountable for the conduct of own guests in the Medical Center complex.

Procedure: Failure to meet expectations for ethical and professional conduct may result in dismissal from the program.

### *Academic Dishonesty Policy and Procedure*

Academic dishonesty consists of any deliberate misrepresentation of an academic record, academic status, examination performance, papers or other work prepared outside of class, or of one’s efforts toward the fulfillment of course or degree requirements.

Plagiarism is the representation of another person's ideas, statements or research as one's own and includes having another person write a paper or do an assignment and copying, summarizing or paraphrasing another's work without appropriate and standard documentation.

Cheating refers to dishonesty in completing examinations and includes copying from another student's paper and use of unauthorized materials during an exam. Students who plagiarize or cheat and students who provide the material for plagiarism or for cheating are guilty of academic dishonesty. The penalty will depend upon the nature, extent and frequency of the infraction and ranges from a failing grade for the exam or assignment to dismissal from the program.

Students who cheat on a test (either admitted to by the student or directly observed by the instructor) will receive a zero on the test. The first time a student is found cheating on a test, he/she will receive a zero for the test and will be given a verbal warning. If a student cheats a second time, he/she will receive a zero for the test and will be issued a written warning. On the third offense the student will be terminated from the program.

A student who wishes to deny the instructor's allegations or appeal the instructor's decision may do so through the Grievance Procedure.

In the event a student does not adhere to the program's expectation of student conduct, disciplinary action will be initiated according to the program's Corrective Discipline Policy and/or according to UPH-DM policies and procedures. The program reserves the right to suspend, temporarily suspend, dismiss, or expel a student for inappropriate conduct.

- Temporary Suspension\*: Students are suspended from all classroom activities and not permitted on UPH-DM properties for the time frame in which an investigation is being conducted.
- Suspension\*: Students are suspended from all classroom activities and not permitted on UPH-DM properties for a specified period of time.
- Dismissal: Students are dismissed from the program and may be permitted to return through the readmission process.
- Expel: Students are expelled from the program and not permitted to return.

\* Suspension: Students do not receive credit for work missed during a suspension (i.e., tests, quizzes, graded homework, etc.). The student is, however, required to complete the missed work to document competency.

Students retain the right to invoke the Grievance Procedure – refer to policy in this Manual. UnityPoint Health – Des Moines and the Radiology School policies and procedures will be followed to resolve the situation.

## Dress Code (Internship Students Only)

### Purpose

Students are required to dress in a manner that supports the safety, sanitation, environment, legal, and customarily acceptable requirements of their position in the program. **The faculty reserves the right to determine what is appropriate clinical attire.**

Students will dress in a manner that enhances the patients, visitors, and community's confidence in them as competent members of UnityPoint Health – Des Moines health care team's strong commitment to service.

**Students are required to be in the school uniform at any time they are attending classes and/or clinical assignments.**

### Policy

- A. Good taste, courtesy toward other people, and common sense are always expected from students.
- B. Good hair grooming is expected. The guidelines are cleanliness and neatness. Beards and mustaches must be trim, neat, and always clean. Long hair must be worn in a controlled and tasteful style which will not interfere with the student's vision or their ability to perform their clinical assignments. Hair that is shoulder length or longer must be pulled back and away from the face. Good grooming also includes body cleanliness. Unusual hair color and other adornments distract patients and family members from the excellent care and service received. These are not appropriate for professional attire.
- C. Fingernails should be short, clean and neutral in color if painted. If nail polish is worn, it should be free of chips. Fingernails can promote the spread of infection and be a safety hazard when providing patient care. Artificial nails can harbor bacteria and spread infection. Long nails and long artificial nails are not appropriate in patient care areas.
- D. Students are required to wear navy blue scrub pants and tops or navy blue scrub dress at any time they are on campus – this includes when only attending classes. They may wear a white lab jacket. Nylons may be white or flesh color. Students must wear nylons or socks. Knee high socks are not permitted with skirts or dresses. Students are to wear undergarments. White slippers are to be worn with dresses and skirts. Sweat shirts and T-shirts will not be permitted unless prior approval is received from the clinical coordinator. Tops with advertising and/or printing on them are not allowed. Clothing should be clean, pressed, in good condition (free of holes and tears), and should fit properly. **Students may only wear gray, black, or white shirts under their scrub tops.**

- E. Hose/socks and shoes are required. Students must wear white leather tennis shoes with little to no color present or students may wear leather tennis shoes which are solid black or navy blue with no additional colors present. Rubber clogs may be worn in navy blue, black, or white – holes in the top of shoes are not allowed. Shoes must be polished or clean to promote a professional appearance. **Footwear must meet safety standards established by the medical center.** Sandals and canvas shoes are not acceptable. Socks are to be navy blue or white – no multi-colored socks are allowed. If a student questions the acceptability of their shoes and/or socks, they should consult with the program director or clinical coordinator.
- F. Jewelry worn in the department should be kept at a minimum. Wedding rings, engagement rings, and a watch are permissible. Costume jewelry should not be worn during clinic hours. Dangling necklaces and earrings are not allowed for reasons of safety and cleanliness. Bracelets of any style are not allowed. Excessive jewelry (numerous rings per hand, more than 2 earrings per ear, visible body piercing except in ears).
- G. Before displaying any tattoo, students must meet with the Program Director in order to determine whether the tattoo is appropriate or inappropriate. Tattoos containing prohibited content must be covered.

**Not Acceptable:**

Prohibited content includes, but is not limited to, tattoos that are:

- Obscene
  - Sexually explicit
  - Advocate discrimination based on:
    - Race
    - Color
    - Religion
    - National origin
    - Age
    - Sex, including gender presentation and sexual orientation
    - Citizenship
    - Disability
  - In addition, tattoos that symbolize affiliation with gangs, supremacist or extremist groups, advocate illegal drug use, depict nudity, or are of a nature such as to bring discredit to UnityPoint Health-Des Moines must be covered.
- H. Makeup must be kept to a minimum and should look as natural as possible. Body odor and perfume/cologne can be offensive to patients, family members or co-workers. Some perfumes/colognes can cause an allergic reaction in sensitive individuals. Perfumes and colognes should not be worn in areas

with patient contact. Excellent personal hygiene is an expectation of all students and employees. Body odor is unacceptable.

III. Implementation:

In the event a student does not make a satisfactory impression, the clinical instructor or clinical coordinator shall require the student to correct his/her appearance. If this involves leaving the clinical site, the student will forfeit the time during the period of absence.

Failure to adhere to these guidelines or repeated failure to comply with requirements regarding dress will be treated in accordance with the program's disciplinary policies.

Corrective Discipline Policy and Procedures

Policy: The ultimate objective of effective discipline is to rectify misconduct in a just and constructive way and to reduce the likelihood of its recurrence.

The offenses listed in this guide for general action are not to be considered as the only offenses for which disciplinary action may be taken. Offenses that may occur, whether listed in this guide or not, are to be evaluated on an individual basis and disciplinary action taken that would be appropriate to the circumstances surrounding the offense. This disciplinary guide is provided as a point of reference in helping to determine appropriate action.

Disciplinary action may include one or more of the following steps:

- Step A - Verbal warning with notation in department records of students (s) involved, the offense committed, and the date the verbal warning was given.
- Step B - Written warning
- Step C - One to five day suspension.
- Step D - Dismissal

OFFENSE	DISCIPLINARY ACTION			
	1st	2nd	3rd	4th

Behavior Problem

Absolute refusal to comply with instructions of instructor (insubordination)				D
Disrespectful behavior, comments, actions toward faculty or other students	B	C	D	
Fighting or attempting bodily injury to another employee or student on UPH-DM premises.		C	D	
Use of abusive or threatening language		C	D	
Consuming, having unauthorized possession of, or being under the influence of intoxicants, non-medically prescribed drugs or narcotics while on UPH-DM premises.		C	D	
Horseplay or disturbing others at school.	A	B	C	D
Smoking in “No Smoking” area.	A	B	C	D
Unjust or unprofessional gossip, criticism, discourtesy or sexual harassment, which contributes toward reducing morale of patients, visitors, students, or employees. <b>(This includes any of the above listed activities through any Social Media formats.)</b>		C	D	
Sexual harassment of patients, visitors, students, or employees. <b>(This includes any of the above listed activities through any Social Media formats.)</b>		C	D	
Sexual harassment of students or employees		C	D	

OFFENSE	DISCIPLINARY ACTION			
	1st	2nd	3rd	4th
Gambling		B	C	D
Immoral or indecent conduct			C	D
Violation of established safety rules		B	C	D



Continued poor grooming or poor hygiene	A	B	C	D
Unauthorized possession of firearms or explosive on UPH-DM campus.				D
Unauthorized possession of other weapons on UPH-DM premises.			C	D
Unauthorized use of property belonging to UPH-DM students or employees.		B	C	D

Dishonesty and Related Problems

Unauthorized removal of property belonging to UPH-DM students or employees.				D
Willfully damaging, destroying, defacing, or wasting property or supplies of UPH-DM students or employees.		C		D
Carelessly damaging, destroying, defacing, or wasting property or supplies of UPH-DM students or employees.	B	C		D
Willfully submitting false information, or willfully withholding information, for the purpose of obtaining enrollment				D

Other Problems

Vending, soliciting, or collecting contributions for any purpose whatever at any time on the premises, unless authorized by the program director. Department collections may be approved by the program director.		C		D
---	--	---	--	---

OFFENSE	DISCIPLINARY ACTION			
	1st	2nd	3rd	4th
Violation of UPH-DM rules	A	B	C	D
Violation of UPH-DM Parking Policy	A	B	C	D
Conviction for a felony without parole while in the program				D

**GRIEVANCE PROCEDURE**

Grievance Procedure

*Policy:* The Grievance Procedure was established and is implemented to prevent students' morale from being adversely affected because complaints and/or misunderstandings are ignored or unresolved, and so consistent and fair treatment can be provided.

The objectives of the Grievance Procedure are:

1. To provide students with a means of being recognized and heard.
2. To provide students with a neutral party (i.e., a Human Resources facilitator) whose role is to assist them in voluntarily reaching a win-win situation together. The HR facilitator encourages the focus of the agreement to be on the interests of each party rather than on their positions in the dispute.
3. To provide a formal mechanism to insure handling of student complaints.
4. To resolve student complaints in a sound and fair manner, investigating and considering all the relevant facts.
5. To insure consistency in application of policies and supervisory decisions.
6. Every effort should be made to resolve complaints at the lowest educational levels.

*Procedure:* The grievance procedure is as follows:

#### Step 1

- Student should orally discuss unresolved problems with the course instructor. If the problem involves the course instructor, the student should go to Step 2.
- The course instructor should arrange a meeting with the student within three (3) academic days from receiving the problem.

#### Step 2

- Students who perceive their problem to be unresolved following three (3) academic days after Step 1 has been taken, may contact the human resources facilitator. Student must put in writing their problem and suggested problem resolution.
- The human resources facilitator should forward a copy of the problem statement to the program director.
- The program director should meet with the student and respond in writing within three (3) academic days from receiving the written problem from human resources.
- The program director should send a copy of her response and the original problem statement to human resources.

#### Step 3

- Students who perceive their problem to be unresolved following three (3) academic days after Step 2 has been taken may contact the human resources

facilitator and request a copy of their problem statement to be sent to the executive director of the radiology department.

- The executive director of the radiology department should meet with the student and respond in writing within three (3) academic days from receiving the written problem from the student.

#### Step 4

- Students who perceive their problem to be unresolved following three (3) academic days after Step 3 has been taken may contact the human resources facilitator and request a copy of their problem statement to be sent to the appropriate vice-president or his/her designee.
- The vice-president or his/her designee should meet with the student and respond in writing within three (3) academic days from receiving the written problem.
- A final decision will be given to the student within three (3) academic days following the meeting with the vice-president or his/her designee.

The decision of the vice-president or his/her designee will be final.

## **RESOURCES FOR STUDENTS**

### Chapel

Students are invited to use the chapel on the Methodist campus for individual and group worship, as well as for reflection and solitude.

### ATM machines

ATM machines are located throughout the Methodist campus.

### Food Service

Students may use the cafeteria available at the Methodist campus. A microwave and refrigerator are available in the department lounge.

### Gift Shop

The IMMC/BCH Gift and Flower Shop." on the Methodist Campus provides a variety of cards, candies, gifts, UPH-DM apparel, and other items.

Library - Students are encouraged to use the UPH-DM resources.

Computers – students in the CT program will not have access to UPH-DM computers while in the program. Students may use their own laptops.

Photocopy Machine

Policy: The photocopy machine is to be used for school related items only. It is not to be used for personal use. Students are not to use the photocopy machine to print off syllabi and other information available on the website.