Practical Nurse Program

Student Handbook 2016-2017
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WELCOME

The faculty of the PN Career Major at the Tulsa Technology Center welcomes you. We have a sincere interest in you as an individual and look forward to helping you achieve your goal of becoming a Licensed Practical Nurse.

Your primary responsibility in this program is to become a safe, skillful, and responsible practical nurse. This handbook along with the Clinical Handbook, have been designed as a reference for policies and procedures of Tulsa Technology Center and of the Practical Nurse program. Students are held responsible for adhering to these policies and procedures, as well as any changes made throughout the year.

We wish you success on your journey!

SCHOOL STATEMENTS

NOTICE OF NONDISCRIMINATION

This notice is provided as required by Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, Title IX of the Education Amendments of 1972, the Age Discrimination Act of 1975, and the Americans with Disabilities Act of 1990. This institution shall not discriminate with regard to race, color, religion, gender, national origin, age, marital status, veteran status or disabilities.

CAMPUS SECURITY ACT

In order to comply with federal regulation 34 CFR 668.46 Campus Security Act, the Campus Crime Report for Tulsa Technology Center is available at: http://ope.ed.gov/security/Index.aspx

CONDITIONAL ACCEPTANCE

Applicants notified of initial acceptance into the PN career major have a conditional admission pending the following steps. A student may be withdrawn from the program for not meeting the following minimum criteria:

1. Mandatory Orientation - Applicants must attend the mandatory meeting to acquire additional information about program start dates, deadlines, immunizations, background check and other program specific information.

2. All required paperwork submitted - This includes high school and prior college transcripts, proof of immunizations, CPR certification, award letters and all other information requested.
3. **CPR certification** - Applicants must be certified in Health Care Provider (American Heart Association) CPR and maintain this certification throughout the program.

4. **Clear background check** – Our clinical facilities require that all students must submit to a background check **every 12 months**. Certain charges will prevent a student from being able to attend clinical as determined by the facilities and may be prevented from sitting for National Exam (NCLEX)- see the OBN statement on page 9.

5. **Clinical site privileges** - If an applicant is denied clinical privileges at a facility as a result of background checks, immunizations or drug screen, the student will not be able to meet clinical objectives. The student will be unable to complete the career major and unable to take the licensing exam.

6. **Completed financial arrangements** – Accounts must be kept current or students may lose their slot in a class. The Bursar office will arrange payment schedules.

**PERSONNEL**

**ADMINISTRATION**

Superintendent          Dr. Steve Tiger  
Associate Superintendent  Robert Franklin 
Associate Superintendent  Dr. Scott Williams  
Associate Superintendent  Russ Hester  
Campus Director           Sam Ramsey  
Assistant Campus Director  Rod Simmons

**PN DEPARTMENT**

PN Coordinator          Susan England, MS, RN

Faculty:

Helen Campbell, MS, RN        Cheryl Manasco, MSN, RN  
Ebony Fultz, MS, RN            Temequah Moore, MS, RN  
Sarah Hart, MSN                Samantha Rhea, BSN, RN  
Janet Hennigan, MS, RN         Martha Ringgold, PhD, RN  
Paula Jones, MS, RN             Paula Rowan, MSN, RN  
Rhonda Kannady, BSN, RN        Louis Stackler, MSN, APRN, CNS-GN B-C
ACCREDITATION/APPROVAL

The School of Practical Nursing at Tulsa Technology Center is an approved PN Program under the:

Oklahoma Board of Nursing
2915 N Classen Blvd, Suite 524
Oklahoma City, OK  73106
(405) 962-1800
http://www.ok.gov/nursing/

Oklahoma Department of Career and Technology Education
1500 W. Seventh Avenue
Stillwater, OK  74074-4364
(405) 377-2000
www.okcareertech.org
VISION AND MISSION STATEMENTS

OKLAHOMA DEPARTMENT OF CAREER TECH

VISION
We are securing Oklahoma’s future by developing a world-class workforce.

MISSION
We prepare Oklahomans to succeed in the workplace, in education, and in life.

TULSA TECHNOLOGY CENTER

VISION
To be the region’s leader of career and technical education, resulting in a quality job for every Tulsa Tech student and a skilled workforce for every company.

MISSION
Educating people for success in the workplace.

PRACTICAL NURSING PROGRAM

VISION
Tulsa Technology Center Practical Nursing program is an integral part of its parent institution and shares the vision of building a world class workforce of knowledgeable, caring and competent nurses.

MISSION
The mission of the Practical Nursing Program at Tulsa Technology Center is to educate students, in an environment conducive to learning through goal driven and outcome focused curricula. The faculty supports the parent institution’s mission of educating people for success in the workplace.
OKLAHOMA BOARD OF NURSING DEFINITION OF LICENSED PRACTICAL NURSING

"Licensed Practical Nursing" means the practice of nursing under the supervision or direction of a registered nurse, licensed physician or dentist. This directed scope of nursing practice includes, but is not limited to:

1. Contributing to the assessment of the health status of individuals and groups.

2. Participating in the development and modification of the plan of care.

3. Implementing the appropriate aspects of the plan of care.

4. Delegating such tasks as may safely be performed by others, consistent with educational preparation and that do not conflict with the Oklahoma Nurse Practice Act.

5. Providing safe and effective nursing care rendered directly or indirectly.

6. Participating in the evaluation of responses to interventions.

7. Teaching basic nursing skills and related principles.

8. Performing additional nursing procedures in accordance with knowledge and skills acquired through education beyond nursing preparation and,

9. Delegating those nursing tasks as defined in the rules for the Board that may be performed by an advanced unlicensed assistive person.
Licensure

The following information is from the Oklahoma Board of Nursing.

"The Tulsa Tech School of Practical Nursing is approved by the Oklahoma Board of Nursing. Graduates of this state-approved program are eligible to apply to write the National Council Licensure Examination (NCLEX) for (registered or practical) nurses. Applicants for Oklahoma licensure must meet all state and federal requirements to hold an Oklahoma license to practice nursing. In addition to completing a state-approved nursing education program that meets educational requirements and successfully passing the licensure examination, requirements include submission of an application for licensure, a criminal history records search, and evidence of citizenship or qualified alien status [59 O.S. §§567.5 & 567.6]. To be granted a license, an applicant must have the legal right to be in the United States (United States Code Chapter 8, Section 1621). In addition, Oklahoma law only allows a license to be issued to U.S. citizens, U.S. nationals, and legal permanent resident aliens. Other qualified aliens may be issued a temporary license that is valid until the expiration of their visa status, or if there is no expiration date, for one year. Applicants who are qualified aliens must present to the Board office, in person, valid documentary evidence of:

1. A valid, unexpired immigrant or nonimmigrant visa status for admission into the United States;
2. A pending or approved application for asylum in the United States;
3. Admission into the United States in refugee status;
4. A pending or approved application for temporary protected status in the United States;
5. Approved deferred action status; or
6. A pending application for adjustment of status to legal permanent resident status or conditional resident status.

The Board has the authority to deny a license, recognition or certificate; issue a license, recognition or certificate with conditions and/or an administrative penalty; or to issue and otherwise discipline a license, recognition or certificate to an individual with a history of criminal background, disciplinary action on any professional or occupational license or certification, or judicial declaration of mental incompetence [59 O.S. §567.8]. These cases are considered on an individual basis at the time application for licensure is made, with the exception of felony convictions. An individual with a felony conviction cannot apply for licensure for at least five years after completion of all sentencing terms, including probation and suspended sentences, unless a presidential or gubernatorial pardon is received [59 O.S. §§567.5 & 567.6]."
PRACTICAL NURSING PROGRAM PHILOSOPHY STATEMENT

The philosophy of the nursing program at Tulsa Technology Center (TTC) incorporates the vision and mission of the parent organization. We base our philosophy on the work of Patricia Webber’s KSVME (Knowledge, Skill, Value, Meaning and Experience) model, which guides our framework. Our faculty believes that each student should be provided with nursing knowledge which includes skills, values, meaning and experience that will contribute to a world class workforce of nurses. As students gain professional expertise, they move toward competency, integrating their experience and knowledge. We believe nurses should promote attributes and attitudes of flexibility and understand that change is inevitable to maintain quality healthcare delivery.

The faculty supports an environment that promotes professional practice and emphasizes the following beliefs:

- Practical nursing is a discipline of rigorous and dynamic knowledge and practice.
- Knowledge acquisition and hands on experiences are critical to the successful development of caring and competent nurses.
- The faculty’s commitment to the educational process determines the quality of the delivery of evidence based curricula.
- Practical nursing is goal driven, outcome focused and competency based.
- A graduate of TTC’s Practical Nursing program will possess the ability to integrate theories and concepts into nursing practice, shaping the future of nursing and meeting the emerging healthcare demands of our ever-changing society.

We believe the strength of the relationships among faculty, clinical professionals, preceptors and students is the foundation on which these beliefs will be allowed to thrive. Practical Nursing education at TTC reflects the reality of practice while preparing students with the knowledge to provide healthcare across diverse settings.

CONCEPTUAL FRAMEWORK

The delivery of Tulsa Technology Center’s Practical Nursing program is based on Patricia Webber’s KSVME (Knowledge, Skills, Values, Meanings, and Experiences) model and provides the conceptual framework.

The attributes translated in the nursing profession are: nursing knowledge, nursing skills, nursing values, nursing meanings and nursing experiences (KSVME).

Nursing is the application of these attributes to the care of clients with their participation in the promotion, maintenance and restoration of health throughout the lifespan to their desired state of health or well-being.

Nursing Knowledge is defined as the cumulative, organized and dynamic body of scientific, behavioral, natural and phenomenological information used to identify, relate, understand, explain, predict, and influence nursing information. It is this specific knowledge that establishes the academic foundation for nursing as a professional discipline.
**Nursing Skills** are deliberate acts or activities in the cognitive and psychomotor domain that are the operational concepts of *knowledge, values, meanings and experiences*. Nurses are responsible for proficiency in clinical skills and to practice within the standards of care and their scope of practice.

**Nursing Values** are the values shared within the nursing profession. These include human dignity, integrity, autonomy, social justice, ethics, advocacy and respect. *Nursing values* are those attributes that govern and influence professional standards of practice and are a core concept in nursing education.

**Nursing Meanings** “define the context, purpose and intent of language.” Nursing is a profession with its own language. This language is derived from *nursing knowledge, skills, values and experiences*. Nursing process, nursing diagnosis, nursing intervention and nursing outcome are but a few meaningful words to nursing that help define its language and culture.

**Nursing Experiences** are “the unique and active process of defining, refining and changing KSVME used in clinical reasoning as a result of actively engaging in nursing situations over time.” Experiential knowledge helps students integrate *nursing knowledge, skills, values, and meanings* and increase their competency and confidence as students and as novice nurses.


**CURRICULUM FRAMEWORK**

The curricular framework of Tulsa Technology Center’s (TTC) practical nursing program is derived from the eleven National Health Science Standards (NHSS). The framework is based on standards and competencies considered essential to a program of health study. [National Health Science Standards](https://www.naco.org/upload/20190422-101116-11.pdf)

**Academic Foundation**

Nurses have an ethical obligation to know the academic subject matter that is required to be proficient and knowledgeable in their role as healthcare providers.

**Communication**

Nursing is a professional discipline whose craft has both academic and practice dimensions requiring the ability to effectively communicate both orally and in writing.

**Health Care Systems**

Nurses are responsible for understanding healthcare delivery systems, their role in those systems, and how key systems impact the quality of care, cost of services and client outcomes.
Employability Skills

Nurses will achieve greater job satisfaction and employment opportunities if their course of study emphasizes accountability for decision making and personal traits as they apply to civility, teamwork, confidentiality and behavior.

Legal Responsibilities

Nurses have the obligation to understand the scope of their practice, the legal limitations and implications of their actions related to the care of their clients.

Ethics

Nurses are bound to their professional standard guidelines for the delivery of high quality, culturally competent care.

Safety

Nurses must be competent to practice safely. Competency based education with a focus on safe work practices and the accountability for client safety are integral to the safe delivery of healthcare.

Teamwork

Nurses, as healthcare professionals, are accountable for understanding the roles and responsibilities of team members. Nurses practice in an interdisciplinary field and need to recognize the attitudes and attributes of an effective leader and how to form positive team relationships.

Health Maintenance Practices

Nursing is a profession founded upon the care of individuals throughout the life span by the promotion, maintenance, and restoration of health through interdisciplinary collaboration.

Technical Skills

Nurses are responsible for proficiency in technical skills and to practice according to the standards of care and scope of practice.

Information Technology Applications

Nurses are accountable for accessing and distributing data while maintaining the confidentiality of electronic client information. As contemporary healthcare technology continues to expand, nurses are responsible for knowledge of the current applications.
THEORY COURSES
MODEL

Transition to Practice
Mental Health
Pediatrics
Maternity
Med/Surg II
Med Surg I
IV
Pharmacology
Fundamentals
Concepts
Long Term Nurse Aide
Anatomy
Medical Terminology
CURRICULUM PLAN OUTLINE- Effective for Classes 150 forward

<table>
<thead>
<tr>
<th>Course Title</th>
<th>Hours: Theory/Lab</th>
<th>Clinical</th>
<th>Totals</th>
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<tr>
<td>Anatomy</td>
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<tr>
<td>Long Term Care Assistant</td>
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<td>16</td>
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<td>Concepts of Nursing</td>
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<td>Fundamentals of Nursing</td>
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<td>Pharmacology</td>
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<td>IV Therapy</td>
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<td>Medical Surgical Nursing I</td>
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<tr>
<td><strong>Clinical II – Medical Surgical I</strong></td>
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<td><strong>Clinical III – Medical Surgical II</strong></td>
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<td>Maternal/Newborn Nursing</td>
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<td>Pediatric Nursing</td>
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<td>Mental Health Nursing</td>
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<td><strong>Clinical IV –</strong></td>
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<td>Maternal/Newborn, Pediatric, and Mental Health</td>
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<td>Transition to Practice</td>
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<td><strong>Clinical V – Transition to Practice/Preceptor</strong></td>
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<td><strong>CAREER MAJOR TOTAL</strong></td>
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<td><strong>588</strong></td>
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</table>

PROGRAM DESCRIPTION

This career major prepares the student to become a licensed practical nurse, an important member of the health care team who works under the supervision or direction of a registered nurse, licensed physician or dentist. Students will learn the role of the LPN and how to care for a variety of patients including, but not limited to geriatric, pediatric, oncology, and pre/post-operative patients. Students will learn how to identify patient problems, identify appropriate interventions and evaluate the nursing care provided. Graduates of this career major will be eligible take the NCLEX-PN and become licensed through the Board of Nursing.

The curriculum provides both theory and clinical experiences for the development of professionalism, skills and understanding of the nursing concepts necessary to provide safe, effective nursing care. The program is delivered in 5 blocks of instruction, combining several courses in each block. New classes begin approximately every 3-5 months and take anywhere from 12-18 months to complete depending on the calendar year and the selection of a day or evening class.
The program is based on clock hours of instruction as opposed to credit hour, meaning there are 1463 hours of classroom/clinical attendance required to complete the program.

A variety of instructional methods are utilized throughout the program. These include lecture, demonstration, skills lab, group discussion, student presentations and projects, field trips, clinical practice, and multi-media and computer/web-based delivered materials. Student knowledge acquisition is measured through testing, skills check-off, graded activities, clinical evaluation and other methods. HESI testing is also utilized throughout the program to assess broad topic learning and in preparation for the NCLEX-PN. We subscribe to the adult learning theories that emphasize self-directed learning. Students are expected to have appropriate computer skills and be comfortable learning in an electronic environment. It is important that students have access off campus to computers and printers.

**PROGRAM TUITION AND COSTS**

Please refer to the fact sheets for each Class cost. Other costs include books, uniforms, supplies, immunization tracker, testing fees, etc. The current total estimated cost of the entire program including all tuition, fees, books and supply costs is approximately $7,300.00. Students are responsible for having all required materials purchased by the time a Class starts.

**SCHOOL POLICIES AND PROGRAM PROCEDURES**

Oklahoma School Laws may be found here: [Oklahoma School Laws](#)

Information regarding student records and the release form may be found here: [FERPA](#)

Tulsa Technology Center School District No. 18 Student Policies may be found on the main website ([District Policies](#)) and are also electronically linked below. The PN Program procedures are listed under the related school district’s policy with differences explained. Students are expected to review and become familiar with all policies and procedures. Changes that occur will be communicated to students.

- [STU-01 Admission Policy](#)

**ADMISSIONS PROCEDURE**

Prospective students may apply online at: [Apply Here](#), visit the Admissions office at the Memorial Street/Lemley Campus Complex or call 918.828.5200. Application periods and number of classes seated varies from year to year based on the calendar.

**Career Interest**- 50 points are possible for answering the interest questions and 20 points are awarded for a program visit. Program visits are the first Thursday of most months during the regular school year and by appointment during the summer. *A minimum of 40 points is required in this category.*
**Academic Preparedness** - 30 points are possible for the entrance exam-HESI A2 ([HESI Information](#)). Contact the Assessment Center at 918.828.5290 to make an appointment for testing and to obtain additional information about the test. A **minimum of 10 points is required in this category.** Applicants can earn 5 extra points for a holding current CNA certification for a total possible 105 points. Applicants are selected beginning with the highest scores until all available spaces are filled. Please call the Admissions Office, 918-828-5000, with any further questions regarding this process.

Once admitted to the program, students will be notified of a mandatory meeting and mailed program specific information. This will include topics such as required immunizations, CPR certification, transcripts, background checks, drug testing, program costs and financial arrangements, uniforms and supplies, textbooks and start dates. Students will be expected to meet these requirements by the given deadlines or will be in jeopardy of losing their seat in a class. A student may also be removed from a class should these requirements not be maintained.

Prior to applying to the Nursing Program, it is recommended that persons with negative entries on their background check verify that the Board of Nursing will allow them to test for the National Certification License Exam (NCLEX-PN).

**READMISSIONS PROCEDURE**

Once accepted, students will only be allowed one request for internal readmission/transfer to another class. A letter requesting readmission/transfer must be sent to the PN Coordinator. The circumstances under which the student left the program must be explained, how these circumstances have now changed and a proposal as to how to prevent these circumstances from arising again must be addressed. A committee of faculty members may be convened to consider the request and approve or deny the readmission. After one internal readmission/transfer, students must repeat the entire admission procedure should they desire another attempt at completing the program. After that, students will not be allowed to re-apply. A total of 3 attempts may be made at the program.

**All** entry requirements must be met before a student may reenter the program (internally or externally), including financial arrangements and up to date records. Readmission/transfer will be based on space available. Students may be required to retake the Dosage Calculation exam and pass with a 90% - no more than 2 attempts will be allowed. Students that have been absent from the program for more than 1 year may be asked to prove competency in previously taken courses. This will be proven by scoring a passing grade (80%) on a Challenge Exam from each theory course previously taken. Student must also successfully pass any associated skills component to each course. There will only be one attempt allowed and if a passing grade is not obtained, the student must pay and repeat the course. All nursing courses taken more than 2 years prior must be repeated or have competency proven by Challenge Exams and/or skills demonstrations. Tuition and fees may apply.

Students may be requested to prove competency in any area the faculty deems necessary, including lab skills, clinical proficiency and theory topics. Students readmitted may be placed on probation during the first 3 months of their readmission. Any violation of school policies or conditions of the probation may result in permanent removal from the program.
TRANSFER OF CREDIT/ADVANCED STANDING PROCEDURE

Individuals seeking transfer credit for courses will follow the standard admissions procedure and will indicate on the application that advanced standing credit is being requested. It is recommended that an appointment be made with the Program Coordinator after being selected for a class, to evaluate the courses in which credit is being requested. Acceptance is based on space available and the following criteria must be met:

1. All standard admission criteria apply to transfer/advanced standing students.
2. Official transcripts from all previous schools must be provided. Syllabi and school catalogs may be requested.
3. Course work for which transfer credit is being requested must be less than 2 years old for nursing courses and less than 5 years old for non-nursing courses.
4. Courses for which credit is being sought must have been passed with a grade of “B” on a 10 point scale, a “C” on a less than 10 point scale or 80%.
5. Challenge Exams and skills competencies may be required when the previous coursework does not evenly correlate with the Tulsa Technology Center PN Program Curriculum or if the coursework is outside of the acceptable time period. Tuition and fees may apply.
6. Students cannot receive credit for greater than 50% of the program. No credit will be given for any previous clinical experience.
7. Students will be expected to attend orientation days, as well as any other day/s the faculty deems necessary for full comprehension of the program.

The amount of financial assistance a student qualifies for could be affected by the amount of transfer credit.

- [STU-02 District Provided Student Transportation](#)
- [STU-03 Student Attendance](#)

Tulsa Technology Center’s vision and mission is to prepare individuals for a career. The PN Program attendance procedure reflects similar standards as required by employers in the workplace. As the program is delivered in a “blocking” format with every day accounted for and with clinical space at a premium, it is extremely difficult to arrange make-up time for students that are absent. In certain situations, even one clinical absence can result in the failure of a clinical rotation.

No more than 10% of any course may be missed in order to receive credit for the course. If a student provides acceptable documentation, an attempt will be made to arrange make-up time during the opposite shift the student is enrolled in. Examples of acceptable documentation include (but is not limited to) a doctor's note, court documents and mandatory meetings for DHS. Clinical make-up will be based solely on slot availability. Additional assignments for theory or clinical may be required. If a test is missed, a different version may be utilized. In most cases, skills lab cannot be made up. If no documentation for and absence/tardy is provided, faculty are under no obligation to find make up opportunities. Attendance will be tracked using the Program Violation form (see sample in the appendix). Excessive absences or tardies will result in removal from the class. Students will be considered to have withdrawn from the program after 5 consecutive absences with no communication. It is important to remember that financial assistance programs disperse aid based on attendance and grades received.
• **STU-04 Reporting Students Under the Influence**

It is important to understand that even if a student has a prescription for a controlled substance or other medication that impairs physical and/or cognitive ability, the student may be removed from the setting or even the program if the safety of others is at risk.

• **STU-06 Eye Protection Devices**

• **STU-07 Internet-Based Instruction**

Tulsa Technology Center utilizes Blackboard as the Learning Management System (LMS). Some courses will utilize this tool and students are expected to have basic computer skills. See STU-20 for further expectations and policies regarding internet use.

• **STU-08 Tuition Scholarships**

Tulsa Technology Center offers many financial assistance options and referrals. Please visit the website [Financial Aid](#).

• **STU-10 Crisis Response Policy**

• **STU-11 Health and Safety**

**SAFETY**

Tulsa Technology Center strives to provide a safe learning environment for our students, employees, and visitors. Students are expected to comply with TTC’s and all clinical sites safety policies. Students will complete a Safety module covering topics such as Blood Borne Pathogens, HIPPA and SDS information during the program.

**ILLNESS AND SURGERY**

Students are expected to be responsible for maintaining their health and refraining from exposing others to any illness they may develop during the program. All immunizations must be kept current throughout the program. The current list of required immunizations may be found in the appendix of this handbook. If a student is ill enough to miss more than three days of school, medical clearance may be requested prior to the student returning to school. If a student requires surgery or a procedure that will limit the physical activity capabilities, a full release from a doctor will be required. As stated previously, limited clinical space availability and classroom structure do not leave room for multiple absences. It is recommended that planned surgeries be scheduled either prior to starting a program or after its completion. *It is important to note that there are no “light duty” allowances made for the clinical setting.*

**INJURY**

If a student is injured while participating in any required activity (classroom, lab, clinical, etc.) the instructor should be notified immediately. An incident form will be completed and the Program Coordinator and Campus Director must be notified within **24 hours**. If medical
assistance is required, the student will be responsible for these costs and TTC will not be held accountable for payment. Students are strongly encouraged to obtain their own insurance. Many clinical facilities have injury policies and students will be expected to follow these. Most clinical facilities are able to treat injuries but this will also be at the student’s expense.

- **STU-12 Closing of School**

School closings shall be reported to selected radio and television stations in the Tulsa Metropolitan area by approximately 6:00 a.m. for daytime programs and at or before 2:00 p.m. for evening programs.

- **STU-13 Tobacco**

All tobacco use is prohibited on Tulsa Technology Center Lemley/Health Sciences Center (HSC) property and grounds. This includes the use of smokeless tobacco (chew) and any type of electronic nicotine delivery system, such as E-cigarettes and vapor systems. Students must leave the campus to smoke or use these devices. Smoking is not allowed at any clinical site. Refer to the school policy for disciplinary actions that may be taken.

- **STU-14 Tuition Refund**

Refer to this policy for refund guidelines. Please be aware that there is no refund on materials purchased in the bookstore.

- **STU-15 Student Grades**

Student may request a print out of the course grade at any time from the instructor and will have Blackboard access to grades. Transcripts will reflect grades from completed courses and may be requested or accessed through Tech Advisor. The PN program grading scale reflects the professionalism and aptitude required of those endeavoring to become a nurse. Though we follow the standard 10 point scale of the District, (A=90-100%, B=80-89%, etc.) all nursing courses and most graded items must be passed with at least a B or 80%. Specific grade weightings are described within the course curriculum guides.

- **STU-16 Work Based Experience**

The PN program relies heavily on clinical experiences for our students. The specifics of these experiences are described in the Clinical Handbook.

- **STU-17 Live Work**

- **STU-18 Student Behavior and Discipline**

Nursing students are held to a high standard of behavioral expectations. Students are responsible for being aware of the expectations and will be held accountable for violating any of the behavioral code items. The above link lists the school’s policy on these behaviors. Academic and Professional Misconduct behaviors for the program are described below. The Program Violation Tracking Form (see Appendix) may be utilized and depending on the severity of the violation, a student may be dismissed from the program immediately.
ACADEMIC AND PROFESSIONAL MISCONDUCT

Academic Misconduct
The PN program defines academic misconduct as, but not limited to, cheating, plagiarism, and falsification.

CHEATING: This includes, but is not limited to, sharing or discussion of test questions with or in the presence of students who have not taken the test, using unauthorized materials during testing, copying from another student, having unauthorized electronic media or written material open during testing, attempts to make copies of tests (electronically or written) or assisting others in any of these behaviors. Discussion of, copies of or items related to skills check-offs apply here as well.

PLAGIARISM: Any attempt to present another’s work as your own, not identifying the author of work utilized, copy and pasting large sections of material from electronic resources without crediting website/author, etc.

FALSIFICATION: Any attempt to mislead a staff member or other student in areas such as, but not limited to, time sheets/attendance, records, assignments, doctor or preceptor notes, patient information, clinical experiences, activities performed or forgery of any documents.

Professional Misconduct

The nursing profession is one of the most respected fields and we begin your training by demanding a high level of professionalism from students. Aside from the school and program polices/procedures discussed in this section of the handbook (attendance, safety, dress code, student behavior, etc.) students are expected to understand they are representing not only the program here at TTC but the nursing profession as well. Professional Misconduct includes, but is not limited to, the following: rude, inappropriate or disruptive behavior, gestures or language in any school related setting, possession of or the exposing of others to any illegal, obscene or dangerous substances or materials, intimidation or harassment of any form (refer to STU-31), misappropriation of school or clinical site property, dishonesty, argumentative and/or aggressive manner of tone, gossip, HIPAA and other privacy violations (discussed below), attendance issues, disregarding safety guidelines, not following the chain of command, defensive attitudes when constructive criticism is offered or lack of changes/improvements are not made despite counseling efforts from faculty.

HIPAA AND OTHER PRIVACY VIOLATIONS

During this program, students will come into contact with information that is not only legally protected but inappropriate to share with others. Specific HIPAA (Health Insurance Portability and Accountability Act) rules apply to anyone who has access to an individual’s health information. This act forbids this information from be transferred to or shared with anyone who is not directly involved in caring for that individual and only when that information is necessary for treatment. Beyond the HIPAA rules, it is considered inappropriate behavior for a student to discuss a patient or a situation in any other manner than in the learning environment. This includes electronic media (e-mail, social websites, texting or photos- see Social Media statement) and having discussions in areas where individuals may overhear conversations. Students are also required to maintain this
privacy standard with regards to fellow students and school employees. All school related information is considered personal in nature and should not be discussed without express consent of the individual.

- **STU-19 International Student Tuition and Refunds**

- **STU-20 Acceptable Use of Information Systems and Educational Technology Resources**

Currently the PN program has a desk top computer available to each student in the classrooms and multiple computers available in the library. The HSC building has wireless internet available for student use as well, though personal laptop use is not allowed in most classroom settings. Students are expected to maintain professionalism on all computers (including personal computers) which includes, but is not limited to, accessing or the display of suggestive or pornographic material and utilizing computers for any violation of school or program policies. Any school employee has the right to search the files of any computer (including personal) at any time when deemed necessary. It is suggested that personal computers be free from any unquestionably objectionable or suspicious material. Students are assigned a school email account and held accountable for information sent to it. Though there are printers available in classrooms and the library, students are expected to print out materials from off campus locations, as this is an expense we do not recoup from students in order to keep tuition and fees cost down. If a large amount of printing is noticed, printing privileges may be removed from a student.

**SOCIAL MEDIA**

With the ever increasing popularity of social networking sites, it is necessary to remind students that they not only may be removed from the program for inappropriate comments but may lose job opportunities, be denied credit or even be held responsible in a court of law for their statements. Students are reminded that posting negative comments/photos or private information about the school, fellow students, faculty or staff, clinical experiences or any other school related issues can result in disciplinary actions such as being placed on probation or removed from the program. Please refer to the white paper here: [NCSBN Social Media Guidelines](#)

- **STU-21 Wireless Communication Devices**

As adult students, our expectation for using wireless communication devices (such as cell phones, pagers, recording devices, MP3 players, PDA’s, etc.) is one of consideration, safety and of professional conduct. In most cases, electronic devices are to be turned off when in a learning situation, including classroom, lab, clinical and other settings when disruption is not appropriate. If a student uses an electronic device at an inappropriate time, faculty and staff reserve the right to confiscate any device at any time for the duration of the interrupted activity. Under no circumstances may a device be used during testing or any other time a faculty or staff member restricts usage. Violation of this policy may result in probation or removal from the program depending on the incident.

- **STU-22 Observation of Moment of Silence**

- **STU-23 Student Search and Seizure**
• **STU-24 Use of Dogs Trained to Detect Illegal and Dangerous Substances**

• **STU-25 Testing Students with Regard to the Use of Alcohol and Illegal Chemical Substances**

All students are subject to drug testing any time after program admittance, prior to clinical experience or anytime reasonable suspicion arises. Students may be denied admittance into the program or clinical experience or be removed from the program for testing positive on a drug screening. This includes alcohol, illegal substances and prescription medication without a valid prescription. In some cases, even authorized use of prescribed medications may result in the same actions. Students who test positive for a non-prescribed or illegal drug must wait 90 days before requesting re-admittance.

• **STU-27 Student Dress Code**

Students will be expected to follow the school policy for standards of dress at all times. There will be instances when business casual, scrubs, clinical attire or other type of clothing will be expected. The expectations for the clinical dress code are discussed in the clinical handbook. **ID badges are to be worn at all times while on campus and in the clinical setting.**

• **STU-28 Sexual Harassment**

• **STU-29 Compliance with Screening Criteria for Students Enrolled in Programs Requiring Sponsored Work Based Experience**

As discussed under STU-25, drug testing will be performed on students prior to clinical experiences in compliance with clinical facility requirements. Most clinical facilities require specific immunizations and a background check to be current. If these requirements are not met, students will be denied access to the facility and will not be able to complete the program.

• **STU-30 Volunteer Services Program**

• **STU-31 Threatening Behavior, Harassment, Intimidation and Bullying**

As discussed under STU-18, there is no room the nursing profession for any behavior that threatens, harasses, intimidates or bullies. This type of behavior will not be tolerated and a student will be removed from the program for infractions of this nature.

**PROGRAM PROGRESSION**

As explained in the program description, the program is divided into 5 Blocks. Each course must be successfully completed by the designated Block end dates and with a passing grade of “B” or 80% before progressing to the next Block. Tuition payments, immunizations and other requirements must be met before progression can occur. In the event that a student fails a course, in most cases the student will be removed from the class. The student will be withdrawn from that class and placed in the next available class, based on space availability after requesting re-admission. Re-admit fees may be applied. A course may only be repeated one time. All nursing courses must be completed within a 2 year time frame.
Classroom, lab and clinical proficiency will need to be evident for progression. Proficiency will be demonstrated in a variety of ways, including clinical skill requirements, building on previous learning, achieving passing grades in classroom, lab and clinical, maintaining satisfactory attendance, meeting physical, mental and professional requirements and the ability to implement instructor feedback and direction. Throughout the program, there are some items that require specific grades to pass and thus progress. Some examples of these are as follows: 80% must be achieved on lab check-offs with 100% in “crucial” sections, 90% must be achieved on dosage calculations and 100% on safety exams. Minimum benchmark scoring on HESI exams is expected and will be discussed in each Block.

**RETENTION, REMEDIATION AND STUDENT RESOURCES/SERVICES**

The faculty of this program understands the rigors of nursing school while trying to manage life outside of school. We are committed to student success and have implemented measures to assist students in achieving their educational goals. Students that are interested may request a Student Assessment Survey in the beginning of the program or at any time they deem necessary- see the faculty or PN Coordinator for these documents. This tool will help to identify any areas a student might have difficulties with during the program- either in life or academically. Depending on the outcome of the survey, it may be recommended a student be placed on an Individualized Student Success Plan (ISSP) with specific ideas to help the student be successful.

As students’ progress through the program and weak areas are identified, either by the student or faculty, a remediation plan or activity may be initiated. This could include revisiting skills lab, specific assignments, structured study or other interventions. HESI remediation will be required when specific levels are not achieved. If a student fails to successfully pass skills check-offs after the second attempt, the student will be removed from the class and placed in a refresher course. If the refresher course is passed, the student may be placed on a waitlist for the next available class (internal re-admission). If a student fails the refresher course, the student must re-apply to the program, should they wish to continue. Students are allowed a total of 3 attempts at the program: the initial application, one internal re-admission and the second application.

Students are also encouraged to utilize all campus resources available:

*Library* - Located on the second floor of the Health Sciences Building (HSC). A variety of reading materials and AV materials are available. Hours during the school year are 7:30am to 8:00 pm, Monday through Thursday, closing at 4:30pm on Fridays. Hours may vary during the summer.

*Academic Center and Counseling* - Located on the second floor of HSC. Reading and math instruction for secondary and adult students is available. Instruction is individually designed to address specific reading and math skills needed for success in career and technology programs. Both individual and group instruction is available. There are also 3 counselors located here that can assist students with finding services, developing study skills or just to be a listening ear. For hours of operation, please call the HSC info line at 918-828-1200.

*Student Services* - Located on the Lemley campus, Career Services Center building. This department offers assistance in career advisement, financial aid information, job placement and other helpful...
VIOLATIONS, DISMISSELS AND WITHDRAWALS

VIOLATIONS and DISMISSELS

A student may be placed on probation for any of the categories: Attendance, Academic and Behavior. These can include attendance issues, any school or program policy violations, and academic or professional behavior concerns. Students that reach Step 2 will be placed on probation. On the 3rd Step, a student will be removed from the class or program depending on the nature of the violation. Students are responsible for understanding the school and program policies, and information in the program handbooks. Depending on the violation, students may or may not be eligible to request readmission.

WITHDRAWALS

A student may request withdrawal from the program in the PN Coordinator’s office. The current progress of the student, probation status and availability of space in other classes will be examined if a student is interested in returning to the program. It is important to remember the refund policy and Financial Aid requirements when considering a withdrawal.

CONCERNS/GRIEVANCES

Students are encouraged to convey any concerns they have regarding the program, an employee or a procedure at any time. Students are encouraged to follow the Organization Chart chain of command when they have a concern/grievance. The formal grievance procedure is described in the document below and the grievance form can be found in the appendix.

PROGRAM EVALUATION and STUDENT INPUT

Ongoing evaluation of the program is essential for the continued growth and excellence of the program. Student input is utilized in this evaluation process and they are urged to provide constructive comments throughout the program. Students will be asked for their input via survey regarding theory and clinical courses, each instructor, the program as a whole and will also be contacted approximately 6-9 months after graduation as well.

As decisions throughout the year are made with regards to program changes and improvements, students will be invited to participate in the decision making process. Students are also encouraged to send a class representative to monthly staff meetings to present input and ask questions.
TERMINAL STUDENT LEARNING OUTCOMES

Competencies are demonstrated through the use of Webber’s Knowledge, Skills, Values, Meaning, and Experiences (KSVME) model, using direct supervision and various evaluation tools. After completion of the program, a graduate of the Tulsa Technology Center School of Practical Nursing will:

1. Integrate academic principles of physical, biological, social and behavioral sciences to provide basic nursing care.

2. Communicate effectively, both orally and in writing, in the health care setting.

3. Describe and explain the current healthcare delivery systems, the roles within these systems and the issues that affect them.

4. Participate in activities which promote personal and professional growth such as self-evaluation, community service and continuing education.

5. Demonstrate understanding of the role and scope of practice for a practical nurse as defined by the Oklahoma Board of Nursing and professional organizations.

6. Function in an advocacy role for the client. Utilize the nursing process to meet the needs of culturally diverse individuals with health related concerns throughout the life span.

7. Utilize safety measures for the protection of the client and others in the health care environment.

8. Demonstrate understanding of their role and responsibilities as a member of the health care team.

9. Identify and implement the fundamentals of wellness and the prevention of disease processes in the care of clients.

10. Demonstrate proficiency in the nursing skills necessary to provide basic physiological, psychological, spiritual, and socioeconomic needs in the care of each client.

11. Employ current technologies to optimize quality of care delivery while maintaining confidentiality and protecting patient privacy.

These objectives will be measured throughout the program, in the NCLEX Client Needs categories as the Student Learning Outcomes (SLO’s) described in the programs Systematic Plan of Evaluation (SPE), by program completion and survey analysis. The SPE documents are available for review upon request- please make an appointment with the PN Coordinator.
PROGRAM COMPLETION
The requirements to complete the program are as follows:
- Successful completion of all theory, lab and clinical components of the program.
- All tuition and fees paid.
- Information records updated and surveys completed.
- Obtain official clearance checkout.

After all program requirements are met, an official transcript will be sent to the Oklahoma Board of Nursing.

NURSING CODES

NATIONAL STUDENT NURSES ASSOCIATION: Code of Ethics

CODE OF ETHICS FOR NURSES

ANA Code of Ethics Link

Provision 1
The nurse practices with compassion and respect for the inherent dignity, worth, and unique attributes of every person.

Provision 2
The nurse’s primary commitment is to the patient, whether an individual, family, group, community, or population.

Provision 3
The nurse promotes, advocates for, and protects the rights, health, and safety of the patient.

Provision 4
The nurse has authority, accountability, and responsibility for nursing practice; makes decisions; and takes action consistent with the obligation to promote health and to provide optimal care.

Provision 5
The nurse owes the same duties to self as to others, including the responsibility to promote health and safety, preserve wholeness of character and integrity, maintain competence, and continue personal and professional growth.

Provision 6
The nurse, through individual and collective effort, establishes, maintains, and improves the ethical environment of the work setting and conditions of employment that are conducive to safe, quality health care.
Provision 7
The nurse, in all roles and settings, advances the profession through research and scholarly inquiry, professional standards development, and the generation of both nursing and health policy.

Provision 8
The nurse collaborates with other health professionals and the public to protect human rights, promote health diplomacy, and reduce health disparities.

Provision 9
The profession of nursing, collectively through its professional organizations, must articulate nursing values, maintain the integrity of the profession, and integrate principle of social justice into nursing and health policy.


PRACTICAL NURSING PLEDGE

Before God and those assembled here, I solemnly pledge to adhere to the Code of Ethics of the nursing profession.

To cooperate loyally with the other members of the nursing team and to carry out faithfully and to the best of my ability, the instructions of the physician or the nurse who may be assigned to supervise my work.

I will not do anything evil or malicious, and I will not knowingly give any harmful drug or assist in malpractice.

I will not reveal any confidential information that may come to my knowledge in the course of my work.

And I pledge myself to do all in my power to raise the standards and the prestige of Practical Nursing.

May my life be devoted to service, and to the highest ideals of the nursing profession.
APPENDICES
Line of Communication Chart

LEGEND:
Organization Chain of Command flows from bottom up in the rectangles.

Solid lines reflect direct channels of communication within the institution.

Dotted lines reflect an interrelationship of communication, recommendations and supervision that exist between cooperating agencies and accrediting bodies.

Red dotted lines reflect channels that are open along the way for communication and information exchange to occur that does not need to flow through the chain of command, though is preferred.

(Adapted from Francis Tuttle Technology Center Handbook)
Organizational Chart

Dr. Steve Tiger
Superintendent

Associate Superintendents
- Dr. Scott Williams
- Robert Franklin
- Russ Hester

Sam Ramsey
Campus Director

Susan England
PN Coordinator

Rod Simmons
Assistant Director
Sample Immunizations

**Important Note:** This form is intended for student use only and does not qualify as medical documentation of immunizations UNLESS a medical professional provides signature, date of immunization, method of administration (as needed), or titer results per Center for Disease Control (CDC) guidelines. Influenza shot declinations will not be accepted during flu-season unless the student has appropriate documentation from their medical professional.

<table>
<thead>
<tr>
<th>REQUIRED IMMUNIZATIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Hepatitis B Titer</strong></td>
</tr>
<tr>
<td>Date of Titer: ________</td>
</tr>
<tr>
<td>Medical professional signature/stamp: ________</td>
</tr>
<tr>
<td>Titer results: ________</td>
</tr>
<tr>
<td><em>Note: negative for immunity result requires series shots</em></td>
</tr>
<tr>
<td><strong>OR</strong></td>
</tr>
<tr>
<td><strong>Hepatitis B Series</strong></td>
</tr>
<tr>
<td>Date of 1st shot: ________</td>
</tr>
<tr>
<td>Medical professional signature/stamp: ________</td>
</tr>
<tr>
<td>Date of 2nd shot: ________</td>
</tr>
<tr>
<td>Medical professional signature/stamp: ________</td>
</tr>
<tr>
<td>Date of 3rd shot: ________</td>
</tr>
<tr>
<td>Medical professional signature/stamp: ________</td>
</tr>
<tr>
<td><strong>Measles, Mumps, Rubella (MMR)</strong></td>
</tr>
<tr>
<td>Date of 1st shot: ________</td>
</tr>
<tr>
<td>Medical professional signature/stamp: ________</td>
</tr>
<tr>
<td>Date of 2nd shot: ________</td>
</tr>
<tr>
<td>Medical professional signature/stamp: ________</td>
</tr>
<tr>
<td>Date of Titer: ________</td>
</tr>
<tr>
<td>Titer results: ________</td>
</tr>
<tr>
<td><em>Note: negative for immunity result requires series shots</em></td>
</tr>
<tr>
<td><strong>OR</strong></td>
</tr>
<tr>
<td><strong>Varicella (Chicken Pox)</strong> Written Physician verification of having had the disease is acceptable for this requirement**</td>
</tr>
<tr>
<td>Date of 1st shot: ________</td>
</tr>
<tr>
<td>Medical professional signature/stamp: ________</td>
</tr>
<tr>
<td>Date of 2nd shot: ________</td>
</tr>
<tr>
<td>Medical professional signature/stamp: ________</td>
</tr>
<tr>
<td>Date of Titer: ________</td>
</tr>
<tr>
<td>Titer results: ________</td>
</tr>
<tr>
<td><em>Note: negative for immunity result requires series shots</em></td>
</tr>
<tr>
<td><strong>OR</strong></td>
</tr>
<tr>
<td><strong>Physician verification of having had the disease provided (upload document into your certified profile tracker account)</strong></td>
</tr>
<tr>
<td>Diphtheria Pertussis, Tetanus or Tdap (high school students must have their 3 primary shot series)</td>
</tr>
<tr>
<td>Date of shot: ________</td>
</tr>
<tr>
<td>Medical professional signature/stamp: ________</td>
</tr>
<tr>
<td><em>Note: A Tdap (Td) shot is due every 10 years after the Tdap</em></td>
</tr>
<tr>
<td><strong>TB skin Test (Annual – also known as PPD) (must have negative for tuberculosis results or negative chest x-ray)</strong></td>
</tr>
<tr>
<td>Date of shot: ________</td>
</tr>
<tr>
<td>Medical professional signature/stamp: ________</td>
</tr>
<tr>
<td>Date and RESULTS of TB skin test or Chest x-ray: ________</td>
</tr>
<tr>
<td><em>Note: Chest x-ray results must be negative for tuberculosis and are good for 3 to 5 years</em></td>
</tr>
<tr>
<td><strong>Influenza vaccination (seasonal – October through March)</strong></td>
</tr>
<tr>
<td>Date given: ________</td>
</tr>
<tr>
<td>Medical professional signature/stamp: ________</td>
</tr>
<tr>
<td><em>Note: Must provide medical documentation if unable to take the flu vaccine</em></td>
</tr>
</tbody>
</table>

S: \Healthcluster\Teacheinformation\2013\Requiredimmunizationschecklist
Sample Program Violation Form

Student Name ____________________________________  Class # ____________

Blocks:  2&3 / Blocks:  4&5  
(CIRCLE OR HIGHLIGHT BLOCKS)

Clinical and Preceptorship Only

**If student doesn’t call instructor prior to beginning of shift-No Call No Show (NCNS) = 2 Steps**
(The NCNS is carried through all of the blocks)

1. ____________  = 2 Steps  2. ____________  = 2 Steps
   (Date & Initial)  (Date & Initial)

<table>
<thead>
<tr>
<th>1/3rd step</th>
<th>(category)</th>
<th>2/3rd step</th>
<th>(category)</th>
<th>1 step</th>
<th>(category)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classroom leave early (CRL)</td>
<td>Clinical Tardy ≤5 min (CLT)</td>
<td>Clinical Absence (CLA)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Classroom tardy (CRT)</td>
<td>Clinical Leave Early (CLE)</td>
<td>(&gt;5 min tardy to clinical is equal to an absence)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Classroom Absence (CRA)</td>
<td>Any School or Program Policy Violation (PV)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1. _______  _______  2. _______  _______  3. _______  _______  = 1 step _______  (category) (category) (category)
   (Date & Initials)  (Date & Initials)  (Date & Initials)  (Initials)

4. _______  _______  5. _______  _______  6. _______  _______  = 1 step _______  (category) (category) (category)
   (Date & Initials)  (Date & Initials)  (Date & Initials)  (Initials)

7. _______  _______  8. _______  _______  9. _______  _______  = 1 step _______  (category) (category) (category)
   (Date & Initials)  (Date & Initials)  (Date & Initials)  (Initials)

---

1st Step  Written Warning  Date: _______  Instructor Signature  ______________________________
Student Signature  ______________________________

2nd Step  Probation  Date: _______  Coordinator notified  Instructor Signature  ______________________________
Student Signature  ______________________________

3rd Step  Dismissal  Date: _______  Administrative Signature  ______________________________
Student Signature  ______________________________

STU-18 specific violations may result in immediate dismissal from the program. Probation Contracts may be used to describe specific violations and determine probation requirements.
PROBATIONARY CONTRACT

Student Name: ___________________________ Student I.D.: _______ Class #: _______ Date: _______

Focus Practical Nursing □ AM □ PM □ 9 □ 10 □ 11 □ 12 □ Adult

High School: ___________________________ Phone Number: ________________ HS Official Notified: ____________

Parent/Guardian: ______________________ Phone #: Parent/G: ______________________

Home Address: _________________________

Academic Probation - The student is not making Satisfactory Academic Progress.

□ 1. The student must demonstrate a willingness to maximize potential in academic and skill competencies.
   2. The student must achieve satisfactory academic progress.

Disciplinary Probation - The student must maintain satisfactory conduct and remain free from disciplinary issues.

□ 1. The student must abide by school and class rules and regulations.
   2. The student must interact positively with peers to establish a cooperative working relationship.
   3. The student must exhibit maximum time on task during class time.

□ Attendance Probation - The student must maintain attendance as stated in the District Attendance Policy or Program Syllabus/Handbook

□ OTHER

Comments:

It is understood the student will be removed from probation on the following date if the requirements have been met:
Otherwise, the student will be withdrawn from Tulsa Tech and/or required to return to their high school.

Date: ___________________________

Student Signature: ___________________________ Parent Signature: ___________________________

Administrator Signature: ___________________________ Instructor Signature: ___________________________

Counselor Signature: ___________________________

Original: Student File
Copies: Student/Parent, High School, Tulsa Tech Counselor, Tulsa Tech Instructor
Signature Sheet

I have received either in a hard copy, been shown where the documents are or have been provided with the location of electronic form of the following documents:

- Health and Safety  Student Initials _________
- Student Vehicle Use  Student Initials _________
- Curriculum Guides  Student Initials _________
- Classroom SDS  Student Initials _________
- TTC Student Orientation PPT  Student Initials _________
- PN Program Handbooks  Student Initials _________
- TTC Policies  Student Initials _________

I understand that as an adult student, I am responsible for reviewing and understanding these documents. I understand that these policies may change throughout the school year and I will be made aware of them as they occur.

Printed Name ____________________________________________
Signature _______________________________________________
Date _______________________________
Class # _____________
HSC Student Complaint/Grievance Form

Student Name ___________________________ Student ID# ________ Today’s Date ________
Career Major ______________ Section/Class # ________ Instructor ________________
Date of Incident _______________ Date of Informal Meeting/Mediation _____________

This form must be filled out completely within ten (10) school days of the occurrence or five (5) days after Informal Meeting. This form is not used at the informal stage of the process.

☐ Complaint: A statement of displeasure or poor service
☐ Mediation: Request to resolve issue when unsuccessful at Informal resolution
☐ Formal Grievance: Request to resolve when unsuccessful at Mediation

State policy, procedure, or status violated, misinterpreted, or inequitably applied:

Brief description of the complaint or grievance, including steps taken to resolve informally or via Mediation:

What remedy do you seek?