

Western
Technical College

Program Handbook

Phlebotomist/Specimen Processor
Program
2026 - 2027

Karen (Kari) Christenson
LeeAnne Schwan

Table of Contents

PHLEBOTOMIST/SPECIMEN PROCESSOR (PHSP) PROGRAM HANDBOOK.....	3
PURPOSE.....	3
PSP FACULTY.....	3
PHSP PROGRAM DESCRIPTION	3
PROGRAM GOALS	3
SUCCESSABILITIES	4
<i>Cultivating Passion</i>	4
<i>Living Responsibly</i>	4
<i>Refining Professionalism</i>	4
PHSP PROGRAM OUTCOMES	5
PERFORMANCE ASSESSMENT TASKS/TECHNICAL SKILLS ASSESSMENT (TSA)	5
PROGRESSION IN THE PHSP PROGRAM	6
STUDENT ADVISING	6
PROGRAM REQUIREMENTS.....	7
ESSENTIAL PROGRAM FUNCTIONS/PROGRAM SPECIFICATIONS	7
GRADUATION REQUIREMENTS.....	7
POLICIES	7
STUDENT CODE OF CONDUCT.....	7
ACADEMIC INTEGRITY POLICY	7
<i>Academic Integrity Procedure:</i>	9
ARTIFICIAL INTELLIGENCE POLICY	10
PROFESSIONAL BEHAVIOR POLICY	11
<i>Professional Behaviors Identified</i>	11
COMMUNICATION.....	13
CLOSING THE COLLEGE	13
HPSD BODY ART OR PIERCING POLICY	14
HPSD CONFIDENTIALITY POLICY	14
HPSD COURSE REPEAT POLICY	15
HPSD HANDS-ON LEARNING AND ACCOMMODATION POLICY	16
HPSD LATEX EXPOSURE POLICY	16
HPSD NEEDLESTICK POLICY	16
HPSD PREGNANCY STATEMENT	17
HPSD PROGRAM DISMISSAL POLICY	18
HPSD DIVISION/PROGRAM RE-ENTRY APPEAL PROCESS.....	18
HPSD SOCIAL MEDIA POLICY.....	19
HPSD WESTERN TECHNICAL COLLEGE TRANSFERABILITY OF CREDITS POLICY.....	19
PHSP LECTURE.....	20
PHSP LABORATORY	20
LABORATORY DRESS CODE/INFORMATION.....	20
GRADING POLICIES.....	21
EXAMS.....	21
ASSIGNMENTS.....	21
EXTRA HELP	22
OTHER IMPORTANT INFORMATION.....	22
SPECIAL NOTES FOR ACCOMMODATIONS.....	22
WITHDRAWAL.....	22
ACCIDENTS OR INJURIES	22

Phlebotomist/Specimen Processor (PHSP) Program Handbook

Purpose

Welcome to the Phlebotomist/Specimen Processor Handbook. The faculty hopes you find this information practical and helpful for locating policies and procedures important in the program. Please refer to this packet often and feel free to make suggestions for improvement. Do not be afraid to contact a faculty member to set up a time to meet and answer any questions.

PHSP Faculty

Karen (Kari) Christenson, MS, MT(ASCP) Instructor
Office 4092, phone: 608-789-4740, christensonk@westerntc.edu

LeeAnne Schwan, MT (ASCP)^{CM} Instructor Office
4090, phone: 608-789-6284, schwanl@westerntc.edu

Arlene Lueck Teacher Assistant

PHSP Program Description

The phlebotomy technician or specimen processor is vital in nearly every health care facility. Phlebotomists are trained to draw blood from a patient for clinical or medical testing, transfusions, donations, or research.

Program Goals

The goals of the Phlebotomy/Specimen Processor at Western Technical College are to:

- Provide students with the necessary academic instruction and professional training in the field of laboratory medicine to meet employment needs of the community.
- Produce a skilled laboratory worker who has a working knowledge of the principles pertinent to laboratory testing and is able to competently perform phlebotomy and specimen processing
- Prepare students to become accurate and reliable members of the health care team.

SuccessAbilities

Western believes in every student's potential to positively influence our community. Through extensive research, wide stakeholder involvement, and the stated expectations of the community, the College has refined its focus on student growth and success. To accomplish this, Western has incorporated aspects of soft-skills, employability skills, and college and career readiness skills in the creation of our SuccessAbilities. These SuccessAbilities are integrated throughout the curriculum with student assessment occurring as appropriate to the technical program.

Western prepares students for success in a free-enterprise society through human experiences that integrate:

Cultivating Passion

Challenges you to find your purpose and be curious, practice self-reflection, and genuinely connect with others. *Students will find success as they learn to:*

- **Enhance Personal Connections:** relate to others through kindness and concern.
- **Expand a Growth Mindset:** accept imperfections and seek opportunities for perpetual self-improvement.
- **Increase Self-Awareness:** understand personal strengths, weaknesses, traits, and behaviors to better understand yourself and other people.

Living Responsibly

Compels you to adapt to change, respect yourself and others, value the environment, accept ownership of your actions, and grow your community. *Students will find success as they learn to:*

- **Develop Resilience:** anticipate, prepare for, respond to and recover from disruptive change.
- **Embrace Sustainability:** the act of building, through our daily practices and educational programming, a thriving, resilient, and just community now and in the future.
- **Foster Accountability:** a personal choice to rise above one's circumstances and demonstrate the ownership necessary for achieving desired results.

Refining Professionalism

Challenges you to think and communicate as a professional, value collaboration and diversity, and behave ethically. *Students will find success as they learn to:*

- **Act Ethically:** behave in a way that reinforces the principles of honesty, equity, empathy and trust.
- **Improve Critical Thinking:** connect ideas and evaluate information logically.
- **Participate Collaboratively:** contribute as a team member while acknowledging and respecting the diversity of other perspectives.
- **Practice Effective Communication:** actively listen to others and share complex ideas through appropriate interactions.

PHSP Program Outcomes

- Adhere to infection control and safe practices
- Perform specimen collection
- Process specimens
- Comply with legal regulations
- Model professional behaviors

Performance Assessment Tasks/Technical Skills Assessment (TSA)

Western Technical College

30-513-2 Phlebotomist/Specimen Processor

Directions

This summative assessment scoring guide will be used to determine if you have met the program outcomes at the end of your program. To meet the requirements on the scoring guide, you will be asked to draw upon the skills and concepts that have been developed throughout the program and are necessary for successful employment in your field.

Your instructor will provide detailed instructions on how this rubric will be used. After your instructor completes this scoring guide, you will receive feedback on your performance including your areas of accomplishment and areas that need improvement.

Target Program Outcomes

1. Adhere to infection control and safe practices
2. Perform specimen collection
3. Process specimens
4. Comply with legal regulations
5. Model professional behaviors

Rating Scale

Value	Description
Met	Performs adequately; meets basic standards.
Not Met	Does not meet basic standards.

Scoring Standard

You must achieve a rating of “met” on all program outcomes to demonstrate competence. A rating of “not met” on any program outcome will result in failure of the program outcome and the TSA assessment.

Scoring Guide

	Criteria	Ratings
1.	Adhere to infection control and safe practices	Met Not Met
2.	comply with federal, state, and locally mandated regulations and policies regarding safety practices	
3.	practice standard and expanded precautions	
4.	practice infection control procedures	

5.	Perform specimen collection	Met Not Met
6.	apply concepts of anatomy and physiology to specimen collection	
7.	identify patient according to CLSI standards	
8.	determine pre-analytical variables that affect specimen collection	
9.	select appropriate equipment for various patient types and tests	
10.	perform blood and other specimen collection procedures per CLSI standards	
11.	assess patient for signs and symptoms of physical problems that may occur during or after blood collection	
12.	label specimens according to CLSI standards	
13.	follow quality assurance standards	
14.	Process specimens	Met Not Met
15.	transport specimens per laboratory testing guidelines and CLSI standards	
16.	differentiate among whole blood, serum, and plasma specimens	
17.	centrifuge specimens per laboratory guidelines	
18.	aliquot specimens into properly labeled containers	
19.	store specimens per laboratory guidelines	
20.	Comply with legal regulations	Met Not Met
21.	maintain confidentiality of private health information in compliance with federal, state, and local regulations	
22.	comply with the Patient's Bill of Rights (also known as the Patient Care Partnership)	
23.	follow criteria for the collection and processing of specimens used as legal evidence	
24.	Model professional behaviors	Met Not Met
25.	model professional appearance	
26.	demonstrate respect for diversity	
27.	interact professionally (verbally and nonverbally) with patients and other healthcare professionals	
28.	manage time effectively	
29.	use appropriate medical terminology	
30.	demonstrate honesty and accountability	

Progression in the PHSP Program

Students are required to obtain a “C” or better in all courses taken at Western Technical College in order to complete the PSP Program. Students are allowed to repeat a course one time. See the Student Planner/College Handbook for specific requirements for repeating courses and re-entering programs.

Student Advising

Prior to starting classes in the PHSP Program, students go through the New Program Orientation. In the PHSP orientation, students receive information on the program curriculum, registration, student support service contacts and the college calendar.

Western Technical College utilizes an early alert system for students when they need additional supports. Faculty complete an early alert form where they select the category of concern for the student. The categories include mental health, financial, academic, and general concerns. The student is then routed to the appropriate support services area depending on the concern. Mental health concerns are routed to Counseling, financial concerns are routed to the Financial Aid

Department, academic concerns are routed to Learner Support and Transition and general concerns are referred to the College Advisors.

Once students are enrolled in a program and have started their classes, they are assigned a faculty member who will serve as their faculty coach. The coach will advise and guide students through the program while maintaining confidentiality and impartiality. The coach will help the student with their goals, share helpful resources, problem solve, schedule the right classes, and generally help students be successful.

Program Requirements

Essential Program Functions/Program Specifications

PHSP essential functions were made available as required reading to each student prior to admittance to the PSP Program.

Graduation Requirements

Graduation from Western's PHSP Program requires a 2.0 cumulative grade point average and a minimum of 2.0 in the PSP area of study (occupational specific courses and technical support courses). A grade of "C" or above must be obtained in all PSP curriculum and general education courses. Completion of all required courses results in a technical diploma.

Policies

Student Code of Conduct

Western Technical College is committed to fostering a learning environment that values student success, accountability, diversity, learning, teamwork, integrity and respect; and encourages positive behaviors in support of academic and personal development of all students. As such, students are expected to conduct themselves in a manner that supports civil, criminal and federal laws and College policies and procedures; does not interfere with the educational process of the College in any manner; or endanger the safety or well-being of other students, staff or faculty.

The Student Code of Conduct and procedures apply to the conduct of individual students as well as all Western recognized student organizations or clubs. For the purpose of this policy, a student is defined as any person who attends and/or is enrolled in any credit or non-credit classes or program at the College.

The Student Code of Conduct applies to behaviors that take place on any Western campus or controlled property, at Western sponsored events, and may apply off-campus when a student's conduct may present a danger or threat to the health or safety of any person, or is detrimental to the educational mission, programs and/or interest of the College. The Student Code of Conduct may be applied to behavior conducted online, via email or other electronic medium where the behavior is not protected by freedom of expression.

Academic Integrity Policy

Western Technical College is committed to upholding academic integrity in all modes of learning. Faculty, students and staff are all responsible for ensuring the integrity, fairness, and honesty of the intellectual environment. Academic integrity violations, include, but are not limited to, cheating, plagiarism, falsification and other forms of dishonest or unethical behavior, and are considered a violation of the Student Code of Conduct.

Academic Dishonesty Definitions:

Violations of academic integrity include, but are not limited to, the following behaviors:

- Cheating – using or attempting to use materials, information or communications without permission of the instructor. Examples include, but are not limited to:
 - Copying or allowing another person to copy a test paper, assignment, report or any other graded material
 - Using external aids of any kind (e.g. notes, books, electronic devices, applications, artificial intelligence and/or machine learning tools or information from others) on a test, quiz or other graded assessment without permission of instructor.
 - Taking a test for someone else or having someone else complete a test or graded assessment in one's place
 - Using, buying, selling, stealing, soliciting or copying any contents of an examination, quiz or other graded assessment without authorization of instructor
- Plagiarism – intentionally or unintentionally representing another person's work as one's own.

Examples include, but are not limited to:

- Quoting, paraphrasing or summarizing another's work or ideas without properly acknowledging or citing the source of the work
- Submitting another person's work as one's own, including purchasing another's work to submit as one's own
- Using artificial intelligence and/or machine learning tools/aids to complete an assignment (e.g., essay, research paper, exam, quiz, etc.) and represent the work as entirely one's own
- Unauthorized Collaboration – sharing information or aiding another person during an examination or in preparing academic work without prior authorization of instructor. This includes uploading course material (e.g., exams, study guides, quizzes, instructor-created material, etc.) to websites (e.g., Quizlet, Chegg, and Course Hero, etc.), listservs, or other electronic platforms.

Fabrication – using invented, altered, forged or falsified information in academic work or documentation whether in hard copy or electronic format

Multiple submission – the submission of the same work or substantially the same work to more than one class, and/or submission of prior academic work submitted for credit at a different institution

Academic Misconduct – other forms of dishonesty or inappropriate conduct. Examples included, but are not limited to:

- Requesting an academic benefit such as requesting an extension, excused absence, or other benefit based on false information or deception
- Knowingly and willingly damaging the efforts or work of other students
- Accessing student or faculty records or files without authorization
- Representing oneself as a student or faculty member to obtain protected information or other academic or personal benefit

Academic Integrity Procedure:

To ensure a fair and timely resolution to any academic integrity allegation, the following process shall be implemented:

1. Course-Level Procedure

- a. Faculty will review all available information to determine if there was a probable violation of academic integrity. If it is established that a violation likely occurred, faculty will notify the student by email, informing them of the suspected violation, and offering to discuss the matter in person, via video conferencing, or by phone. The student may invite a support person to join them.
- b. During the meeting with student,
 - i. If faculty feel confident that a violation of academic integrity did not occur, the matter is closed, and the decision is communicated to the student
 - ii. If student accepts responsibility for the violation, faculty determines appropriate outcome (see below), notifies the student of outcome, and documents via [Academic Integrity Report](#)
 - iii. If the student denies allegation, faculty determines appropriate outcome (if applicable) and notifies student of outcome, along with the right to appeal decision to the academic dean who oversees the course (or designee), and documents via [Academic Integrity Report](#)

Course-level outcomes are at the discretion of the instructor and may include, but are not limited to, one or more of the following:

- Verbal or written warning
- Student Success Plan
- Deduction of points or assigning a failing grade or score for the work or assessment in question
- Assigning a failing grade for the course (with prior consultation of academic dean who oversees the course (or designee))

Faculty will consult with dean or designee before communicating final decision to student.

2. College-Level Procedure

Repeat academic integrity violations and/or allegations that include a possible violation of other Student Code of Conduct standards will be referred to the Student Life Office to be addressed through the [Student Code of Conduct procedure](#).

At the College-level, outcomes for allegations referred to the Student Life Office may include, but are not limited to, one or more of the following:

- Verbal or written warning
- Non-academic probation
- Community service assignment
- Suspension or dismissal from student's program (with consultation of academic dean)

Upon notification to the student of an allegation of an academic integrity violation, the student is prohibited from withdrawing from the associated course while the matter is being considered. Students found to be in violation are prohibited from withdrawing from the course at any time. Attempting to withdraw will result in a violation of the Student Code of Conduct and a referral to the Student Life Office for resolution.

ACADEMIC INTEGRITY APPEAL PROCESS

Students found to be in violation of the academic integrity policy have the right to appeal the process. Students who have initiated an appeal are ineligible to withdraw from the course in question until the appeal process has been completed.

The appeal is limited to the following process concerns:

- Failure to notify the student of the allegation
- Failure to provide the student opportunity to discuss the allegation
- Failure to follow the published academic integrity procedure
- Other specific errors or omissions that may have influenced the outcome

1. Course-Level Appeal

The appeal for a course-level academic integrity violation must be made in writing to the academic dean or designee within five (5) business days of student receiving notification of outcome of violation. The dean or designee will make a final decision after full review and consideration of the process and related information. The student and instructor will be notified in writing of the decision. The decision of the dean or designee is final.

2. College-Level Appeal

The appeal for a College-level academic integrity violation addressed by the Student Life Office must be made in writing to the Office of the Vice President for Student Service and Engagement within ten (10) business days of student receiving notification of outcome of violation. The vice president will make a final decision after full review and consideration of the process and related information. The student and instructor will be notified in writing of the decision. The decision of the vice president is final.

Artificial Intelligence Policy

Generative Artificial Intelligence

Generative artificial intelligence (AI) can be a useful tool for learning when combined with strong scientific knowledge, laboratory skills, and critical thinking. However, AI-generated information is not always accurate and may contain outdated or incorrect information. In the medical laboratory profession, inappropriate use of AI could contribute to inaccurate testing, incorrect interpretation of results, compromised laboratory quality, and potential harm to patients.

The PHSP program is designed to develop the foundational knowledge, technical skills, critical-thinking abilities, and professional judgment necessary for laboratory practice. Students must be able to independently understand procedures, perform testing, evaluate results, recognize errors, and apply laboratory knowledge before relying on AI as a learning resource.

Faculty support appropriate use of AI when it enhances learning. However, AI must not replace the development of essential laboratory knowledge, skills, or professional judgment. When AI use is permitted, students are responsible for verifying information using reliable sources such as course materials, textbooks, laboratory procedures, manufacturer instructions, and other authoritative resources.

Use of Artificial Intelligence Policy

Artificial intelligence (AI) may be used to support student learning when specifically permitted by the instructor. Students are expected to independently develop the knowledge, technical skills,

critical-thinking abilities, and professional judgment necessary to perform the responsibilities of a medical laboratory technician.

Unless specifically authorized by the instructor, students may not use Generative AI tools, including but not limited to ChatGPT, Gemini, Claude, or Copilot, to:

- Complete or substantially complete assignments, laboratory reports, case studies, or other coursework.
- Complete quizzes, examinations, practical examinations, or competency assessments.
- Perform laboratory calculations or result interpretation when independent demonstration of these skills is being assessed.
- Create or replace approved laboratory procedures, SOPs, or manufacturer instructions.
- Complete clinical competency documentation or other work that is intended to demonstrate the student's own knowledge or skills.
- Submit AI-generated work as the student's own.
- Enter patient information, protected health information (PHI), or other confidential clinical information into an AI system.

When AI use is permitted, students are responsible for evaluating the accuracy of the information and following any citation or disclosure requirements established by the instructor.

Appropriate uses of AI, when authorized, may include creating practice questions, explaining difficult concepts, brainstorming, developing study materials, or providing feedback on grammar and organization.

The use of AI to complete work or demonstrate knowledge and skills that students submit as their own will be considered a breach of academic integrity and will be addressed in accordance with [Western's Academic Integrity Policy](#).

AI may be a learning tool, but it does not replace the student's responsibility to develop the knowledge, laboratory skills, critical thinking, and professional judgment necessary to produce accurate and reliable laboratory results and protect patient safety.

Professional Behavior Policy

Appropriate professional behaviors are expected of all students during lecture and laboratory sessions. Experience shows that behaviors demonstrated in the classroom do carry over into clinical practice. Respect, demonstrated by how one interacts with others, is hard won but easily lost. Consider the prospective employer who seeks our assessment of your employability. Saying, "this individual was always late for class, but that probably wouldn't be the case in your lab" will not win any favor for the job applicant. Professional behaviors are an integral part of a resume just as are grades and performance of skills. These are stated as expectations of you that apply equally in the classroom and at the clinical site. Each is clarified with a list of supporting behaviors. The list is not intended to be all-inclusive and additions are at the discretion of the instructor.

Professional Behaviors Identified

- Cell phones must be put away during lecture. Please notify your instructor prior to the class if you are expecting an urgent call. Cell phones are not allowed in the student laboratory. Keep them in your locker. Separate calculators must be purchased.

- Students are cautioned on the use of social media. DO NOT reference anything from your clinical site. This could result in dismissal from the program or College. See HPSPD Social Media Policy for additional details.
- Work effectively and respectfully with peers and instructors.
 - Maintains professional demeanor and appearance
 - Schedules appointments as necessary for individual discussion
 - Respects personal differences, is non-judgmental of others
 - Communicates in a respectful manner
 - Avoids interrupting or disrupting others
 - Accepts limits to own knowledge on subject matter
 - Assumes responsibility for own actions
 - Establishes trust with peers and instructors
 - Respects roles of peers and instructors
 - Respects instructor's time limitations
 - Recognizes impact of non-verbal communication and modifies accordingly
 - Seeks knowledge and input from others
 - Refuses to spread gossip
 - Takes complaint or feedback directly to person involved
 - Consults with instructor when a student's behavior endangers another member of the class or in the event of an ethical breach of conduct
- Always display a mature attitude in communicating with peers and instructors.
 - Uses correct grammar, spelling, and expression on all assignments
 - Avoids use of offensive statements
 - Listens actively
 - Maintains eye contact in one-on-one conversation
 - Recognizes impact of non-verbal communication
 - Assures self-understanding of communication received by restating, reflecting, and clarifying messages
 - Asks appropriate questions
 - Maintains calm tone in conversation
 - Responds when spoken to
 - Initiates communication at appropriate time and place
 - Avoids interrupting others
 - Allows others to have their say
- Assume responsibility for effecting a change when receiving constructive feedback.
 - Actively seeks feedback and help
 - Demonstrates a positive attitude toward feedback
 - Critiques own performance
 - Develops plan of action in response to feedback
 - Maintains communication with individual offering critique
- Examine possible solutions to problems.
 - Recognizes problem
 - States problem clearly
 - Identifies resources needed to develop solutions
 - Begins to examine solutions to problems
 - Assesses consequences of possible solutions
 - Seeks help after developing possible solutions to problem
- Demonstrate dependability and punctuality.
 - Accepts responsibility for actions and outcomes
 - Offers and accepts help
 - Attends all classes and labs

- Arrives for class and lab on time and ready to work
- Leaves class and lab at stated time or when dismissed, not before
- Does not abandon lab or project partner without completing task
- Shares fully with lab or project partner in accomplishing assigned task
- Completes assignments on time
- Contacts instructor by phone or in person prior to an absence

Communication

- The primary means of communication with you will be Western e-mail and Blackboard. Any messages sent to you via e-mail are considered formal contact, and you are responsible for this information. Please check e-mail and Blackboard frequently.
- All faculty have voicemail that we check often. You may use this as a means of communicating with us, but please leave your name and contact number.

Closing the College

The College's general procedure is to remain open at all times as scheduled. At the same time employees and students may experience emergency situations or conditions independently affecting the College as a whole. In these instances, employees and students should not put themselves in peril to come in to work or class. Supervisors and faculty should be understanding and flexible regarding an employee's or student's individual needs during inclement weather. There may be a few situations where it will be deemed prudent to close the College or cancel classes. The College has a prescribed method for evaluation and communication of these changes to staff, faculty, and students.

Students and employees are encouraged to sign up for RAVE, Western's Emergency Notification System at www.getrave.com/login/westerntc.

If all Western locations will be closed, an announcement will be made on RAVE, as well as the website (westerntc.edu), Western's official Facebook page (facebook.com/westerntc) and official Twitter account (twitter.com/westerntc), and the certain TV and radio stations.

If Western chooses to close one or more of the regional locations, an announcement will be made on the website, on Western social media channels, and on local radio stations. If there is no announcement, the assumption is that school is in session as usual. If the college remains open, most instructors will notify you if individual classes are canceled. If you have concerns about classes or events being canceled, check your instructor's Blackboard page or contact your instructor directly. For more information, review the Emergency Closing Policy and Procedure (A0206 and F0200p2) on www.westerntc.edu. COURSE DELIVERY METHODS

If the college remains open, most instructors will notify you if individual classes are canceled. If you have concerns about classes or events being canceled due to the weather, check your instructor's Blackboard page or contact your instructor directly.

If Western chooses to close or cancel classes at one or more of the regional locations, an announcement will be made on the website, on Western social media channels, and on local radio stations. Classes will be held if the La Crosse campus is open. Please note that at times the

La Crosse Campus may be open while the campus near where you live may be closed. Use your best judgment in deciding to attend or not to attend classes based on where you live.

If all Western locations will be closed or in-person classes canceled, an announcement will be made on the Emergency Notification System (RAVE), the website, Western social media channels, and TV or radio stations.

HPSD Body Art or Piercing Policy

In the Health & Public Safety Division, a student may display no body art or piercing that might be considered offensive. Most employment settings have policies that are generally broad; however, they do reserve the right to deny employment and student clinical/practicum/fieldwork placement if body art or piercings are found to be offensive to those in that setting. The wearing and displaying of jewelry in the health care or public safety setting is generally limited to wrist watches and wedding rings or small non-dangling earrings. The purpose of this limitation is related to infection control, safety and public perception of the employees while they are on duty. Education programs (Early Childhood Ed, Foundation of Teacher Education), or Human Services Associate programs may allow additional wearing of jewelry as outlined within the program's practicum or fieldwork handbook or guidelines.

If a Western student has significant visible body art and/or piercings, we are unable to guarantee that the student will be able to be placed for the multiple clinical/practicum/fieldwork experiences that most programs require. You may be asked to cover the body art with clothing or dressings or remove the piercings in order to complete your rotation. If your program has a more restrictive policy on body art or piercings, it will be enforced. It is your decision whether or not to enter the program based on the uncertainty of being accepted at those sites.

HPSD Confidentiality Policy

The clinical/practicum/internship or fieldwork experience requires students to read and use health or educational records of clients, patients or children. All Western Technical College students should hold information concerning the identity, diagnosis, prognosis, condition, family situations, care or treatment of their clients, patients or children in confidence. Information systems may not be used to access confidential information that is not essential for completion of professional/student activities.

This obligation of professional confidentiality must be carefully fulfilled not only regarding the information in the person's charts and records, but also with regard to your activities and behavior outside of your Western course. Do not discuss such information with others unless it is required directly for the treatment or care of the client, patient or child. Discuss the above information within the following parameters:

1. Only in appropriate places (i.e., out of earshot of other clients or staff not caring for the client). Places that are inappropriate are public areas such as the cafeteria, parking ramp, elevators, stairwells, break room, community and your home.
2. Only discuss names, diagnosis, etc., with people directly caring for the client, patient, or child. Examples of inappropriate people would include client family members, facility staff not directly caring for the client, neighbors, your family members, friends, classmates and news reporters.

3. Information transmission must be kept within the facility. Client information may not be copied by you or staff and taken out of any facility. Information should not be transmitted to or from, or stored within, any form of personal technology (e.g., personal computers, laptops, cell phones, cameras, tablets, iPods, Smartwatch, etc.). Use of any social media (e.g., Facebook, YouTube, Twitter, Snapchat, Instagram, etc.) which mentions, depicts or photographs clients or clinical sites by name or care/treatment given to any persons will not be tolerated.

Any intentional or accidental violation of these confidentiality provisions, by you or others, must be reported to the faculty member instructing the class or to Health and Public Safety Division administration, Kumm 211, La Crosse campus. Any violation of this confidentiality policy may result in clinical/practicum or fieldwork disciplinary probation, dismissal from the course and/or program or college discipline related to a Student Code of Conduct violation. It may also bring about legal consequences for the student by parties involved.

HPSD Course Repeat Policy

Health and Public Safety Division Academic Policies:

To address the needs of students, the Division has established the following policies and procedures:

General Policy

- Students whose actions significantly endanger patient safety (which includes, but is not limited to, alcohol/drug usage or sexual misconduct) will be dismissed from the course, program, and/or clinical/internship site immediately.
- All repeat courses must be successfully completed prior to completing sequential courses in the program.
- Students who receive a total of three (3) or more failing grades (“D” or “F”) in program core and/or science courses will be dismissed from the program.
- Students who receive a total of two (2) or more withdrawals from the same program core and/or science course will be considered as earning the equivalent of a failing grade leading toward dismissal from the program.
- Students may appeal their dismissal to the Dean of Health and Public Safety for course and/or program re-entry.
- All re-entry is based on program and/or class capacity.

Procedure for Health Science Course Repeat:

- Any student who does not successfully complete (“C” grade or better) the Health Science courses of General A&P, Advanced A&P, or Microbiology on their first attempt will be assigned to a Personalized Applied Learning Strategies (PALS) program, administered through the Learner Support and Transition (LST) Division, to help identify strategies and techniques for successful completion. If the student is unsuccessful on their second attempt, the LST instructor will work with the student on a revised plan that must be approved by the Dean of Health and Public Safety, or designee, and communicated to the student’s academic advisor.
- Students who do not successfully complete (“C” grade or better) Anatomy and Physiology 1 or Anatomy and Physiology 2 after two attempts will not be eligible to re-enroll in the course. A

student wishing to enroll for a third time must schedule an appeal meeting with the Dean of Health and Public Safety, or designee.

HPSD Hands-on Learning and Accommodation Policy

All programs within Western's Health and Public Safety Division contain a peer-based, hands-on (i.e., "participation") learning component. These experiences are intended to provide repeated opportunities for students to practice, receive instructor feedback, and adjust their performance on a variety of fundamental skills, procedures, and/or interventions prior to demonstrating competency on a graded practical. Furthermore, peer-based hands-on learning provides students with the real-life experience necessary to become proficient in skills they will be expected to perform as healthcare or public safety professionals. Peer-based, hands-on learning also allows students to experience a procedure or intervention for themselves, helping them gain a better understanding of the patient or client experience.

Some students may have pre-existing physical, mental, and/or emotional condition(s) or disability(ies) (visible or invisible) that preclude them from fully participating in peer-based, hands-on learning activities. In instances where the student has not previously sought evaluation for accommodation, it is the responsibility of program faculty to refer the student to Access Services to determine if accommodation is warranted and, where possible, to find a suitable alternative means to assess proficiency and competency. For example, students may be able to get hands-on experience and demonstrate competency using simulation (i.e., mannikins, virtual reality), discipline-specific equipment, and/or other appropriate teaching aides.

The procedure that accompanies this policy is not intended to provide a mechanism for students to opt out of performing hands-on skills, procedures, techniques, and/or interventions using peers as "patients", "clients", and/or "persons in need" based on personal preference. Rather, in accordance with the Americans with Disabilities Act, it is intended to reduce and/or eliminate barriers in the learning environment by providing students who have a physical, mental, and/or emotional condition(s) and/or disability(ies) documented by Access Services with the opportunity to learn, practice, and be assessed on skills and/or interventions using, when possible, an acceptable alternative method. The procedure outlines the process for communication between program faculty, students, and Access Services regarding evaluation, approval, and documentation of accommodation for peer-based, hands-on learning.

HPSD Latex Exposure Policy

Western Technical College cannot ensure a latex-free environment within classrooms, labs, or clinical settings. Therefore, students who have a latex sensitivity or latex allergy must notify their instructor or clinical preceptor upon start of the program, course or clinical placement to develop a safety plan that will ensure minimal risk to the student. Students are responsible for their own health and safety when participating in activities in the classroom and clinical setting.

HPSD Needlestick Policy

ISSUE

Student accident insurance covers testing performed on students who are stuck with a needle in a clinical setting. This testing can cost hundreds of dollars. The insurance does not cover

testing of the patient who was stuck with the needle. Some organizations cover the cost to test the patient, but some will not. If the patient is not tested, the student must be treated as if they are infected-this treatment is expensive and costs the insurance company more than if the patient had been tested and determined to not be infected with HIV, hepatitis or other diseases.

QUESTIONS

Do the other Technical Colleges pay to have the patient tested if the organization will not pay? The consensus of the Risk Managers in attendance at the April 2012 DMI Risk Managers meeting was that if the organization refuses to pay, the College will pay for the testing on the patient.

Would the insurance company be willing to pay for the patient testing? No.

RESOLUTION

In the event of a needlestick involving a Western student, Western will work with the clinical site. If the site is unwilling to pay for the testing, Western will cover the cost.

HPSD Pregnancy Statement

Students are encouraged, but not required, to voluntarily disclose that they are pregnant or have a condition associated with pregnancy. Conditions associated with pregnancy include that a student has recently delivered, are lactating, experienced a loss of pregnancy (for example, terminated their pregnancy or had a miscarriage or other natural event or procedure whereby the result was that they are no longer pregnant), or are undergoing fertility treatments, as examples. If a student develops a disability as a result of pregnancy or a related condition, additional rights are available. A student who discloses will be connected to Ge Vang, Associate Director of Student Life – Senior Title IX and Civil Rights Officer, who will meet with the student to engage in an interactive process to explain all of their rights and options, including:

- what kind of modifications the College can provide for the student.
- how to receive excused absences related to pregnancy or related conditions.
- how the Title IX Coordinator can communicate with faculty members to ensure that they understand the Title IX requirements related to excused absences/medical leave/reasonable modifications.
- the process to report harassment or discrimination based on sex, including harassment because of pregnancy or related conditions.
- information on when and how to pursue accommodations for temporary disability if the student experiences a medical complication that necessitates that.
- the location of the lactation space as well as how to utilize it.
- how to withdraw or take a leave of absence if that is what the student needs or wants.
- timeframes for leave and the extension of work, if needed.

A student can also disclose directly to Ge Vang by sending an email to vangg@westerntc.edu or by calling 608-785-9444.

HPSD Program Dismissal Policy

General Policy

Students may be dismissed from a program for:

- Violation for the Western Student Code of Conduct.
- Actions that significantly endanger patient safety (including, but not limited to, alcohol/drug use or sexual misconduct) will result in immediate dismissal from the course, clinical/internship site and/or program.
- Breaching patient confidentiality.
- Jeopardizing clinical/fieldwork or internship relationships
- Violation of program or facility-specific policies.
- Receiving a total of three or more non-passing grades (“D”, “F”, or “W”) in program core and/or science courses.

Students may appeal their dismissal to the Dean of Health and Public Safety for program re-entry. Please refer to the Program Re-Entry Appeal Process listed in the Western Student Planner and Handbook. The planner can be purchased at Western’s Campus Shop or found on Western’s website at www.westernnc.edu.

HPSD Division/Program Re-entry Appeal Process

Procedure for Program Course Repeat:

The Health and Public Safety Division staff supports cooperation between faculty, counselors, and students to promote an environment in which students can succeed. In keeping with this philosophy, the Division staff utilizes student success plans as an integral part of supporting the learning needs of students.

- Students wishing to enroll in a course for a second time must work with the faculty to create a student success plan.

The re-entry success plan will address the factors contributing to the lack of success and the action plan for the student, which may include the behavior the student is expected to demonstrate and the time frame for the student to progress.

Health and Public Safety Division/Program Re-entry Policy and Process:

Students failing a Health and Public Safety Division program may appeal to the Dean of Health and Public Safety. Students will follow the re-entry process and recognize that the Dean reserves the right to deny the student program re-entry. Students requesting program re-entry are required to follow the following process:

1. Write a letter of intent requesting re-entry into the program that includes:
 - a. Contact information: Name, program, student ID number, address, phone, and email;
 - b. an examination of the student’s choices and behaviors that prevented successful completion of courses/program;
 - c. the student’s plan for change and improvement for program success; and
 - d. the student’s professional goals.
2. Send the letter of intent by USPS mail or email to:

Dean of Health and Public Safety, Western Technical College, 400 Seventh Street North, K-211, La Crosse, WI 54601-0908.

Send email to: hps@westerntc.edu

3. The Division will contact the student to schedule an appeal meeting with the Dean of Health and Public Safety or designee.

4. The student will be notified of the Dean's decision by letter (USPS mail or email). Program reentry is always dependent on space availability. In situations where re-entry is granted, the Dean will often refer the student to meet with program faculty to develop a program success plan. The success plan may include (but is not limited to the following):

1. Additional courses for remediation
2. Competency demonstration
3. Required meetings with Western faculty or staff

HPSD Social Media Policy

Social media creates opportunities for students to communicate in a public forum. Just as there are guidelines for respectful face-to-face communication, there are also standards of conduct for the use of internet tools such as Facebook, Instagram, Snapchat, Twitter, and YouTube. All engagement in social media is bound by Western Technical College's [Computer Use Policy](#), [Student Code of Conduct](#) and other generally established policies governing student behavior (e.g., program handbooks, course syllabi, clinical training site guidelines, employer policies, etc.), as well as the Terms of Use of the specific social media site being used. Disregard of these standards will be considered a violation of the [Student Code of Conduct](#).

Because the technology that drives web communication changes rapidly, this policy may be adjusted to reflect issues that may arise in its management and implementation or for any other reason that supports the College's priorities.

Guidelines for Individual Use of Social Media

These include, but are not limited to, the following:

- Students must adhere to the principles of patient/client privacy and confidentiality in safeguarding identifiable patient/client information as it relates to social media.
- Students should represent their own views and be professional and accurate in their communications.
- Students should not misrepresent when they are speaking for themselves or Western, other organizations, educational institutions, clinical sites, or employers.

HPSD Western Technical College Transferability of Credits Policy

While Western allows credits for prior learning, many of the Health & Public Safety Division programs are regulated and accredited, and that may prevent or limit the transferability of some credits. Each case will be reviewed individually by program faculty according to current curriculum, and based upon the program's regulatory and/or accreditation requirements.

PHSP Lecture

- Course information will be presented in a variety of ways. The role of the instructor is one of facilitator; true learning comes from individual commitment and willingness to learn from others. It is expected that students do the reading assignments prior to class and come prepared to share their thoughts, knowledge, and experiences with others. You must have dependable internet or alternate way to access online material.
- Students must be seated in a good learning position during class activities (good posture, head up, eye contact made, etc).

PHSP Laboratory

- Success in this program is dependent on your active participation and engagement throughout the courses. Final completion of the course in the program is dependent on your attendance and participation in the skills labs **on campus** to demonstrate competency in the course outcomes. The days and times for our on-campus skills labs are outlined in the schedule portion of the course syllabus. Students will need to adjust their work or family schedules to be able to attend on campus those days. Students may not be able to make up laboratory sessions.
- If students have an emergency that arises that would prevent attending, contact the instructor immediately to make alternative arrangements. Otherwise, students need to be present on campus for lab. If absent, students must e-mail or call instructor before class starts.
- If absent, it is the student's responsibility to obtain information from other students or schedule a time with the instructor within two (2) days of return.
- Students are expected to stay the entire laboratory time. Do not ask to leave if finished early. Faculty will dismiss students at the end of the session.
- Excused missed lab exams will be made up at both the students and instructor's mutual convenience in the format of the instructor's choice.
- Students must obtain a "C" or better in all laboratory practical examinations to obtain a passing grade in the course.

Laboratory Dress Code/Information

Any items the student must purchase are available in the Campus Shop. During on campus laboratory sessions students must wear:

- Disposable fluid resistant lab coat
- Safety glasses
- No open toe (sandals) or canvas shoes
- No exposed bare legs (shorts, skirts)
- No hats are to be worn
- Hair must be tied back
- Gloves must be used when working in the laboratory as per OSHA Bloodborne Pathogens Standard
 - Gloves are provided by the program

No food or drink is allowed in the laboratories

Personal items such as backpacks and coats are not allowed in the labs and must be kept in student lockers

Grading Policies

Students will be graded on the following scale which includes all exams, quizzes, homework, and special assignments.

A =	90% - 100%
B =	80% - 89%
C =	78% - 79%
D =	50% - 77%
F =	below 50%

- Students must obtain an average of 75.0% or better on all exams.
 - One lecture exam retake is allowed per course. The retake must be completed within 2 weeks of the exam grade being posted. However, a learning plan will need to be developed with the course instructor to identify what competencies were missed, the re-learning activities that will be completed to learn the material, and a timeline for reassessing. Maximum score for the retake will be 80%.
 - Extra credit is not included in the calculation
- Students must achieve 78.0% or better on all lab practicals.
 - No retakes are allowed
- Students are required to obtain a C (78.0%) or better for each clinical department rotation and final clinical grade.
- Students must obtain a grade of C (78.0%) or better in all MLT courses to be eligible to take the next term of MLT courses.
 - Extra credit is not included in the calculation
- If a student disputes a grade, see the College Student Handbook for process/procedure.

Exams

- Exams and quizzes will consist of a combination of short answers, multiple choice, and/or matching from material presented in class, online, assignments or textbook reading assignments.
- Referral to the Learning Commons may be suggested to aid in improved performance on exams.
- If a student finds an error in a grade or disagrees with the answer key, he/she should contact the instructor during office hours or via email.
- Exam due dates are posted in Blackboard and in the course schedule. Students must contact instructors with extenuating circumstances if the exam cannot be completed by the due date.

Assignments

- **Submission requirements:**
 - Assignments must be written on a college level for terminology, spelling, grammar and overall appearance. Acceptable performance is up to the discretion of the instructor. All typed assignments must be in "Word" format.
 - Multiple page assignments that are handed in person are expected to be stapled.

- All assignments submitted in person should look professional with no wrinkles, spills, large scratched out areas, doodling etc.
- Assignments submitted in Blackboard must be uploaded as an attachment (Word document, pdf, jpeg, and etc). Items should not be typed into the textbox.
- **Late work guidelines:**
 - Courses have regular assignments and activities designed to help your learning. Due dates for the tasks are posted in Blackboard in multiple locations.
 - Due dates for assignments are to help you manage your time and ensure the pacing of the content. **In order to get points, assignments need to be submitted by the date of the unit exam.**
 - You should make every effort to submit assignments on time. If a circumstance prevents you from submitting an assignment by the due date, please let the instructor know so we can work together to develop a plan for submission.
 - Assignments help determine your proficiency in the demonstration of the course competencies; therefore, every assignment needs to be completed by the end of the course.

Extra Help

Students who need extra help may (See notes for accommodations):

- See the instructor. The instructor may hold extra help sessions, require attendance at academic coaching, or refer the student to the Learning Commons.
- See the peer tutor. The peer tutor is a classmate selected by your instructor. The peer tutor is paid by the school and holds scheduled study times. This tutor is for the entire class and not any one individual.
- Students who are struggling in PSP courses maybe required to have a Student Success Plan.

Other Important Information

Special Notes for Accommodations

If you have accessibility and accommodation needs, please see Access Services in the Student Success Center. Upon program application, students receive a list of the essential functions required for the PHSP program (reference copies available from PHSP faculty or Access Services). Your ability to perform the essential functions with or without adaptation is necessary for successful completion of the PHSP program. The Access Services counselor is located in the Student Success Center, Room 202, and may be reached by telephone at 785-9524.

Withdrawal

Please contact your instructor in the event you need to drop a course. Students are responsible for dropping the course.

Accidents or Injuries

Any accident or illness that occurs during an assigned lab session must be reported to the lab instructor. Students may be referred to the Student Health Center. In the event of an emergency, 911 will be notified. The student will be taken to the nearest hospital emergency room. Any necessary treatment will be administered at the hospital with the consent of either the student or parent/guardian. If an injury should occur, an incident report must be completed by the laboratory instructor at Western and/or the clinical site (according to their policy). The incident reports are kept on file at Western. Students are responsible for all their own medical bills.