



**Idaho State
University**

**College of
Technology**

PHARMACY TECHNOLOGY

2023 – 2024



Table of Contents

I. MESSAGE FROM THE DEAN.....	3
II. PROGRAM INTRODUCTION.....	4
PROGRAM ADMINISTRATION	4
<i>College Of Technology</i>	5
PROGRAM INFORMATION.....	5
<i>Degrees/Certificates Offered</i>	5
<i>Student Learning Outcomes</i>	5
LICENSURE STATEMENT.....	6
INTRODUCTION.....	6
PROGRAM DESCRIPTION	6
<i>Program Objectives and Outcomes</i>	7
PERSONAL/INTERPERSONAL KNOWLEDGE AND SKILLS	7
FOUNDATIONAL PROFESSIONAL KNOWLEDGE AND SKILLS.....	8
PROCESSING AND HANDLING OF MEDICATIONS AND MEDICATION ORDERS.....	8
PATIENT CARE, QUALITY, AND SAFETY KNOWLEDGE AND SKILLS.....	10
REGULATORY AND COMPLIANCE KNOWLEDGE AND SKILLS	10
QUALITY ASSURANCE.....	11
ESSENTIAL FUNCTIONAL REQUIREMENTS FOR PHARMACY TECHNOLOGY.....	12
III. PROGRAM POLICIES	13
PROGRAM POLICIES	13
DUAL ENROLLED STUDENTS.....	13
ATTENDANCE POLICY.....	13
DRESS CODE	14
GENERAL INFORMATION.....	14
INSTRUCTIONAL TECHNOLOGY REQUIREMENTS	15
CODE OF CONDUCT	16
INTOXICANTS POLICY	16
DISMISSAL POLICY	17
<i>Disciplinary Procedure</i>	17
<i>Notification Procedures</i>	17
<i>Channels of Redress</i>	18
<i>Procedure for an Appeal to Scholastic Appeals Board</i>	19
IV. COLLEGE OF TECHNOLOGY RESOURCES AND SERVICES.....	20
SERVICES FOR STUDENTS.....	20
<i>Message from Center for New Directions</i>	20
REGISTRATION AND FEE COLLECTION POLICY.....	21
FINANCING YOUR EDUCATION	22
TRAFFIC AND PARKING.....	22
V. IDAHO STATE UNIVERSITY POLICIES AND PROCEDURES.....	24
STUDENT CONDUCT RULES AND REGULATIONS	24
SANCTIONS TO INDIVIDUALS FOR VIOLATIONS OF THE STUDENT CODE OF CONDUCT.....	28
SUBSTANCE ABUSE POLICY.....	29
SMOKE FREE POLICY.....	32
ACADEMIC INTEGRITY AND DISHONESTY POLICY.....	33

<i>Policy Statement</i>	33
<i>Authority and Responsibilities</i>	34
<i>Definitions</i>	34
COMPUTER MISUSE	35
IDAHO STATE UNIVERSITY STUDENT HANDBOOK.....	36
VI. IDAHO STATE UNIVERSITY RESOURCES AND SERVICES.....	37
DISABILITY SERVICES	37
<i>Mission Statement</i>	37
<i>Accommodation of Students with Disabilities</i>	37
<i>Contact Information</i>	38
OFFICE OF EQUITY & INCLUSION.....	38
<i>Mission Statement</i>	38
<i>Contact Information</i>	39
ADDITIONAL RESOURCES AND SERVICES	39
VII. HANDBOOK SIGNATURE FORM & PHOTOGRAPHY CONSENT RELEASE	41
VIII. COMPUTER USAGE POLICY	42
IX. INFORMED CONSENT AND RELEASE TO ALLOW ISU TO USE STUDENT’S CRIMINAL BACKGROUND INVESTIGATION, DRUG SCREEN, AND ANY OTHER APPLICABLE REPORTS.....	43
X. MEDICAL HISTORY AND PHYSICAL EXAMINATION.....	45
XI. BACKGROUND CHECK WITH CASTLEBRANCH	47
XII. CLINICAL EDUCATION ASSUMPTION OF RISK.....	48
XIII. HEALTH OCCUPATIONS DEPARTMENT PROFESSIONAL EMAIL ETIQUETTE POLICY.....	51
XIV. COMMUNICATING IN THE WORKPLACE.....	54

I. Message from the Dean

Dear College of Technology Student,

Congratulations on your decision to pursue your education at the Idaho State University College of Technology. On behalf of all faculty, staff, and administration, I want to take this opportunity to personally extend a warm welcome. Our mission is to provide you with the skills, knowledge, and abilities to be successful in your chosen career.

I am pleased to see that you made the decision to join the largest, most comprehensive postsecondary technical institution in the state of Idaho. You now belong to a college that boasts an alumni base of more than 23,000. For more than 100 years, students have graduated from Idaho State University with the technical skills necessary to successfully enter the workforce. I am confident that you will also be prepared by our faculty to pursue your passion and have an enjoyable lifetime career.

Amid the excitement of enrolling at ISU, you probably have many questions. This student handbook has been prepared for your use and contains the answers to many of your questions. If you would like additional information, please contact your faculty or Student Services directly. We are all here to help you succeed in your studies and stand prepared to assist with your concerns.

Once again, welcome to the College of Technology.

Go Bengals!

A handwritten signature in black ink that reads "Debra K. Ronneburg". The signature is written in a cursive, flowing style.

Debra K. Ronneburg

Interim Dean

II. Program Introduction

This handbook is designed to provide information and serve as a resource for most questions and school situations you may encounter as a student in the Pharmacy Technology program. The information provided in this handbook is meant to supplement that provided in the Idaho State University Handbook and Official Student Code of Conduct.

All students are directly responsible to the instructors first. Details regarding program procedures will be covered and questions answered during orientation at the beginning of the program or as the need arises. Problems of any nature will be brought to the attention of the instructors and program coordinator. They will seek assistance for a student problem. If a student feels a need for conference with someone other than an instructor or the program coordinator, a meeting may be arranged with an advisor from the College of Technology Student Services at (208) 282-2622.

Program Administration

The Pharmacy Technology program is operated by the College of Technology, Idaho State University. The program works in cooperation with the Idaho Career & Technical Education and is approved by the State Board of Education.

The Pharmacy Technology program is accredited through the ASHP/ACPE Regulations of Pharmacy Technicians training program.



American Society of Hospital Pharmacists (ASHP)

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Bethesda, Maryland 20814

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College Of Technology

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Health Occupations Department Co-Chair	Darin Jernigan
Program Coordinator	Wesley Usyak
Program Academic Advisor	Stephanie Foreman

Program Information

Degrees/Certificates Offered

- Basic Technical Certificate Pharmacy Technology
- Advanced Technical Certificate Pharmacy Technology

Student Learning Outcomes

1. Demonstrate knowledge and skills in areas of science relevant to the role of pharmacy technology including anatomy/physiology and pharmacology.
2. Demonstrate understanding of the role of the pharmacy technician in the medication use process.
3. Assist pharmacists in gathering and organizing demographic and clinical information for direct patient care and medication use review.
4. Receive and screen prescription medication orders for completeness, accuracy, and authenticity.
5. Under the supervision of a licensed pharmacist, prepare and distribute medications following specified procedures.
6. Prepare special medication requiring compounding.
7. Accurately label all medications being dispensed.
8. Explain pharmacy reimbursement plans and insurance coverage for medications to customers.
9. Initiate billing and collect payment for pharmacy services.
10. Apply accepted procedures in inventory control of medications and equipment.

11. Maintain pharmacy facilities and equipment.

Licensure Statement

Dear Student,

Welcome to Idaho State University. You have applied/enrolled in an ISU Pharmacy Technology program which may lead to professional licensure. There may be different educational requirements in each US State and/territory in order to obtain licensing. According to the physical address which you provided to ISU; it has been determined that the Pharmacy Technology program meets educational requirements needed to obtain licensing in your current state.

Introduction

This handbook is designed to provide information and serve as a resource for most questions and school situations you may encounter as a student in the Pharmacy Technology program. The information, provided in this handbook, is meant to supplement that provided in the Idaho State University Bulletin and Official Student Code of Conduct.

The mission of the Pharmacy Technology program is to provide comprehensive, quality educational training to enable students in their capabilities as healthcare professionals in the outpatient administrative and clinical settings in the community, state, and beyond. This program focuses on students and the training needed to enter the healthcare settings as entry-level pharmacy technicians. The goals of this program are to involve students in both educational and hands-on skills to ensure their success in the field of pharmacy technology. Students will receive a broad-based knowledge that will support the completion of their educational requirements as well as lab practice that will confirm their tactile capabilities.

Program Description

After completing the Pharmacy Technology program, students will be awarded a Basic or Advanced Technical Certificate. This program provides lab equipment and supplies that are based on industry standards and highly experienced instructor(s).

- The Pharmacy Technology Advisory Board will meet bi-annually to discuss expectations and achievements of the Pharmacy Technology program in regards to the mission statement. This board will be a response to the needs of the community and its members will consist of local medical facility members such

as pharmacists, pharmacy technicians, and other health care providers that are deemed appropriate.

- The program will maintain quality clinical affiliations.
- The program will encourage faculty development.
- The program will maintain a standard that supports a low faculty/student ratio (1:12).
- The program will work to be cognizant of continuous changes in the healthcare field and bring information to the students through assessment and exposure of new concepts and procedures.

Program Objectives and Outcomes

The program will provide quality comprehensive educational training, and the curriculum will adhere to the American Society of Health-System Pharmacy (ASHP) core standards (listed below).

Personal/Interpersonal Knowledge and Skills

- 1.1 Demonstrate ethical conduct.
- 1.2 Present an image appropriate for the profession of pharmacy in appearance and behavior.
- 1.3 Demonstrate active and engaged listening skills.
- 1.4 Communicate clearly and effectively, both verbally and in writing.
- 1.5 Demonstrate a respectful and professional attitude when interacting with diverse patient populations, colleagues, and professionals.
- 1.6 Apply self-management skills, including time, stress, and change management.
- 1.7 Apply interpersonal skills, including negotiation skills, conflict resolution, customer service, and teamwork.
- 1.8 Demonstrate problem solving skills.
- 1.9 Demonstrate capability to manage or supervise pharmacy technicians in matters such as conflict resolution, teamwork, and customer service.
- 1.10 Apply critical thinking skills, creativity, and innovation.
- 1.11 Apply supervisory skills related to human resource policies and procedures.

Demonstrate the ability to effectively and professionally communicate with other healthcare professionals, payers and other individuals necessary to serve the needs of patients and practice.

Foundational Professional Knowledge and Skills

- 2.1 Explain the importance of maintaining competency through continuing education and continuing professional development.
- 2.2 Demonstrate ability to maintain confidentiality of patient information, and understand applicable state and federal laws.
- 2.3 Describe the pharmacy technician's role, pharmacist's role, and other occupations in the healthcare environment.
- 2.4 Describe wellness promotion and disease prevention concepts.
- 2.5 Demonstrate basic knowledge of anatomy, physiology and pharmacology, and medical terminology relevant to the pharmacy technician's role.
- 2.6 Perform mathematical calculations essential to the duties of pharmacy technicians in a variety of settings.
- 2.7 Explain the pharmacy technician's role in the medication-use process.
- 2.8 Practice and adhere to effective infection control procedures.
- 2.9 Describe investigational drug process, medications being used in off-label indications, and emerging drug therapies.
- 2.10 Describe further knowledge and skills required for achieving advanced competencies.
- 2.11 Support wellness promotion and disease prevention programs.

Processing and Handling of Medications and Medication Orders

- 3.1 Assist pharmacists in collecting, organizing, and recording demographic and clinical information for the Pharmacist Patient Care Process.
- 3.2 Receive, process, and prepare prescriptions/medication orders for completeness, accuracy, and authenticity to ensure safety.
- 3.3 Assist pharmacists in the identification of patients who desire/require counseling to optimize the use of medications, equipment, and devices.
- 3.4 Prepare patient-specific medication for distribution.
- 3.5 Prepare non-patient-specific medications for distribution.
- 3.6 Assist pharmacists in preparing, storing, and distributing medication products including those requiring special handling and documentation.
- 3.7 Assist pharmacists in the monitoring of medication therapy.
- 3.8 Maintain pharmacy facilities and equipment.
- 3.9 Use information from Safety Data Sheets (SDS), National Institute of Occupational Safety and Health (NIOSH) Hazardous Drug List, and the United States Pharmacopeia (USP) to identify, handle, dispense, and safely dispose of hazardous medications and materials.

- 3.10 Describe Food and Drug Administration product tracking, tracing and handling requirements.
- 3.11 Apply quality assurance practices to pharmaceuticals, durable and non-durable medical equipment, devices, and supplies.
- 3.12 Explain procedures and communication channels to use in the event of a product recall or shortage, a medication error, or identification of another problem.
- 3.13 Use current technology to ensure the safety and accuracy of medication dispensing.
- 3.14 Collect payment for medications, pharmacy services, and devices.
- 3.15 Describe basic concepts related to preparation for sterile and non-sterile compounding.
- 3.16 Prepare simple non-sterile medications per applicable USP chapters (e.g., reconstitution, basic ointments and creams).
- 3.17 Assist pharmacists in preparing medications requiring compounding of non-sterile products.
- 3.18 Explain accepted procedures in purchasing pharmaceuticals, devices, and supplies.
- 3.19 Explain accepted procedures in inventory control of medications, equipment, and devices.
- 3.20 Explain accepted procedures utilized in identifying and disposing of expired medications.
- 3.21 Explain accepted procedures in delivery and documentation of immunizations.
- 3.22 Prepare, store, and deliver medication products requiring special handling and documentation.
- 3.23 Prepare compounded sterile preparations per applicable, current USP Chapters.
- 3.24 Prepare medications requiring moderate and high level non-sterile compounding as defined by USP (e.g., suppositories, tablets, complex creams).
- 3.25 Prepare or simulate chemotherapy/hazardous drug preparations per applicable, current USP Chapters.
- 3.26 Initiate, verify, and manage the adjudication of billing for complex and/or specialized pharmacy services and goods.
- 3.27 Apply accepted procedures in purchasing pharmaceuticals, devices, and supplies.
- 3.28 Apply accepted procedures in inventory control of medications, equipment, and devices.
- 3.29 Process, handle, and demonstrate administration techniques and document administration of immunizations and other injectable medications.
- 3.30 Apply the appropriate medication use process to investigational drugs, medications being used in off-label indications, and emerging drug therapies as required.

- 3.31 Manage drug product inventory stored in equipment or devices used to ensure the safety and accuracy of medication dispensing.

Patient Care, Quality, and Safety Knowledge and Skills

- 4.1 Explain the Pharmacist's Patient Care Process and describe the role of the pharmacy technician in the patient care process.
- 4.2 Apply patient- and medication-safety practices in aspects of the pharmacy technician's roles.
- 4.3 Explain how pharmacy technicians assist pharmacists in responding to emergent patient situations, safely and legally.
- 4.4 Explain basic safety and emergency preparedness procedures applicable to pharmacy services.
- 4.5 Assist pharmacist in the medication reconciliation process.
- 4.6 Explain Point of Care Testing.
- 4.7 Explain pharmacist and pharmacy technician roles in medication management services.
- 4.8 Describe best practices regarding quality assurance measures according to leading quality organizations.
- 4.9 Verify measurements, preparation, and/or packaging of medications produced by other healthcare professionals.
- 4.10 Perform point-of-care testing to assist pharmacist in assessing patient's clinical status.
- 4.11 Participate in the operations of medication management services.
- 4.12 Participate in technical and operational activities to support the Pharmacists' Patient Care Process as assigned.
- 4.13 Obtain certification as a Basic Life Support Healthcare Provider.

Regulatory and Compliance Knowledge and Skills

- 5.1 Describe and apply state and federal laws pertaining to processing, handling, and dispensing of medications including controlled substances.
- 5.2 Describe state and federal laws and regulations pertaining to pharmacy technicians.
- 5.3 Explain that differences exist between states regarding state regulations, pertaining to pharmacy technicians, and the processing, handling and dispensing of medications.

- 5.4 Describe the process and responsibilities required to obtain and maintain registration and/or licensure to work as a pharmacy technician.
- 5.5 Describe pharmacy compliance with professional standards and relevant legal, regulatory, formulary, contractual, and safety requirements.
- 5.6 Describe Occupational Safety and Health Administration (OSHA), National Institute of Occupational Safety and Health (NIOSH), and United States Pharmacopeia (USP) requirements for prevention and treatment of exposure to hazardous substances (e.g., risk assessment, personal protective equipment, eyewash, spill kit).
- 5.7 Describe OSHA requirements for prevention and response to blood-borne pathogen exposure (e.g., accidental needle stick, post-exposure prophylaxis).
- 5.8 Describe OSHA Hazard Communication Standard (i.e., "Employee Right to Know").
- 5.9 Participate in pharmacy compliance with professional standards and relevant legal, regulatory, formulary, contractual, and safety requirements.
- 5.10 Describe major trends, issues, goals, and initiatives taking place in the pharmacy profession.

Quality Assurance

Students will be academically assessed regarding critical thinking, effective communication, and personal responsibility through evaluations, to include written, verbal, and critical thinking skills activities.

The program will diligently work to prepare quality certified Pharmacy Technicians who will:

- Graduate successfully from the ISU Pharmacy Technology program.
- Pass the National Certification Exam through Pharmacy Technician Certification Board (PTCB).
- Perform and demonstrate entry-level skills through the supervision of a certified Pharmacy Technician instructor and practicum affiliate.
- Assume the role of Pharmacy Technician. In doing so, you are encouraged to be involved with the state society Idaho Society of Health Systems Pharmacists (ISHP) and national organization, American Society of Health System Pharmacists (ASHP).
- Continually improve their knowledge and skills through continuing education opportunities and monitoring advancements in healthcare.

Essential Functional Requirements for Pharmacy Technology

There are essential requirements for students entering the Pharmacy Technology program including physical, cognitive, and behavioral functions that apply to the program. These following abilities are essential to meet classroom, clinical, and administrative objectives as well as those required in the healthcare field.

1. Physical

- a. Students must be able to perform physical activities that require them to be able to move items up to 50 lb.
- b. Students must have the capability to use dexterity and tactile abilities in performing intravenous preparation and extemporaneous compounding exercises.
- c. Students must be able to communicate well with instructors, students, and patients in a pharmacy setting.
- d. Students must be able to stand and walk for long periods as needed during lab and practicum exercises.

2. Cognition

- a. Students must be able to focus on tasks on hand as well as learn quickly and multi-task when required.
- b. Students must be able to utilize the knowledge they have gained in class and laboratory work and apply critical thinking skills as needed.
- c. Students must be able to remember tasks, assignments, and skills over short and long periods.

3. Behavior

- a. Students must be able to attend to and understand information and ideas present through lectures and text.
- b. Students should be able to discern when to communicate and when not to. They should be able to keep the conversation relevant. Students should be able to determine relevant questions and discussions for each class.
- c. Students must be aware of the program's stance on substance abuse. Substance abuse in any form is not tolerated. If taking medications that may hinder their abilities to perform tasks safely, a student must inform the instructor and the student's physician may be required to attest that the medication is necessary and will not affect the student's capacity for performing tasks in the classroom safely.

III. Program Policies

Program Policies

Individuals entering the Pharmacy Technology Basic and/or Advanced Technical Certificate program must complete a background check, a drug screening, and have a complete physical within their first semester. Students must verify that immunizations are up to date as conditions of their acceptance into the first spring semester. Failure to complete these requirements will prevent the student from progressing to the 2nd semester of practicum classes.

Dual Enrolled Students

All high school students entering the Pharmacy Technology program will enroll as a junior. The Director of CTE Advanced Opportunities along with the Program Coordinator will work as liaison to facilitate all information to high school faculty and staff about the program. High school students will work with the Director of CTE Advanced Opportunities to enroll and register for classes. The Director of CTE Advanced Opportunities will meet and explain the dual enrollment process to all students. The Director of CTE Advanced Opportunities along with the Program Coordinator will explain that if students do not meet the expectations of the classes or program they will be responsible in paying for classes at the full ISU tuition price. Student will not be considered a graduate from the Pharmacy Technology program until graduating from high school. All high school students will meet the same requirements as Pharmacy Technology students.

Attendance Policy

Employers are very interested in a student's attendance and study habits because they reflect how he/she will perform on the job. Students are expected to attend every lab class on time. All other Pharmacy Technology classes are provided online and will have certain attendance requirements, which usually are on a weekly basis. All Pharmacy Technology lab classes will meet once a week and are required for you to attend at the College of Pharmacy (Leonard Hall). Positive attendance accounting will be maintained by each instructor. Excessive absences jeopardize your ability to do well in the class and may be a major contributing factor in your lack of success. For specific attendance rules and policies, please refer to your individual class syllabi. Students are responsible to find out what they have missed in a class and talk to the instructor about making up what was

missed. An excused absence is one in which the student has informed the instructor of not attending class and furnishes a doctor's note, or other documentation to support the absence. All work due must be complete within two class days of returning to class following an absence.

- It is the responsibility of the student to monitor their attendance!
- In the event an instructor is out due to illness or other unforeseen circumstances, make-up class sessions will be arranged.
- In case of inclement weather, information regarding school closures due to weather may be obtained by calling (208) 282-3936. If the student cannot get a hold of their instructor, they can call the Health Occupations Department administrative assistant at (208) 282-4370 and they will relay a message.

Dress Code

When in clinical lab classes, students are required to wear scrubs. Closed toed shoes are required and hair must be clean and pulled back. Nametags are provided to each student and must be worn in class. If the student loses their name badge, they can replace this for \$10 through the College of Technology Dean's office. All of this is without exception unless otherwise informed by the instructor.

General Information

Exempt Credit: Prerequisites, where applicable, may be satisfied through Tech Prep agreements or transfer courses.

General Grading Policy: Students will be required to maintain a minimum grade of "C" in all Pharmacy Technology, pre-requisite and goal coursework. For specific grading policies, check your class syllabus, which should be available from each instructor at the beginning of each class. A course may be repeated only once. Failure to maintain a "C" the second time will result in immediate dismissal from the program. All first semester courses must be successfully completed prior to beginning the spring practicum. All spring courses need to be completed prior to beginning the summer practicum.

Proper Sequencing: The Pharmacy Technology curriculum is sequenced to provide the student with the best possible learning experience. Students who do not complete proper class sequence each semester will not progress to the next semester. ALL classes must be completed with a grade of "C" or higher to progress to Practicum. At the end of the program, all lab classes must be a "C" or higher.

Release Form: A student must sign a Release Form if he/she would like to authorize the instructors in the program to release information to prospective employers regarding

grades, attendance, or other pertinent information for gaining employment. Students must sign a Release of Liability Form when entering clinical classes.

Reporting Accidents: Students should promptly report any incident or accident occurring in class or lab setting to the instructor and program coordinator.

Background Investigation: All Pharmacy Technology students must complete a background check prior to their first fall semester to be admitted into lab classes in the Spring semester. Unsatisfactory background checks are investigated and dependent on the outcome of the investigation could result in dismissal from the program. Any related costs for these requirements are the student's responsibility. This is done through www.castlebranch.com and the ID# is ID41.

Essential Functions of a Pharmacy Technology Student:

- Communicate with patients, providers, and coworkers effectively.
- Respond to emergencies by providing CPR and First Aid.
- Adapt to stressful situations.
- As stated on the Physical Form; student should not have limitations regarding lifting and moving or equipment. A physician must confirm that there are no mental or physical conditions that would prevent the student from participating and successfully completing the Pharmacy Technology program to include the externship/practicum.

Student Health Immunizations & Physical Exam:

- 1st year students must have their physical exam and immunizations prior to the beginning of the first spring semester.
- The completed forms must be turned into the program coordinator, without exception, by the beginning of the first spring semester.
- Failure to return completed forms prior to the beginning of the first spring semester classes will prevent students from proceeding to practicum classes. Please note that the expenses incurred with blood tests for titers and vaccines will be at the cost of the student.

Expenses Not Covered in Tuition:

- Physical exam/immunizations (During fall semester) (prices vary)
- Random drug screening (\$40)
- Uniforms (prices vary)
- Background check (\$40-50)

Instructional Technology Requirements

Use of computer technology is required by every student. It is necessary to have access to a computer, internet, and an ISU email account. Computer accounts are available

when paying tuition fees. The work done on University computers must be the assignments for that particular class unless it is an open lab.

Students will find that email is the best way to contact your instructors and receive quick responses. Students are required to check their email accounts on a regular basis, as many instructors will communicate assignments and changes in the class itinerary through email.

The course site for all classes is Moodle. The instructors take a lot of time to work through and ensure course information is available to students. Students are required to use Moodle. Syllabi, changes, reminders, course handouts and documents, and forms are posted to Moodle.

Class Accountability: The instructors will have the ability to check students' activity on Moodle. This shows when students are on Moodle, how long they are there, what has been viewed and the location the student was at when they logged into Moodle. Keep in mind the instructors will know if you are actively participating in the class. If not, they may give warnings, especially if the student's grades are suffering.

Code of Conduct

Stealing, Cheating, Dishonesty, and other violations of the student code of conduct will be handled on an individual basis.

Using, possessing, or being under the influence of illicit drugs or alcoholic beverages during school hours is prohibited.

Smoking and vaping are not permitted in any state of Idaho building.

More information on these policies can be found in this handbook in Section IV: Idaho State University Policies and Procedures.

Intoxicants Policy

Any instructor who observes behavior which suggest that a student may be under the influence or detects the odor of an intoxicant of a student will take the following actions:

1. The instructor will notify the student that they will not be allowed in the classroom or lab.
2. Public Safety should be contacted to escort the student to a safe place.
3. The student will meet with the Director of Student Services the following day to discuss which steps should be taken.
4. The Director will communicate with the Office of Student Affairs regarding

the violation.

5. The Director will contact the instructor and Department Chair summarizing any outcomes.

This policy does not supersede other laws or university student conduct policies pertaining to alcohol or drug possession, consumption or delivery.

Dismissal Policy

A student may be dismissed from a College of Technology program if the student fails to meet the academic and/or nonacademic continuation standards of the program/department including unprofessional/unethical behaviors and unsafe practices, or if the student is not making satisfactory progress in the program. Prior to making a decision of dismissing a student, the faculty of the program will meet with the student for a disciplinary review in order to give the student due process which includes a student's right to be adequately notified of charges and the opportunity to be heard.

Disciplinary Procedure

1. The faculty will notify the student privately of the incident(s) that have led to a disciplinary review and schedule a meeting time for the review. The purpose of a disciplinary review is to discuss the facts of the incident(s), to hear the student's perspective, and if a violation has occurred, to determine an appropriate level of discipline which may lead to dismissal.
2. The meeting should be scheduled as soon as possible after the incident(s) occurred.
3. The student should refrain from attending any clinical, lab, externship, etc. that may threaten or pose a danger to the health, safety or welfare of any individual. After the disciplinary review, the faculty should determine what sanction to impose. In determining what sanction to impose, mitigating and aggravating factors may be considered, such as the individual's prior disciplinary record, the nature of the offense, the severity of the damage, injury or harm resulting from the violation, and any restitution made.

Notification Procedures

1. The student must be notified in writing of the outcome of the disciplinary review and if sanctions will be imposed. If the student is dismissed, the letter

must be sent by certified mail, return receipt requested.

2. The letter should indicate the incident(s) that occurred and the decision made regarding the incident(s). The student should be notified in the document that they have the right of appeal according to the Idaho State University Student Handbook. The student should be given a copy of the ISU Student Handbook or notified that it is available online.

Channels of Redress

An aggrieved student may:

1. Present any unresolved issues to the Department Chairperson. If the Department Chairperson is named in the complaint, the Dean of the College where the alleged infraction occurred shall appoint another member of the college to act in the Chairperson role for the appeals process.
2. Present any unresolved issues in a formal hearing before the Dean of the College involved. In the case of dismissal from a program, that is the college in which the program resides; for an appeal of a course grade, it is the college in which the course was offered. At this hearing, parties shall submit written charges, answers, and arguments to the Dean. The Dean shall preserve these documents for use in later appeals to a Scholastic Appeals Board, if such an appeal becomes necessary. Only written charges, answers and arguments presented at the Dean's formal hearing will be subject to review by a Scholastic Appeals Board. The Deans shall be charged with preserving all tangible evidence and all written charges, answers, and arguments submitted at hearing before them. The student must have specifically demonstrated at the formal hearing before the Dean how the alleged infraction led to his or her dismissal from the program or adversely affected his or her final grade in order to pursue an appeal to a Scholastic Appeals Board. The Dean must notify, in writing, the student and faculty member of his or her decision within one week following the formal hearing. The Dean shall have the authority to direct the Registrar to change a student's grade.
3. A Department Chairperson or College Dean may elect to utilize an internal committee to assist in making a decision on academic appeals at the departmental and/or college levels. Department Chairs and Deans may interview the student and/or instructor, or conduct an additional investigation deemed appropriate to help in the decision-making process. Nothing contained in these procedures shall act to enlarge or restrict the existing authority, if any, of any Dean or the Provost and Vice President for Academic Affairs to take any action, including the changing of student grades or reinstating a student, outside of the appeals process described herein.

Procedure for an Appeal to Scholastic Appeals Board

1. If the student wants to appeal the decision reached in the formal hearing, they must obtain a scholastic appeal petition form from the Office of Student Affairs, and return it there when completed. The completed petition shall include a concise description of the complaint, the signature of the student instituting the petition, and the signatures and comments of the faculty member, Department Chairperson, if any, and the Dean involved, if said persons are still available.
2. Copies of all written charges, answers, and arguments and all tangible evidence presented at the Dean's formal hearing shall be made available to the student to attach to the original petition submitted to the Office of Student Affairs. The petition and additional materials will be secured in the office.
3. A scholastic appeal petition must be initiated before the end of the semester following the formal hearing. The petition is initiated when the student formally presents his or her complaint to the Office of Student Affairs and requests a scholastic appeals petition.
4. The Office of Student Affairs will then notify the Chairperson of the Academic Standards Council of the need to consider the petition. The Chairperson will then choose a Chair for the Scholastic Appeals Board, and the rest of the Board will be constituted.

IV. College of Technology Resources and Services

Services for Students

Student Services: This office is located in two locations, the main floor of the Roy F. Christensen (RFC) Complex, Room 101, and the William M. and Karin A. Eames Advanced Technical Education and Innovations (Eames) Complex, Room 102. Student Services assists students with specific information about the programs at the College of Technology. Academic advisors are available to give students assistance with admissions, class and schedule advisement, academic resources, and specific information pertaining to a student's educational goals.

Hours are 7:30 am to 5:00 pm, Monday through Friday. Appointments can be made by calling (208) 282-2622. Appointments are recommended but are not required. Tours of the programs are available by appointment and can be set up by calling (208) 282-2800. isu.edu/tech/student-services

Tutoring Assistance: Students who are experiencing difficulties with their program instruction or classroom assignments may receive assistance. The student's instructor should be contacted first, as many of the training programs have 'peer tutors' available who are familiar with the required curriculum and assignments.

Note: It is important to request assistance as EARLY in the semester as possible! At the point a student recognizes they are having difficulty, help should be sought immediately! Contact the TAP Center, (Tutoring, Academic support, Peer mentoring), located in Room 380 of the RFC Complex. Or telephone at (208) 282-3208 for an appointment to discuss specific tutoring needs. isu.edu/tech/tutoring

The Center for New Directions: Located within the RFC Complex on the third floor. The Center's telephone number is (208) 282-2454. Support programs are available at no cost for men and women who are interested in entering/re-entering the job market due to issues which might include: divorce; separation; death; or disability of a spouse. Services are available on job seeking skills, career information, self-esteem, self-confidence building, and personal counseling. The Center also provides a limited number of scholarships for single parents and for women and men interested in pursuing 'non-traditional' fields of training. isu.edu/cnd

Message from Center for New Directions

Success in this course depends heavily on your personal health and wellbeing.

Recognize that stress is an expected part of the college experience, and it often can be compounded by unexpected setbacks or life changes outside the classroom. You are encouraged to reframe challenges as an unavoidable pathway to success. Reflect on your role in taking care of yourself throughout the term, before the demands of exams and projects reach their peak. You are encouraged to reach out to the center about any difficulty you may be having that may impact your performance in this course. If you are experiencing stress in other areas of your campus life, the center will help you get in contact with other resources on campus that stand ready to assist you. In addition to your academic advisor, you are encouraged to contact the many other support services on campus that are available.

Statement on Services

- Students enrolled in the ISU College of Technology are eligible to receive free, confidential personal and career counseling from licensed professional counselors at **Center for New Directions (CND)**. We offer individual counseling and Biofeedback. Call 208-282-2454 Monday – Friday from 8am – 5pm to schedule an appointment or to speak immediately to a counselor if you are in crisis. www.isu.edu/cnd
- **ISU Counseling and Testing Services (CATS)** ISU Counseling and Testing Services (CATS) would like to remind all students who are enrolled in the current semester (part-time or full-time) they are eligible for free, confidential counseling services. CATS offers individual and group counseling, as well as Biofeedback Training. Crisis intervention services are available Monday – Friday from 8am – 5pm.

To establish services:

Please call 208-282-2130, Monday – Friday from 8am – 4pm.

www.isu.edu/ctc

Mental Health Services for Out of State ISU Students

ISU Counseling and Testing Service (CATS) has partnered with LifeWorks, Inc. to bring the MySSP tool to ISU students while they are physically out of the state of Idaho. Through MySSP, students can access health assessments, real-time chat support, and free counseling from licensed mental health professionals.

Accessing My SSP

- Connect with My SSP by calling 1-866-743-7732 or visiting us.myissp.com. If calling from outside North America: 001.416.380.6578
- Download "My SSP" from the app store to use on your phone

Registration and Fee Collection Policy

- All students who are enrolled in semester-based programs must pay their

tuition by the Friday before classes begin to avoid a \$50 late fee. For tuition payment information, login to the ISU BengalWeb and go to the Finances tab.

- Students who are enrolled only in the eight-week classes (early and late), must pay tuition by the first day of class.

Note: It is the individual student's responsibility, regardless of funding source, to see that their tuition is paid on time and that they are officially enrolled at ISU. Students who do not pay tuition prior to the deadline may be disenrolled.

Financing Your Education

Students attending the ISU College of Technology can apply for federal financial aid by submitting a Free Application for Federal Student Aid (FAFSA) form each year they are enrolled at the University. FAFSA applications are available on the web at:

studentaid.gov/fafsa

It is strongly recommended that students apply early. Keep the Financial Aid office notified of any changes in student status such as address change, marriage, etc.

Note: Students who leave school prior to successful completion may have to repay federal financial aid received. Call the ISU Financial Aid office immediately if you plan to withdraw from school, (208) 282-2756. The website for financial aid is:

isu.edu/financialaid

Numerous scholarships are available to College of Technology students. The ISU Scholarship Department website lists those scholarships through the Bengal Online Scholarship System (BOSS).

The most common scholarships are the Associated Students of ISU (ASISU) Need and Scholastic awards. Funds for these scholarships come from a portion of the registration fees each student pays. Many scholarships are donated by business/industry, organizations, or individuals and have specific criteria, which must be met.

isu.edu/scholarships

Traffic and Parking

Note: Please refer to the ISU Parking web address at:

isu.edu/parking

Every motor vehicle on the ISU campus must be registered and display an appropriate ISU decal. Parking permits are available at the ISU Traffic Office located at the corner of South 5th and Humboldt Street, telephone (208) 282-2625.

Cost:

- General Lot: \$110
- Reserved Lot: \$331

Students may park only in the area their parking decal designates. Students at the College of Technology may not park in the Cosmetology Patron parking spaces. The parking meters at the RFC Complex are reserved for visitors and new applicants inquiring about school. Students are NOT PERMITTED to park in metered spaces. Students should be aware of the ISU towing policy. Any vehicle will be towed at the owner's expense when it accumulates \$50 in citations.

Any traffic tickets resulting in fines owed to the University must be paid or student's transcripts, certificates, and/or degrees will not be released upon completion of their training program. In addition, registration for the next term will not be permitted until the fines and other financial obligations are paid or proper arrangements are made by the student.

V. Idaho State University Policies and Procedures

Student Conduct Rules and Regulations

The University encourages Students to approach personal decision making with the following expectations and principles. The following behaviors are considered violations and may be actionable under the Code:

A. Alcohol

Illegal or unauthorized procurement, consumption, use, possession, manufacture, or distribution of alcoholic beverages. Alcoholic beverages may not, in any circumstances, be used by, possessed by, or distributed to persons under twenty-one (21) years of age.

1. Regulations

- a. Consumption and possession of alcohol is prohibited in general use areas and all University residence halls. General use areas include all University owned, leased, or operated facilities, and campus grounds.
- b. Consumption and possession of alcohol, by persons of legal age, is only authorized in the University apartments and other areas designated by the President with the approval of the State Board of Education.
- c. Distribution of alcohol to a minor is prohibited.
- d. Possession and consumption of alcohol by a minor is prohibited.
- e. Possession and consumption of alcohol in areas that are designated as "alcohol free" is prohibited.
- f. Sale of alcohol, unless authorized by the State Board of Education and with the appropriate licenses and permits, is prohibited.
- g. It is prohibited for anyone of legal drinking age (21 or older) to consume alcohol in university residential facilities, in the presence of a minor, unless that minor is a roommate, spouse, or dependent.

2. Enforcement of and sanctions for violations of the alcohol Code will be administered according to the procedures outlined in section VII of this policy.

B. Bullying

Conduct considered severe, pervasive, and objectively offensive. Anything that undermines and detracts from another's educational experience and effectively denies access to university resources and opportunities.

C. Coercion

The use or threat of physical violence or the improper use of actual or perceived

power, position, status, or influence to pressure others to do something against their will.

D. Dangerous Materials

Illegal or unauthorized possession of firearms, explosives, other weapons, or dangerous chemicals on University Premises or use of any such item, even if legally possessed, in a manner that harms, threatens, or causes others to fear for their safety. The rare instances in which possession of firearms are allowed on campus is outlined in ISUPP 9000 *Possession of Firearms*.

E. Destruction, Damage, or Misuse of University or Private Property

Any damage to or misuse of university or private property is a violation of this code.

F. Dishonesty, includes but is not limited to:

1. Furnishing false information to the University. This includes filing false, knowingly incomplete, or intentionally exaggerated reports or documents.
2. Forgery, alteration, or misuse of any University document, record, or instrument of identification.
3. Unauthorized possession, duplication, or use of keys or access codes to any University Premises or unauthorized entry to or use of University Premises.
4. Any acts that violate ISUPP 4000 Academic Integrity and Dishonesty for Undergraduate Students is a violation of this Code. This includes, but is not limited to plagiarism, cheating, and any other forms of Academic dishonesty. Possible violations of the ISU Academic Dishonesty Policy are administered separately by Faculty Members and Academic administrators. Certain behaviors may violate both the Academic Dishonesty Policy and this section, or others, of the Code. In that case, the Conduct Administrator will consult with the relevant department(s) and determine whether one process or both will be utilized.

G. Discrimination

Occurs when an individual or group of individuals is treated adversely (i.e., denied rights, benefits, equitable treatment, or access to facilities available to others) based on the individual's or group's actual or perceived membership in a Protected Class.

H. Disorderly and/or Irresponsible Conduct, including but not limited to:

1. Public Conduct that is objectively offensive, lewd, or indecent.
2. Breach of peace, or encouraging others to breach the peace on university property.
3. Conduct that endangers the health and safety of others and/or the public.

I. Disruptive Behavior During Instruction and Educational Activities

Faculty Members supervise classroom Conduct and may establish reasonable Conduct standards for their students through their syllabi or spoken directives.

Behavior that a reasonable person would deem as disruptive to the ability of a Faculty Member to teach a class or prevent other Students from receiving the benefits of instruction may be considered disruptive. If an instructor informs a student that a particular behavior is disrupting the learning activity or instructional interaction, the student should promptly stop the behavior. If a student continues the behavior, the instructor may refer the student to the Dean of Students or ask the student to leave the classroom. If a student is asked to leave, the student should leave the class quietly. If a student chooses not to comply or elevates the disruption by arguing about the request, Public Safety may be called to assist. Failure to comply with an instructor's request is a violation of this policy.

J. Disruptive or Obstructive Actions or Activities, include but are not limited to:

1. Disruption or obstruction of teaching, research, administration, Conduct Proceedings, and includes speech that is manifestly unreasonable in time, place, or manner.
2. Participating or leading others to participate in an on-or-off campus demonstration, riot, or activity that disrupts the normal operations of the University and/or infringes on the rights of other Members of the University Community.
3. Obstruction of the free flow of pedestrian or vehicular traffic on University Premises or at university sponsored or supervised functions.
4. Persistent speech, expression, or action that is so objectively offensive or concerning that it interferes with others' ability to live, learn, work, or pursue educational opportunities at the University.

K. Drugs

Use, possession, manufacture, or distribution of controlled substances, as defined by the United States Department of Justice, and synthetic substances used as a substitute for controlled substances. Abusing prescription drugs is also prohibited.

L. Failure to Comply with Directions of University Officials, including but not limited to: ISU Public Safety officials, Residence Assistants or University employees acting in performance of their duties, and/or failure to identify oneself to these persons when requested to do so.

M. Harassment

Unwanted or unwelcome behavior or Conduct toward an individual because of the individual's Protected Class that is sufficiently severe, persistent, or pervasive to have the impact of unreasonably interfering with a person's ability to live, learn, work, or recreate at the University.

N. Hazing

An act that endangers the mental or physical health or safety of a student, or which destroys or removes public or private property for the purpose of initiation, admission into, affiliation with, or as a condition for continued membership in a group or organization. The express or implied consent of the victim will not be a

defense. Apathy or acquiescence in the presence of hazing is not a neutral act and are violations of this rule.

O. Intimidation

Behavior or Conduct intended to induce fear in others for the purpose of deterring them from acting or forcing them to act against their will. Pressure to obtain compliance may also be considered intimidation.

P. Invasion of Privacy

Making, using, disclosing, or distributing a recording or a photograph of a person in a location or situation in which that person has a reasonable expectation of privacy and is unaware of the recording or does not consent to it.

Q. Misuse of the Student Code of Conduct and Conduct Proceedings, include but are not limited to:

1. Failing to comply with a notice from a Conduct Officer, Conduct Board, or other University official to set an appointment or appear for a meeting or hearing.
2. Falsifying, distorting, or misrepresenting information before a Conduct Officer or Conduct Board.
3. Disrupting or interfering with Conduct Proceedings.
4. Submitting a complaint in bad faith.
5. Attempting to discourage others from participating in or using Conduct Proceedings.
6. Attempting to influence the impartiality of a Conduct Officer or a member of a Conduct Board prior to, and/or during the course of Conduct Proceedings.
7. Harassing or intimidating a Conduct Officer or a member of a Conduct Board prior to, during, and/or after a Conduct Proceeding.
8. Failing to comply with the sanctions imposed through a Conduct Proceeding.
9. Influencing or attempting to influence another person to commit an abuse of the Code.
10. Retaliating against any person for participating in a protected activity. The University considers the following activities protected:
 - a. Making a report that alleges misconduct
 - b. Speaking with University investigators about alleged misconduct
 - c. Supporting a person who is participating in an investigation or Conduct Proceeding
 - d. Sharing information with the University as a witness in an investigation or Conduct Proceeding

R. Misuse of Technology

Abuse of computer facilities and resources, including but not limited to:

1. Unauthorized entry into a file, to use, read, or change the contents, or for any other purpose.

2. Unauthorized transfer of a file.
 3. Use of another individual's identification and/or password or sharing one's identification and/or password with others.
 4. Interfering with the normal operation of the University computing system or the work of another Student, Faculty Member, or University official.
 5. Sending obscene, harassing, or threatening messages.
 6. Downloading, sharing, and/or distributing copyrighted materials without the permission of the copyright holder and/or any other use of computer/network resources in violation of copyright law.
 7. Any violation of the University Acceptable Use Policy and/or the Student Computing Contract.
- S. Physical Violence
Any incident of physical violence is a violation of this code.
- T. Sexual and Gender-Based Misconduct
Acts of sexual and gender-based misconduct are a violation of the Student Code. Allegations of sexual misconduct are investigated, processed, and appealed under ISUPP 1120 Sexual Harassment and Gender Discrimination.
- U. Smoking/Vaping
The University maintains smoke-free campuses. Smoking/Vaping with any device or product, including e-cigarettes, is prohibited on University Premises unless a person is on a public street or sidewalk maintained by the surrounding municipality.
- V. Theft
Acts of Theft are a violation of this code. Theft includes, but is not limited to:
1. Taking or removing others' property (including the University's), or attempting to take it without their knowledge or permission.
 2. Assuming or appropriating the identity of another person for any reason.
- W. Threats
Making statements or engaging in non-verbal acts that communicate clear intent to commit an act of unlawful violence to a particular person, persons, or property is a violation of this code.

Sanctions to Individuals for Violations of the Student Code of Conduct

May include educational and learning based outcomes as appropriate. The following sanctions may be imposed, singly or in combination, upon any Student found to have violated the Code:

- A. Written Warning: A written notice that the student is violating or has violated University policy. A record of the warning is kept in the student's conduct file.
- B. Probation: A written reprimand for violation of specified policy. Probation is for a

designated period of time. Sanctions may include loss of privileges or benefits. Additional sanctions up to and including suspension or expulsion may occur for additional violations of the Code.

- C. Loss of Privileges: Denial of specified privileges for a designated period of time, including the privilege of representing the University in official capacities. However, decisions about eligibility to participate in NCAA intercollegiate competitions are administered by the Athletic Department.
- D. Restitution: Compensation for loss, damage, or injury. This may take the form of appropriate service and/or monetary or material replacement. Financial penalties may be added to the Student's ISU financial account.
- E. Discretionary Sanctions: Work assignments, essays, service to the University or the community, or other related discretionary assignments.
- F. University Housing Suspension: Separation of the Student from University Housing for a definite period of time, after which the student is eligible to return. Conditions for readmission may be specified.
- G. University Housing Expulsion: Permanent separation of the Student from University Housing.
- H. University Suspension: Separation of the Student from the University for a definite period of time, after which the student is eligible to apply to return. Conditions for readmission may be specified and all sanctions must be completed prior to applying for re-admission. Suspension shall in no case be longer than two (2) calendar years. Suspension will be recorded on the Student's University transcripts.
- I. University Expulsion: Permanent separation of the Student from the University. Expulsions will be recorded on the Student's University transcripts.
- J. Revocation of Admission and/or Degree: Admission to or a degree awarded from ISU may be revoked for fraud, misrepresentation, or other violation of university standards in obtaining the degree, or for other serious violations committed by a Student prior to graduation.
- K. Withholding Degree: ISU may withhold awarding a degree otherwise earned until the completion of the student conduct process set forth in the Code, including the completion of all sanctions imposed.

To see the full Student Code of Conduct ISUPP 5000 policy go to [Student Code of Conduct](#).

Substance Abuse Policy

The purpose of this policy, and the programs listed, is to work toward the prevention of substance abuse in the University community. Goals are to (1) present factual and accurate information regarding the dangers and hazards of drug and alcohol use, misuse and abuse; (2) offer recommendations for alternative behaviors; and (3) provide leadership in the dissemination of information. Through efforts in this area, the University wishes to encourage the creation of an educational environment for its students

conducive to making conscientious and healthy decisions when they are faced with the difficult choices associated with the use of legal and illegal drugs and alcohol and to provide a better working environment for the faculty and staff. Education efforts will be directed to all members of the University community: students, faculty and staff. It is the intention of the University to make drug and alcohol awareness and education an important part of the social and academic aspects of campus life.

In addition to the academic development of students, the University recognizes the importance of the health and safety of its students. To further enhance and improve opportunities for students in these areas, the University has developed the following policy and programs specifically related to substance abuse.

The University regards students as adults and as such expects them to take responsibility for their own actions. Many students are in an awkward position in that, for the most part, they are legally adults and have all of the rights and responsibilities thereof, except pertaining to the use of alcohol. The University is obligated to comply with State and Federal laws and to enforce rules and regulations adopted by the State Board of Education.

This policy is implemented for the purposes of enforcement and monitoring of the State Board of Education alcohol rule. The University cannot be responsible for the personal lives and decisions of students; however, if the use or abuse of alcohol threatens to cause disorder or danger to the members of the University community, others, or campus property, appropriate action will be taken. Enforcement and discipline shall be consistent and due process appropriate for the offense shall be applied in accordance with established University policies and procedures.

A. Rules and Regulations

Rules and regulations regarding drugs and alcohol are enumerated in the Student Code of Conduct; the section pertaining to drugs and alcohol is as follows:

1. Violations

- a. Possession or consumption of alcohol is prohibited on university property except as permitted in specified living quarters of persons of legal age (e.g., student apartments, but not individual residence hall rooms), and other areas designated by the President with the approval of the State Board of Education.
- b. Distribution of alcohol to a minor is prohibited.
- c. Possession of alcohol by a minor is prohibited.
- d. Possession or consumption of alcohol in areas that are designated as "alcohol free" is prohibited.
- e. If a student violates the Student Code of Conduct while under the influence of alcohol, this policy will also apply.
- f. Sale of alcohol, unless authorized by the State Board of Education and with the appropriate licenses and permits, is prohibited.

2. Enforcement

- a. All incidents of alcohol violations shall be reported to the Public Safety Office.
 - b. All reports of incidents involving alcohol will be forwarded to the Director of Student Life.
 - c. The Director of Student Life or their designee will be responsible for the following:
 1. Determining if an incident reported constitutes a violation of the University alcohol policy.
 2. Recording and tracking all students involved with alcohol violations.
 3. Notification of the criminal justice system, when warranted, of the behavior of an individual involved in an incident.
 4. Enforcing sanctions described.
3. Sanctions
- a. Minimum sanctions
The sanctions described are minimum sanctions and do not limit the disciplinary power of the University in any matter involving Code of Conduct violations.
 - b. Infractions and Mandatory Sanctions
 1. First infraction of the Academic Year.
Student must attend an alcohol education class and will be placed on university conduct probation.
 2. Second infraction in the Academic Year without injury or conduct likely to lead to injury.
Student is placed on disciplinary probation and, at the student's expense, must submit to a substance abuse evaluation administered by a qualified authority. The student will provide the evaluation results or authorize the release of the evaluation results to the Student Affairs Office.
 3. Second infraction in the Academic Year with injury or conduct likely to lead to injury. Student is placed on disciplinary probation, and, at the student's expense, must submit to a substance abuse evaluation performed by a recognized authority. The student will provide the evaluation results or authorize the release of the evaluation results to the Student Affairs Office. The Director of Student Life or their designee may share all records of the incident with the Pocatello Police Department or other appropriate law enforcement agencies as deemed necessary.
 4. Third infraction in the Academic Year without injury or conduct likely to lead to injury. Student is suspended from the University for one academic semester.

5. Third infraction in the Academic Year with injury or conduct likely to lead to injury. Student is suspended from the University for at least one academic year and all records involving the incident may be shared with the Pocatello Police Department or other appropriate law enforcement agencies as deemed necessary by the Director of Student Life or their designee.
- c. Recording Cycle for Violations is One Academic Year. The academic year begins the first day the residence halls open for the fall semester and will continue through the day prior to the residence halls opening for the next academic year.
- d. Right of Appeal. The student may appeal to the Director of Student Life or to the University Student Conduct Board. The procedure described in the Student Handbook will apply. On-campus residents who live in residence halls and who violate the alcohol policy in on-campus housing will be governed by the policy and appeals process described in the Standards of Residence.

Students who violate the Student Code of Conduct are subject to disciplinary action through the Residence Hall and/or the University Student Conduct Code. Students may also be subject to arrest and prosecution in cases where state laws have been violated. Sanctions up to and including expulsion may be imposed for drug or alcohol violations. A conviction for violation of state or federal drug laws may jeopardize federal financial aid.

The University will attempt to help students who have a problem and wish to receive assistance in dealing with that problem. The University will not, however, condone illegal activity; continued violation of drug or alcohol policies may result in expulsion.

The University Counseling and Testing Services shall serve as the department for referral for treatment of substance abuse problems. Upon referral or voluntary contact, the Center will evaluate each situation and either provide counseling and treatment or refer students to other appropriate agencies.

To see the full policy in the Student Handbook go to page 20 of the [Student Handbook](#).

Smoke Free Policy

Idaho State University is committed to promoting a healthy and safe environment for students, faculty, staff and visitors. This policy is intended to reduce the health risks related to smoking and secondhand smoke for the campus community. Smoke and tobacco-free policies are becoming a national standard in order to foster a healthy

environment in all communities.

- A. Smoking is prohibited on all property owned, leased or operated by Idaho State University ("University"). This consists of all buildings, including residence halls, all grounds, including exterior open spaces, parking lots, on-campus sidewalks, University-owned streets, driveways, athletic and practice facilities and recreational spaces; and in all University-owned or leased vehicles.
- B. This smoking ban does not apply to public rights-of-way (sidewalks, streets) on the perimeter of the campus.
- C. All University of University students, faculty, staff, contractors and visitors must comply with this policy. Individuals observed smoking on the campus will be informed and asked to stop.
- D. Violators of this policy may receive a written violation and warning for a first offense. A second violation will receive a \$35 fine and a third violation will receive a \$100 fine. Violators may be offered the option of community service in lieu of a fine, at the discretion of Public Safety. In addition, repeat offenders who are visitors may also receive a trespass citation; faculty and staff may be referred to their supervisor and students may be referred to Student Affairs for appropriate actions under this policy.
- E. Persons engaging in smoking and/or the use of Smoking Products in violation of this policy may be subject to the following:
 1. Students will be referred to the student conduct office. Violation of this policy is a violation of the Student Code of Conduct.
 2. Employees will be referred to their supervisor and/or appointing authority for appropriate action.
 3. Contractors will be referred to their respective employers for appropriate action.
 4. Visitors will be required to leave the campus if they fail to conform to the policy when advised.
- F. Posted "No Smoking" signs shall not be obscured, removed, defaced, mutilated, or destroyed.
- G. The sale, distribution, and sampling of all tobacco products and tobacco-related merchandise is prohibited on all university-owned and operated property and at university-sponsored events. Littering campus with remains of smoking products is prohibited.

To see the full Smoke Free Campus Policy ISUPP 2370 go to [Smoke Free](#).

Academic Integrity and Dishonesty Policy

Policy Statement

Academic integrity is expected of all individuals in academe. Behavior beyond reproach must be the norm. Academic dishonesty in any form is unacceptable.

- A. Academic dishonesty includes, but is not limited to, cheating and plagiarism.
- B. This policy applies to all forms of university educational activities, including but not limited to, classroom, lab and online formats.
- C. Instructors are encouraged to include specific information in the course syllabus on academic integrity and dishonesty guidelines specific to the course format and evaluation activities, as well as the link to this policy.
- D. Students should not assume that any materials or collaborative learning activities are authorized unless explicitly stated by the instructor in the course syllabus.

Authority and Responsibilities

The Academic Dishonesty Policy is administered and supervised by Academic Affairs. Instructors are responsible for addressing suspected incidents of academic dishonesty within their respective courses. Deans serve as appellate officers when students challenge the findings and outcomes determined by instructors. Revisions and modifications to this policy are managed by the Office of the Provost and Vice President for Academic Affairs.

Definitions

- A. CHEATING is defined as using or attempting to use materials, information, or study aids that are not permitted by the instructor in examinations or other academic work.

Cheating includes, but is not limited to:

1. Obtaining, providing, or using unauthorized materials or devices for an examination or assignment, whether verbally, visually, electronically, or by notes, books, or other means.
2. Acquiring examinations or other course materials, possessing them, or providing them to others without the explicit permission of the instructor. This includes buying or selling an assignment or exam, or providing any information about an examination in advance of the examination.
3. Taking an examination in place of another person or arranging for someone else to take an examination in one's place.
4. Submitting the same work or substantial portions of the same work in two different classes without the explicit prior approval of the instructor.
5. Fabricating information for any report or other academic exercise.
6. Fabricating or misrepresenting data.
7. Copying down answers when provided during course testing or other standardized testing and giving them to other students who have not taken

the test. This includes using smartphones to photograph and transmit restricted test materials.

8. Removing the test instrument or test information from the testing room or other location without the instructor's explicit permission.
 9. Assisting another student without the instructor's permission.
 10. Deceiving instructors or other university officials about academic work.
 11. Altering grades on one's own or another student's work.
 12. Offering money or other remuneration in exchange for a grade.
- B. PLAGIARISM is defined as presenting or representing another person's words, ideas, data, or work as one's own.

Plagiarism includes, but is not limited to:

1. The exact duplication of another's work and the incorporation of a substantial or essential portion without appropriate citation.
2. The acts of appropriating creative works or substantial portions in such fields as art, music, and technology and presenting them as one's own.

The guiding principle is that all work submitted must properly credit sources of information. In written work, direct quotations, statements that are paraphrased, summaries of the work of another, and other information that is not considered common knowledge must be cited or acknowledged. Quotation marks or a proper form of identification shall be used to indicate direct quotations. Students should be aware that most instructors require certain forms of acknowledgement or references and may evaluate a project on the basis of proper form.

- C. ACADEMIC as used in this policy is synonymous with "scholastic" and refers to school-related endeavors, whether the school is vocational or academic.
- D. INSTRUCTOR/FACULTY MEMBER as used in this policy is defined as a person who is responsible for the teaching of a class or laboratory or other instruction. These terms include professors regardless of rank, instructional staff, graduate assistants, visiting lecturers, and adjunct, affiliate or visiting faculty.

To see the full Academic Integrity and Dishonesty Policy for Undergraduate Students Policy 4000 go to [Academic Integrity](#).

Computer Misuse

Inappropriate use of the computer is considered computer misuse. All usage is to pertain to class instructional purposes. The supervisor of each lab will determine what is deemed "inappropriate use" for their particular lab. For specific computer lab policies, see individual lab instructor. Inappropriate use may result in denial of computer lab access at

the College of Technology. Refer to the Student Handbook Student Code of Conduct section, for additional information.

Idaho State University Student Handbook

The following policies fall under the guidance of the Idaho State University Student Handbook.

For more information on each topic, please find the policy and descriptions using the handbook link.

1. Students Rights and Responsibilities (page 4)
2. Withdrawal (page 6)
3. Academic Standing (page 10)
4. Petitions (page 16)
5. Sexual Harassment (page 18)
6. Student Complaints and Grievances (page 18)

isu.edu/StudentHandbook

Additional Idaho State University policies:

1. FERPA
 - isu.edu/ferpa
2. Title IX
 - isu.edu/titleIX
3. Satisfactory Academic Progress
 - isu.edu/satisfactory-academic-progress

VI. Idaho State University Resources and Services

Disability Services

Mission Statement

The mission of Disability Services (DS) is to increase equal opportunities and equal access to all programs and services sponsored or funded by Idaho State University. DS is dedicated to creating an accessible environment for students, employees, and community members with disabilities. In achieving this, DS:

Works collaboratively with University Partners to foster a welcoming, diverse, and inclusive University community.

Collaborates with and empowers individuals who have documented disabilities by working together proactively to determine reasonable accommodation(s).

Promotes a culture of self-advocacy, responsibility, and agency.

Ensures compliance with the Americans with Disabilities Act Amendments Act (ADAAA) and other current legislation.

Readily responds to grievances and advances inclusion through the removal of identified informational, physical, and/or attitudinal barriers.

Advocates for Universal Design (UD) as a crucial framework to support the diverse needs of students, faculty, staff, and community members.

Develops partnerships with external community members/groups to support the advancement of equity and inclusion at the local, state, and national levels.

Provides institution-wide advisement, consultation, and training on disability-related topics, including but not limited to: legal and regulatory compliance and universal design.

Accommodation of Students with Disabilities

A. Compliance and Services

The Americans with Disabilities Act (ADA) is the civil rights guarantee for persons with disabilities in the United States. It provides protection for individuals from discrimination on the basis of disability. The ADA

extends civil rights protection for people with disabilities in matters that include transportation, public accommodations, accessibility, services provided by state and local government, telecommunication relay services, and employment in the private sector.

- B. Idaho State University, in the spirit and letter of the law, will make every effort to make reasonable accommodations, according to section 504 of the Rehabilitation Act of 1973 and the ADA. ISU will not discriminate in the recruitment, admission, or treatment of students or employees with disabilities.
- C. Grievance Procedures
Students who feel they have been discriminated against based upon a disability and wish to file a grievance shall file such complaints with the Office of Equity and Inclusion. The investigation and grievance procedures established for acts of illegal discrimination shall apply

Contact Information

Disability Services; Division of Student Affairs

Rendezvous Complex, Room 125
921 South 8th Avenue, Stop 8121
Pocatello, ID 83209-8121
Phone: 208-282-3599
Fax: 208-282-4617
VP for ASL: 208-417-0620
Email: disabilityservices@isu.edu

Office of Equity & Inclusion

Mission Statement

The Office of Equity & Inclusion is committed to creating and maintaining a safe and respectful learning and working environment for all staff and students at Idaho State University by providing leadership, expertise and education in our mission to create an environment where all members of the ISU community can thrive.

[Our](#) webpage will detail the specifics of each of our areas of service to the campus community including:

- EEO policy and procedure
- Civil Rights including harassment and discrimination
- Title IX compliance
- Gender Resource Center
- Diversity Resource Center
- Training, workshops and events

Our helpful and friendly staff are available to work with any member of the university community. We look forward to serving you.

Contact Information

Office of Equity and Inclusion

Rendezvous Complex, Room 157
921 South 8th Avenue, Stop 8315
Pocatello, ID 83209-8315
Phone: 208-282-3964
Fax: 208-282-5829

Additional Resources and Services

The following are Idaho State University resources and services to help our students succeed.

For more information on each topic, please use the links given.

1. Career Services
 - isu.edu/career
2. Commencement
 - isu.edu/graduation
3. Counseling and Testing Services
 - isu.edu/ctc
4. Disability Services
 - isu.edu/disabilityservices
5. Health at ISU
 - isu.edu/health

6. Parking Services
 - isu.edu/parking
7. Student Resources
 - isu.edu/student-resources
8. Tutoring
 - isu.edu/tutoring

VII. Handbook Signature Form & Photography Consent Release



**Idaho State
University**

**College of
Technology**

HANDBOOK SIGNATURE FORM

I acknowledge that I have received, read and understand the Pharmacy Technology Handbook. I have also reviewed the Idaho State University Student Handbook and understand the privileges and responsibilities of attending Idaho State University.

PRINTED NAME

DATE

SIGNATURE

BENGAL ID #

INSTRUCTOR SIGNATURE

CONSENT FOR PHOTOGRAPH RELEASE

I understand that my photograph may be used for educational purposes. I also understand that these photographs may be used in classroom discussions, reproduced to facilitate written and digital formats (including online), and/or be used in promotional materials (brochures, pamphlets, flyers, etc).

If there are limitations, please check one of the following boxes:

Photographs must be altered to ensure facial identity is hidden.

Do NOT use my photo for promotional or educational use.

PRINTED NAME

DATE

SIGNATURE

VIII. Computer Usage Policy



**Idaho State
University**

**College of
Technology**

COMPUTER USAGE POLICY

Person(s) using any of the ISU computing resources for personal gain, violation of security/privacy or who otherwise compromise the integrity of the hardware and/or software shall be prosecuted to the full extent of the law.

Legitimate use of a computer or computer network does not extend to whatever you are capable of doing with it. Although some rules are built into the system itself, these restrictions cannot limit completely what you can do and can see. In any event, you are responsible for your actions whether or not rules are built in, and whether or not you can circumvent them.

Inappropriate use of the computer is considered computer misuse. The supervisor of each lab will determine what is deemed "inappropriate use" for their particular lab. For specific computer lab policies, see individual lab instructors. Inappropriate use may result in denial of computer lab access at the College of Technology.

The misuse of this computing account, or use of an account belonging to another, may result in the loss of your computer privileges. Where computing is required to complete course work this may effectively require transfer to a non-computer related program and/or hinder your pursuit of a degree. Examples of misuse are: sharing your personal account with another individual, using unauthorized passwords, use for financial gain or business purposes, sending offensive electronic mail or internet correspondence, chain letter, or other such correspondence, unauthorized transfer of computer programs or data, attempts to circumvent established procedures, computer security breach or attempts to break security.

I have read the entire student computing contract. I acknowledge and agree to use the ISU computing resources solely for university instructional, administrative, or research activities in accordance with above policy. I further acknowledge that any abuse of the above privilege may result in loss of computing privileges whether or not such privileges are necessary for continued enrollment in my present course of study.

PRINTED NAME

DATE

SIGNATURE

BENGAL ID #

IX. Informed Consent and Release to Allow ISU to Use Student's Criminal Background Investigation, Drug Screen, and Any Other Applicable Reports



**Idaho State
University**

**College of
Technology**

Pharmacy Technology Program

Instructions: This form is to be used when a student is: 1) applying for admission to a program, 2) applying for field-based experience, or 3) requesting to complete a health care program's clinical requirement. Questions may be directed to the Office of General Counsel at (208) 282-2683.

I am submitting this form in conjunction with my: *(check one applicable item)*

1. Application for admission to the ISU College of Technology PHTC program.
2. Application for field-based experience with the ISU College of Technology PHTC program.
3. Request to participate in health care clinical education for the ISU College of Technology PHTC program.

I hereby authorize the University, any qualified agent, and/or clinical affiliate/agency to receive and use in connection with the program checked above any of the following information including, but not limited to: criminal background information, including copies of my past and present nationwide law enforcement records; drug screen reports; insurance; Social Security number trace for previous residencies, employment checks, Office of Inspector General (OIG) Sanctions List, General Services Administration's Excluded Parties Listing System (GSA/EPLS), violent sex offender and predator registry search, applicable state exclusion list, US Treasury Office of Foreign Assets Control (OFAC), and the list of specifically designated nationals. I will purchase an ISU approved criminal background investigation from the designated third party vendor for the purpose of assisting the Program and/or the clinical affiliate/agency in evaluating my suitability for admission to a program, field-based experience, or participation in a clinical internship experience. The release of information pertaining to a background investigation is expressly authorized.

I understand that information contained in the criminal background report or any additional reports may result in: 1) my being denied full admission to the Program and, consequently, dismissal from the Program; or 2) my being denied or dismissed from the field-based experience and, consequently, denied admission to or dismissal from the Program; or 3) my being denied a clinical assignment and, consequently, dismissal from the program. I also understand that I will be afforded the opportunity to be heard before any such withdrawal from the Program.

I understand that I have online access to the vendor's results to review the same information that the Program receives in a criminal background investigation. I understand that reasonable efforts will be made by ISU to protect the confidentiality of the information it receives. I further understand that the results of the criminal background check and other reports may be reviewed by the following individuals and entities when evaluating my suitability, including but not limited to: the applicable dean, chair, program, department, the Office of General Counsel, and clinical affiliates or agencies.

If adverse information is contained in my report(s), I understand that I can view my own results and may be

X. Medical History and Physical Examination



**Idaho State
University**

**College of
Technology**

Pharmacy Technology Program

College: _____ Department: _____
 921 South 8th Avenue, MS _____
 Pocatello, Idaho 83209- _____
 Program of Study _____
 Fax Number: _____ ATT: _____

STUDENTS PLEASE COMPLETE

BEFORE GOING TO YOUR PHYSICIAN FOR EXAMINATION

REPORT OF MEDICAL HISTORY

			M/F
Last Name	First	Middle	Sex

Home Address: Number & Street _____ City _____ State _____ Zip _____ Date of Birth _____

PERSONAL HISTORY

Please check those which **you have had or now have**

Have You Had	Yes	Date	Comments	Have You Had	Yes	Date	Comments
Head Injury with Unconsciousness				Tuberculosis			
High or Low – Blood Pressure				Heart Condition			
Back Problems				Jaundice			
Stomach, Intestinal, Gallbladder Trouble				Disease or Injury of Joints			
List All Operations: List All Current Medications:				Kidney Disorder			
				Allergy: Asthma			
				Hay Fever			

I hereby declare that I have no illnesses or emotional problems not discussed with my physician that will interfere with my enrollment in the program. I hereby grant permission for the information requested on this form to be released to the

_____ OF _____

Applicant's Signature

Date

PHYSICIAN PLEASE COMPLETE

REPORT OF HEALTH EVALUATION

BP Height Vision – Right 20/ Left 20/
 Pulse Weight Corrected – Right 20/ Left 20/

ARE THERE ANY ABNORMALITIES?	YES	NO	DESCRIBE
1. Head, Ears, Nose, or Throat			
2. Respiratory			
3. Cardiovascular			
4. Gastrointestinal			
5. Hernia			
6. Eyes			
7. Genitourinary			
8. Musculoskeletal			
9. Metabolic/Endocrine			
10. Neuropsychiatric			
11. Skin			

HEPATITIS B	INFLUENZA	MMR	Tdap	VARICELLA	TB
+ Positive Titer -Negative Titer Attach lab result	Yearly Vaccine August – March	2 documented doses OR proven serologic immunity to all three	Booster as an adult within the last 10 years	2 documented doses OR proven serologic immunity	Skin Test (PPD) Mm induration (>10mm is +) OR IGRA + or –
Negative titer requires further evaluation		Attach copy of vaccine administration record OR attach lab result	Attach copy of vaccine administration record	Attach copy of vaccine administration record OR attach lab result	Attach copy of document PPD mm reading or IGRA lab result If positive* CXR attach report from radiology
Please refer to ISU screening recommendations for details about serologic immunity, vaccines, and *TB screening					

Is the patient now under treatment for any medical or emotional condition? Yes _____ No _____

Does this person have any limitations regarding lifting and moving of people and or equipment?

Yes _____ No _____

In your opinion, does this applicant have the mental and physical health to meet the requirements of being an active and successful student in the _____ Department as well as for being employed professionally following graduation? Yes _____ No _____

Comments:

 Physician's Signature Date Address

 Print Name Phone

XI. Background Check with CastleBranch

Order Instructions for:



Idaho State University College of Technology Health Occupations

1. Go to mycb.castlebranch.com
2. In the upper right hand corner, enter the Package Code that is below.
 - Package Code ID41

ABOUT

About CastleBranch:

Idaho State University College of Technology Health Occupations and CastleBranch – one of the top ten background screening and compliance management companies in the nation – have partnered to make your onboarding process as easy as possible. Here, you will begin the process of establishing an account and starting your order. Along the way, you will find more tailored instructions on how to complete the specific information requested by your organization. Once the requirements have been fulfilled, the results will be submitted on your behalf.

Order Summary

Payment Information:

Your payment options include Visa, Mastercard, Discover, debit, electronic check, and money orders. Note: Use of electronic check or money order will delay order processing until payment is received.

Accessing Your Account:

To access your account, log in using the email address you provided and the password you created during order placement. Your administrator will have their own secure portal to view your compliance status and results.

Contact Us:

For additional assistance, please contact the Service Desk at 888-666-7788 or visit mycb.castlebranch.com/help for further information.

XII. Clinical Education Assumption of Risk



**Idaho State
University**

**College of
Technology**

Pharmacy Technology Program

Participation in clinical education, including clinical simulations in didactic (classroom) settings, is required by professional accreditation standards for health sciences programs. Participation in such activities, including any placement in a healthcare facility or clinical site (including hospitals, clinics, pharmacies, or other such entities) for the purpose of clinical education entails certain risks, including the risk of exposure to infectious diseases and other personal injuries. Similarly, there exists some level of risk in didactic settings. While every effort will be made to minimize risks to students, staff, and faculty, the elimination of all such risks is beyond the control of the program or university. Vaccination for many infectious diseases, including COVID-19, may be required by a healthcare facility for placement in clinical education. If unvaccinated, restrictions upon student activities by the program or site may be imposed. Placement at certain healthcare facilities or sites may be contingent on vaccination status and requirements may change without advanced notice. Educational opportunities missed due to lack of vaccination may delay graduation and/or result in additional educational expenses.

I freely and voluntarily accept the health risks and potential facility requirements described above to complete my clinical educational requirements. I also understand that COVID-19 vaccination is recommended, but not required by Idaho State University. I understand that COVID-19 vaccination may be required by some health facilities or clinical sites to participate in certain aspects of clinical education. If I choose NOT to be vaccinated for COVID-19, I may be required to adhere to additional guidance based on CDC recommendations. Before engaging in clinical education, please read, initial, and sign the following:

Initials

____1. I will not participate in clinical education if I exhibit any signs/symptoms of infection, including but not limited to: runny nose, fever, cough, shortness of breath, head or body aches, sore throat, loss of smell, or nausea/vomiting/diarrhea. If I exhibit any of these signs/symptoms, I will notify the appropriate person(s) at my clinical site and my designated program contact person for instructions.

____2. If I am exposed to COVID-19, and NOT [up to date](#) on COVID-19 vaccinations, I will immediately notify the appropriate person(s) at my clinical site and my designated program contact person and may be required to quarantine. I understand that required quarantine time will need to be made up to complete program requirements.

____3. I will comply with masking and physical distancing requirements, including on lunch, breaks, or when occupying shared workspaces. I will wear facial coverings in accordance with CDC, program, and health facility policy.

____4. I will comply with clinical site policies related to facial covering/glove wearing and handwashing and disinfecting procedures before and after all patient encounters and at other times as specified. I will complete any required infection control or personal protective equipment (PPE) training by my program or the clinical facility.

____5. I will follow all infection control guidelines, policies, and procedures of the clinical facility, program, and/or university. Such guidelines are subject to change as more information becomes available.

____6. I recognize the dangers to myself and others of acquiring infectious diseases during clinical education, including the possibility of health-related consequences of such diseases. I recognize that vaccination for COVID-19 and other infectious diseases is recommended to decrease the risk of these consequences.

____7. I have the right to feel safe during clinical education. I have the ability to talk to my clinical instructor regarding any concerns I may have related to breaches in infection control measures or public health recommendations at any clinical education site.

____8. I recognize I have the right not to participate in clinical education because of potential risks to myself and/or members of my household. I recognize that any missed clinical education time due to lack of participation will need to be made up to complete program requirements and may delay my graduation.

____9. If I test positive for COVID-19, I will notify my program's clinical coordinator and follow their instructions.

____10. I will follow all ISU or health facility-related screening requirements.

11. Vaccination status. Please initial one of the following and provide dates if applicable:

____ I have been fully vaccinated* with an FDA-approved COVID-19 vaccine. **Date(s):** _____

____ I have been fully vaccinated* with an FDA-approved COVID-19 vaccines, including being up to date with the recommended boosters. **Date(s):** _____, _____, _____

____ I have not received an FDA-approved COVID-19 vaccine, but will be fully vaccinated* within 6 weeks.

____ I will not be receiving an FDA-approved COVID-19 vaccine.

**Fully vaccinated means that you have met the vaccine recommendations included on the CDC webpage which is kept [up to date](#).*

Documenting Exemptions:

Students may request an exemption to a clinical facility or site's vaccination requirement for valid medical or religious reasons. If a student chooses not to be vaccinated for a medical or religious reason and seeks an exemption from the vaccination requirement imposed by a clinical site, further documentation may be required by the site. Some sites may facilitate the religious exemption request themselves and the student will need to complete the site's appropriate form. Other sites may ask the university to help facilitate this process. Decisions to accept an exemption request are generally up to the clinical site.

Medical exemption requests: Students should work with the ISU Office of Disability Services for disability accommodations. Students can fill out a [Student Request for Services Form](#) or call (208) 282-3599 (Pocatello), (208) 373-1723 (Meridian), or email disabilityservices@isu.edu. Upon the conclusion of the accommodation process, the Office of Disability Services will email a letter to the student with the decision of the medical exemption request for submission to any requesting clinical site.

Religious exemption requests: Students should work with the Office of Equity and Inclusion for a religious exemption request by completing the [Religious Exemption Request Form](#). The Office of Equity and Inclusion will email a letter to the student with the decision of the religious exemption request for submission to any requesting clinical site. Students can reach the Office of Equity and Inclusion at (208) 282-3964 or email taysshir@isu.edu to request the form.

Opt-out Guidelines:

In general, satisfactory progression through professional curricula requires that students complete clinical and didactic course requirements in the semester in which they are enrolled. Programmatic requirements are based on professional accreditation standards and licensing board requirements, and include clinical education activities. Should a student be unable to complete requirements due to illness or CDC-recommended isolation/quarantine, make-up work may be allowed if congruent with programmatic or university policies for other medically-related absences. Should a student choose not to complete any course or program requirement related to clinical education, the student is responsible for contacting the course instructor and providing a rationale for "opting out." Opt-out policies may vary between programs; students should contact their individual programs for specifics on process. Delays in progression and/or graduation may occur due to quarantine time and/or if a student chooses to opt-out of any aspect of required coursework or clinical education.

Student Signature

Date

Student Printed Name

This assumption of risk is in effective for the course of the program of study or until a new document is signed, whichever is greater.

Updated 5/17/23 CTO

Reviewed by ISU General Counsel

XIII. Health Occupations Department Professional Email Etiquette Policy

Etiquette rules for communicating in the workplace. Below are some useful tips to use in your emails for years to come!

1. **Email Response:** Don't respond to an email when you are emotional! Take a step back, compose yourself, get outside advice, or sleep on it. You'll come back refreshed and with a clear mind, ready to craft a balanced and professional email without the emotions attached.

2. **Salutation:** A salutation is a professional greeting such as Dear *Name*, Greetings *Name*.
 - Never use words like "hate", or such greetings as, "Hey", "Howdy" or other slang.
 - When choosing a salutation, consider the audience. Your greeting sets the tone for your email, so choose it wisely.
 - Do not use first name only with an individual in a position of authority unless invited to do so. For example, you would address the President of the ISU as *President Satterlee*.

3. **Subject Line:**
 - Make sure your subject line is clear. In the event you have no subject line, the other person may not answer your email, or may take a long time to reply.
 - Appropriate subject lines give the theme of the email and gives the receiver an idea of the importance of your email. Make subject line as specific as possible. Invest an extra minute in a specific subject line, and it may make the difference between being ignored and answered quickly.
 - Most professionals receive numerous e-mail messages each day, yet they may have little time to respond. Many people prioritize answering e-mails based on the subject line. A blank subject line is not useful to the reader.

Here are a few examples of ineffective and effective subject lines:

Ineffective Subject lines

Effective Subject Lines

Question	Question about Application for XXX
Request	Recommendation Letter Request
Sick	Missing work due to Illness
Meeting	Meeting with you for extra help with evaluations
Thank you	Thank you for your help in XXXX remediation
Late	Arriving late to work, arrive at 11:00am -1:00pm
Early	Leaving work at break 10:00am

4. **The message:** Follow a proper email format.

Keep it brief and to the point. It is wise to follow the correct email format:

- Subject line: describe what the email is about in a few words.
- Introduction: state purpose of the message, mention the recipient's name and add a proper greeting.
- Body: Write the main message and supply the necessary details. Always be courteous and kind. Use words such as, "Please" when asking for help and "Thank-you" when someone has given you the gift of their time. Always recognize when someone has taken time out of their day to help you.
- Conclusion: Close with a courteous statement. Include your name, surname, company name and sign-off.
- Avoid stream-of-consciousness messages. In other words, don't just write words as they come to you; read it from the recipient's perspective and edit accordingly before you click "send."

5. **Tone of email:**

a. Watch your tone and be respectful. Here are some useful tips!

Poor Tone: *"I tried to access the link to the XXXX database you recommended, but it won't go through! How am I supposed to complete this assignment?!"*

Professional Tone: *"Attached is the personal statement required for the XXXX application. I sent the personal information form and recommendations on May 4, so the submission should complete my file."*

Do not use phrases such as: "everyone is", "it's not just me". Emails should specifically address the question that **YOU** have. Please do not speak for everyone.

Do not use threatening language such as: *"if this is not addressed I will go to the Dean/VP"*

b. When asking another faculty or staff member for a favor:

Please remember that other faculty and staff have work to do, which takes priority. When you need some help or a favor from another faculty or staff, always ask first the other person, "Are you available on..." "Do you have time to help me with..."

c. It is a good practice to acknowledge that you have received the email.

"Thank you for your email." "Thank you for letting me know." "I will get back to you as soon as I can."

6. **Formatting and Other thoughts:**

- Use proper paragraphing or bullet points. Many writers make the mistake of lumping all the content of an e-mail message into one long paragraph. Short paragraphs or bullet points lend themselves well to skimming, a practice that most e-mail readers use.
- Add a space between paragraphs to provide a visual clue as to where a new

message starts.

• **Use Standard English. Text language is unacceptable.**

- Run a spell-check. In fact, consider writing important or lengthy messages in a word processing program. When you're satisfied with the draft, you can copy and paste it to the email program.
- Make sure that any attachments you intend to send are truly attached. Also, refer to the attachment in the message itself to alert the reader to its presence.
- E-mail is an excellent academic and professional tool you can use to your benefit. Extra time spent crafting effective e-mail messages is an investment in a practical and valuable communication skill.

**I acknowledge that I have read and understand the Email Etiquette Policy. If you have questions, please do not hesitate to seek clarification. **

Student Signature: _____

Date: _____

XIV. Communicating in the Workplace

Proper Email Etiquette for Professionals

Additional rules for communicating in the workplace:

1. Proofread your emails.

The occasional spelling or grammar mistake is unavoidable. But if your emails are always littered with them, it is a problem: You look unprofessional and like you do not care about your job – not a good image to portray among colleagues.

2. Check that the recipient's name is spelled correctly.

Common names like Cathy or Sean can be spelled differently. Always check name spelling.

3. Use emojis sparingly.

It is far easier to say, "Do not use emojis – ever!" It saves you any trouble, even if it is okay to use emojis in certain circumstances. But realistically, this won't happen – and chances are you have probably already used them.

So here is a general take on emojis: If you use emojis in formal business emails, use the correct ones, use them sparingly, and use them only with people you know well.

4. Don't send emails over the weekend.

People need time to disconnect from work, so it's important to respect their time. Plus, you will want to set an example for how you want to be treated. If you do not want to receive emails about work during your Saturday afternoon barbecue, then don't send them to others off work hours **unless it is an emergency**. At which time, it should be followed by a phone call or text, so the person knows there is an email coming.

5. Timing.

Respond to emails promptly. In a perfect world, we respond to emails immediately. But busy schedules and cluttered inboxes means this is not always possible. A good rule to follow is to respond to emails within 12 hours. If you need more time to respond, let the person know you will get back to them at a later date.

Always acknowledge what the sender has sent and that the recipient received it.

6. Remember to set out-of-office messages.

Out-of-office messages are commonly used when people go on vacation. They also include a note informing people who they can contact for any urgent requests.

7. Always be kind.

Emails can be so easily forwarded to other people. Always be kind. If you are frustrated, take a moment, an hour, or however long before sending that email. Use words like "please" and "thank-you" and above all else, be kind.

Proper email etiquette will always be crucial because it orders our communication, improves efficiency, and makes us look professional. That is why we have rules like using proper salutations, replying promptly, and setting out-of-office replies.