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Vision, Mission, Values, and Institutional Outcomes

Vision
To be a national leader for excellence in the delivery and innovation of health sciences education.

Mission
Mercy College of Health Sciences prepares graduates for service and leadership in the healthcare community by integrating its core values with a professional and liberal arts and sciences education.

Values
Mercy College of Health Sciences is a Catholic institution of higher education, rooted in the heritage of the Sisters of Mercy, guided by our core values of knowledge, reverence, integrity, compassion, and excellence.

Institutional Outcomes
To fulfill its mission, Mercy College of Health Sciences is committed to achieving the following institutional outcomes:

Knowledge Acquisition, Construction, Integration, and Application
1. Gains core knowledge and skills to build capacity for life-long learning.
2. Applies knowledge to a new situation or setting.
3. Demonstrates critical thinking.

Communication
4. Writes effectively in a variety of forms and settings.
5. Speaks effectively in a variety of forms and settings.
6. Listens to comprehend.
7. Reads to comprehend.
8. Collaborates respectfully with others to accomplish a common goal.

Servant Leadership
9. Exhibits personal accountability as a servant leader.
10. Exhibits social accountability as a servant leader.
11. Addresses community, national, and global needs through service.

Evidence-Based Continuous Improvement
12. Gains insights through assessment data.
14. Attains purposeful change to improve outcomes.
15. Monitors outcomes progress.
Frequently Asked Questions

Academics
Q: What is MyMercy and where do I find it?
A: MyMercy is the College’s online tool for viewing academic and administrative records. Students can use MyMercy to view course schedules, unofficial transcripts, grades, financial aid award information, student account information, 1098-T form, and other information. The web link to MyMercy may be found on the College website or at http://mymercy.mchs.edu.

Q: Where do I find out my advisor’s name?
A: You can find your advisor’s name on MyMercy. The staff in the Registrar’s Office or the Josephine Norkaitis Student Success Center can also help to connect you with your academic advisor.

Q: When should I visit with my advisor to plan next semester’s classes?
A: It is strongly encouraged that you visit with your advisor throughout the semester. You need to meet with your advisor prior to your assigned registration dates as specified in the academic calendar. In addition to planning your courses for the next semester, your advisor will provide you with your specific online registration day and time. During registration, advisors post an appointment schedule or send an email to indicate when they are available to meet with their advisees to discuss curriculum plans.

Q: How do I make up an examination that I missed?
A: When you miss an examination or quiz, you should begin by reviewing your professor’s expectations as outlined in the course syllabus. You will need to work with your professor to arrange to make up an exam or quiz.

Q: Where can I get/see my transcript?
A: Students have access to their unofficial transcript in MyMercy. The Office of the Registrar will send or issue an official transcript when students or former students make a formal request using the National Student Clearinghouse. Transcripts are sent within two full working days after the receipt of the request, except during peak periods. During peak periods, transcript requests are processed in the order they are received. See Tuition and Fees on the website for current rates for requesting transcripts. Transcripts will not be released if the student’s account status is on hold.

Distance Education Students
Q: I’m a distance education student. How do I “meet” with faculty and other departments on campus?
A: Students who are admitted to or who are seeking admission to a distance education program follow the same procedure as on campus students (see FAQ: When should I visit with my advisor to plan next semester’s classes?). Their advisor meetings may occur via phone, email, conference call, internet conference, or utilizing appropriate technology.

Finances
Q: I’m running short of cash this semester. Can someone help me find additional resources?
A: A good place to start is making an appointment with the Financial Aid staff. You may have some options that you haven’t considered, or if your financial situation has changed, you might qualify for some additional aid. In an emergency, you can also visit with either the Financial Aid Staff or the Josephine Norkaitis Student Success Center staff to discuss emergency grants. These grants are funded by charitable gifts, so the amount of money available is limited.

Q: I want to enroll in distance courses while I am located outside of the state of Iowa. What do I need to do?
A: If you want to complete online coursework through Mercy College while you reside outside of Iowa, please contact
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Q: I’m thinking I might like to start work on my bachelor’s degree early. Can I do that while I’m still working on my associate’s degree?
A: The place to start this conversation is with your advisor. Generally, if your schedule allows, you may be able to enroll in a select number of courses necessary for your Bachelor of Science degree with the approval of your advisor and the program chair of the bachelor’s program. Before you start this plan, you will need to speak with the program chair of the bachelor’s degree you are interested in pursuing.

Q: What is the dress code for students?
A: Students attending liberal arts and science classes are allowed to wear casual clothing, unless noted under the School-specific Policy Section where detailed dress code specification are stated to comply with clinical site expectations or health and safety regulations. Students attending science labs must meet School of Liberal Arts and Sciences and School of Nursing dress code requirements. All faculty members reserve the right to determine appropriateness of students’ attire.

Health

Q: I am under the care of a medical professional and have restrictions that may affect my ability to participate in class or clinical. Who do I need to speak with about missing class and clinical?
A: You need to inform your current course professors as soon as possible. They will work with you on your options. You also need to inform the Student Health Nurse, who will collaborate with your professors and medical professionals about your ability to participate with restrictions and your ability to return to classes and clinicals. Depending on the point in the semester and the length of time your medical professional indicates will be necessary for your medical restrictions, you may need to apply for a medical withdrawal. Those procedures can be found under College-Wide Policies of the Student Handbook.

Q: My CPR for Healthcare Providers Card will expire soon. Can I renew it at Mercy College?
A: To participate in courses with a clinical component, you are required to maintain a valid CPR for Healthcare Providers Card. The Emergency Medical Services Program and the Mercy College Training Center provide regular opportunities to renew your CPR for Healthcare Providers certification through the curriculum of the American Heart Association. For additional information and to register visit http://www.mchs.edu/trainingcenter.
Hours of Operation

Hours may change and do not reflect holidays and periods of the year when classes are not in session. Visit the website for the most current hours of operation: www.mchs.edu

Regular Campus Business Hours Monday - Friday .............................................. 8:00 a.m. to 4:30 p.m.
Business Office (515-643-6629)
Registrar, Financial Aid and Admissions (515-643-6715)
Sullivan Center Receptionist Desk (515-643-3180) Monday – Friday .................. 7:30 a.m. to 4:30 p.m.
Josephine Norkaitis Success Center (515-643-6659) Monday – Thursday ........ 8:00 a.m. – 5:30 p.m.
Friday .................................................................................. 8:00 a.m. – 4:30 p.m.
Library (515-642-6700) Monday – Thursday .................................. 7:30 a.m. – 9 p.m.
Friday .................................................................................. 7:30 a.m. – 5 p.m.
Saturday .................................................................................. 10:00 a.m. – 2 p.m.
Sunday ................................................................................... 5 p.m. – 9 p.m.

Follett Bookstore (515-643-6656) ... Bookstore hours vary throughout the year. See the website: http://www.mchs.edu/Academics/Student-Resources/Book-Store-Vendor

Badge Access Hours for Students:
Sullivan Center, Brennan Hall & Building 2
Monday – Thursday ........................................................................ 6:15 a.m. to 10:00 p.m.
Friday .................................................................................. 6:45 a.m. to 5:00 p.m.
Saturday .................................................................................. 8:45 a.m. to 2:00 p.m.
Sunday ................................................................................... 4:45 p.m. to 10:00 p.m.
Holidays .............................................................................. No Access

Academic Center for Excellence (ACE)
Monday – Thursday ........................................................................ 6:15 a.m. to 9:15 p.m.
Friday .................................................................................. 6:15 a.m. to 5:00 p.m.

Josephine Norkaitis Student Success Center (ACE Building First Floor)
Monday – Thursday ........................................................................ 6:30 a.m. to 9:00 p.m.
Friday .................................................................................. 6:30 a.m. to 5:00 p.m.
Holidays .............................................................................. No Access

EMS Program & Training Center (ACE Building Garden Level)
Monday – Thursday ........................................................................ 6:15 a.m. to 9:15 p.m.
Friday .................................................................................. 6:15 a.m. to 5:00 p.m.

Saturdays, Sundays, and Holidays ........................................................................ No Access
Services for Students

**Bookstore**
Follet Bookstore, Brennan Hall #136, provides a full range of retail services, including extended hours during the beginning of each semester, access to new and used versions of textbooks, telephone and online ordering at http://www.bksfr.com/mercystore/home, year-round opportunities to sell books back after use, and a diverse selection of class supplies.

**Uniform Vendor**
Valley West Uniform, 4100 University Avenue, Suite 230, West Des Moines, is the official uniform vendor for Mercy College. The company provides professional program specific uniforms in a range of sizes. The store also offers a selection of medical equipment used by healthcare professionals.

**Computer Resources**
The Mercy College Computer Lab, located in Brennan Hall in Room 128, offers individual workstations including Internet access and is available to students during posted hours. Additional computer labs are located in Sullivan Center, Room 122; and Building 2, Room 154. Computers are also available in the Library and at other locations across campus.

**Printing Policy**
Printing is available in all computer labs and the printers and copiers in SC115 which is inside the Library. Students receive 100 free copies each semester to cover essential printing. Students may add money to their account for additional copies. A student ID badge is needed to activate the printing system.

**Study Areas**
Mercy College provides students with the following areas for study:
- Brennan Hall Commons
- Sullivan Center, Lower Level Commons
- Sullivan Center, Second Floor, Student Commons

**Student Lounge**
The student lounge is located on the lower level of Sullivan Center complete with comfortable furniture, a large screen television, and student lockers.

**Lost and Found**
A lost and found service is maintained at the Mercy Medical Center Public Safety Office, and missing articles should be reported to them. Mercy College and Public Safety are not responsible for money, jewelry, or any other articles lost on campus.

**Vending Machine Selection and Refunds**
Mercy College, under a contract with an independent vendor, provides on-campus vending machines that are located in Brennan Hall, Academic Center for Excellence, and Sullivan Center. Students are encouraged to contact the College Receptionist to suggest new or additional food items for inclusion in the machines.

In the event that a machine malfunctions or dispenses a product out of date or in poor condition, students may obtain a full refund by visiting the College Receptionist and reporting the machine malfunction or returning the uneaten product.

**Offsite Meal Options**
Several food options are also available on the Mercy Medical Center Central Campus, when students are attending clinical sessions, including:
- Marketplace & Grille – Level A of Main Tower
- Atrium Deli – Main level of Mercy Medical Plaza
- Mercy Starbucks™ – East Tower, Level 1 (across from the Surgery Waiting Area)
**Student Parking**

**Parking on Campus**

Students are provided free access to a secure parking lot located to the west of the main campus (701 Crocker Street) during hours of College operation. This lot is accessible only with a Mercy College badge. In the event of emergency, this lot is equipped with three Code Blue telephone stations that provide a telephone link to Mercy Medical Center Public Safety staff. Exterior video cameras allow Public Safety staff to maintain visual contact with callers at Code Blue stations and routinely monitor the lot.

**Parking at Mercy Medical Center**

Students may park in the Holiday Inn Annex lot located at 7th and Laurel and the lots immediately north of Mercy Medical Center Medical on the north side of University Avenue, east and west of 4th Street. These lots may be used at any time.

Students are permitted to park in all other employee lots between 1:00 p.m. and 6:00 a.m., Monday-Friday and any time on Saturday and Sunday. Students may not use these lots between 6:00 a.m. and 1:00 p.m., Monday-Friday. Students who park in employee lots outside of the permitted hours will be ticketed by Mercy Public Safety. Failure to pay the ticket by the due date will result in removal of badge access privileges.

Students are not permitted to park in visitor or physician lots located on the Mercy Medical Center Campus. Students who park in visitor or physician lots will be ticketed by Mercy Public Safety. Failure to pay the ticket by the due date will result in removal of badge access privileges.

City streets north of University Avenue cannot be monitored effectively by Mercy Public Safety and the College strongly discourages parking on those streets.

If you have questions or are uncertain about the meaning of the above guidance, you should contact Mercy Public Safety at (515) 247-3111.

**Parking Permits**

To provide safe and secure parking for Mercy College students and staff, all vehicles must display an appropriate parking permit. These stickers are distributed at College orientation and are available free from the College Receptionist. Failure to display the appropriate permit is a parking violation and may subject the student to a fine.

Mercy College of Health Sciences is not liable for loss or damage to a student’s vehicle or other personal property.

**Telephones**

Telephones for student use are available in the Sullivan Center lower level commons, in the Building Two in the second-floor hallway, and in Brennan Hall outside Classroom 132.

**Cell Phones**

Cell phones must be powered off in class, laboratory, library, chapel, and clinical settings. Telephone and text messages may be checked during breaks.

**Cash Machine (ATM)**

An ATM machine, operated by Community Choice Credit Union, is available to students and is located in the Sullivan Center Vending Area.

**Credit Union**

Community Choice Credit Union, a Mercy Medical Center business partner, is located at 700 East Lyon, Des Moines, IA. Auto and home equity loans are available through the Credit Union as well as checking and savings accounts, credit and check/debit cards, online banking, and direct deposit.

**Mercy Child Development Center – Bright Horizons**

Mercy Child Development Center – Bright Horizons is located across the street from Mercy Medical Center and accepts children of students on an arranged or drop-in basis. Contact the Center for more information.

Children are not allowed to accompany their parents in the classroom, lab, library, or clinical areas.

**Employment Information**

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Career Services
The College makes a concerted effort to help students identify positions in the healthcare field. The College provides assistance in writing resumes and interviewing. The College also maintains a career opportunity bulletin board on the second floor of the Sullivan Center and an online job board, where job opportunities for students are posted. In addition, faculty may inform students of opportunities as they learn of them. Visit http://www.mchs.edu/Academics/Student-Resources/Career-Resources for additional career placement resources.

Work Study Program
The federal work study program offers employment opportunities for eligible students who are currently enrolled and in good standing. Available positions may be available in clerical, computer, library, admissions, and community partnerships for reading mentors. Contact the Financial Aid Office for additional information.

Student References
Faculty and staff may give references for students who submit their reference request in writing to the employee.

Mercy Medical Center Employment
Mercy Medical Center Des Moines is an equal opportunity employer. A wide variety of Medical Center positions are available to students, many with flexible hours to fit student schedules. Students may apply online at http://www.mercydesmoines.org.

Voter Registration
Voter Registration information is available at http://www.mchs.edu/Academics/Student-Resources/Voter-Registration. Voter registration forms can be downloaded from the Secretary of State’s website for the state in which you reside. In Iowa these forms are found at http://sos.iowa.gov/elections/voterinformation/voterregistration.html. Forms are also available from the College Receptionist or the Financial Aid Office. Students are encouraged to learn more about voter registration by calling 888-SOS-VOTE.
Academic Information

**Academic Advising**

All students are assigned to a faculty advisor or an academic advisor who will be a consistent resource throughout the college experience. Advisors assist students with academic and professional information by providing individualized advising, occupational information, and academic planning assistance. However, each student is personally responsible for assuring that all academic requirements for graduation are met.

Advisors may refer students to the Josephine Norkaitis Student Success Center for information regarding accommodations as they relate to their educational programs, for counseling, and for assistance with personal or professional concerns.

Advisors post designated office hours for student advising, and upon request, can schedule appointments outside of the posted hours. A record of academic advising sessions is coordinated by each advisor and maintained by the advisor.

**Advisor responsibilities:**
- Post designated office hours for student advising.
- Meet with each advisee to plan his/her program and semester schedules each semester.
- Provide guidance in the selection of courses and monitor the student's academic progress toward graduation.
- Document advising sessions by placing the appropriate signed and dated paperwork in the student's advising folder.
- Help students adjust to the college experience, and, when necessary, direct them to appropriate resources and support services.
- Provide advisees with guidance for their Service Learning Project.
- Approve Service Learning Projects before the student implements the project.
- Provide advisees with directions and forms for the Professional Program Portfolio, if required.
- Approve the advisee’s Professional Program Portfolio.

**Advisee responsibilities:**
- Know the information contained in the College Catalog and College Student Handbook and act accordingly.
- Contact the advisor at the beginning of each semester during posted office hours, or by email, or telephone.
- Contact the advisor immediately if an academic problem occurs, such as notification of unsatisfactory progress from an instructor and/or Registrar.
- Create a tentative schedule of classes and contact the advisor for review and approval of registration.
- Discuss schedule changes with the advisor before submitting schedule change paperwork to the Registrar and/or Financial Aid office.
- Submit a Service Learning Proposal to the advisor for approval before beginning the project.
- Submit a Service Learning Project and all appropriate forms to the advisor by the required deadline.
- Submit a Professional Program Portfolio, if required, and all appropriate forms to the advisor by the required deadline.

**Registration for Classes**

Registration dates are listed in the Academic Calendar at: [http://www.mchs.edu/Academics/Academic-Calendar](http://www.mchs.edu/Academics/Academic-Calendar) and students should register during the assigned registration period. Students should meet with their academic advisor prior to registration to plan their course of study. The academic advisor will provide students with their assigned online registration date and time.

**Registration Tips**
- Review the program and graduation requirements as specified in the *College Catalog*.
- Use the Degree Audit and Search for Sections functions in MyMercy to determine what courses remain to be completed and available course sections with days and times. A link to a pdf copy of the course schedule is found at [http://www.mchs.edu/Academics/Course-and-Schedule-Information](http://www.mchs.edu/Academics/Course-and-Schedule-Information).
- Refer to the Course Descriptions in the *College Catalog* to make sure all course pre-requisites are met.
Meet with your advisor (name and contact information are listed in MyMercy) to determine appropriate course load and course sequencing.

Be sure to check your schedule in MyMercy prior to the start of classes since classroom assignments may have changed since registration.

**Adding/Dropping Courses**

Schedule changes following initial submission are not official until a completed Schedule Change Form is received by the Registrar’s Office. Guidelines for schedule changes are as follows:

- Students may not register for a course after the first week of the term without instructor permission.
- Enrollment in a course will not appear on a student’s transcript if the student drops the course before the end of the first week (or the equivalent of the first week for shorter sessions or terms).
- All changes in course schedules after the first week of classes should be approved by both the student and his/her advisor.
- Students who drop a course after the first week and before the stated last day to drop as specified in the academic calendar will receive a grade of “W.” Withdrawals after this time period will result in a grade of “F.” Students may withdraw from a course that is shorter than 15 weeks with a “W” after 6.7% of the course is completed and before 60% of the course is completed. Refer to the Academic Calendar for specific term dates.
- Students receiving financial assistance should consult with the Financial Aid Office regarding financial consequences before changing schedules.

**Withdrawal from the College**

A student officially withdraws from the College when he or she completes a College Exit Form and submits it to the Registrar’s Office and drops all classes without any credit being awarded for the semester. Tuition charges paid by a student withdrawing will be refunded according to the College Tuition Refund Policies. The College Exit form is available from the Registrar’s Office or on the Registrar’s webpage. Students who are not enrolled at Mercy College for a period of more than 3 consecutive semesters must reapply for admission to Mercy College.

Students who withdraw from the College after the first week and before the stated last day to drop as specified in the academic calendar will receive a grade of “W.” Withdrawals after this time period will result in a grade of “F.” Students may withdraw from a course that is shorter than 15 weeks with a “W” after 6.7% of the course is completed and before 60% of the course is completed. Refer to the Academic Calendar for specific term dates.

Students receiving financial assistance should consult with the Financial Aid Office regarding financial consequences before withdrawing.

**Grades**

Grades are recorded at the conclusion of each term and posted in MyMercy. Grades cannot be given by telephone. Faculty may post unofficial grades within the College learning management system (D2L) but official grades are posted in MyMercy.

Faculty post midterm grades of C or lower in MyMercy within four days after the midterm date stated in the academic calendar. A student who receives a midterm grade is responsible for arranging meetings with their instructors and/or advisor to discuss the grades and what actions the student should take to improve his or her success. The student is encouraged to contact the Josephine Norkaitis Student Success Center to utilize resources that are available.

**Graduation**

**Application for Graduation**

Students must complete an Application for Graduation Form the semester prior to the semester of their intended graduation. Verification of eligibility will be determined by the Registrar’s Office.

Students must complete the graduation requirements listed in the College Catalog in effect at the time of initial enrollment after admission to the college. They may, however, choose to follow requirements in the catalog in effect at the time of graduation. Students who are readmitted to the College follow the graduation requirements in effect upon enrollment after readmission or they may choose to follow the requirements in the catalog in effect at the time of graduation.
**Commencement Ceremony**

The commencement ceremony is held in the spring of each year. Candidates for graduation will receive information regarding graduation events from the Student Affairs Office. Other graduation details will be posted to the College website and emailed to students throughout the semester. All graduates are encouraged to attend the commencement ceremony. A graduation fee is required to be paid whether or not students participate in the ceremony commencement.

**Lecture/Laboratory/Clinical Cancellation Policy**

In the event that a professor is not present at the beginning of a scheduled class session, students should remain in the classroom for at least 10 minutes. In the event that the College receives late notice of a course, laboratory session, or clinical cancellation, the College will attempt to post outside the assigned classroom notice of cancellation. Students should also check the learning management system (D2L) site for the course for further instructions concerning the class session makeup plans.

**Change of Name / Address**

Students are responsible for notifying the Registrar’s Office of changes in their name, address, email, and/or telephone number(s). Students may complete a Change of Address/Name Form online at [http://www.mchs.edu/Academics/Campus-Services/Registrar](http://www.mchs.edu/Academics/Campus-Services/Registrar) and mail it to the Registrar’s Office with legal documentation (marriage certificate or social security documents) if applicable. The College will not assume responsibility when student correspondence is undeliverable.

**Josephine Norkaitis Student Success Center**

The Josephine Norkaitis Student Success Center (SSC) provides students with opportunities to enhance their education through academic advising, personal counseling, tutoring services, testing accommodations for students with disabilities, and other academic support services. The SSC is designed to provide free services to help students who may need additional support during their academic experience. The SSC is located at the south end of the first floor of ACE.

**Services for Students with Disabilities**

The College is committed to equality of educational opportunity for all students. The SSC facilitates academic accommodations and services for students with disabilities so that those students have equal access to College programs and activities, and can participate fully in all aspects of the College.

Student disability services administered by the SSC include:

- Establish and communicate criteria for disability services at Mercy College;
- Review documentation to verify eligibility for disability services;
- Facilitate academic accommodations for qualified students with disabilities; and
- Support disability-related services and opportunities for students with disabilities.

Assistive technology products and software are available in the Josephine Norkaitis Student Success Center and the Library, including Kurzweil 3000, Dragon Naturally Speaking, Zoom Text, Image Reader, and a Large Print Keyboard.

**Academic Accommodations**

Academic accommodations may be provided based on individual review and proper documentation. SSC staff review the recommendations from the licensed professional submitted on the student’s behalf and then meet with the student to discuss how the functional impact of his/her disability may relate to course requirements. Together, they develop an accommodations plan in conjunction with the instructor. Students are required to meet with the SSC staff to initiate the interactive process to provide reasonable academic accommodations. A request for accommodation is the responsibility of the student, and approval will be communicated from the Director of Student Success or designee.

**ADA Test & Quiz Accommodation**

The SSC coordinates with faculty to enable students with approved ADA accommodations to take their tests and quizzes in the SSC. Students must verify the expected procedure of their instructor as outlined in the course syllabus.

- The faculty member will provide the test or quiz to the SSC with the time limit established by the instructor for completion.
• The student should contact the SSC to schedule an appointment for testing to ensure seating is available.
• The student will need to bring valid photo identification to gain admission to the testing center.

**Academic Tutoring**

Tutoring is a support service available to all Mercy College students at no charge. The SSC employs peer tutors and other tutors to assist students. Knowledgeable tutors can assist students by reviewing the course material, answering questions, and reviewing for exams. Tutor-led study tables are provided for a variety of courses, and individual tutoring may be arranged upon request each semester based on tutor and course availability. For the current tutoring schedule, visit [http://www.mchs.edu/Academics/Campus-Services/Student-Success-Center/Tutoring-Services](http://www.mchs.edu/Academics/Campus-Services/Student-Success-Center/Tutoring-Services).

**Personal Counseling**

Short-term personal counseling is also available to students through the SSC. All full-time and part-time students are eligible to receive a maximum of six counseling sessions each year. Students may call the SSC directly for self-referral or make arrangements through their advisor.

Students may be required to arrange and attend sessions at the SSC for counseling for violation(s) of the Student Code of Conduct. Failure to attend required SSC counseling will invoke student discipline measures as outlined in the Student Code of Conduct.

**Student Success Seminars**

These sessions are designed to assist students to be successful in their studies. Topics may include, but are not limited to, learning styles, test taking techniques, stress management/anxiety, writing skills (APA format and plagiarism), time management, financial literacy, interviewing, and resume writing.

**Financial Aid Advising**

Financial Aid is administered according to the regulations of the current U.S. Department of Education Financial Aid Handbook, available in the Financial Aid Office. Financial Aid staff will assist students in understanding and applying for federal and state aid and private financial assistance.
This College Student Handbook is presented as information only and is not a contract between Mercy College and its students. The information, policies, and procedures contained in this Handbook are subject to change at any time with or without notice. Students are responsible for reading and following the information contained in the Handbook, including school-specific policies and procedures. As part of the Orientation to the College process, all admitted students receive instructions on how to access the Student Handbook online. The student is responsible for knowing and complying with the information contained in the College Student Handbook and any changes to the policies and practices as posted on the College website.
Open Access Program
Mercy College students may go to over 600 participating libraries in Iowa and borrow from that library by showing a Mercy College identification badge. The student may return borrowed items to the College Library, and College library staff will see that the owning library gets them back, at no charge to the student. Local libraries participating include Des Moines Public Library, Des Moines Area Community College, Grand View University, Simpson College, the State Library of Iowa, West Des Moines Public Library, and Urbandale Public Library.

Interlibrary Loan and Document Delivery
Students may request an Interlibrary Loan (ILL) of any book or article the library does not own. There is no charge for this service. Additional information regarding interlibrary loans is available at https://www.mchs.edu/Academics/Library/Interlibrary-Loan-FAQs.

Online Library Services
Most of the library’s online databases of articles and books can be accessed off campus. The username and password needed to access these materials, both on campus and off, are listed on E-LEOS. It is a violation of the College’s license agreements to publish passwords or provide them to non-authorized persons. Students must not make these passwords public.

Students have access to electronic books, a virtual reference collection, and full text journal article resources. Students who live at a distance from campus and do not attend classes on campus can also receive physical items from the library’s collection by mail.

Print Books
Requests for print books should be e-mailed to library@mchs.edu and must include the book title, author(s), date of publication, and call number, as well as the student’s name, mailing address, and phone number. Books will be mailed the next business day, to a maximum of three items. Students are responsible for mailing items back, at their expense, within 30 days.

Journal Articles
Requests for article copies from the library’s print collection should be e-mailed to library@mchs.edu and must include the article title, author(s), name of journal, date of publication, volume, issue, and pages. Student name and e-mail address should also be included. A maximum of three articles will be e-mailed the next business day.

Reference Assistance
Students can email the library at the general library email listed above, or use the reference question form linked https://www.mchs.edu/Academics/Library/Email-a-Reference-Question. Students can expect a response within 24 hours of receipt.

Sullivan Center Access
Weekend Access
Doors are locked on weeknights and on weekends; however, students can enter the Sullivan Center during the library’s service hours with their College identification badges.

Holidays and Breaks
The library and the computer labs are closed over holiday weekends, and hours are limited during semester breaks.

Study Rooms
The library offers four study rooms. Room sizes vary to accommodate 8 to 12 people. Each room is equipped with a whiteboard and a VCR/DVD player. Study rooms SC116 and SC120 (west side) are available on a first come, first served basis. Users can reserve study rooms SC121 and SC122 (east side) by signing up in person on the reservation sheets at the reference desk.

Use of Library Computers
The computing and networking facilities in the Mercy College Library are provided to support the educational and curriculum-related research needs of students and staff. The Library supports free access to research materials and the use of computing technologies to identify, locate and use scholarly resources.

The number of computer workstations is limited. The Library reserves the right to claim workstations being used for personal or recreational purposes, and to reassign them to patrons who need to locate or access research materials or complete coursework assignments.
The Acceptable Use of Information Technology Resources Policy applies to all student use of library computers.

**Wireless Laptop Loans**

Wireless laptops are available for groups using the study rooms in the Library. Please keep the following in mind:

- Laptop use is on a first come, first served basis. They cannot be reserved.
- The laptop must be checked out by an individual who will take responsibility for its use and safe return to the desk.
- The laptop must stay in the library and should not be left unattended.
- Wireless access provides an Internet connection but does not provide share drive or student drive access or printing.
College Communication & Emergency Procedures

**Student Email Use**
Students at Mercy College are assigned a students.mchs.edu email account. For privacy reasons, students are expected to use their college assigned email account exclusively when corresponding with faculty and staff.

**Bulletin Boards**
Bulletin boards may be used for posting campus relevant materials. Items to be posted by individuals or outside organizations should be submitted to the Sullivan Center Receptionist who will record a contact name, date received, and the date to remove the posting. Items may be posted for up to 30 days. The receptionist will forward the items to Student Success or the appropriate office for approval and posting. Items that do not support the values or mission of Mercy College may not be posted.

Student clubs and organizations may adopt the use of one designated bulletin board to promote the organization. Posted materials must be relevant to the organization and maintain a professional appearance. Materials to be posted on bulletin boards must be approved prior to posting by the Director of Student Success or designee.

Items may not be posted on walls, doors or windows.

**Emergency Contact Updates**
During orientation and registration students have the option to provide the College with information for an emergency contact person to reach in the event that someone is needed to act on behalf of the student. Students may also update this information at any time by contacting the Registrar’s Office.

**Reception Desk**
Staff members may leave mail for students with the Receptionist in the Sullivan Center by placing the mail in a sealed envelope and printing the student’s name and the staff member’s name clearly on the front of the envelope. Mail must be picked up within five working days. After five working days, the item will be returned to the staff member.

Students may leave mail with the appropriate postage at the front desk for pickup by U.S. postal employees. The Receptionist does not accept deliveries for students such as food, flowers, cookie bouquets, etc. Deliveries will be returned.

**Message Policy**
Mercy College cannot be responsible for distributing telephone messages of any nature to students. It is the responsibility of each student to inform family and friends that messages for students will not be accepted. Students needing to contact faculty should consult the course syllabus for appropriate contact information.

**Campus Accessibility**
Mercy College of Health Sciences is committed to providing access and reasonable accommodations for individuals with disabilities. The College campus is handicapped accessible with designated handicapped parking, accessible doors for each building, elevators, ramps, and bathrooms that have been modified for accessibility. Curb cuts are available at street intersections. Curb cuts or ramps are available near handicapped parking for accessibility to sidewalks and building entrances.

For information related to campus or facilities accessibility or to request accommodations, contact the Josephine Norkaitis Student Success Center staff.

**Campus Safety**
Security policies and procedures are in accordance with Mercy Medical Center Public Safety Department. Questions about College safety policies should be addressed to the Vice President of Business and Regulatory Affairs or designee. Campus safety is covered during orientation sessions.

**Disclosure of Campus Security Policies and Crime Statistics**
The Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act requires institutions receiving federal financial support to prepare an annual campus security report. This report contains statistics concerning the occurrence of certain crimes on campus, in or near certain non-campus buildings or property, and on public property. Crime statistics are reported to the U.S. Department of Education annually. The report also includes statements of Mercy College’s policies and procedures for campus security and the reporting of crimes. In accordance with the law, campus crimes reports and policies are made available on the College website. Crime statistics are submitted to the U.S. Department of Education annually and can be viewed on the Office of Postsecondary Education’s website: http://ope.ed.gov/security/search.asp.
Evening Security Staff
Throughout the academic semester, a private security officer is stationed on campus to respond to student and staff needs. The officer is available from 4:30 to 11 p.m. The officer patrols the campus and provides a campus security presence to support Mercy Medical Center Public Safety staff. Students are encouraged to contact the evening security officer to report concerns or to request escorts to student vehicles.

ID Badge Requirement
The Mercy College student identification badge is required to be visibly worn by students whenever they are on campus or in clinical settings. Badges are issued at orientation. Badges are required to access campus buildings, parking lots, printing access, and Mercy Medical Center clinical areas. Students enrolled in online programs who use library services on campus will need to complete paperwork to obtain badges so they have access to the library. Replacement badges are available from the Sullivan Center Receptionist. There is a fee for replacement of lost or stolen badges.

Materials Safety Data Sheets/Safety Data Sheets
The Materials Safety Data Sheets (MSDS) or Safety Data Sheets (SDS) book is located at the Sullivan Center Receptionist Desk. A MSDS/SDS is designed to provide both workers and emergency personnel with the proper procedures for handling or working with a particular substance. These are particularly useful if a spill or other accident occurs. An MSDS/SDS includes information such as physical data (melting point, boiling point, flashpoint, etc.), toxicity, health effects, first aid, reactivity, storage, disposal, protective equipment, and spill/leak procedures.

Procedures for Campus Emergency Notification
During orientation, students have the option to provide the College with cell phone text or email information in case campus-wide communication is necessary. Students may update their preferred communication method or telephone number/email address by contacting the Registrar’s Office.

Weather Emergencies
Weather-related class cancellations or emergencies affecting Mercy College will be announced on two media outlets serving central Iowa. Students are asked to listen to reports from radio station 1040 AM (WHO Radio) and/or the local television affiliate of NBC (WHO TV13). These announcements will generally indicate whether the cancellation affects day and/or evening classes. The Campus Emergency Notification System will send text and/or email messages regarding cancellations to students who have provided current cell phone or email address contact information. Information will also be posted to our Facebook and home page of our website (www.mchs.edu).

What to do in an Emergency
In an emergency, if immediate assistance is required, contact the Des Moines Police Department (9-911) and specify the location on campus, including the address or building name.

Fire Alarm/Code Red
Close all doors and use the stairs to exit the building. Do not use elevators. Fire extinguishers, sprinklers, and alarms are located throughout all campus buildings (see diagrams posted in hallways).

Tornado Warning.
- Sullivan Center, First floor: proceed to Wellmark Room (SC 102), restrooms, or interior study rooms in Library; Second Floor: proceed to hallway or restrooms.
- Sullivan Center (formerly Building 1), Level 1 and 3: proceed to the Student Commons lower level; use first floor hallway for any overflow.
- Sullivan Center (formerly Building 1), Level 2: go to restrooms in offices or Student Commons lower level.
- Brennan Hall: proceed to restrooms or Classrooms 132 and 133.
- Building 2: proceed to the south end of the first floor hallway or restrooms.
- ACE Garden Level: proceed to the inner hallway north of the elevators.
- ACE, Level 1 and 2: go to the inner hallways or restrooms and close all doors.
- All areas: Stay away from windows. Do not use elevators.

Bomb Threat/Code White
Vacate area and notify Medical Center Public Safety Office (247-3111). An immediate search will be conducted by Public Safety personnel. An object suspected to be a bomb should never be disturbed; trained personnel will handle all suspicious objects.
Hazardous Materials Bioterrorism/Code Orange
Contact the Receptionist (643-3180) immediately and provide information about the location of the hazardous materials spill and, if known, what chemicals are involved. After hours, contact Mercy Public Safety (247-3111) and inform them of the nature of the hazard and the location on the College campus.

Disaster/City Alert
Students may be requested to assist with patients and families.

Controlled Access to Facilities
The Sullivan Center’s Northeast and Southwest entrances and the ACE Admissions/Student Services door are unlocked during normal business hours. Visitors have access to the College Receptionist during normal business hours in the Sullivan Center. All other buildings are locked and may only be accessed with student identification badges. All doors are locked in the evening and throughout the weekend. The campus is periodically patrolled by Mercy Medical Center Public Safety Officers. Student access is restricted after 10:00 p.m. and all day on holidays.
Student Health Services

CPR Certification
Students (except MLS) must submit proof of completion and current certification in the American Heart Association CPR for Healthcare Provider prior to the start of clinical education.

Health Insurance
All students enrolled at Mercy College are financially responsible for their medical care. Students are encouraged to have health insurance. Students may be required to provide verification of insurance coverage for participation at some clinical sites. Failure to demonstrate health insurance coverage may prevent clinical access and jeopardize course completion.

Professional Malpractice / Liability Insurance
Students who are currently enrolled in a Mercy College degree/certificate program, who are functioning within the scope of their practice, and are being supervised by an approved instructor/preceptor during a scheduled clinical experience on Mercy’s campus or with a contracted affiliate are covered under the Professional Malpractice Insurance of Mercy Medical Center — Des Moines.

Health Records
If it is necessary for a student to submit health related documentation to the Student Health Services Office, the records become the property of the College and cannot be returned. All student health records are maintained in a separate confidential file and do not become part of the student’s permanent file.

Medical Excuses
Student Health and the Josephine Norkaitis Student Success Center services are offered to students on a confidential basis. The staff does not issue medical excuses from academic obligations. Course requirements and attendance are academic matters between the student and the faculty. The responsibility for class attendance and performance rests primarily with the student. The Student Health and Counseling staff do not excuse students from classes or academic work. Students who miss class because of illness or other emergencies should contact their faculty by telephone or e-mail as soon as possible to make the necessary arrangements to complete missed assignments. Faculty members who wish to verify that a student was treated by Student Health Services and/or the Josephine Norkaitis Student Success Center may contact the Student Health Service and/or the Student Success Center staff.
Mercy College expects that students will be honest with their professors regarding their ability to complete work, and professors are expected to work with students on these issues. The Josephine Norkaitis Student Success Center is available to provide assistance to students or faculty members who have concerns about attendance issues.

Seasonal Influenza (Flu) Vaccination Policy
All students enrolled in classes will be offered free seasonal influenza (flu) vaccination each year. Students enrolled in clinical or practicums in clinical settings are required to obtain and provide documentation of a seasonal influenza vaccination prior to the November date established by Mercy Medical Center, the end of the second week of the spring semester, or student’s clinical start date; whichever is first. Students not enrolled in clinical education will not be required to obtain the vaccination as a condition of enrollment; but are strongly urged for their personal health to obtain a vaccination. Students enrolled in clinicals or practicums who fail to obtain a seasonal influenza vaccination prior to the times designated by the College will be excluded from participation in clinical or practicum settings until seasonal influenza vaccination is obtained. Students requesting vaccination accommodations will also need to submit all documentation prior to the time line listed above.

Flu Vaccination Clinics on Campus
The College offers seasonal influenza (flu) vaccinations on campus at various times during the fall and spring semesters. Students will be required to show their student badges in order to obtain a free influenza vaccination. On-campus flu clinics will be announced by student email, D2L announcements, and
displayed on TV monitors throughout campus. Students are required to upload documentation of their seasonal influenza vaccination into their CastleBranch record or provide documentation of the vaccination to the Student Health Services Office if the student does not have a CastleBranch account. Students who have obtained a seasonal influenza vaccination elsewhere will be required to upload this documentation into their CastleBranch record or provide documentation of the vaccination to the Student Health Services Office.

Seasonal Influenza Vaccination Reasonable Accommodation Request

Students may request a reasonable accommodation on the basis of (1) a medical contraindication to the influenza immunization, or (2) a religious practice or creed that prohibits immunization. Reasonable accommodation does not exempt you from the annual influenza prevention program but rather is an alternate method of compliance in place of the influenza immunization.

Accommodation on the Basis of a Medical Contraindication

To request a reasonable accommodation, submit all of the following items for review:

a) Medical documentation signed by the healthcare provider describing the medical condition, and an explanation as to why the condition prevents the student from receiving the influenza vaccination.

b) Accommodation suggestions from the healthcare provider to safely continue student responsibilities without an influenza vaccination.

c) Completed Reasonable Accommodation Request Form.

Accommodation on the Basis of Religious Practice

To request a reasonable accommodation, due to religious practice or creed. Submit the following items for review:

a) Documentation that supports and demonstrates how your religious practice or creed prevents you from receiving the influenza vaccine.

b) A signed statement from your religious leader.

c) Completed Reasonable Accommodation Request Form.

Copies of the Reasonable Accommodation Request Form are available from the Student Health Services Office. Forms and all supporting documentation must be submitted to Student Health Services prior to the November date established by Mercy Medical Center, the second week of spring semester, or clinical start date; whichever is first for the student. Requests for waiver will be reviewed, and students will be notified of a decision.

Students who have been granted an accommodation will be required to wear a surgical mask for the duration of the influenza season while the student is attending clinical or practicum sites. Students may remove the mask during breaks and meal times. The mask should be secured to the face and rest on the bridge of the nose covering the mouth. The mask should be discarded at the end of the clinical and immediately if it becomes soiled or moist.

Policy for Absence from Classroom Lectures or Skills Laboratories: A student who shows symptoms commonly associated with seasonal flu should self-isolate and refrain from attending classes in order to limit the spread of the disease to other members of the class or instructor(s). It is the student’s responsibility to notify the instructor(s) regarding the absence. The absence from class for a reported case of the flu will only count as one (1) occurrence (regardless of the number of days a student is away). The classroom teachers will then communicate with the student electronically to determine what areas of class content the student can and should make up while the student is away from the classroom. It is the student’s obligation to follow up with classroom teachers to ensure that required missed content is completed as outlined in course syllabi. Failure to complete required makeup content may lead to a lower grade or failure of the course. The student with computer access should send the form by email for each day he or she is absent with flu symptoms.

Policy for Absence from Clinical Rotations: A student who shows symptoms commonly associated with seasonal flu should self-isolate and refrain from attending clinical rotations in order to limit the spread of the disease to patients or other healthcare workers. In the event that this would result in an absence from
clinical rotations, it is the student’s responsibility to notify the clinical instructor regarding the absence. The absence from a clinical rotation for a reported case of the flu will only count as one (1) occurrence (regardless of the number of clinical rotations the student misses). Makeup fees associated with clinical rotation absences will only be charged once during a bout of flu each academic year. Repeated bouts of the flu may result in additional clinical fees being charged in the same manner. The student’s clinical instructor will communicate with the student electronically to determine how he or she should plan to make up missed clinical experiences. It is the student’s obligation to follow up with clinical instructors to ensure that required missed content is completed as outlined in course syllabi. Failure to complete required makeup content from clinical rotations may lead to a lower grade or failure of the course. The student with should notify the instructor each day he or she is absent with flu symptoms.

**Determining When to Return to School:** The CDC recommends that individuals with influenza-like illness remain at home and away from other people until at least 24 hours after they are free of fever, or signs of a fever, without the use of fever-reducing medications. This could take from 2 to 5 days based on the flu season.

Mercy College will not require a medical doctor’s note to return to class or clinical rotations following a bout of the flu. Students do not need to visit the College student health nurse for permission to return to class or clinical rotations for absences caused by the flu.

**Standard Precautions**

Mercy College follows the rules and regulations established by clinical sites, the Occupational Safety and Health Administration, the Center for Disease Control, and the State of Iowa. Students are expected to use standard precautions and to comply with all safety standards and procedures. Failure to do so will result in disciplinary action under the Student Code of Conduct. Students must immediately report to their instructor any exposure to potentially infectious materials. The instructor will follow Clinical Site protocols. Students are responsible for any expenses and should submit charges to their health insurance provider. Students are also responsible for reporting any injury or illness which occurs during a clinical experience. Mercy Medical Center’s Campus Clinic is available when students become ill on campus or at clinical sites. If costs are incurred or a referral is made, students will be responsible for expenses. Twenty-four-hour emergency medical care is available through the Mercy Medical Center Emergency Department at regular emergency room fees. Students may also choose to see their own healthcare practitioner for their healthcare needs.
Student Life

Student Organizations

Student Senate
Student Senate provides an opportunity for students to participate in college life by electing student representatives to the College Senate and to the Student Life Committee of the College Senate. Student Senate is an excellent leadership opportunity; it meets regularly throughout the year. Senate members also work with the Josephine Norkaitis Student Success Center staff to establish activities that foster communication and positive relationships among students, faculty, and administration. For additional information refer to the Student Senate website http://www.mchs.edu/Academics/Student-Resources/Student-Organizations/Student-Senate.

Mercy College Student Diversity Organization
The Mercy College Student Diversity Organization provides a support system for students from diverse backgrounds and offers an opportunity for students to gather to learn from each other. This organization interacts with various groups throughout the greater Des Moines metro area.

Mercy College Association of Nursing Students (MCANS)
The faculty of Mercy College supports the concept of nursing students enhancing their professionalism through student participation in professional organizations. In support of this, all new students in any nursing program are encouraged to become members of the Mercy College Association of Nursing Students (MCANS). Student membership includes membership in the Iowa Association of Nursing Students (IANS) and the National Student Nurses Association (NSNA). Students learn about the values and culture of the nursing profession through active involvement in the NSNA. Students in MCANS will be involved in fund raising and community service activities, and social and professional events. They will have an opportunity to serve as officers of the organization, be committee chairpersons or members, and to attend state and national conventions as delegates or alternates. Benefits of NSNA are outlined in the registration form.

Honor Societies

Alpha Beta Kappa National Honor Society
Mercy College sponsors a chapter of the Alpha Beta Kappa National Honor Society to reward intellectual accomplishment.

Alpha Eta National Honor Society
Mercy College sponsors a chapter of the Alpha Eta National Honor Society to reward intellectual accomplishment by students enrolled in the School of Allied Health.

Sigma Theta Tau International-Zeta Chi Chapter
The School of Nursing recognizes the academic achievement of BSN students by inviting selected students to join the nursing honor society, Sigma Theta Tau International-Zeta Chi Chapter.

Professional Societies

The Society of Diagnostic Medical Sonography
The Diagnostic Medical Sonography program offers students the opportunity to participate in the Society of Diagnostic Medical Sonography, a professional organization that promotes professional consciousness.

The Association of Surgical Technologists
The Associate of Science in Surgical Technology program offers students the opportunity to participate in the Association of Surgical Technologists, a professional organization that promotes professional consciousness.

The American Society of Radiologic Technologists
The Associate of Science in Radiologic Technology program offers students the opportunity to participate in the American Society of Radiologic Technologists, a professional organization that promotes professional consciousness.
American Association of Medical Assistants
The Medical Assistance Program offers students the opportunity to participate in the American Association of Medical Assistants, a professional organization that promotes professional consciousness.

American Physical Therapy Association and the Iowa Physical Therapy Association
The Physical Therapist Assistant Program offers students the opportunity to participate in the American Physical Therapy Association and the Iowa Physical Therapy Association. These are professional organizations that promote professional consciousness.

American Society for Clinical Laboratory Science
The Clinical Laboratory Science Program offers students the opportunity to participate in the American Society for Clinical Laboratory Science and American Society for Clinical Laboratory Science - Iowa. Both are professional organizations that promote professional consciousness.

Campus Ministry
Campus Ministry provides ecumenical opportunities for students, faculty, and staff to explore, challenge, develop and live out their faith. Rooted in the heritage of the Sisters of Mercy, Campus Ministry promotes the school’s Catholic Christian values unifying the community with retreats, service events, friendship and prayer. Located in Brennan Hall (BH 124) Campus Ministry offers a welcoming place where members of the community gather to share stories, reflect on their spirituality, and seek pastoral guidance and support.

Chapel/Ecumenical Prayer/Meditation Room
Students are invited to use the Chapel/Ecumenical Prayer/Meditation Room in Brennan Hall for individual and group worship, reflection, and solitude. These ecumenical services are open to all members of the campus community.

The Chapel in Brennan Hall has the Blessed Sacrament in the Tabernacle for Adoration, Stations of the Cross for prayer, and Weekly Mass offered by a Priest of the Roman Catholic Diocese of Des Moines. Please consult the Campus Ministry webpage to see times for Mass and other liturgical celebrations throughout the year.

Constitution Day
The College recognizes Constitution Day every September 17 (or the adjacent work day.) This federal observance recognizes the adoption of the United States Constitution. Educational programing and activities are announced to the campus community and all are encouraged to participate.

Professional Program Day
All students who are admitted to an academic program are required to attend Professional Program Day prior to their first professional program course. This is an opportunity to learn School and program specific policies, requirements, and information.

Online Professional Program Session
For programs offered completely online, the Professional Program Session is online. These students are required to complete the session prior to the start of the first course in the program. Access information will be sent via email to students prior to the start of classes.
College-wide Policies & Procedures

Academic Integrity Policy
Mercy College is a learning community dedicated to the core values of knowledge, reverence, integrity, compassion, and excellence.

- **Knowledge** is gained through coursework, labs, and clinical experiences and measured through assignments, written papers, and examinations.
- **Reverence** is demonstrated through respectful behaviors to all in the classroom, patient care settings, and community.
- **Integrity** requires honesty in all academic, laboratory, and clinical work since honesty and trust form the foundation for the ethical standards of all healthcare professions.
- **Compassion** is displayed through honest, caring concern for classmates, colleagues, patients and their families, and through service to the wider community.
- **Excellence** requires continually striving to do the highest quality work in academic, clinical, and personal settings.

Mercy College students are entering healthcare professions where honesty, integrity, and the highest ethical standards are required. These same standards are required in all academic and clinical work. Honesty in class work and clinical documentation is expected, along with maintaining strict confidentiality.

Examples of academic dishonesty include cheating or plagiarism, such as but not limited to:

- Copying answers from another student during a test.
- Using unauthorized resources for quizzes, tests, written work, or assignments.
- Copying or sharing test questions, materials, or assignments without instructor permission.
- Working with others on assignments where instructions state that the assignment is to be completed individually.
- Submitting work as one’s own that was written by someone else.
- Providing a paper or assignment for another student to submit.
- Using phrases from a source without proper use of quotation marks and citation.
- Failing to fully rewrite and sufficiently cite paraphrased information from a source.
- Submitting the same (or nearly the same) paper in more than one course without instructor permission. This is considered self-plagiarism.
- Giving a false reason for missing classes, clinicals, tests, or exams.

Academic dishonesty is a serious violation of the Mercy College core values and healthcare professional ethics. Academic dishonesty harms fellow students, faculty, and most importantly, patients whose care may be jeopardized by the student’s resulting lack of knowledge and ethical integrity. Violations of this policy are considered a breach of the Student Code of Conduct, and consequences will follow the Student Discipline Procedure.

Every enrolled student will be required to acknowledge in writing his/her understanding and commitment to the Academic Integrity Policy including honesty and trustworthiness in his/her academic and clinical work.

Turnitin
The purpose of Turnitin software is to assist students in checking written work and to prevent improper use of citations and resource content. The software service allows a written work to be checked against internet content, several databases, and previously submitted work.
Plagiarism
Plagiarism is the representation of another person’s ideas, statements, or research as one’s own; and includes having another person write a paper or do an assignment, or copying, summarizing or paraphrasing another’s work without appropriate and standard documentation.

Acceptable Use of Information Technology Resources Policy

Responsibilities of Mercy College Students

- Use that is consistent with the core values and complies with the policies of Mercy College of Health Sciences.
- Use that respects the confidentiality of student records, identification numbers, grades, account numbers, personal information, passwords, and complies with HIPAA guidelines.
- Use that complies with all laws, including copyright, license agreements, and contracts.

Copyright

Educational use of copyrighted materials permits only limited copying for study and research. Copying includes print materials such as books, articles, and pictures as well as music, videos, software, computer files, and graphic images. Additional details are available in copyright tutorials on D2L and from the library staff.

Peer-to-Peer File Sharing

File sharing programs allow users to share files online. Examples of such programs are eMule, BitTorrent and Gnutella clients like LimeWire. The use of file sharing to share copyrighted music, games, and movies over the Internet without permission violates the Digital Millennial Copyright Act and is illegal. Using a computer to distribute copyrighted materials can incur legal penalties for those offering materials and those downloading them. Criminal penalties for violation of federal copyright law include fines up to $1 million and a maximum jail sentence of 10 years.

iTunes is installed on campus computers, and a list of other legal file sharing alternatives is available from library staff.

Privacy and Monitoring

The College reserves the right to monitor and access any data, including the contents of any College computer, activity logs, or College communications, for legitimate reasons, including but not limited to security, performance, backup, and troubleshooting. Inquiries for reasons of academic integrity may be made after obtaining approval from a College dean. Disclosure of information, without notice to the user, will also be made when required by court order or other legal authority, or when the College determines there is an urgent and compelling need.

Examples of Prohibited Behavior

This list is not intended to be a comprehensive list but to provide selective examples.

- Attempting to obtain passwords or access other user accounts, sharing a personal user name and password with any other person, or using another person’s account.
- Circumventing any security system or procedure. This includes any unauthorized activities intended to compromise system or network security such as hacking.
- Using information technology resources to obtain unauthorized access to records, data, or other forms of information owned, used by, or pertaining to the College or individuals.
- Modifying system or network facilities, or attempting to crash systems or networks.
- Deliberately introducing a computer virus, worm, spyware, or other malicious software into information technology resources that belong to Mercy College.
- Tampering with software protections or restrictions placed on computer applications or files.
- Using the College computer systems or network to send spam, pranks, chain letters, pyramid schemes, “flaming,” or other similar types of broadcast messages.
- Sending messages that are malicious, harassing, or threatening.
- Accessing, transmitting, or otherwise making use of pornographic materials of any kind available over the Internet.
• Using College information technology resources for personal for-profit purposes.
• Impersonating another user or otherwise falsifying a user name in email.
• Duplicating or transmitting copyrighted material beyond Fair Use without permission,
• Physically damaging information technology resources.
• Using information technology resources in a manner that is disruptive of the workplace or educational purpose of the College, or which otherwise hinders the effectiveness of the institution.

Investigations and Discipline
The Student Code of Conduct Discipline Procedure will apply to alleged infractions.

Alcohol and/or Substance Abuse Policies

Mercy College Alcohol Policy
The laws of the State of Iowa regulating the purchasing, dispensing, possession and consumption of alcoholic beverages shall apply to all members of the College community. Each person shall be expected to abide by those laws and will be held responsible, by civil law enforcement, for his or her own actions in any situation involving violations of Iowa state laws regarding alcoholic beverages.

Alcoholic beverages may not be consumed, possessed, distributed, or sold on campus without specific authorization. Alcoholic beverages may not be served or consumed by students on campus.

Alcohol and Illegal Drug Use

Alcohol Concern
The use of alcoholic beverages, though acceptable for persons of legal age, is a matter of concern, because Mercy College is committed to maintaining an academic and social environment conducive to the intellectual and personal development of students and to the safety and welfare of all members of the College community. The College believes that it cannot deny persons of legal age the right to use alcoholic beverages, but sees its responsibility as preventing the abuse of drinking privileges by encouraging individuals to behave in an appropriate and responsible manner where the use of alcoholic beverages is concerned.

It is expected that Mercy students who use alcohol will:
• be of legal age,
• make healthy choices that avoid high-risk behaviors, and
• maintain control of self and circumstances.

Mercy College does not condone alcohol use which results in:
• abuse to one’s self, others, or property
• compromised control of one’s self, circumstances, or values
• negative effects on academics, health, or relationships
• a pattern of problems
• violation of the law

Consistent with the Mercy College core values, it is expected that students will take ownership in and responsibility for establishing and reinforcing community alcohol standards as follows:

By creating and maintaining a view on alcohol that:
• alcohol should not be the focal point of any activity
• supports an individual’s decision not to drink
• understands that students who drink together have an obligation to be informed, supportive peers who look out for one another’s welfare

As part of a responsible alcohol educational effort, all students will receive information on:
• alcohol standards and policies
• signs of alcohol problems
• how to explore and understand their own drinking choices
• available campus and off-campus resources
• levels of alcohol impairment
This College Student Handbook is presented as information only and is not a contract between Mercy College and its students. The information, policies, and procedures contained in this Handbook are subject to change at any time with or without notice. Students are responsible for reading and following the information contained in the Handbook, including school-specific policies and procedures. As part of the Orientation to the College process, all admitted students receive instructions on how to access the Student Handbook online. The student is responsible for knowing and complying with the information contained in the College Student Handbook and any changes to the policies and practices as posted on the College website.

- effects of tolerance on alcohol consumption
- effects of other drugs on alcohol consumption
- how to calculate blood-alcohol levels
- emergency responses and procedures
- issues that drive substance abuse

Drug Free Schools and Communities Act and the Higher Education Amendments of 1998, Section 120.

The Federal Drug-Free Schools and Communities Act and the Higher Education Amendments of 1998, Section 120, require all students and employees to be informed of the institution’s drug and alcohol policy guidelines. The following is Mercy College’s policy related to a drug-free campus environment which applies to all Mercy students, faculty, and staff. Should a student have any questions, please contact the Director of Student Success or designee.

Alcohol and Drug Abuse Prevention Policy

1. Mercy College prohibits the unlawful possession, use, or distribution of illicit drugs and alcohol by students and employees on its property or as a part of any of its programs or activities. Students and employees who engage in prohibited or illegal conduct face sanctions, including suspension, dismissal, expulsion, termination of enrollment and/or employment, and referral for prosecution.

2. Health risks associated with the use of illicit drugs and alcohol abuse vary with the nature of the substance and pattern of abuse and include, but are not limited to:
   - depression and/or mood swings
   - dependency
   - organ damage
   - mental problems, hallucinations, confusion
   - accidents
   - violent reactions

Further information concerning the uses and penalties associated with controlled substances is summarized below. Materials outlining health risks in detail and with specificity concerning particular drugs are available from Student Health Services.

3. The unlawful use, possession, or distribution of illicit drugs and alcoholic beverages may result in local, state, and federal legal sanctions which may include fines, imprisonment, or both. Legislation is extensive in this area, and penalties vary with the type of illicit drug and/or alcohol abuse. Ordinances and statutes collected in local, state, and federal codes including but not limited to Title 21, Chapter 13 of the United States Code, Chapters 123, 124, 124A, and 124B of the Iowa Code, and Chapters 10 and 70 of the Municipal Code of the City of Des Moines, should be consulted. A partial description of applicable sanctions is listed below.

4. Drug and alcohol counseling is available from the Josephine Norkaitis Student Success Center.

5. Violators of the Drug and Alcohol Abuse Prevention Policy begin the Student Discipline Procedure at Step 3. Students, while on campus, in clinical settings, or participating in college-sanctioned activities, will be subject to College discipline procedures if they:
   a. Use, possess, distribute or sell alcohol.
   b. Are under the influence of alcohol.
   c. Possess, manufacture, distribute, dispense, buy, transfer, sell, or use illegal drugs, alcohol, or legal drugs without a physician’s prescription.
   d. Engage in off-campus possession, manufacture, distribution, dispensing, buying, transferring, selling, or using of illegal drugs resulting in a conviction.

6. Parental notification: The College has a responsibility to help students when it is believed that the student needs assistance. This responsibility extends to the possible notification of parents.

7. If a student of Mercy College is convicted of any violation set forth in paragraph 5 above, the student is required to inform the Director of Student Success or designee within five days of the conviction. Drug or certain alcohol-related convictions as set forth in paragraph 5 above may result in disciplinary measures of the student up to and including expulsion.
8. The Director of Student Success or designee will notify all appropriate agencies and registries of relevant drug or alcohol-related conviction as set forth in paragraph 7 above within thirty days of receiving the information. Students licensed as LPNs or Allied Healthcare providers are additionally subject to all sanctions imposed by the Iowa Nurse Practice Act and Allied Health Licensure Guidelines and will be referred for disciplinary action where appropriate.

Federal Penalties and Sanctions for Illegal Possession of a Controlled Substance and Alcohol Related Offenses

21 U.S.C. 844(a): 1st conviction up to 1 year imprisonment and fined at least $1,000 or both. After 1 prior drug conviction at least 15 days in prison, not to exceed 2 years, and fined at least $2,500, or both. After 2 or more prior drug convictions at least 90 days in prison, not to exceed 3 years, and fined at least $5,000, or both.

21 U.S.C. 853(a)(2) and 881(a)(7): Forfeiture of personal and real property used to possess or to facilitate possession of a controlled substance if that offense is punishable by more than 1 year of imprisonment. (See special sentencing provision re: crack.)

21 U.S.C. 862(b): Denial of federal benefits, such as student loans, grants, contracts, and professional and commercial licenses, up to 1 year for first offense, up to 5 years for second and subsequent offenses and completion of drug treatment program and community service.

21 U.S.C. 881(a)(4): Forfeiture of vehicles, boats, aircraft or any other conveyance used to transport or conceal a controlled substance and any real property used to facilitate such crime.

Miscellaneous

Revocation of federal licenses and benefits are vested with the authorities of individual federal agencies.

Note: Federal penalties for manufacture or distribution of controlled substances include various prison sentences ranging up to life in prison and various fines ranging up to $2 million. 21 U.S.C. 960.

State Penalties and Sanctions

Iowa Code §123.46: (consumption of alcohol in public places; public intoxication). Either imprisonment, not to exceed 30 days, or a fine of at least $50, but not more than $100.

Iowa Code §§123.47: (Providing alcoholic liquor, wine or beer to persons under age 21; possession or control by persons under age 21). First offense: fine of $200 to $1,000. Second offense: fine of $500 and completion of substance abuse evaluation or suspension of driver’s license for up to 1 year. Third and subsequent offenses: fine of $500 and suspension of driver’s license for up to 1 year.

Iowa Code §123.49: (Providing alcoholic liquor, wine or beer to an intoxicated person). Imprisonment not to exceed 30 days or fine not to exceed $625.

Iowa Code §124.401(1) and (2): (Manufacture, delivery, or possession with intent to manufacture or deliver a controlled substance or counterfeit or simulated controlled substance). Depending on the nature and amount of substance, penalties range from imprisonment for periods not to exceed 2 years, 5 years, 10 years, 25 years or 50 years and/or fines not to exceed $5,000, $6,250, $7,500, $50,000, $100,000 or $1,000,000.

Iowa Code §124.401(5): (Possession of a controlled substance). Substances other than marijuana: imprisonment not to exceed 1 year and/or fine not to exceed $1,875. Marijuana: imprisonment not to exceed 6 months and/or fine not to exceed $1,000. Suspended sentences may include probation and required participation in drug treatment program.

Iowa Code §124.406: (Distribution of a controlled substance to a person under age 18). Depending on nature of substance and ages of parties, penalties range from imprisonment for periods not to exceed 25 years, 10 years, 5 years, or 2 years and/or fines not to exceed $5,000, $6,250, $7,500, or $10,000.

Iowa Code §124.407: (Sponsoring, promoting or assisting with a gathering with knowledge that controlled substance will be distributed, used or possessed there). Controlled substances other than marijuana: imprisonment not to exceed 5 years and/or fine not to exceed $7,500. Marijuana: imprisonment not to exceed 1 year and/or fine not to exceed $1,875.
Second or subsequent offenses of most of the above-referenced offenses may be punished by imprisonment for a period up to three times the term otherwise authorized and/or a fine of up to three times the amount otherwise authorized.

Iowa Code §124A.4: (Manufacture, delivery or possession with intent to deliver an imitation controlled substance). Depending on ages of the participants, penalties may range from imprisonment for periods not to exceed 1 year, 2 years or 5 years and/or fines not to exceed $1,875, $6,250 or $7,500.

Iowa Code §124B.9: (Sale, transfer, furnishing or receipt of a "precursor substance" with knowledge or intent it will be used to unlawfully manufacture a controlled substance). Imprisonment not to exceed 10 years and/or fine not to exceed $10,000.

Local Penalties
Violations of local ordinances dealing with alcohol consumption, such as public intoxication and similar offenses, generally are punishable by fines not to exceed $500 or imprisonment not to exceed 30 days.

Please see the Code of Student Conduct section of the Student Handbook for discipline procedures concerning drug or alcohol violations.

Student Alcohol/Substance Abuse During Clinical Time
All students in a clinical setting may be subject to testing under certain circumstances including but not limited to post accident or injury to another student or employee and probable cause or reasonable suspicion to believe that the student may be under the influence of alcohol or illegal drugs.

1. Probable cause/reasonable suspicion includes but is not limited to the smell of alcohol and/or impaired behaviors.
2. A student suspected of alcohol or substance abuse may be excused from the clinical site. Alternate transportation of the student will be arranged from the clinical site.
3. If there is probable cause to believe the student is under the influence of alcohol or illegal drugs, Step 3 of the Student Discipline Procedure will apply.
4. Cost associated with a positive testing result and treatment will be borne by the student.

Attendance Policy
Mercy College students are expected to attend all assigned class, laboratory, and clinical sessions and to be punctual. It is the student’s responsibility to follow specific procedures as outlined in the course syllabus for notifying instructors of absences, in advance if possible. Please note that individual instructors have their own specific procedures as to the consequences of missing class, tests, exams, and late assignments.

Legitimate reasons for absence may include serious illness, documented compassionate leave, jury duty, and cancellation of classes due to weather emergency.

Students are expected to meet all attendance and punctuality expectations. When weather is severe, students are advised to comply with the recommendations of the Iowa Highway Patrol on road conditions and travel safety. If class is missed due to severe weather, refer to course syllabus for makeup or attendance policy.

Students must verify their course enrollment by attending class(es) the first week of each term. Students enrolled in online courses must have meaningful interaction in their online course(s) the first week of the term to verify their enrollment. Failure to verify enrollment may result in students being dropped from class(es) for non-attendance.

Compassionate Leave
Students may be granted up to three calendar days of compassionate leave due to death of the following: biological/adopted or step mother, father, spouse, child, brother, sister, grandparent, grandchild, mother-in-law or father-in-law. Students may be required to provide verification (obituary, funeral bulletin) to instructors. These absences may require clinical makeup.

Jury Duty
Students should contact the Director of Student Success or designee if they receive a jury summons.

These absences, if during a clinical course, may require clinical makeup expenses.
National Background Check and Electronic Health Records as Post Admission Requirement for Academic Programs

To ensure the safety of all clients served by Mercy College students and to meet regulations of our clinical partners regarding student participation in clinical site rotations as determined by the standards of The Joint Commission (TJC) and in compliance with state and federal laws, a national criminal background check and child and dependent adult abuse checks will be conducted on each student seeking admission to an academic program that includes a clinical, preceptorship, internship, or similar experiences that require patient interaction. Further, students are also required to provide documentation of current immunizations and personal health information as required by the clinical standards of the profession they have been admitted to study.

When seeking admission to an academic program with clinical, preceptorship, or internship opportunities, students will be required to establish an account with CastleBranch and provide the necessary fees directly to the vendor, in order to conduct these checks and collect these health records in order to finalize admission to the academic program. Students who choose not to participate in these checks or are found to have criminal backgrounds may not be able to be admitted to the academic program or remain in the academic program. Students who are unable to fulfill the clinical standards of the profession may also not be able to be admitted to that specific academic program.

Failure to disclose a criminal record or founded case of abuse (regardless of whether perceived to be expunged in the past and later found on documentation provided to the College) or as part of the information supplied to the vendor at the time of admission to an academic program may also result in a denial of admission to the academic program.

A student’s background is checked based on information obtained from the student’s residency history. When the College is notified by the vendor that a student has a criminal record, the student will be expected to provide clarifying information about each conviction listed on the record for further evaluation by the Mercy College Background Check Review Committee. Students who have a criminal record may be denied admission to an academic program. They may be considered for admission only after undergoing a review by the Iowa Department of Human Services and/or an evaluation by the Mercy College Background Check Review Committee.

If the student wishes to dispute the findings reported by the vendor, the student will be granted an opportunity to do so as outlined under the Fair Credit Reporting Act (FCRA), guided by the instructions of the vendor. Denial of admission may be appealed to the Vice-President of Academic Affairs & Provost if documentation of a resolution to the case can be made. Criminal and abuse registry documents are maintained by the vendor and are required to be accessible while the student is enrolled at the College. Criminal records are not part of a student’s permanent record.

Various licensing boards may restrict eligibility for professional licensure/certification if a person has been convicted of a felony or has participated in other illegal or unethical behaviors. Students under these situations are encouraged to contact the appropriate licensure/certification board prior to seeking admission to an academic program. In cases where a licensure/certification board does grant permission to eventually test for certification/licensure following successful graduation from a Mercy College academic program, the College makes no stipulations on the ability of the student to find employment within the certification/licensure career field.

Clinical Reporting Policy

Students must first contact their clinical instructor as soon as possible to report suspected patient abuse or other inappropriate conduct in a clinical setting.

Clinical Responsibility and Compensation Restrictions Policy

In a clinical setting/session, students must not take the responsibility or the place of qualified staff. However, after demonstrating competency, students may be permitted to undertake certain defined activities under appropriate supervision and direction. Students may be employed in a clinical setting outside regular educational hours, provided the work does not interfere with regular academic responsibilities. The work must be at the student’s discretion, paid, and subject to standard employment policies.
Confidentiality of Patient Information Policy/Health Insurance Portability and Accountability Act (HIPAA)

Students must maintain patient confidentiality at all time without exception. Students are required to comply with regulations contained in the Health Insurance Portability and Accountability Act (HIPPA). Students are legally responsible for maintaining patient confidentiality and are personally liable for any and all breaches in patient confidentiality. A breach of patient confidentiality is considered a Student Code of Conduct violation and will fall under that policy.

Students must follow these confidentiality rules:

- Do not discuss clients off the unit. This means anywhere off the unit (e.g., other locations in the medical center, in the cafeteria, in the elevator, in the student’s car, in other public places, at a second place of employment, in the mall, at home with family or friends, in the classroom, and/or any other settings.)
- Do not walk off the unit and say a client’s name for any reason.
- If a student knows a client or the client’s family, notify the instructor or the contact person immediately (e.g., neighbor, classmate, friend, current or former colleague at work, family, etc.).
- If a student knows a client or the client’s family on a professional basis (has taken care of them in another medical setting), notify the instructor or the contact person immediately.
- Students should not acknowledge a client if seen outside the unit or at a later date in any other setting. (e.g., church, the mall, in the medical center, party, school, etc.) Do not nod, smile, greet, or acknowledge the client even casually in any way unless the client first nods, smiles, or greets the student. Limit casual acknowledgement to a polite acknowledgement only.
- Do not discuss anything with the client related to his/her hospital stay anywhere off the unit even if the client initiates the conversation. Students should simply indicate for confidentiality reasons that they can’t enter into any conversation.
- Do not discuss clients with an instructor other than the instructor assigned on the unit.
- Do not send information about clients via email. This includes sending assessment, care plans, or journals.
- Do not use client names or their families’ names in assessment care plans.
- Do not use client names with other clients or with their peers. If a student is approached by a client who wants to discuss another client, refer them to staff immediately.

Illness Policy

Students who are ill should not attend class, lab, or clinical. Students who become ill during class, lab, or clinical time will be sent home at the discretion of the instructor. Students have the option to contact the Student Health Nurse at Mercy College for evaluation. The student is responsible for the cost of any treatments or medications prescribed. The Attendance Policy will apply. Concerning infectious diseases, the College will follow the Mercy Medical Center Infectious Control Policy during class and lab and the specific clinical site’s policy during clinical.

Information Policy

Mercy College reserves the right to make changes as necessary, including changes in requirements, programs, policies, and fees. Changes shall go into effect whenever appropriate with such notice as is reasonable under the circumstances. Students may be notified of changes and updates via their student email and/or the College website.

Injury or Exposures to Blood-borne Pathogens Policy

Standard Precautions will be observed by all employees and students in order to prevent contact with blood or other potentially infectious materials. All blood or other potentially infectious materials will be considered infectious regardless of the perceived status of the source individual.

Students sustaining an illness, injury, or accidental percutaneous (puncture wound) and/or mucous membrane exposure to blood or body fluids or blood-borne pathogen shall comply with the following guidelines.

Students who are injured or exposed to blood-borne pathogens in a clinical setting should follow the policies governing such injuries or exposures of the clinical site. If a student is injured or exposed to blood-borne pathogens...
during the clinical experience, he/she must report the injury or exposure immediately to the faculty member supervising the clinical experience.

Injuries or exposures shall include but are not limited to actual bodily injury occurring on the premises of the clinical site while the student is on the clinical setting or coming/leaving the clinical site, as well as exposure to blood-borne and/or communicable diseases. Students who incur injuries and/or exposures at a clinical facility must comply with that facility’s policy and procedure pertinent to the injury/exposure. This compliance includes completing all required documentation and reporting as required by the clinical site where the injury and/or exposure occurred.

At a minimum, all student injuries or exposures must be reported on the Student Incident Injury form and/or the Blood-borne Pathogen Exposure form provided by the Student Health Services Office with a copy to be provided to the Student Health Nurse according to the procedures outlined below.

The faculty member responsible for the student where the injury or exposure occurred shall ensure that the student receives appropriate medical attention and that a written report is completed immediately following the injury or exposure. In the case of a serious injury, the faculty member must immediately contact her or his dean.

In the event of serious or life-threatening injury or illness, treatment should be implemented at the clinical facility if emergency treatment is available. If emergency treatment is not available on site, emergency personnel should be summoned without delay and the student should be transported to the nearest medical facility for emergency treatment.

If the clinical facility does not provide care indicated for the injury/exposure or it is a non-emergent type situation, the student should seek medical treatment at either a Mercy Urgent Care or the Mercy Medical Center Emergency Department depending on the outlined criteria below.

Students may refuse treatment. Signed documentation of refusal will be maintained in the student’s file in the office of Student Health Services.

Students will be required to submit to the Student Health Nurse a statement from a treating medical health professional a medical release to continue in their clinicals or a statement of resolution of the injury or plan of follow-up as warranted. This statement will be maintained in the office of Student Health Services.

Mercy College is at no time responsible for student healthcare costs. Students will maintain responsibility for their own healthcare insurance and/or costs related to healthcare treatment, whether an injury/exposure occurs on campus or in a clinical setting.

**Student Injuries or Exposures to Blood-borne Pathogens Procedure**

Standard Precautions will be observed by all employees and students in order to prevent contact with blood or other potentially infectious materials. All blood or other potentially infectious materials will be considered infectious regardless of the perceived status of the source individual.

Students sustaining an accidental percutaneous (puncture wound) and/or mucous membrane exposure to blood or body fluids or blood-borne pathogen shall comply with the following guidelines.

**Clinical Site**

- Administer first aid immediately after exposure. Cleanse the wound and surrounding area with soap and water (for a needle stick), or flush eyes, nose, or mouth with copious amounts of tap water (for a splash to the face).
- Faculty and students shall follow the clinical site’s policies regarding OSHA’s blood-borne pathogen and other infection control/isolation policies.
- Students shall promptly contact the faculty in charge of the clinical or laboratory setting following injuries or exposures to blood-borne pathogens. This contact shall be done at the time of the injury/illness/exposure or as soon as the injury/illness/exposure is suspected. Students under the supervision of a preceptor when a clinical faculty is not physically present at the site shall notify their assigned preceptor as well as the lead faculty for the clinical course.
- If exposure/injury occurs at a Mercy Clinical site Monday-Friday, between 7:30AM-3:30PM, the student will report to Mercy Medical Center Employee Health Services.
- If exposure/injury occurs after hours or when Employee Health Services is closed the House Supervisor should be contacted for further instructions and assessment.
- Any time the exposure/injury occurs at a location other than Mercy Clinical Site the student should be
directed to follow the clinical site’s policy. If the clinical site refuses to care for the student, the student should be directed to the nearest Mercy Urgent Care Clinic.

- All Mercy Urgent Care Clinics are open Monday-Friday 7:00AM-9:00PM and Saturday-Sunday 9:00AM-4:00PM.
  - Mercy East Urgent Care
  - Mercy East Village Urgent Care
  - Mercy Indianola Urgent Care
  - Mercy North Urgent Care
  - Mercy South Urgent Care
  - Mercy West Urgent Care

- Any student injury occurring not during Mercy Urgent Care Clinic hours of operation should report to Mercy Medical Center Emergency Department for further evaluation and treatment.

- The student will be responsible for completing the Mercy College of Health Sciences Student Incident Injury Form for any injury sustained. If the student was exposed to blood-borne pathogens or communicable diseases, the student will also be responsible for completing the Mercy College of Health Sciences Student Blood-borne Pathogen Exposure Form. The student will be responsible for obtaining necessary signatures for each of these forms. Faculty will assist with completion of the report and sign it. The completed form(s) should be returned to the Student Health Services Office within two working days of the incident.
- The student will assist the Student Health Nurse with reporting details of the incident into Incident Reporting Information System (IRIS) for further investigation by Mercy’s Risk Management Team. The IRIS incident report should be completed as if the incident were regarding an employee/staff member; later in the report, it can be specified that the individual is a student.

Classroom or Lab

- Administer first aid immediately after exposure. Cleanse the wound and surrounding area with soap and water (for a needle stick), or flush eyes, nose, or mouth with copious amounts of tap water (for a splash to the face).
- Students shall promptly contact the faculty in charge of the classroom or laboratory setting following injuries or exposures to blood-borne pathogens. This contact shall be done at the time of the injury/illness/exposure or as soon as the injury/illness/exposure is suspected.
- Any time the exposure or injury occurs during a classroom or lab setting the student should be directed the nearest Mercy Urgent Care Clinic:
  - All Mercy Urgent Care Clinics are open Monday-Friday 7:00AM-9:00PM and Saturday-Sunday 9:00AM-4:00PM.
  - Mercy East Urgent Care
  - Mercy East Village Urgent Care
  - Mercy Indianola Urgent Care
  - Mercy North Urgent Care
  - Mercy South Urgent Care
  - Mercy West Urgent Care

- Any student injury occurring not during Mercy Urgent Care Clinic hours of operation should report to Mercy Medical Center Emergency Department for further evaluation and treatment.

- The student will be responsible for completing the Mercy College of Health Sciences Student Incident Injury Form for any injury sustained. If the student was exposed to blood-borne pathogens or communicable diseases, the student will also be responsible for completing the Mercy College of Health Sciences Blood-borne Pathogen Exposure Form. The student will be responsible for obtaining necessary signatures for each of these forms. Faculty will assist with completion of the report and sign it. The completed form(s) should be returned to the Student Health Services Office within two working days of the incident.
- The student will assist the Student Health Nurse with reporting details of the incident into Incident Reporting Information System (IRIS) for further investigation by Mercy’s Risk Management Team. The IRIS incident report should be completed as if the incident were regarding an employee/staff member; later in the report, it can be specified that the individual is a student.

The Student Injury/Incident forms will be kept on file in the Student Health Services Office. The office will keep forms and track the number of students with blood borne pathogen exposures or student injuries within the clinical settings. A report will be sent to the Dean of each college and the Director of Student Success quarterly.

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Incident Reporting

Students should promptly report any vandalism or security incidents to the Facilities Manager. Between the hours of 4 p.m. and 7 a.m., incidents should be reported directly to the Mercy Medical Center Public Safety Office, 515-247-3111.

Medical Withdrawal Policy

A medical withdrawal request may be made in extraordinary cases in which serious illness or injury prevents a student from continuing his or her classes. Medical withdrawal pertains to all courses the student is enrolled in for the remainder of the semester. All documentation must be submitted to the Student Health Services Office by the Friday before the last week of the term.

Students seeking a medical withdrawal must present a Request for Medical Withdrawal to the Student Health Nurse along with a Request for Medical Information from a physician, physician’s assistant, nurse practitioner or licensed mental health care provider setting forth with specificity the medical diagnosis which the student believes necessitates the request for a medical withdrawal because of serious physical or psychological illness. The College may, at its own expense, require a second opinion form a different healthcare provider chosen by the College. If there is a conflict of opinion, the College, at its own expense, may require a third opinion from a provider jointly designated by the College and the student. All medical information will be kept confidential. The Student Health Nurse will communicate the approval or non-approval of a medical withdrawal to the student. If approved the Registrar, Financial Aid, Business Office and the appropriate School Deans will be notified.

Medical Withdrawal Procedure (Student’s Responsibility)

1. Contact the Student Health Nurse to initiate and discuss a request for medical withdrawal and appropriate forms.
2. Contact the Student Services Department to determine the impact of the medical withdrawal on financial aid and academic performance.
3. Contact the Business Office to determine the impact of the medical withdrawal on existing financial obligations.
4. Submit a completed Request for Medical Withdrawal and a completed Request for Medical Information form to the Student Health Nurse. These forms must be submitted in a timely manner.
5. The Student Health Nurse will evaluate the completed documents and provide a completed Medical Withdrawal Determination form to the student. The Student Health Nurse will communicate the approval to the Registrar, Financial Aid, Business Office, and the appropriate School Deans. If approved, the effective date is determined by the Student Health Nurse based on the documentation provided by the student and the healthcare provider.
6. Prior to returning to Mercy College, the student must submit a medical release from the health care provider to the Student Health Nurse. All guidelines and deadlines for readmission to MCHS as stated in the College Catalog must be followed.

Military Leave Policy

The following policies and procedures apply to students called to active duty in the United States armed services.

Military Leave Procedure

1. Within seven calendar days of receipt of orders, the student will:
2. Complete a Request for Military Leave form and submit to the Registrar’s Office, and provide a copy of the military orders for the student’s file.
3. Contact the appropriate program chair for program guidelines related to future program start dates to assist with program reentry planning.
4. Contact the Business Office to complete appropriate documents regarding tuition assistance.
5. Contact the College’s Financial Aid Office.

Returning from Military Leave Procedure

Veterans returning after military leave to perform military service will be readmitted at the same academic status achieved when last in attendance at Mercy College, provided the absence does not exceed five years.

1. Apply for Readmission when appropriate as outlined in the Readmission to the College Policy After
Voluntary Leave of the Mercy College Catalog.

2. The student’s reentry point is dependent on the program course placement examinations they pass, and that point cannot be beyond the program course semester completed at the time of their withdrawal. Students must pass in sequence all program course placement examinations for any one semester before progressing on to the program course placement examination for the next program course level.

3. Should a student pass some but not all program course placement examinations for one semester, the student will be required to repeat all program courses for that semester and all subsequent semesters.

4. Students needing to repeat program courses in which they have earned a “C” or better to regain knowledge and clinical skills are not subject to tuition charges for repeated program courses if students have:
   a. applied for readmission within one year after return from active duty and
   b. begun the program courses they need to repeat the first semester they are offered after readmission.

5. Students will not be subject to tuition charges for repeated program courses, but will be subject to tuition charges for other courses they may take during these semesters.

6. Students needing to repeat program courses to regain knowledge and clinical skills and who do not apply for readmission within the allowable time period (one year after return from active duty) will be assessed tuition charges for all courses they take including repeated program courses.

7. Students holding scholarship awards through Mercy College will retain their scholarship awards provided they apply for readmission within one year following return from active duty and use the scholarship immediately following readmission. Students who delay readmission will need to reapply for scholarships.

**Serious Disease Policy and Procedure**

Students with infectious, long-term, life-threatening, or other serious diseases may continue to attend the College as long as they are physically and mentally able to meet their academic responsibilities without undue risk to their own health or the health of other students, patients, or employees.

**Serious Disease Definition**

Serious diseases for the purposes of this policy include, but are not limited to, cancer, heart disease, multiple sclerosis, hepatitis, tuberculosis, human immunodeficiency virus (HIV), and acquired immune deficiency syndrome (AIDS). The College will support, where feasible and practical, educational programs to enhance student awareness and understanding of serious diseases.

**Serious Disease Procedure**

The mere diagnosis of HIV, AIDS, AIDS-Related Complex (ARC), or AIDS virus antibodies, or any other serious communicable disease is not in itself sufficient basis for imposing limitations, exclusions, or dismissal from College programs. Harassment of individuals with or suspected of being infected with any disease is not acceptable behavior at the College and is strictly prohibited.

In working with students diagnosed with HIV, AIDS or any other serious communicable disease, the College will proceed on a case-by-case basis. With the advice of medical professionals, these factors will be considered in determining the student’s enrollment eligibility:

- The condition of the person involved and the person’s ability to perform clinical or academic responsibilities
- The probability of infection of other members of the College community based on the expected interaction of the person in the College setting
- The possible consequences to other members of the College community, if infected
- Reasonable accommodations and modifications necessary to meet the individual’s needs
- Risk to the person’s health by remaining in the College community
- Other appropriate factors.

Any determination with respect to a student’s enrollment eligibility will be made following consultation with the affected student, the student’s treating physician (if available), and such other persons as needed.
Disclosure will take place only if deemed medically advisable and legally permissible. The appropriate Health Department will be informed of all cases of diseases required to be reported under state or federal law.

**Sexual Misconduct and Title IX Policy**

**Title IX Policy and Statement**

It is the policy of the College to comply with Title IX of the Education Amendments of 1972 and its implementing regulations, which prohibit discrimination based on sex in the College’s educational programs and activities. Title IX and its implementing regulations also prohibit retaliation for asserting claims of sex discrimination. The College has designated the following Title IX Coordinators to coordinate its compliance with Title IX and to receive inquiries regarding Title IX, including complaints of sex discrimination:

**Student Contact (Interim):**
Anne Dennis, PHR
Director of Human Resources
928 6th Avenue
Des Moines, IA 50309-1222
515-643-6791

**Employee or third party contractors contact:**
Anne Dennis, PHR
Director of Human Resources
928 6th Avenue
Des Moines, IA 50309-1222
515-643-6640 or 515-643-3180
Adennis@mercydesmoines.org

*Should a Title IX Coordinator not be available at time of reporting please contact other coordinator for assistance.*

A person may also file a complaint of sex discrimination with the United States Department of Education's Office for Civil Rights regarding an alleged violation of Title IX by visiting [http://www2.ed.gov/about/offices/list/ocr/complaintprocess.htm](http://www2.ed.gov/about/offices/list/ocr/complaintprocess.htm) or by calling 800-421-3481.

**Non-Discrimination and Anti-Harassment Policy**

Mercy College is committed to providing a learning and working environment that promotes personal integrity, civility, and mutual respect in an environment free of discrimination on the basis of sex. The College considers sex discrimination in all its forms to be a serious offense. Sex discrimination constitutes a violation of this policy, is unacceptable, and will not be tolerated.

This policy applies to administrators, faculty, staff, and students; applicants for employment; customers; third-party contractors; and all other persons that participate in the College’s educational programs and activities, including third-party visitors on campus. The College’s prohibition on sex discrimination and sexual harassment extends to all aspects of its educational programs and activities, including, but not limited to: admissions, employment, academics, and student services. Person who believe they have been discriminated against or harassed in violation of this policy should file a complaint following the Title IX Complaint Resolution Procedure.

Sexual Harassment, whether verbal, physical, or visual, that is based on sex, is a form of prohibited sex discrimination. Sexual harassment also includes sexual violence and discrimination on the basis of pregnancy.

**Definitions and Examples**

**Sexual Harassment Definition**

Sexual advances, requests for sexual favors, and other verbal, physical, or visual conduct of a sexual nature constitute sexual harassment when:

- Submission to such conduct is made or threatened to be made, either explicitly or implicitly, a term or condition of an individual’s employment or education;
- Submission to or rejection of such conduct by an individual is used or threatened to be used as the basis for academic or employment decisions affecting that individual, or
- Such conduct has the purpose or effect of substantially interfering with an individual’s academic or professional performance or creating what a reasonable person would perceive as an intimidating, hostile, or offensive employment, education, or living environment.
Examples of Sexual Harassment
Some examples of sexual harassment include:

- Pressure for a dating, romantic, or intimate relationship
- Unwelcome touching, kissing, hugging, or massaging
- Pressure for sexual activity
- Unnecessary references to parts of the body
- Sexual innuendos or sexual humor
- Obscene gestures
- Sexual graffiti, pictures, or posters
- Sexually explicit profanity
- Asking about, or telling about, sexual fantasies
- E-mail and Internet use that violates this policy
- Sexual assault (as defined below)

Further examples of sexual harassment may be found in the Frequently Asked Questions section.

Sexual Assault or Sexual Violence Definition
Sexual violence or sexual assault are terms that refer to non-consensual sex acts, contact or behavior. These terms may be used interchangeably. The term sexual assault will be used throughout this policy.

Sexual assault is a form of prohibited sexual harassment. Sexual assault includes physical sexual acts perpetrated against a person’s will or where a person is incapable of giving consent because of his or her temporary or permanent mental or physical incapacity or because of his or her youth.

Examples of Sexual Assault
Some examples of sexual assault include:

- Sexual intercourse (anal, oral, or vaginal) by a man or woman upon a man or woman without consent
- Unwilling sexual penetration (anal, vaginal, or oral) with any object or body part that is committed by force, threat, or intimidation
- Sexual touching with an object or body part, by a man or woman upon a man or woman, without consent
- Sexual touching with an object or body part, by a man or woman upon a man or woman, committed by force, threat, or intimidation
- Prostituting another person(s)
- Non-consensual video or audio-taping of sexual activity
- Knowingly transmitting a sexually transmitted disease to another
- Further examples of sexual assault may be found in the Frequently Asked Questions section.

Domestic Violence, Dating Violence, and Stalking Definitions
The crimes of Domestic Violence, Dating Violence, and Stalking can also constitute sexual harassment when motivated by a person’s sex. These crimes, no matter the motivation behind them, are a violation of this policy.

Domestic Violence: Involves a pattern of abusive behavior in any relationship that is used by a person to gain or maintain power and control over another household or family member. Household or family member is a spouse, cohabitant, or anyone who has a child in common, regardless of if they are married or reside together. Domestic violence can be physical, sexual, emotional, economic, or psychological actions or threats of actions that influence another person. This would include behaviors that intimidate, manipulate, humiliate, isolate, frighten, terrorize, coerce, threaten, blame, hurt, injure, or wound someone.

Dating Violence: Violence committed by a person who is or has been in a social relationship of a romantic or intimate nature with the victim. The existence of such a relationship shall be determined based on a consideration of the length of the relationship, the type of relationship, and the frequency of interaction between the persons involved in the relationship.
**Stalking**: A pattern of repeated and unwanted attention, harassment, contact, or any other course of conduct directed at a specific person that would cause a reasonable person to fear for the person’s safety or the safety of others or suffer substantial emotional distress. The conduct would include two or more acts, and does not include constitutionally protected activity. Acts might include but are not limited to, unwanted communication by phone, email, text, or mail; harassing threats to harm the victim, victim’s children, relatives, friends, or pets; following or waiting for the victim at places; repeatedly leaving or sending the victim unwanted items, presents, or flowers.

**Definition of Consent**
Consent to engage in sexual activity is a voluntary and knowing act. Lack of consent is critical in determining whether sexual violence has occurred. Consent must be given for each form of sexual contact and with each sexual partner. Consent requires affirmative, clear, unambiguous acts or statements by each person involved. Consent is not passive.
- If coercion, intimidation, threats, and/or physical force are used, there is no consent.
- If a person is mentally or physically incapacitated or impaired by alcohol or drugs such that the person cannot understand the fact, nature, or extent of the sexual situation, there is no consent.
- If a person is asleep or unconscious, there is no consent.
- Consent to one form of sexual activity does not imply consent to other forms of sexual activity.
- Previous consent for sexual activity does not give consent for future sexual activity.
- Consent can be withdrawn. A person who initially consents to sexual activity is deemed not to have consented to any sexual activity that occurs after he or she withdraws consent.
- Within the state of Iowa consent cannot be given by a minor under the age of 16.

**Roles and Responsibilities**

**Title IX Coordinator**
It is the responsibility of the Title IX Coordinator to coordinate dissemination of information and education and training programs to:
- Assist members of the College community in understanding sex discrimination and sexual harassment are prohibited by this policy;
- Ensure investigators are trained to respond to and investigate complaints of sex discrimination and sexual harassment;
- Ensure employees and students are aware of the procedures for reporting and addressing complaints of sex discrimination and sexual harassment; and
- Implement the Title IX Complaint Resolution Procedures or to designate appropriate persons for implementing the Title IX Complaint Resolution Procedures.

**Administrators, Deans, Department Chairs, and Other Managers**
It is the responsibility of administrators, deans, department chairs, and other managers (i.e., those that formally supervise other employees) to:
- Inform employees under their direction or supervision of this policy;
- Work with the Title IX Coordinator to implement education and training programs for employees and students; and
- Implement any corrective actions that are imposed as a result of findings of a violation of this policy.

**Students and Employees**
It is the responsibility of all students and employees to review this policy and comply with it.

**The College**
When the College is aware that a member of the College Community may have been subjected to or affected by conduct that violates this policy, the College will take prompt action, including a review of the matter and, if necessary, an investigation and appropriate steps to stop and remedy the sex discrimination or sexual harassment.

The College will act in accordance with its Title IX Complaint Resolution Procedures.
Complaints

Employees
All College employees have a duty to report sex discrimination and sexual harassment to the Title IX Coordinator. All parties and witnesses involved in an investigation are expected to cooperate and provide complete and truthful information. All College employees (except those who have been identified as Confidential by the College) are considered Responsible Employees.

Students and Other Persons
Students who wish to report sex discrimination or sexual harassment should file a complaint with the Title IX Coordinator or designee. Students and other persons may also file a complaint with the United States Department of Education's Office for Civil Rights, as set forth in the Title IX Statement.

Content of the Complaint
So that the College has sufficient information to investigate a complaint, the complaint should include: (1) the date(s) and time(s) of the alleged conduct; (2) the names of all person(s) involved in the alleged conduct, including possible witnesses; (3) all details outlining what happened; and (4) contact information for the complainant so that the College may follow up appropriately.

Conduct that Constitutes a Crime
Any person who wishes to make a complaint of sex discrimination or sexual harassment that also constitutes a crime—including sexual assault, domestic violence, dating violence, or stalking—is encouraged to make a complaint to local law enforcement. If requested, the College will assist the complainant in notifying the appropriate law enforcement authorities. A victim may refuse to notify such authorities. In the event of an emergency, please contact 911.

Special Guidance Concerning Complaints of Sexual Assault, Domestic Violence, Dating Violence, or Stalking
If you are the victim of sexual assault, domestic violence, dating violence, or stalking, do not blame yourself. These crimes are never the victim’s fault. The College recommends that you immediately go to the emergency room of a local hospital and contact local law enforcement, in addition to making a prompt complaint under this policy.

If you are the victim of sexual assault, domestic violence, dating violence, or stalking, do everything possible to preserve evidence by making certain that the crime scene is not disturbed. Victims of sexual assault, domestic violence, or dating violence should not bathe, urinate, douche, brush teeth, or drink liquids until after they are examined and, if necessary, a rape examination is completed. Clothes should not be changed. When necessary, seek immediate medical attention at an area hospital and take a full change of clothing, including shoes, for use after a medical examination. Preservation of evidence may be necessary for proof of the crime or in obtaining a protection order.

For cases of stalking, it is important to take steps to preserve evidence to the extent that such evidence exists. This evidence may be in the form of letters, emails, text messages, etc. rather than evidence of physical contact or assault.

Once a complaint of sexual assault, domestic violence, dating violence, or stalking is made, the complainant has several options such as, but not limited to:

- contacting parents or a relative.
- seeking legal advice.
- seeking personal counseling (on-campus and off-campus options are available).
- pursuing legal action against the perpetrator.
- pursuing disciplinary action.
- requesting that no further action be taken.

Vendors, Contractors, and Third-Parties Policy
This policy applies to the conduct of vendors, contractors, and third parties. Persons who believe they have been discriminated against or harassed in violation of this policy should make a complaint.
Retaliation
It is a violation of this policy to retaliate against any member of the College Community who reports or assists in making a complaint of discrimination or harassment or who participates in the investigation of a complaint in any way. Persons who believe they have been retaliated against in violation of this policy should make a complaint.

Protecting the Complainant
Pending final outcome of an investigation in accordance with the Title IX Complaint Resolution Procedures, the College will take steps to protect the complainant from further discrimination or harassment. This may include allowing the complainant to change his or her academic situation if options to do so are reasonably available. These changes may be available regardless of whether the victim chooses to report the crime to local law enforcement. Complainants who have obtained a temporary restraining order or no contact order against the alleged perpetrator should provide the information to the Title IX Coordinator. The College will take all reasonable and legal action to implement the order.

Timing of Complaints
The College encourages persons to make complaints of sex discrimination and sexual harassment as soon as possible because late reporting may limit the College’s ability to investigate and respond to the conduct complaint.

Investigation and Confidentiality
All complaints of sex discrimination and sexual harassment will be promptly and thoroughly investigated in accordance with the Title IX Complaint Resolution Procedures and the College will take disciplinary action where appropriate. The College will make reasonable and appropriate efforts to preserve an individual’s privacy and protect the confidentiality of information when investigating and resolving a complaint. However, because of laws relating to reporting and other state and federal laws, the College cannot guarantee confidentiality to those who make complaints.

In the event a complainant requests confidentiality or asks that a complaint not be investigated, the College will take all reasonable steps to investigate and respond to the complaint consistent with the request for confidentiality or request not to pursue an investigation. If a complainant insists that his or her name not be disclosed to the alleged perpetrator, the College’s ability to respond may be limited. The College reserves the right to initiate an investigation despite a complainant’s request for confidentiality in limited circumstances involving serious or repeated conduct or where the alleged perpetrator may pose a continuing threat to the College Community.

Resolution
If a complaint of sex discrimination or sexual harassment is found to be substantiated, the College will take appropriate corrective and remedial action. Students, faculty, and employees found to be in violation of this policy will be subject to discipline up to and including written reprimand, suspension, demotion, termination, or expulsion. The College, at its discretion, may remove vendors, contractors, and third party participants from College activities and/or prevent them from returning to campus. Remedial steps may also include counseling for the complainant, academic, work, or living accommodations for the complainant, separation of the parties, and training for the respondent and other persons.

Bad Faith Complaints
While the College encourages all good faith complaints of sex discrimination and sexual harassment, the College has the responsibility to balance the rights of all parties. Therefore, if the College’s investigation reveals that a complaint was knowingly false, the complaint will be dismissed and the person who filed the knowingly false complaint may be subject to discipline.

Academic Freedom
While the College is committed to the principles of free inquiry and free expression, sex discrimination and sexual harassment are neither legally protected expression nor the proper exercise of academic freedom.
Education
The College recognizes that sex discrimination, sexual harassment, sexual assault, domestic violence, dating violence, and stalking, are important issues. It offers educational programming to new students and employees as well as on-going prevention and awareness campaigns for all students and employees. Educational topics include but are not limited to: relevant definitions, procedures, policies, safe and positive options for bystander intervention; and risk reduction information. To learn more about education resources, please contact the Title IX Officer.

Frequently Asked Questions
What are examples of sexual harassment?
Sexual harassment is a form of prohibited sex discrimination. The College’s policies protect men and women equally from sexual harassment, including harassment by members of the same sex. Staff, faculty, and students are protected from sexual harassment by any other staff, faculty, student, or contractor.
Examples of kinds of conduct that constitute sexual harassment include, but are not limited to, the following:
- Engaging in unwelcome sexual advances.
- Leering or staring at someone in a sexual way, such as staring at a person's breasts or groin.
- Sending sexually explicit emails or text messages.
- Telling unwelcome, sexually-explicit jokes.
- Displaying sexually suggestive or lewd photographs, videos, or graffiti.
- Making unwelcome and unwanted physical contact, such as rubbing, touching, pinching, or patting.
- Making unwelcome and suggestive sounds, such as “cat calls” or whistling.
- Commenting on a person’s dress in a sexual manner.
- Making sexual gestures.
- Repeatedly asking someone for a date after the person has expressed disinterest.
- Giving unwelcome personal gifts such as flowers, chocolates, or lingerie that suggest the desire for a romantic relationship.
- Telling another person of one’s sexual fantasies, sexual preferences, or sexual activities.
- Commenting on a person’s body, gender, sexual relationships, or sexual activities.
- Using sexually explicit profanity.

What should I do if I have been sexually harassed?
The College encourages you to report sexual harassment as soon as possible. Ignoring sexual harassment does not make it go away. And delayed reporting may limit the College’s ability to investigate and remedy the sexual harassment.
If you are a student, you may report sexual harassment to the Title IX Coordinator or designee. If you are the victim of sexual harassment that constitutes a crime, the College encourages you to also file a complaint with local law enforcement and to press charges.
You always have the option to directly confront the person that is harassing you. Sometimes, individuals are not aware that their behavior is offensive and quickly apologize and change their behavior once it is brought to their attention. However, you are not required or expected to confront your harasser prior to filing a complaint.

What are some additional examples of sexual assault?
Sexual assault is a form of prohibited sexual harassment. Sexual assault includes physical sexual acts perpetrated against a person’s will or where a person is incapable of giving consent due to use of drugs and/or alcohol or to an intellectual or other disability. Examples of kinds of conduct that constitute sexual assault include, but are not limited to, the following:
- The use of force or coercion to effect sexual intercourse or some other form of sexual contact with a person who has not given consent.
- Having sexual intercourse with a person who is unconscious because of drug or alcohol use.
- Hazing that involves penetrating a person’s vagina or anus with an object.
- Use of the “date rape drug” to effect sexual intercourse or some other form of sexual contact with a person.
- One partner in a romantic relationship forcing the other to have sexual intercourse without the
partner’s consent.
- Exceeding the scope of consent by engaging in a different form of sexual activity than a person has consented to.
- Groping a person’s breasts or groin on the dance floor or at a bar.
- Knowingly transmitting a sexually transmitted disease such as HIV to another person through sexual activity.
- Coercing someone into having sexual intercourse by threatening to expose their secrets.
- Secretly videotaping sexual activity where the other party has not consented.

**What should I do if I am a victim of sexual assault?**

Don’t blame yourself. Sexual assault is never the victim’s fault. Please contact the Title IX Coordinator as soon as possible for information on options and resources available to you. You may also wish to call local law enforcement (911 if emergency), or the National Sexual Assault Hotline at 800-656-HOPE. Additional College and community resources include:

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<thead>
<tr>
<th>Resource</th>
<th>Phone Number</th>
<th>Resource</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>Senior Director, Human Resources/ Interim Title IX Coordinator (Students)</td>
<td>515-643-6791</td>
<td>Senior Director, Human Resources/ Title IX Coordinator (Employees)</td>
<td>515-643-6640</td>
</tr>
<tr>
<td>Mercy College Student Counseling (Students only)</td>
<td>515-643-6793</td>
<td>Employee Assistance Program (Employees only)</td>
<td>877-679-3819</td>
</tr>
<tr>
<td>Polk County Victim Services</td>
<td>515-286-3600</td>
<td>Polk County Victim Services (Rape Crisis #)</td>
<td>515-286-3535</td>
</tr>
<tr>
<td>Domestic Violence Services</td>
<td>515-243-6147</td>
<td>Police</td>
<td>911</td>
</tr>
</tbody>
</table>

If you are the victim of sexual assault, domestic violence, or dating violence, do everything possible to preserve evidence by making certain that the crime scene is not disturbed. Victims of sexual assault, domestic assault, or dating violence should not bathe, urinate, douche, brush teeth, or drink liquids until after they are examined and, if necessary, a rape examination is completed. Clothes should not be changed.

When necessary, seek immediate medical attention at an area hospital and take a full change of clothing, including shoes, for use after a medical examination.

For cases of stalking, evidence may be in the form of letters, emails, text messages, etc. rather than evidence of physical contact or assault.

**Can I make a complaint of sexual assault against my boyfriend or girlfriend?**

Anyone can commit sexual assault, even if you and that person are in a romantic relationship. The critical factor is consent. If your boyfriend or girlfriend perpetrates a sexual act against you without your consent, such conduct constitutes sexual assault, and may also be classified as domestic violence or dating violence. You may make a complaint against your boyfriend or girlfriend.

**What should I do if I am sexually harassed by someone who is not a College student or employee?**

The College’s policies protect you from sexual harassment by vendors, contractors, and other third parties that you encounter in your college learning experience. If you believe that you have been subject to conduct that violates these policies, you should report the sexual harassment just as if it were committed by a College student or employee.

**What should I do if I am sexually harassed by a student but we are off campus?**

It is possible for off-campus conduct between College employees or students to contribute to a hostile working or academic environment or otherwise violate the College’s policies. You may make a complaint of sexual harassment even if the conduct occurs off-campus.

**What should I do if I observe sex discrimination or sexual harassment, but it is not directed at me?**

Anyone that witnesses sex discrimination or sexual harassment, even if it is directed at someone else, can still feel uncomfortable and harassed. If you are a student and witness conduct that you believe constitutes sex discrimination or sexual harassment, please make a complaint in the same manner as if the conduct was directed against you. If you
are an employee or staff member of the College, it is your duty to report conduct that constitutes sex discrimination or sexual harassment.

**What is the role of the Title IX Coordinator?**

The Title IX Coordinator oversees the College’s compliance with Title IX and receives inquiries regarding Title IX, including complaints of sex discrimination and sexual harassment. The Title IX Coordinator has received special training on the College’s policies and procedures pertaining to sexual harassment and sexual assault, and is available to answer questions about those policies and procedures, respond to complaints, and assist you in identifying other resources to aid in your situation.

**If I make a complaint of sex discrimination or sexual harassment, will it be treated confidentially?**

The College will take reasonable and appropriate steps to preserve the confidentiality of the parties to the complaint and to protect the confidentiality of information gathered during the investigation. However, the College has an obligation to provide a safe and non-discriminatory environment for all students and employees. Therefore, no unconditional promises of confidentiality can be provided.

**Who is typically involved in investigating a complaint of sex discrimination or sexual harassment?**

The College’s Title IX Coordinator or his/her designee will be involved in investigating complaints of sexual harassment. The Title IX Coordinator may appoint another member of the staff to investigate and resolve the complaint. The process of gathering evidence will necessarily require the involvement of the complainant, the respondent, and any witnesses to the incident that gave rise to the complaint. In sum, it will involve those persons necessary to fairly and completely investigate the complaint and resolve it.

**What are the possible outcomes of an investigation into a complaint?**

The outcome will be determined based on the totality of the evidence using a preponderance of the evidence standard. If the preponderance of evidence does not support a finding that the incident occurred, then the complaint is resolved in favor of the accused. If, however, the preponderance of the evidence supports that sex discrimination or sexual harassment occurred, the actions taken by the College will include those necessary to maintain an environment free from discrimination and harassment and to protect the safety and well-being of the complainant and other members of the College community. Such actions will also include reasonable steps to correct the effects of such conduct on the complainant and others and to prevent the recurrence of discrimination, harassment, and retaliation. Examples of such action include: no-contact orders, classroom reassignment, the provision of counseling or other support services, training, and discipline for the perpetrator, including up to termination, expulsion, or other appropriate institutional sanctions.

**May I have a support person with me in the investigation process?**

During the investigation process, both the complainant and the respondent may ask a support person to accompany him or her throughout the process. In cases involving multiple student complainants or student respondents, the support person cannot be another complainant or respondent. The support person does not serve as an advocate on behalf of the complainant or respondent, may not be actively involved in any proceedings, and he or she must agree to maintain the confidentiality of the process.

Witnesses and others involved in the investigation are not entitled to having a support person present throughout the investigation process.

**What should I do if I am retaliated against for making a complaint of sex discrimination or sexual harassment?**

The College’s Title IX: Non-Discrimination and Anti-Harassment Policy prohibits retaliation against any person for making a good faith complaint of sex discrimination or sexual harassment and/or cooperating in the investigation of (including testifying as a witness to) such complaint. Retaliation is a serious violation that can subject the offender to sanctions independent of the merits of the underlying allegation of sex discrimination or sexual harassment. If you feel you are the victim of retaliation in violation of this policy, you should report the retaliation just as you would a complaint of sex discrimination or sexual harassment.

**How does the College handle a bad faith allegation of sex discrimination and sexual harassment?**

A bad faith allegation of sex discrimination or sexual harassment occurs when the accuser intentionally reports information or incidents that he or she knows to be untrue. Failure to prove a complaint of sex discrimination or sexual harassment is not equivalent to a bad faith allegation. The College may impose sanctions against an individual who knowingly makes false allegations of sex discrimination or sexual harassment.
Sexual Misconduct Resolution Procedure

Terminology and Definitions

- "Investigating Officer" means Title IX Coordinator or designee: The investigating officer shall have responsibility for administering the complaint resolution procedure.
- "Respondent" means the person in which a complaint is filed against.
- "Complainant" means the person who filed the report.

General Principles

Administration

For purposes of these complaint resolution procedures, “Investigating Officer” means the Title IX Coordinator or his/her designee. The Investigating Officer shall have responsibility for administering these complaint resolution procedures.

Fairness and Impartiality

The Investigating Officer shall discharge his or her obligations under these complaint resolution procedures within a reasonable timeframe fairly and impartially. If the Investigating Officer determines that he or she cannot apply these procedures fairly and impartially because of the identity of a complainant, respondent, or witness, or due to any other conflict of interest, the Investigating Officer shall designate another appropriate individual to administer these procedures.

Training

Procedures will be conducted by officials who receive annual training on issues related to sex discrimination, sexual harassment, sexual assault, domestic violence, dating violence, and stalking. Training will included how to conduct investigations and complaint resolutions as well processes to protect the victim’s safety and promote accountability.

Investigation and Resolution of the Complaint

Commencement of the Investigation

Once a complaint is made, the Investigating Officer will commence an investigation of it as soon as practical, but not later than seven (7) business days after the complaint is made. The purpose of the investigation is to determine whether it is more likely than not that the alleged behavior occurred and, if so, whether it constitutes sex discrimination or sexual harassment. During the course of the investigation, the Investigating Officer may receive counsel from College administrators, the College’s attorneys, or other parties as needed.

In certain narrow circumstances, the Investigating Officer may commence an investigation even if the complainant requests that the matter not be pursued. In such a circumstance, the Investigating Officer will take all reasonable steps to investigate and respond to the matter in a manner that is informed by the complainant’s articulated concerns.

Content of the Investigation

During the investigation, the complainant will have the opportunity to describe his or her allegations and present supporting witnesses or other evidence. The respondent will have the opportunity to respond to the allegations and present supporting witnesses or other evidence. The Investigating Officer will review the statements and evidence presented and may, depending on the circumstances, interview others with relevant knowledge, review documentary materials, and take any other appropriate action to gather and consider information relevant to the complaint. All parties and witnesses involved in the investigation are expected to cooperate and provide complete and truthful information.

Support Person

During the investigation process, both the complainant and the respondent may ask a support person to accompany him or her to all stages of the process. In cases involving multiple student complainants or student respondents, the support person cannot be another complainant or respondent. The support person does not serve as an advocate on behalf of the complainant or respondent, may not be actively involved in any proceedings, and he or she must agree to maintain the confidentiality of the process. Witnesses and others involved in the investigation are not entitled to have a support person present during the investigatory process.

Interim Measures including No-Contact and Protective Orders

At any time during the investigation, the Investigating Officer may determine that interim remedies or protections for the parties involved or witnesses are appropriate. These interim remedies may include separating the parties, placing
limitations on contact between the parties, suspension, or making alternative class-placement or workplace arrangements. Failure to comply with the terms of these interim remedies or protections may constitute a separate violation of the Title IX Non-Discrimination and Anti-Harassment Policy.

A campus no-contact order can limit or prohibit contact and interaction between individuals. A campus no-contact order can be put in place at any time during the investigation, should the Title IX Coordinator determine it is appropriate. Either party may request a campus no-contact order as an interim measure; but must request this action through the Title IX Coordinator. Should a party request a campus no-contact order, the interim no-contact order will expire after conclusion of the investigation. A campus no-contact order may be placed as an outcome of the investigation. Written notification of campus no-contact orders will be given to both parties. A campus no-contact order is enforced under College policies and procedures and is applicable only within the campus jurisdiction.

A criminal no-contact order is requested through the Polk County Attorney or the Des Moines Police Department. A civil protective order is available for victims of domestic abuse and can be obtained through the Polk County Clerk of Court. Mercy College recognizes both criminal no-contact orders and civil protective orders, which should be provided to the Director of Student Success.

Pending Criminal Investigation

Some instances of sexual harassment or sexual assault may also constitute criminal conduct. In such instances, the complainant is also encouraged to file a report with the appropriate law enforcement authorities and, if requested, the College will assist the complainant in doing so. The pendency of a criminal investigation, however, does not relieve the College of its responsibilities under Title IX. Therefore, to the extent doing so does not interfere with any criminal investigation, the College will proceed with its own investigation and resolution of the complaint.

Resolution

At the conclusion of the investigation, the Investigating Officer will prepare a written report. The written report will explain the scope of the investigation, identify findings of fact, and state whether any allegations in the complaint were found to be substantiated by a preponderance of the evidence.

If the written report determines that sex discrimination or sexual harassment occurred, the Investigating Officer shall set forth in an addendum to the written report those steps necessary to maintain an environment free from discrimination and harassment and to protect the safety and well-being of the complainant and other members of the College Community. Such actions will also include reasonable steps to correct the effects of such conduct on the complainant and others and to prevent the recurrence of discrimination, harassment, and retaliation. Examples of such action include: no-contact orders, classroom reassignment, the provision of counseling or other support services, training, and discipline for the perpetrator, including up to termination, expulsion, or other appropriate institutional sanctions.

The complainant and the respondent will receive a copy of the written report and any addendum within three (3) days of its completion. If necessary, the version of the addendum provided to the complainant and/or respondent will be redacted to ensure that information concerning any remedial and/or disciplinary measures is disclosed in a manner consistent with Title IX, the Family Educational Rights and Privacy Act ("FERPA"), and the Clery Act, as explained by the April 4, 2011 Dear Colleague Letter issued by the U.S. Department of Education, available at http://www2.ed.gov/about/offices/list/ocr/letters/colleague-201104.pdf.

The written report of the Investigating Officer shall be final subject only to the right of appeal set forth in Section IV below.

Special Procedure Concerning Complaints Against The President or the Provost

If a complaint involves alleged conduct on the part of the College President, the College Board of Directors will designate the Investigating Officer. Based on the information gathered by the investigation, the College Board of Directors will prepare and issue the written report determining the complaint. The determination of the College Board of Directors is final and not subject to appeal.

If a complaint involves alleged conduct on the part of the Provost, the College President will designate the Investigating Officer. Based on the information gathered by the investigation, the College President will prepare and issue the written report determining the complaint. The determination of the College President is final and not subject to appeal.

Informal Resolution

Informal means of resolution, such as mediation, may be used in lieu of the formal investigation and determination procedure. However, informal means may only be used with the complainant’s voluntary cooperation and the involvement of the Title IX Coordinator. The complainant, however, will not be required to work out the problem
Timing of the Investigation

The College will endeavor to conclude its investigation and resolution of the complaint within sixty (60) calendar days of receiving it. Both the complainant and the respondent will be given periodic updates regarding the status of the investigation. If the complainant or respondent needs additional time to prepare or to gather their witnesses or information, they shall notify the Investigating Officer in writing explaining how much additional time is needed and why it is needed. The Investigating Officer shall respond to any such request within three (3) business days.

Rights of the Parties

During the investigation and resolution of a complaint, the complainant and respondent shall have equal rights. They include:

- Similar and timely notice of meetings at which either or both may be present.
- Equal opportunity to identify and have considered witnesses and other relevant evidence.
- Similar and timely access to all information considered by the Investigating Officer.
- Equal opportunity to review any statements or evidence provided by the other party.
- Equal access to review and comment upon any information independently developed by the Investigating Officer.
- Once investigation report is written, before a decision has been made, both parties will have 3 days to respond to evidence collected.

Appeals

The complainant or respondent may appeal the determination of a complaint only on the following grounds:

- The decision was contrary to the substantial weight of the evidence.
- There is a substantial likelihood that newly discovered information, not available at the time evidence was presented to the Investigating Officer, would result in a different decision.
- Bias or prejudice on the part of the Investigating Officer, or
- The punishment or the corrective action imposed is disproportionate to the offense.

Method of Appeal

Appeals must be filed with the Vice President of Business and Regulatory Affairs within ten (10) business days of receipt of the written report determining the outcome of the complaint. The appeal must be in writing and contain the following:

- Name of the complainant,
- Name of the respondent,
- A statement of the determination of the complaint, including corrective action if any,
- A detailed statement of the basis for the appeal including the specific facts, circumstances, and argument in support of it, and,
- Requested action, if any.

The appellant may request a meeting with the Vice President of Business and Regulatory Affairs, but the decision to grant a meeting is within the Vice President of Business and Regulatory Affairs’ discretion. However, if a meeting is granted, then the other party will be granted a similar opportunity.

Resolution of the Appeal

The Vice President of Business and Regulatory Affairs will resolve the appeal within fifteen (15) business days of receiving it and may take any and all actions that he/she determines to be in the interest of a fair and just decision. The decision of the Vice President of Business and Regulatory Affairs is final. The Vice President of Business and Regulatory Affairs shall issue a short and plain, written statement of the resolution of the appeal. The written statement shall be provided to the complainant, respondent, and the Title IX Coordinator within three (3) business days of the resolution.

Documentation

Throughout all stages of the investigation, resolution, and appeal, the Investigating Officer, the Title IX Coordinator,
and the Vice President of Business and Regulatory Affairs as the case may be, are responsible for maintaining documentation of the investigation and appeal, including documentation of all proceedings conducted under these complaint resolution procedures, which may include written findings of fact, transcripts, and audio recordings.

**Intersection with Other Procedures**

These complaint resolution procedures are the exclusive means of resolving complaints alleging violations of the Title IX: Non-Discrimination and Anti-Harassment Policy. To the extent there are any inconsistencies between these complaint resolution procedures and other College grievance, complaint, or discipline procedures, these complaint resolution procedures will control the resolution of complaints alleging violations of the Title IX: Non-Discrimination and Anti-Harassment Policy.

**Social Media Policies for Students**

Social media and networking sites (Facebook, Instagram, Twitter, YouTube, blogs, etc.) are dynamic communication tools that help people connect and communicate with various groups and individuals. The College supports student participation in online communities as a communication, learning, and networking tool. Students may be disciplined for personal use of social media when usage is in violation of other Mercy College policies.

Because social media is both new and ever changing, the following guidelines have been developed to help students navigate the online opportunities while following College policies and procedures and protecting their personal and professional reputation.

The following “best practices” have been compiled to serve as a guide as students participate in social networking for a College group or as individuals.

**Generally**

*When participating in social networking sites remember:*

- Students should be honest about their identity. Participate only under the student’s name.
- Students should have all the facts before posting something. Cite sources where applicable.
- Be respectful and courteous in posting and communicating.
- Students should think before posting. There’s no such thing as a “private” social media site. Search engines can turn up posts years after the publication date. Comments can be forwarded or copied. Archival systems save information even after it has been deleted.
- Maintain confidentiality. Never post patient, other confidential or proprietary information.

**Personal/Club Sites**

- In personal posts, students should be clear that they are sharing their personal views and are not representing Mercy College or a Mercy College student organization, if the students mention in their postings that they are students.
- Students are legally liable for what they post on their own sites and on the sites of others. Individual bloggers have been held liable for commentary deemed to be proprietary, copyrighted, defamatory, libelous, or obscene (as defined by the courts). Employers are increasingly conducting web searches on job candidates before extending offers. Students should be sure that what they post today will not cause concerns in the future.
- Do not use the logo, name or any College marks or images on a personal or club site. The College logo and name are copyrighted and for official use only.
- Students should use photos only of people who have given them permission to do so. Do not post photos from course materials, campus-based presentations, or any photographs of a medical or personal nature even if they appear to be de-identified. Students should use good judgment when posting photos of themselves on sites that prospective employers may be able to view.
- Never post copyrighted material of any sort.

**Protecting Student Identity**

While students should be honest about themselves, they should not provide personal information that identity thieves could use against them. Students should not list their home address or telephone number or
their work telephone or e-mail address.

Political Endorsements

When posting on behalf of a student organization, students should not endorse or support any political candidate.

Student Code of Conduct and Discipline Policy and Procedures

Student Code of Conduct Policy

The purpose of the Student Code of Conduct is to provide and maintain an environment conducive to learning at Mercy College, including all clinical education sites. In cases where a student engages in inappropriate conduct, the student will be subject to disciplinary action.

Inappropriate conduct includes, but is not limited to the following: academic dishonesty, alcohol and controlled substances infractions, violations of tobacco-free environment policy, arson, assault, inappropriate computer use, disorderly conduct, fire alarms and equipment tampering, gambling, hazing, hate crimes, possession of unauthorized keys or identification badge, breach of patient confidentiality, perjury, submitting fraudulent records, property damage, harassment or abuse including sex, race, religious, color, ethnic origin, gender identity, sexual orientation, age, disability, cultural harassment or abuse, stalking, theft, trespass, weapon possession, use of tobacco of any kind on campus or at a clinical site, use of foul language, accessing pornography while on campus, and inappropriate dress.

Acts in violation of city, county, state, or federal ordinances, regulations, or laws may violate the Student Code of Conduct. The College may begin the disciplinary process whether or not the act results in an arrest and/or conviction. Alternate transportation from the reporting site will be arranged for the student if the conduct observed involves substance abuse.

Professional and Ethical Conduct

Professional and ethical conduct means that students will demonstrate:

- Honesty
- Accountability
- Confidentiality
- Respect for all persons of race, color, national and ethnic origin, age, sexual orientation, gender identity, religion, creed, physical or mental disability, status as a disabled veteran or veteran of war, or any other factor protected by law.
- Adherence to all College policies and procedures
- Active participation in the learning process
- Behavior that supports learning for all students
- Safe practice when caring for clients
- Appropriate requests for supervision / guidance
- Accountability for the conduct of personal guests

Examples of inappropriate behavior include, but are not limited to:

- Disruption of the educational process and atmosphere in the classroom, at clinical sites, and all College property, including but not limited to interfering with the instructors’ ability to teach and students’ ability to learn and refusal to comply with faculty or staff requests regarding vocal or physical behavior.
- Abuse and/or neglect of clients and patients
- Accessing pornography at the College
- Unsafe clinical practices
- Cheating
- Plagiarism
- Unauthorized entry, obstruction, or occupation of any room, building, or area of the College
- Falsifying reports
- Breach of patient confidentiality
• Use of inappropriate or threatening language
• Bullying or cyberbullying
• Physical assault
• Chemical or emotional impairment
• Conviction of any crime involving illegal drugs, child abuse, or moral turpitude
• Possession of dangerous weapons
• Use of computers or software in violation of the Acceptable Use of Information Technology Resources Policy.
• Discrimination/harassment of any kind on the basis of a protected class status
• Violation of Tobacco-Free Environment Policy

**Student Rights Policy and Procedures under the Student Code of Conduct**

A student accused of a violation of the Student Code of Conduct has the following rights:

• To receive documentation of the charge of the alleged inappropriate conduct within a reasonable timeframe.
• To file a grievance form contesting the allegation.
• To hear all the evidence upon which the allegation is based and to respond to the allegation.
• To remain silent about any incident in which the accused is a suspect on the basis of self-incrimination.

**Student Discipline Procedure**

Mercy College reserves the right to initiate discipline at any step of the disciplinary process depending on the severity of the inappropriate conduct.

Students who are admitted to or who are seeking admission to a distance education program follow the same procedure, and their meetings may occur via phone, conference call, internet conference, or utilizing web camera technology.

**Step 1.** College staff who observe or are notified of an act of student misconduct shall attempt to resolve minor, inappropriate conduct privately with the student. The incident will be documented with a report forwarded to the appropriate School Dean for academic issues or the Director of Student Success for nonacademic misconduct violations.

**Step 2.** If the student misconduct is unresolved, or if additional violation(s) of the Student Code of Conduct are observed, the misconduct shall be reported to the Program Chair of the student’s program. If the observing party is the Program Chair, the behavior or violation should be reported to the appropriate School Dean.

The Program Chair or appropriate School Dean or Director of Student Success (see Step 1) will meet with the student and prepare a written warning and develop a written action plan as warranted stating the consequences of the violation and any future violations. The student may be referred to the Josephine Norkaitis Student Success Center. A copy of this warning and written action plan will be placed in the student’s file and removed at graduation if there is/are no further violations. The Program Chair will monitor the student’s conduct.

**Step 3.** Discipline for serious and illegal inappropriate conduct will begin at Step 3 of the Disciplinary Procedure. Students with unresolved or repeated inappropriate conduct continued from Step 2 will meet with the appropriate Dean or Vice President.

Incidents of a student’s serious and/or illegal inappropriate conduct will be reported to the appropriate School Dean or the Vice President. Students may be temporarily suspended during an investigation of any alleged incident of serious and/or illegal inappropriate conduct. The appropriate Dean or Vice President will make a decision on the disciplinary action to be imposed. The College will also report illegal conduct to the appropriate authority for legal action.

Documentation of the incident(s) and a written action plan, if warranted, to resolve the behavior, will be signed by the appropriate Dean or Vice President and placed in the student’s permanent file. The student shall be provided with notice of the written action plan. The student may file a grievance as set forth in the Student Code of Conduct Grievance Procedure.
The appropriate School Dean or designee will monitor the student’s conduct. Further repeated violations or inappropriate conduct can result in temporary suspension, suspension, dismissal, or expulsion from the College. The student may also be referred to the Josephine Norkaitis Student Success Center.

Violations of the Academic Integrity Policy may result in a lower grade for the class, failure on the test or assignment, temporary suspension, suspension, dismissal, or expulsion.

Disciplinary action may continue for Student Code of Conduct violations that occurred prior to a student’s withdrawal from Mercy College.

Mercy College reserves the right to refer a student to the Josephine Norkaitis Student Success Center, temporarily suspend, suspend, dismiss, or expel a student from the College or a College-related activity if the student’s conduct is inappropriate.

**Student Discipline Definitions**

**Temporary Suspension:** A student can be suspended from all college classes and activities and not permitted to be on college property or assigned clinical sites for the period of time during which an investigation is being conducted or the discipline is occurring.

**Suspension:** A student can be suspended from all college classes and activities and not permitted to be on college property or assigned clinical sites for a specified period of time due to an infraction of the Student Code of Conduct.

**Dismissal:** A student dismissed from a program or the college may be permitted to return to the college through the Readmission Policy to the College for Academic and/or Disciplinary Reasons.

**Expulsion:** A student expelled from the College is not permitted to return to the College through the readmission process. Disciplinary action may continue for actions or events that occurred prior to a student’s withdrawal from the College.

**Student Grievance Committee**

The Student Grievance Committee is an ad hoc committee appointed by the Director of Student Success. The membership consists of one of the School Deans (cannot be the dean from the school related to the grievance) and three (3) voting members: one faculty member of each school. The Student Grievance Committee hears student complaints that progress to Step 3 of the Student Code of Conduct Grievance Procedure.

**Student Code of Conduct Grievance Procedure**

Students disputing a Dean’s decision regarding the student’s breach of the Student Code of Conduct may file a Student Code of Conduct Grievance Form with the Student Success Office or designee no later than five (5) academic working days following notification of the final decision or written action plan as set forth in Student Discipline Procedure.

The Grievance form is available from the Director of Student Success.

Students who are admitted to or who are seeking admission to a distance education program follow the same procedure, and their meetings may occur via phone, conference call, internet conference, or utilizing web camera technology.

**Step 1.** Upon receipt of a timely filed grievance, the Director of Student Success or designee will arrange a meeting of the Student Grievance Committee within five (5) academic working days of receipt of the written grievance. The five (5) day academic working deadline may be extended if circumstances warrant an extension. The Vice President shall inform all parties to the initial grievance of the date, time, and place of the committee meeting and forward necessary materials to committee members. The student and any other party to the original grievance will attend and will be given a reasonable time to present relevant information. Both the student and the other party to the original grievance may ask a non-attorney support person to accompany him or her to the Grievance Committee meeting. The non-attorney support person does not serve as an
advocate on behalf of the student or other party, and he or she must agree to maintain the confidentiality of the process.

Step 2. A Dean or designee shall preside over the Student Grievance Committee, which shall review relevant materials, hear discussion presented by all parties, and consider the matter. The voting members of the Student Grievance Committee shall make a recommendation to the Dean presiding.

Step 3. The Dean in his or her discretion shall be free to accept or reject the recommendation of the Committee. The Dean shall make a decision and inform all parties in writing of the decision within five (5) academic working days of receipt of the recommendation of the Student Grievance Committee. The five (5) academic working days deadline may be extended if warranted. The decision of the Dean shall be final and binding unless appealed as set forth below.

Step 4. The Dean shall place a signed and dated copy of the written decision in the separate grievance file maintained with the Vice President for Academic Affairs & Provost’s Office.

Any student who has filed an academic or student code of conduct grievance should continue to attend all classes, labs, and clinical sessions unless specifically notified to the contrary.

**Student Code of Conduct Grievance Appeal Procedure**

Students disputing the Dean’s decision regarding a Student Code of Conduct Grievance may file a written appeal letter with the Vice President for Academic Affairs & Provost no later than five (5) academic working days following notification of the Dean’s decision.

Step 1. The appeal must state the reasons justifying further consideration of the decision rendered by the Dean.

Step 2. The Vice President for Academic Affairs & Provost shall review the Student Grievance Committee records and the student’s written appeal. If warranted, additional information may be requested by the Vice President from the participants of the Student Grievance Committee.

Step 3. The Vice President will inform the student in writing of the decision within five (5) academic working days of the receipt of the Student Code of Conduct Grievance Appeal letter from the student. The five (5) academic working days deadline may be extended if warranted. The decision of the Vice President regarding the Student Code of Conduct Grievance Appeal shall be final and binding.

**Student Academic Complaint Procedure**

Students disputing an academic decision, including final grades, affecting their academic records, may grieve the decision within five (5) academic working days of notification of the academic decision.

Note: If a student does not grieve an academic decision, such as a grade on a test, paper, or project, within five (5) academic working days of receipt of the decision, the student waives the right to grieve the academic decision.

Students who are admitted to or who are seeking admission to a distance education program follow the same procedure, and their meetings may occur via phone, conference call, internet conference, or utilizing webcam technology.

Step 1. Student shall attempt to resolve the matter privately with instructor and relevant party within five (5) academic working days following the disputed academic decision.

Step 2. If the student is dissatisfied with the decision rendered in Step 1, the student will meet with the Program Chair no later than five (5) academic working days following the private attempt to resolve the matter. The Program Chair will notify the student and instructor in writing of his or her decision within five (5) academic working days of the meeting. If the Program Chair and instructor is the same individual, the student will meet with the School Dean. The School Dean will notify the student and instructor, in writing, of the decision within five (5) academic working days of the meeting.

Step 3. If the student is dissatisfied with the decision rendered in Step 2, the student will meet with the School Dean no later than five (5) academic working days following the decision of the Program Chair. The Dean will notify the student, instructor, and Program Chair, in writing, of his or her
decision within five (5) academic working days of the meeting.

Step 4. If the student is dissatisfied with the decision rendered in Step 3, the student may file a written grievance with the Student Success Office no later than five (5) academic working days following notification in Step 3, at which time the Student Academic Complaint Grievance Procedure as set forth below will be followed.

The Academic Complaint Grievance form is available from the Director of Student Success.

Student Academic Complaint Grievance Procedure
Students disputing the School Dean’s decision regarding a student academic complaint may file an Academic Complaint Grievance Form with the Student Success Office no later than five (5) academic working days following notification of the decision in Step 3.

Students who are admitted to or who are seeking admission to a distance education program follow the same procedure, and their meetings may occur via phone, conference call, internet conference, or utilizing web camera technology.

Step 1. Upon receipt of a timely filed grievance, the Director of Student Success will arrange a meeting of the Student Grievance Committee (refer to Student Grievance Committee) within five (5) academic working days of receipt of the written grievance. The five (5) academic working days deadline may be extended if circumstances warrant an extension. The Vice President shall inform all parties to the initial grievance of the date, time, and place of the committee meeting and forward necessary materials to committee members and the student. The student and any other party to the original grievance will attend and will be given a reasonable time to present relevant information. Both the student and the other party to the original grievance may ask a non-attorney support person to accompany him or her to the Grievance Committee meeting. The non-attorney support person does not serve as an advocate on behalf of the student or other party, and he or she must agree to maintain the confidentiality of the process.

Step 2. The Dean or designee shall preside over the Student Grievance Committee, which shall hear and review materials and discussion presented by all parties. The voting members of the Student Grievance Committee shall make a recommendation to the Dean.

Step 3. The Dean in his or her discretion shall be free to accept or reject the recommendation of the Committee. The Dean shall make a decision and inform all parties in writing of the decision within five (5) academic working days. The decision of the Dean shall be final and binding unless appealed as set forth below.

Step 4. The Dean shall place a signed and dated copy of the written decision in the separate grievance file maintained with the Vice President for Academic Affairs and Provost’s Office.

Any student who has filed an academic or student code of conduct grievance should continue to attend all classes, labs, and clinical sessions unless specifically notified to the contrary.

Student Academic Complaint Grievance Appeal Procedure
Students disputing the Dean’s decision regarding a Student Academic Grievance may file a written appeal letter with the Vice President for Academic Affairs & Provost no later than five (5) academic working days following notification of the Dean’s decision.

Step 1. The appeal must state the reasons justifying further consideration of the decision rendered by the Dean.

Step 2. The Vice President shall review the Student Grievance Committee records and the student’s written appeal. If warranted, additional information may be requested by the Vice President from the participants of the Student Grievance Committee.

Step 3. The Vice President will inform the student in writing within five (5) academic working days of the receipt of the Student Academic Grievance Appeal letter from the student. The five (5) academic working days deadline may be extended if warranted. The decision of the Vice President regarding the Student Academic Grievance Appeal shall be final and binding.
Records of Student Academic Complaints

In compliance with Federal Title IV regulations, the Higher Learning Commission for accreditation expects an affiliated institution to maintain records of the formal, written academic student complaints. Records of Mercy College student complaints will be filed in the office of the Vice President of Academic Affairs and Provost. These records will include information about the disposition of the complaints, including those referred to external agencies for final resolution. These records will be available for review by HLC evaluation teams.

Student Complaints - Non-academic and Non-disciplinary

A student complaint is limited to: 1) a dispute or difference regarding the interpretation or application of established policies or procedures or 2) addressing an issue for which the College does not have an established policy or procedure. This complaint process is for non-disciplinary and non-academic complaints. A student complaint must be in writing and must set forth all of the relevant facts upon which it is based, the policy or procedure involved, and the relief sought. A student complaint must be submitted to the appropriate member of the President's Cabinet (vice president or his/her designee) no later than 14 calendar days after the actual incident giving rise to the complaint. The General Contact form on the College website may be used to submit a complaint: http://www.mchs.edu/About-Us/Contact-Us.

The student will receive a written response from the appropriate vice president or his/her designee within 10 business days of receiving the complaint.

Student Privacy Rights Policy under Family Educational Rights and Privacy Act (FERPA)

Mercy College complies with the Family Educational Rights and Privacy Act (FERPA) of 1974 and amendments, which governs access to and release of student academic and financial records. Third party access to non-directory information is not permitted without the student’s written consent, except as allowed by law.

Annual FERPA Notification

Under the Family Educational Rights and Privacy Act (FERPA), students are afforded certain rights when it comes to their educational records. The information below outlines these rights:

Disclosure of Personally Identifiable Information

A student’s educational records are not accessible to a parent or guardian without the student’s written consent, unless the parent or guardian provides a certified copy of the most recent Federal income tax return that shows the student is a dependent. However, if the College believes it is in the student's best interest, information from the educational records may be released to a parent or guardian in cases such as:

- When a student’s health or safety is in jeopardy
- When a student engages in alcohol- or drug-related behavior that violates College policies
- When a student has been placed on academic warning
- When a student has voluntarily withdrawn from the College or has been required by the College to withdraw
- When a student’s academic good standing or promotion is at issue
- When a student has been placed on disciplinary probation or restriction
- When a student engages in behavior calling into question the appropriateness of the student’s continued enrollment in the College

The student has the right to consent to disclosures of personally identifiable information contained within his or her education records, except where FERPA authorizes disclosure without consent. Information may be released:

- To the student
- To the parents of a dependent student
- To a university official
- To a party seeking directory information
- To a party receiving the information pursuant to a judicial order or lawfully issued subpoena
- Regarding student disciplinary proceedings as expressly permitted by FERPA
• To parties otherwise authorized to receive the information pursuant to FERPA

If a student would like information to be released to a third party, the student must file a “Student Information Release Authorization” Form with the Registrar.

Access to Educational Records
Mercy College students, former students, graduates, and parents of minor students have the right to review the student’s official records. Records may be reviewed by appointment with the Registrar; this will be scheduled within 10 working days of a request. The person requesting the review should indicate what records he or she wishes to review. A record may be reviewed in the office and in the presence of the Registrar or designee. Students who are admitted to or who are seeking admission to a distance education program follow the same procedure, and their meeting may occur via phone, conference call, internet conference, or utilizing web camera technology.

Amendment of Educational Records
If a student believes his or her educational records are inaccurate or misleading, the student may make a request in writing to the Registrar, identifying which records the student wishes to have amended and providing supporting documentation as to why he or she desires this amendment.

Filing a Complaint
If the student feels the College has failed to comply with FERPA requirements, the student has the right to file a complaint with the U.S. Department of Education’s office that administers FERPA at:

Family Policy Compliance Office
U.S. Department of Education
400 Maryland Avenue, SW
Washington, DC 20202-8520

Directory Information/Privacy Blocks
Directory information is defined as: student name, address, phone number, student email address, photograph, electronic images, date and place of birth, major fields of study, dates of attendance, grade level (i.e. freshman, sophomore, junior, or senior), degrees, honors, and awards, most recent previous educational institution attended, and participation in College activities. At the discretion of the College directory information may be released. If a student would rather not have his or her information released, the student can complete a nondisclosure form available in the Registrar’s Office, ACE. The student must file this request two weeks before the beginning of the semester. Once a student fills out this form, his or her directory information will be withheld for life, even after he or she is no longer a student, unless the individual rescinds the request.

A few other notes:
• If a student blocks directory information, it may still be inspected by those College officials authorized by law to inspect education records without consent.
• A student may not opt out of disclosure of the student’s name, institutional e-mail address, or electronic identifier in the student’s classroom.
• If a student chooses to block his or her directory information, it can’t be released to friends, family, prospective employers, the news media, advisors, student activities, and honor societies.
• Some reasons for considering a privacy block on student directory information include harassment or the advice of a legal or medical professional.
• If a student would like to keep his or her public data private but release information so it can be published in commencement programs and honor lists, he or she should contact the Registrar.
• The College does not assume any responsibility for contacting the student for subsequent permission to release information.

College Officials with Legitimate Educational Interests
A student’s educational records may be disclosed, without consent, to College officials with legitimate educational interests. These include people employed by the College in administrative, supervisory, academic, research, or support staff roles; people contracted by the College for particular services; people
serving on the Board of Directors; students serving on official committees or assisting other school officials in performing tasks; or volunteers or other non-employees with legitimate educational interests. A legitimate educational interest is present if the College official needs to review an educational record in order to fulfill professional responsibilities.

Disclosure of Information to Other Educational Agencies or Institutions
Mercy College may provide educational records to other agencies or institutions that have requested the records and in which the student seeks or intends to enroll or is already enrolled so long as the disclosure is for purposes related to the student’s enrollment or transfer.

Student Permanent Record Policy
All permanent student records are maintained in the Registrar’s office. Faculty and administrative staff having a legitimate need to review a student file should contact the Registrar.

If it is necessary for student to submit health related documentation to the Student Health Services Office, the records become the property of the College and cannot be returned. All student health records are maintained in a separate confidential file and do not become part of the permanent file after graduation or withdrawal.

College graduate records will be maintained in the Registrar’s office for a period of five years following graduation. After the five-year period has lapsed, confidential digital copies of each graduate’s file will be maintained in the Registrar’s office. Certificate completion records are maintained in the same manner. Records of students who have withdrawn from a program prior to graduation will be maintained in the same manner as records of College graduates. These records will be maintained for a period of five years following withdrawal from the College. The transcripts (Mercy College of Health Sciences and all postsecondary) of withdrawn students will then be transferred to digital copies and will be maintained in the Registrar’s office.

A student’s permanent educational record will contain the following:

- Written authorization for each disclosure of information
- A disclosure of information record of all authorized releases
- Application(s) for Admissions
- High school transcript and/ G.E.D. or HiSet Certificate (if provided during the admission process)
- All postsecondary institution transcripts
- Mercy College transcript
- Senior Nursing Summary, if applicable

Current College student records will contain the following:

- Written authorization for each disclosure of information
- A disclosure of information record of all authorized releases
- Application(s) for Admission
- High school transcript and/or G.E.D. or HiSet Certificate (if provided during the admission process)
- All postsecondary institution transcripts
- Mercy College transcript
- Copies of correspondence with students

The file of a student who has withdrawn from the College will contain the following:

- Written authorization for each disclosure of information
- A disclosure of information record of all authorized releases
- Application(s) for Admission
- High school transcript and/or G.E.D. or HiSet Certificate (if provided during the admission process)
- All postsecondary institution transcripts
- Mercy College transcript
- Copies of correspondence with students

Inactive applicant files (students who did not complete the admissions process or who were admitted but did not register for classes) will be maintained in the Admission Department for one year from the date of
This College Student Handbook is presented as information only and is not a contract between Mercy College and its students. The information, policies, and procedures contained in this Handbook are subject to change at any time with or without notice. Students are responsible for reading and following the information contained in the Handbook, including school-specific policies and procedures. As part of the Orientation to the College process, all admitted students receive instructions on how to access the Student Handbook online. The student is responsible for knowing and complying with the information contained in the College Student Handbook and any changes to the policies and practices as posted on the College website.

Tobacco-Free Environment Policy
All College property and grounds are tobacco free. The use of all tobacco products (including cigarettes, cigars, chewing tobacco, snuff, pipes, e-cigarettes, etc.) on college property is prohibited. Prohibition includes any and all buildings of the College, grounds, parking lots, sidewalks or plazas. While on campus or on campus property, College students shall not use tobacco products.

For students considering employment at Mercy College, a nicotine-free hiring policy applies.

Weapon Permit Policy
The College prohibits anyone from possessing, carrying, or storing weapons of any kind on College property, or in privately owned vehicles parked in College parking lots, even if there is no intent to use the item as a weapon, and even if the item is kept in the locked car or other secure place.

Weapon Definition
Weapon is defined as any form of weapon or explosive; chemical, toxic, or biological devices; all firearms; sharp-edged instruments, martial arts weapons, and any other item that may be used with the intent to commit violence, as defined above, against person or property. If a student is unsure whether an item is considered a weapon under this policy, he or she should contact Mercy Medical Center Public Safety.
School of Allied Health

These policies apply to students in the following Allied Health Programs: Diagnostic Medical Sonography, Emergency Medical Services, Health Information Management, Medical Assisting, Medical Laboratory Science, Physical Therapist Assistant, Radiologic Technology, and Surgical Technology.

Students in these Allied Health programs are responsible for knowing and abiding by the information provided in the College Catalog, Student Handbook, course syllabi, and program-specific information provided to students. Students are expected to comply with policies and procedures as outlined in these materials. Failure to do so may result in disciplinary action as set herein. Students are responsible for obtaining clarification of policies as needed. Copies of the College Catalog, Student Handbook, course syllabi, and program specific documents are maintained in the Program Chair’s office.

Individual programs reserve the right to change policies, course syllabi, and/or revise curricula as may be deemed necessary. These changes may occur at any time during the academic year. Students will be notified of any changes in a timely manner prior to implementation.

Academic Standards
See the Mercy College Catalog for information regarding program requirements, academic standards, academic affairs, and related academic information.

Attendance
Students are expected to attend class, lab, and clinical rotations in all Allied Health programs as set forth in the Attendance Policy.

Although the absences as outlined in the Attendance Policy will not count against the attendance record, the student will be required to meet course requirements (see course syllabi). Compliance may include earning an incomplete grade “I” and completing the course requirements within a maximum of 30 days after the course is finished. It also may require payment of any clinical makeup fee(s). The Program Chair or Clinical Coordinator will work with the student to create a plan to complete course requirements.

It is the student’s responsibility to inform the Program Chair, Clinical Coordinator, or Instructor each day he/she will be absent. See the course syllabi for policies and procedures on reporting absences and making up tests and assignments.

Students are not required to live in the Des Moines area. However, the attendance standards for classroom, lab, and clinical apply to all students. Students may be required to commute to clinical sites outside of the Des Moines Metropolitan area. Students are responsible for their own transportation. Students are advised to consider the recommendations of the Iowa Highway Patrol on road conditions.

Clinical Expectation
Refer to course syllabi for program-specific expectations.

Dress Code

- For clinical experiences the student will be required to wear a standardized uniform (contact the Program Chair for uniform expectations). A clean and wrinkle-free uniform should be worn each day. Alterations to the uniforms are for properly fitting purposes only and not to change the style.
- As part of the uniform, students are required to wear their Mercy College student identification badge.

Body Piercing and Tattoos

- See course syllabi for program policy on earrings. All other visible body piercings (including tongue piercing) are not permitted.
- Tattoos must be covered at all times.
**Patient Consent Forms**

Students may not act as signature witness on patient consent forms. Students may, under the direction of the preceptor, explain the procedure and consent form to the patient; however, only an authorized physician or staff member may sign the consent form.

**Policies Applicable to Medical Assisting, Radiologic Technology, and Surgical Technology**

**Radiation Safety**

The Iowa Department of Public Health (IDPH) requires that an employee is considered a radiation worker if their dose exceeds 10% of the MPD (maximum permissible dose) of 5000 mrem/year. In accordance with state guidelines for maintaining radiation exposure “As Low As Reasonably Achievable (ALARA)”, Mercy College, in collaboration with Mercy Medical Center, strives to assure student exposure during clinical rotations stays under 5000 mrem/year. The action levels established in Mercy Medical Center’s ALARA program is 400 mrem/quarter which is below the state regulated limit of 1250 mrem/quarter. The Allied Health program chairs provide students with information about protecting themselves, patients, patient’s families, and the healthcare team. Information is provided prior to assignments to clinical rotations. Students in Radiologic Technology, Medical Assistant, and other Allied Health programs, if applicable, receive and are required to wear a radiation monitoring badge(s) at all times when at clinical rotations. The badge(s) is to be worn as instructed and will be provided by the College at no cost to the student.

- The Radiation Safety Officer (RSO) reviews radiation monitoring badge reports.
- Radiation monitoring badge reports are discussed at the quarterly Radiation Safety Committee (RSC) meeting. The Nuclear Medicine Technology, Medical Assisting, and Radiologic Technology Program Chairs are members of this committee.
- If a student’s exposure exceeds 400 mrem in one calendar quarter, he/she receives a letter, is counseled, receives a second monitoring badge, and exposure is recorded by the RSO.
- Monthly radiation monitoring badge reports are posted for student review and maintained in the Program Chair or clinical coordinator’s office.
- Coursework covers information on radiation monitoring devices and radiation protection in greater detail.

**Pregnancy Policy for Medical Assisting and Radiologic Technology**

A student who becomes pregnant during the course of study may advise the Program Chair of that fact in writing. Students reserve the right to withdraw a declaration of pregnancy at any time. Notification must also be in writing if the student wishes to withdraw her declaration of pregnancy.

Procedure: If a student declares a pregnancy in writing she will be counseled about revisions in her clinical schedule that may be needed to attain academic and clinical competencies for the major. The student’s time in the major may need to be lengthened to ensure all competencies are attained prior to graduation.

The student has the option to continue in the major without modification.

Upon written declaration of pregnancy, student will receive a second personal radiation monitor for fetal monitoring (at no cost). Forms to declare pregnancy can be obtained from the Program Chair’s office. Notification must be in writing for student to be considered a “declared pregnant student”.

In addition upon declaration of pregnancy, the Compliance Officer or designee will:

- Discuss radiation safety.
- Provide regulatory guidelines.
- Review past radiation exposure and the accumulation through gestation.
- Calculate fetal dose when necessary or upon request.

**EMS Short Term Certificate Programs Policies**

**Payment Information**

Payment is due two weeks before class starts and is non-refundable after the first day of class. Students are considered registered for class only after payment in full is received and may not attend class until such payment is made.
EMS Certificate versus Course Credit

When a student enrolls in a course that may yield college credit or alternatively earn a certificate, for billing purposes, he or she must choose either credit or certificate prior to the start of the class. Once class has started, this choice is irrevocable.

Dropping a EMS Certificate Course

Tuition is non-refundable after the first day of the course. Therefore, a student who wishes to drop a course and receive a tuition credit must complete a Schedule Change form and give it to the Registrar prior to the end of the first day of class. After the first day of class, a student who wishes to withdraw from the course will receive a "W" if the Schedule Change form is received by the Registrar’s Office before 60% of the course is completed. Withdrawals after this time period will result in a grade of "F."
School of Liberal Arts and Sciences

These policies apply to students in Liberal Arts and Science courses and admitted to the following majors: Health Science, Health Care Administration, and Public Health. Students in the School of Liberal Arts and Sciences courses or programs are responsible for knowing and abiding by the information provided in the College Catalog, Student Handbook, course syllabi, and program-specific information provided to students. Students are expected to comply with policies and procedures as outlined in these materials. Failure to do so may result in disciplinary action as set herein. Students are responsible for obtaining clarification of policies as needed. Copies of the College Catalog, Student Handbook, course syllabi, and program-specific documents are maintained in the Dean of Liberal Arts and Sciences or Program Chair’s office. Individual programs reserve the right to change policies, course syllabi, and/or revise curricula as may be deemed necessary. These changes may occur at any time during the academic year. Students will be notified of any changes in a timely manner prior to implementation.

Advising

Prior to registering for classes, communication with your advisor is strongly recommended for successful completion of your curriculum plan in a timely fashion. If a student does not register for the courses agreed upon after meeting with the advisor, it is the student’s responsibility to inform the advisor so updated files can be maintained.

Attendance Policy

Attendance is required for successful completion of the Liberal Arts and Science courses and programs. Please see course syllabus for individual requirements. It is the student’s responsibility to inform the Instructor each day he or she will be absent. See the course syllabus for the deadline for reporting absences and for policies regarding making up tests and assignments.

Dress Code

For didactic courses, appropriate casual dress is required. For the laboratory, a student must wear long pants and closed-toe shoes in the lab. NO open-toed shoes/sandals, Capri pants, skirts, or shorts are allowed in the lab. Failure to follow this policy will result in your not being able to participate in the laboratory.

Dual Enrollment Procedures with Other Mercy College Academic Programs

Students dual enrolled with another program in addition to a program within the School of Liberal Arts and Sciences will have two advisors. The primary advisor is for the associate degree program until completion of that degree and then the primary advisor will be the Bachelor’s program. While in the associate degree program, the student should be in contact with the secondary advisor when registering for classes.

Laboratory Expectations

For the laboratory, a student must wear long pants and closed-toe shoes in the lab. NO open-toed shoes/sandals, Capri pants, skirts, or shorts are allowed in the lab. No food or drink of any kind is allowed in the laboratory. Failure to follow this policy will result in your not being able to participate in the laboratory. Lab coats, gloves and goggles are provided for the labs for which they are required.

Laboratory Makeup Policy

There are no makeups for labs unless arranged with course instructor. See the individual course syllabus for specific instructions.
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**LAS Grading Scale**

<table>
<thead>
<tr>
<th>Percentage Range</th>
<th>Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>93% - 100%</td>
<td>A</td>
</tr>
<tr>
<td>90% - 92%</td>
<td>A-</td>
</tr>
<tr>
<td>87% - 89%</td>
<td>B+</td>
</tr>
<tr>
<td>83% - 86%</td>
<td>B</td>
</tr>
<tr>
<td>80% - 82%</td>
<td>B-</td>
</tr>
<tr>
<td>77% - 79%</td>
<td>C+</td>
</tr>
<tr>
<td>73% - 76%</td>
<td>C</td>
</tr>
<tr>
<td>70% - 72%</td>
<td>C-</td>
</tr>
<tr>
<td>67% - 69%</td>
<td>D+</td>
</tr>
<tr>
<td>63% - 66%</td>
<td>D</td>
</tr>
<tr>
<td>60% - 62%</td>
<td>D-</td>
</tr>
<tr>
<td>59% or less</td>
<td>F</td>
</tr>
</tbody>
</table>

Final grades will be rounded up for grades of .50 or higher. For instance, a final grade of 89.50 would be rounded up to a 90% (A-), but an 89.49 would remain at 89% (B+).

Grades are posted on D2L to assist students in keeping track of their academic progress. Due to any possible E-LEOS issues, this grade may or may not reflect the student’s actual overall final grade. Mid-term and final grades are posted in MyMercy.

**Portfolios**

Health Care Administration, Health Science, and Public Health Programs require practicums. The portfolio is created by the student showcasing the student’s best works such as papers, speech presentations, service learning projects, and exams. The portfolio demonstrates how the student has met the outcomes of the Institution and the program. The portfolio is a capstone project submitted the last semester prior to graduation. The rubric and the portfolio need to be complete before a student will receive his or her diploma. See program chair for further guidelines.

**Preceptorship Procedures**

Health Care Administration and Health Science Programs require practicums. The practicum allows the opportunity to integrate, apply and be exposed to professionals in the healthcare organization. Each student needs to arrange for their own preceptor for the course. Once the preceptor has agreed to the preceptorship, a meeting or phone call will be arranged with the course coordinator, preceptor and student, as needed. The student will have to comply with the course syllabus.
School of Nursing

Student Responsibilities
These policies apply to students in the School of Nursing. Students are responsible for knowing and complying with the information provided in the College Catalog, Student Handbook, course syllabi, and major specific information. Students are responsible for obtaining clarification.

Students are expected to read the course syllabus, course calendar, and assignment instruction which are posted in D2L. Students are expected to check D2L for course communications a minimum of twice weekly. Individual majors reserve the right to change policies, course syllabi, and/or revise curricula as may be deemed necessary. These changes may occur at any time during the academic year. Students will be notified of any changes in a timely manner prior to implementation.

CastleBranch
Students are responsible for maintaining their records in CastleBranch. Students are not permitted to attend clinical until their records are up to date. Refer to clinical attendance policy.

Course Credit
The School of Nursing assigns credit according to the following system:

- 1 credit hour = 1 didactic class hour per week for 15 weeks or equivalent (e.g. 1 credit = 3 hours per week for 5 weeks).
- 1 credit hour = 2 laboratory hours per week for 15 weeks or equivalent (for the BSN programs) and 3 hours per week for the ASN program.
- 1 credit hour = 3 clinical hours per week for 15 weeks or equivalent

One classroom hour equals 50 minutes. One clinical or lab hour equals 60 minutes. The time used for lunch will not be calculated in clinical hours.

School of Nursing Grading Scale
Grades for Nursing courses (NSG/NUR/NUA prefix) shall be determined according to the following values:

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Letter Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>94 to 100</td>
<td>A</td>
</tr>
<tr>
<td>92 to 93</td>
<td>A-</td>
</tr>
<tr>
<td>90 to 91</td>
<td>B+</td>
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<tr>
<td>85 to 89</td>
<td>B</td>
</tr>
<tr>
<td>83 to 84</td>
<td>B-</td>
</tr>
<tr>
<td>81 to 82</td>
<td>C+</td>
</tr>
<tr>
<td>75 to 80</td>
<td>C</td>
</tr>
<tr>
<td>70 to 74</td>
<td>C-</td>
</tr>
<tr>
<td>67 to 69</td>
<td>D+</td>
</tr>
<tr>
<td>63 to 66</td>
<td>D</td>
</tr>
<tr>
<td>60 to 62</td>
<td>D-</td>
</tr>
<tr>
<td>59 or less</td>
<td>F</td>
</tr>
</tbody>
</table>

A Nursing student must receive a classroom grade of “C” or better and a “Satisfactory” clinical rating to pass the course. Rounding will not occur at the end of the semester when computing the final grade.

Medication Calculation
Many nursing courses include content on calculating drug dosages for patients across the life span, see course syllabi for detailed information. Students will take medication calculation proficiency exams and must achieve 100%. Students not passing a proficiency exam are required to complete an individualized remediation plan and successfully pass the exam prior to progressing to the next semester. Calculation questions may be included on quizzes or exams.
Nursing Capstone Projects

All Nursing majors are required to successfully complete a capstone activity demonstrating student achievement of program outcomes. This must be completed before a student will receive his or her diploma. Guidelines for each major will be disseminated to students by Nursing faculty.

ASN and BSN Program Requirement - Reflective Essay

Students graduating from the ASN and BSN programs submit a Reflective Essay to their Academic Advisor during the final semester of study. The purpose of the Reflective Essay is to assess student attainment of program learning outcomes. Students reflect upon their professional and personal growth, as well as, service to the College and the community during the educational experience. Reflection of professional and personal accomplishments assist graduates in preparing for employment interviews and resume writing.

RN to BSN Program Requirement - Reflective Essay

Students graduating from the RN to BSN program submit a Reflective Essay to their Academic Advisor during the final semester of study. The purpose of the BSN essay is to assess student attainment of RN to BSN Program Learning Outcomes. Students will reflect upon their growth (personal, professional), their service to the College and the community during their academic coursework.

Accelerated BSN Program Requirement - Capstone Project

Students graduating from the Accelerated BSN program will complete a Capstone Project beginning with the initial semester. The purpose of the Capstone Project is to synthesize a generalization of previously completed work, and the incorporation of the competence-oriented tasks in preparation for the NCLEX Licensing Examination. The capstone project will consist of a reflection paper from each course, and at least one artifact from each course. In the last term of the program, students will complete a comprehensive reflection summary paper integrating all courses and clinical experiences.

Dress Code

Class

- When attending class, it is expected that students will dress in a business casual fashion.
- Closed-toed shoes are preferred but sandals may be worn but no flip flops are allowed.
- Jeans and tee-shirts are permitted, but cannot be tattered or have holes.
- Pants below the knees (Capri pants) are permitted. Leggings are permitted with tunic tops or long shirts.
- No tank tops, crop tops, shorts, sweat pants, or low-cut tops will be allowed. All tops need to be long enough at the waist and high enough at the neckline to provide adequate coverage of the abdomen, back and chest at all times.

Laboratory/Clinicals/Practicums

- Students are required to wear Mercy College Scrubs to all skills lab sessions. For students entering the first nursing skills lab course, scrubs must be purchased and worn no later than midterm.
- For clinical experiences the student is required to wear a standardized uniform consisting of khaki pants with a purple scrub top with white embroidered College logo. Students who started in the Nursing program prior to Fall 2016 may wear the hunter green scrub top with white college logo. No other uniform styles (including Mercy Medical Center scrubs) are acceptable. A clean uniform should be worn each day, should be wrinkle free and not drag on the floor. Alterations to the uniforms are for fitting purposes only and not to change the style.
- All tops need to be long enough at the waist and high enough at the neckline to provide adequate coverage of the abdomen, back and chest at all times.
- Undergarments must not be visible through clothing or seen above the waistline of the pants.
- Solid colored shirts, tops or turtlenecks in the colors of black, white, off white, tan, or gray may be worn under uniform top and cannot be seen below the bottom of the uniform top.
- ID badge visible and above the waist
- Shoes must match, be white, tan, gray, khaki, brown, black or other solid dark color. Shoes must not have holes or mesh. No slippers, flip-flops, or crocs are allowed.
- Offensive tattoos must be covered.
- Hair that is longer than shoulder length needs to be pulled back, off shoulders, and out of the face.
- Facial hair must be clean and trimmed.
- Perfumes, colognes, and scented body lotions are prohibited. Students should not smell of cigarette smoke or offensive body odor.
- Up to two pierced earrings per ear lobe allowed -- no dangles or hoops. All other visible body piercings (including tongue piercing) are not permitted. Students may use a clear spacer if the piercing cannot be removed completely.
- No artificial nails/extenders allowed including but not limited to acrylic nails, porcelain, tips, acrylic coating, silk/fiber wraps, gel nails and extenders, stickers/decals/nail jewelry and other artificial nail trends and natural nails clean and short. Natural nails should be maintained no longer than ¼ inch in length. Neutral colored nail polishes are acceptable if maintained in good condition.
- Refer to the community health and mental health course syllabi for variations in the dress code.

**Testing Policy**
- For purposes of this policy, testing refers to quizzes and exams.
- Students may be asked to provide identification for face-to-face exams and exam review sessions. The student identification badge is the preferred form of identification, however, government issued photo identification will be accepted. If a student cannot produce identification, the student will not be allowed to take the exam, and will be subject to the late exam policy.
- During written testing periods (quizzes, unit exams, etc.), students may be permitted to use calculators to perform mathematical functions. Students cannot share calculators and cannot use cell phones, or other electronic devices as calculators.
- Students will sit every other seat if possible on exam days. Faculty have the right to assign seats during exam and quizzes.
- All electronic devices, including cell phones and smart devices (e.g. smart watches, Fitbits, personal electronic devices) MUST be turned off and removed from the individual. Baseball caps may not be worn during exams and drinks or food are not allowed, no necklaces may be worn during the exam (religious symbols/necklaces may be worn but must be tucked into clothing).
- Students will not be permitted to leave the room for any reason without instructor permission. Only one student will be permitted to leave at a time.
- If a student needs assistance he/she may signal this to the test proctor by a raised hand.
- If taking a computerized exam or quiz, students are responsible to “save” all answers; otherwise the question(s) will be scored as incorrect.
- Students are expected to arrive at the testing location on time. At the discretion of the instructor students may not be admitted after the exam has passed out.
- Unannounced quizzes are considered an appropriate evaluation of student learning. There will be no makeup of unannounced quizzes.
- If a student is unable to take an exam during the scheduled time, the student may make arrangements with the instructor to make up the exam. In order to receive credit for a makeup exam, arrangements must be made within two (2) business days of the original exam date. The makeup exam must be taken within one (1) week of the original scheduled exam time, or as directed by the instructor to receive credit for the exam. The makeup exam may be a different exam which may include essay and short-answer questions.
- Students must complete all exams to receive a grade for the course. The following conditions apply to makeup testing:
  - A 10% deduction in total points will occur with the first late exam.
  - A 15% deduction in total points will occur with the second late exam.
  - A 20% deduction in total points will occur with the third late exam.
  - Any subsequent exams or quizzes not taken at the scheduled time will receive zero points.
  - Retaking of written exams will not be allowed.
  - A student is allowed to make up an exam(s) without penalty due to compassionate leave or court summons or military duty. Arrangements for testing should be made in advance with the course instructor whenever possible.
- In addition to completion of course materials, standardized achievement assessment testing will be used to assist in the evaluation of student learning. These achievement tests will be used for course credit.

**Late Assignments**
- 10% deduction of total earned points will be applied to late assignments for each calendar day following the posted due date.
- Any assignment submitted after 7 days will receive zero points.
- All assignments must be completed to meet the course outcomes and pass the course.
- For late Assignments: ALWAYS notify course instructor via email or phone call prior to the due date regarding any late assignment.
- Assignment submissions: Do not email faculty late assignments. Assignments must be submitted through the D2L course drop box.

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Laboratory and Clinical Policies

Lab/Clinical Expectations

- Students will be oriented to and follow the guidelines of the lab/c clinical site.
- Students are required to provide their own transportation to and from the lab/c clinical site.
- Students are responsible for checking D2L for communication regarding lab/c clinical.
- Students will be charged for replacement of lost clinical site keys.

Clinical Evaluation

Student evaluations will be completed by clinical instructors each semester. These will be documented and maintained in the student’s file. Students must meet clinical performance expectations to pass the course. These include:

Client Safety

- Performs skills with competency and appropriate supervision.
- Does not place a client at risk or in a dangerous situation.

Nursing Process

- Performs ongoing assessments of the client.
- Recognizes and communicates changes in client condition.
- Appropriately prioritizes client needs at the expected program level.
- Applies theory to practice.

Critical Thinking

- Demonstrates core critical thinking skills (interpretation, analysis, inference, evaluation, explanation and self-regulation).
- Demonstrates sound clinical judgment.
- Demonstrates competency in written and oral communication.
- Maintains client confidentiality.
- Accurately records information into the client’s record.
- Receives client report and provides a report of the client’s condition to instructor and co-assigned nurse.

Verbal and/or Nonverbal Behaviors

- Demonstrates professional behavior at all times.
- Demonstrates responsibility and accountability.
- Demonstrates preparation for clinical rotations (paper work is completed, medications have been researched, procedures have been reviewed, etc.).
- Collaborates with members of the healthcare team.
- Demonstrates professional behaviors when interacting with clients.

Honesty

- Assumes responsibility for one’s own actions.

Lab/Clinical Cancellation

In the event that an instructor does not arrive for a scheduled lab/c clinical experience the students will complete the following procedure:

- If the clinical/lab instructor does not arrive, or has not communicated with students, within 15 minutes of the clinical start time, a student representative will notify the course coordinator.
- The course coordinator will organize clinical/lab coverage and notify students.
- If there has been no communication from either the instructor or the course coordinator 30 minutes after contacting the course coordinator the students may leave the clinical/lab site.

Clinical and Skills Lab Attendance

- Clinical/lab attendance is mandatory for the total scheduled lab/c clinical time. Students will be counted absent if they leave clinical/lab for any reason.
- Students must notify the clinical site and clinical/lab instructor of an absence at least one-hour prior to start of clinical/lab session.
A student will be considered tardy if not ready to begin the clinical or lab experience at the designated start time. After 30 minutes the student will be counted absent. Two lab/clinical tardies per course equals one absence, and each tardy thereafter will be counted as an absence.

Three unexcused absences from a lab or clinical session, including scheduled make up sessions, will result in failure of the course.

Legitimate reasons for absence may include serious illness, documented compassionate leave, jury duty, court summons, and cancellation of classes due to weather emergency (refer to College Student Handbook for specific information on these absences). To meet required course outcomes, absences require clinical make up as directed by the Course Coordinator. See section on lab/clinical make up.

No Call/No Show
An incident of not notifying lab/clinical instructor of an absence prior to the start of the lab/clinical session (as described above) constitutes a breach of Professional and Ethic Conduct as described in the Student Handbook under the Student Code of Conduct and Discipline Policy and Procedures. Students will be subject to the Student Discipline Procedure identified in the Student Handbook.

An incident of not calling or coming to lab/clinical will result in the following consequences:

**First occurrence**: The student will meet with the Course Coordinator and write a 3-5 page reflective paper on the ethics of professional accountability. Guidelines for the paper are as follows:

- Discuss breach of ethical conduct as it relates to patient care and future career in nursing.
- Discuss how the incident impacts assignment/work group in the clinical area.
- Discuss how the incident conflicts with the nursing program objectives/learning outcomes.
- Discuss how the incident conflicts with the core values of Mercy.
- APA format is required. Reference citations are required and should relate to ethical conduct as stated in the Student Handbook as well as other sources on professionalism.

**Second occurrence**: The Student Discipline Procedure, as stated as part of the Student Code of Conduct Policy, will be followed beginning with Step 3.

Lab/Clinical Makeup
Students will follow the course syllabus regarding notification of the lab/clinical in the event of an absence. Notification must be given at least one hour prior to the scheduled clinical time.

- There will be a charge for each clinical makeup day, payable to the business office at the College. This fee must be paid prior to each make up session or prior to the end of the semester. Once a student is scheduled for the makeup session, the fee will be charged whether or not the student attends the session. Student transcripts will be held for nonpayment of makeup fees.
- Lab makeup is individually scheduled with the Lab Coordinator or designated faculty.
- Clinical makeup for specialty courses such as community health, mental health, maternal-child are individually scheduled with the Course Coordinators.
- Clinical makeup for a medical-surgical course is a full 8-hour clinical day regardless of how many hours were actually missed.
- Students are expected to make up clinical absences during the designated clinical makeup sessions per the course syllabus or as identified on the course calendar (if applicable).
- Students are expected to meet the clinical requirements as stated in the course outline as though it were a regular clinical day.
- In the event of an absence for a scheduled lab or clinical makeup session, students must notify the clinical or lab makeup instructor at least one hour prior to the start of the makeup session.
- Clinical makeup paperwork, if required, will be submitted to clinical instructor or Course Coordinator within seven days of the makeup session.

Absences from Class to Attend Professional Nursing Activities
Attendance at professional activities helps students gain insight to the role of the professional nurse. Professional points may be offered in some nursing courses for students to attend professional nursing activities.
Guidelines

- Professional points are offered at the discretion of faculty on a course-by-course basis in order to enhance course outcomes and socialize nursing students to the role of the professional nurse. They are not required to be offered in a course. Professional point requirements will be identified by faculty who offer the points.
- Some events when professional points are offered may occur during the time of a scheduled course/clinical/lab. The following guidelines will be adhered to by students if course/class/clinical time will be missed to attend a professional nursing activity:
  - Students must discuss the absence with course faculty prior to missing any course/clinical/lab time.
  - Before missing scheduled class(es) to attend a professional nursing activity, students must consider their standing in the course. Discussion with faculty may help the students determine whether the class will jeopardize the student’s ability to meet course outcomes.

Example activities that may be offered for professional points include, but are not limited to:

- Legislative Day at the state capitol
- Speakers presenting health-related or nursing-related topics
- Research events
- MCANS activities
- Cultural and diversity events

Students should seriously consider any planned absence in any scheduled class as it may jeopardize success in the course.

**HESI Testing and Remediation for Pre-Licensure ASN and BSN Students Starting the Nursing Major Prior to Fall 2018**

All students enrolled in the Mercy College of Health Sciences pre-licensure nursing programs will take assigned nationally normed HESI exams in selected courses.

**Purpose**

The purpose of the HESI Testing and Remediation Policy for Pre-Licensure Nursing Students is to improve students’ critical thinking, facilitate understanding and synthesis of content, improve reasoning skills, and promote test-taking strategies to achieve NCLEX success. Following HESI Exams, students are required to remediate by creating a Personalized Growth Plan. The requirements are dependent on each individual student’s HESI score for each exam. HESI Exam Scores can be indicative of the students’ level of risk for success in the program and on NCLEX. Students with lower HESI scores will require more intense remediation.

**Specialty Exam Testing**

Specialty Exams are administered in selected nursing courses. Specialty Exams include the following content areas: Fundamentals, Psychiatric Mental Health, Medical-Surgical, Community Health/Management, Maternal, Pediatrics, Pharmacology, Dosage Calculations, Health Assessment, and Nutrition. The number and type of Specialty Exams may be changed at any time in the nursing program curriculum to improve student outcomes.

**Exit Exam Testing**

The HESI Exit Exam is administered in the final semester of the nursing program. This exam assesses students’ readiness for the NCLEX examination.

**Personalized Growth Definition**

A form of individualized remediation in knowledge-building through the implementation of HESI testing intervention strategies.

**Procedure for Specialty Exam Testing**

Students will utilize the following procedures for personalized growth and testing remediation. From the HESI Specialty Exam student report, students will identify knowledge gap areas and then develop a personalized plan for remediation using the Personalized Growth Plan Template.

1. Students will complete a non-supervised exam in specified courses near week 2 of the course.
2. Students will complete a proctored HESI Specialty Exam (Version 1) in specified courses near week 7 of the course, and a second HESI Specialty Exam (Version 2) near week 12 of the course.
3. See the Table below for Grading and Remediation.
4. If there is only 1 version of the Specialty Exam available (i.e. Nutrition), students who do not meet the benchmark of 850 on the Nutrition Exam will complete the Personalized Growth Plan. Students who successfully complete an approved Personalized Growth Plan will be awarded Bonus Points totaling 2% of the course grade.
5. Students will analyze their Specialty Exam results.
6. Personalized Growth Plan Process (if applicable):
   a. Use the Personalized Growth Plan Template found in the course syllabus.
b. Students will complete a Personalized Growth Plan based on data from the individualized Specialty Exam report.

c. Each student will upload the completed Personalized Growth Plan form to the respective D2L course drop box within five business days of receiving the exam report.

d. The faculty member will approve the Personalized Growth Plan within five business days.

e. If the faculty member does not approve a Personalized Growth Plan, a student will have three business days to resubmit a revised Personal Growth Plan to the faculty member.

f. Students can fulfill their Personalized Growth and Remediation outside of class.

g. All activity will be monitored within Evolve to verify the required personal growth expectations.

h. Failure to develop and implement an approved Personalized Growth Plan will result in an "F" for the course.

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### HESI Specialty Exam Grading Chart

<table>
<thead>
<tr>
<th>Exam Score</th>
<th>Grading and Remediation</th>
</tr>
</thead>
</table>
| 850 or above | - Students who earn a score of 850 or higher on Version 1 or Version 2 will be awarded points totaling 6% of the course grade.  
- Students achieving the benchmark of 850 or higher on both Version 1 and Version 2 of the same HESI Specialty Exam will be awarded Bonus Points totaling 2% of the course grade.  
- Students do not need to create a Personalized Growth Plan if they achieve a score of 850 or higher on Version 1 nor do they create a Personalized Growth Plan irrespectively of the Version 2 score. |

| 849 and below | - Students who scored 849 or below on Version 1 of the proctored HESI Specialty Exam and achieve a score of 850 or higher on Version 2 will be awarded points totaling 6% of the course grade.  
- Students who scored 849 or below on Version 1 of the proctored HESI Specialty Exam and achieve a score higher than the Version 1 score and in the 800 to 849 range of the same proctored HESI Specialty Exam, will be awarded bonus points totaling 3% of the course grade.  
- Students who scored 849 or below on Version 1 of the proctored HESI Specialty Exam and achieve a score higher than the Version 1 score and a score of 750-799 on Version 2 of the same proctored HESI Specialty Exam will be awarded bonus points totaling 1.5% of the course grade.  
- Students who scored 849 or below on Version 1 of the HESI Specialty Exam will remediate using the Personalized Growth Plan. |

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* Bonus points are considered additional earned points and do not increase the total number of points in the course for final grade calculation.

### Procedure for Exit Exam Testing (Final Semester)

Students will utilize the following procedures for personal growth and testing remediation. From the HESI Exit Exam student report, students will identify knowledge gap areas and then develop a personalized plan for remediation using the Personalized Growth Plan Template.

All students must remediate according to the following guidelines. Students should aim for an 850 or higher benchmark score on the HESI RN-Exit Exam before sitting for the NCLEX examination.

1. A proctored HESI RN-Exit Exam I will be given near mid-term in the last semester of the nursing program, and a second Exit Exam will be given near week 12 of the course.
2. Students will analyze their Exit Exam results in collaboration with faculty.
3. See the Table below for Grading and Remediation.
4. Personalized Growth Plan Process (if applicable):
   a. Use the Personalized Growth Plan Template found in the course syllabus.
   b. Students will complete a Personalized Growth Plan based on data from the individualized Specialty Exam report.
   c. Each student will upload the completed Personalized Growth Plan form to the respective D2L course drop box within five business days of receiving the exam report.
   d. The faculty member will approve the Personalized Growth Plan within five business days.
   e. If the faculty member does not approve a Personalized Growth Plan, a student will have three business days to resubmit a revised Personal Growth Plan to the faculty member.

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 Students can fulfill their Personalized Growth and Remediation outside of class.

Students can break up the required personal growth/remediation into multiple sessions.

All activity will be monitored within Evolve to verify the required personal growth expectations.

Failure to develop and implement an approved Personalized Growth Plan will result in an "F" for the course.

### HESI Exit Exam Grading Chart

<table>
<thead>
<tr>
<th>Exam Score</th>
<th>Grading and Remediation</th>
</tr>
</thead>
</table>
| 850 or above | - Students who earn a score of 850 or higher on Exit 1 or Exit 2 will be awarded points totaling 6% of the course grade.  
- Students achieving the benchmark of 850 or higher on both Exit 1 and Exit 2 of the same HESI Specialty Exam will be awarded Bonus Points totaling 2% of the course grade.  
- Students do not need to create a Personalized Growth Plan if they achieve a score of 850 or higher on Exit 1 nor do they create a Personalized Growth Plan irrespectively of the Exit 2 score. |
| 849 and below | - Students who scored 849 or below on Exam 1 of the proctored Exit Exam and achieve a score of 850 or higher on Exit 2 will be awarded points totaling 6% of the course grade.  
- Students who scored 849 or below on Exam 1 of the proctored HESI Exit Exam and achieve a score higher than the Exam 1 score and in the 800 to 849 range of the same proctored HESI Exit Exam, will be awarded bonus points totaling 3% of the course grade.  
- Students who scored 849 or below on Exam 1 of the proctored HESI Exit Exam and achieve a score higher than the Exam 1 score and achieve a score of 750-799, on Exit 2 of the same proctored HESI Specialty Exam will be awarded bonus points totaling 1.5% of the course grade.  
- Students who scored 849 or below on Exam 1 of the HESI Exit Exam will remediate using the Personalized Growth Plan. |

* Bonus points are considered additional earned points and do not increase the total number of points in the course for final grade calculation.

### How to access remediation:

- Go to: [http://evolve.elsevier.com](http://evolve.elsevier.com)
- Click on "Sign in" to begin
- Technical Support for HESI/Evolve: 1-800-222-9570

### HESI Testing and Remediaion Policy for Pre-Licensure ASN, BSN and Paramedic to BSN Students Starting the Nursing Major Starting Fall 2018 and later

HESI Specialty Exams and the HESI Exit Exam are administered in selected ASN and BSN courses. HESI exams, benchmark for each exam, course in which exam is administered, and percent of the course grade for each exam are identified in the tables below for the ASN and BSN programs. The number and type of Specialty Exams may be changed at any time in the nursing program curriculum to improve student outcomes.
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**ASN HESI Specialty and Exit Exam Testing and Scoring Table**

<table>
<thead>
<tr>
<th>HESI Exam</th>
<th>Benchmark</th>
<th>ASN Course</th>
<th>Percent of Course Grade *</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fundamentals</td>
<td>850</td>
<td>NSG 131</td>
<td>4%</td>
</tr>
<tr>
<td>Health Assessment</td>
<td>850</td>
<td>NSG 132</td>
<td>8%</td>
</tr>
<tr>
<td>Dosage Calculations</td>
<td>900</td>
<td>NSG 160</td>
<td>4%</td>
</tr>
<tr>
<td>Pharmacology</td>
<td>900</td>
<td>NSG 160</td>
<td>4%</td>
</tr>
<tr>
<td>Nutrition</td>
<td>850</td>
<td>NSG 230</td>
<td>8%</td>
</tr>
<tr>
<td>Maternal</td>
<td>900</td>
<td>NSG 131</td>
<td>4%</td>
</tr>
<tr>
<td>Psychiatric Mental Health</td>
<td>900</td>
<td>NSG 200</td>
<td>4%</td>
</tr>
<tr>
<td>Pediatrics</td>
<td>900</td>
<td>NSG 200</td>
<td>4%</td>
</tr>
<tr>
<td>Medical-Surgical</td>
<td>900</td>
<td>NSG 230</td>
<td>8%</td>
</tr>
<tr>
<td>Management</td>
<td>900</td>
<td>NSG 231</td>
<td>8%</td>
</tr>
<tr>
<td>Exit</td>
<td>900</td>
<td>NSG 231</td>
<td>8%</td>
</tr>
</tbody>
</table>

*Percent of course grade for courses administering two HESI Exams is 4% for each exam except for NSG 230 and NSG 231.

**BSN HESI Specialty and Exit Exam Testing and Scoring Table**

<table>
<thead>
<tr>
<th>HESI Exams</th>
<th>Benchmark</th>
<th>BSN Course</th>
<th>Percent of Course Grade *</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fundamentals</td>
<td>850</td>
<td>NUR 220</td>
<td>4%</td>
</tr>
<tr>
<td>Health Assessment</td>
<td>900</td>
<td>NUR 275</td>
<td>8%</td>
</tr>
<tr>
<td>Dosage Calculations</td>
<td>900</td>
<td>NUR 220</td>
<td>4%</td>
</tr>
<tr>
<td>Pharmacology</td>
<td>900</td>
<td>NUR 315</td>
<td>8%</td>
</tr>
<tr>
<td>Nutrition</td>
<td>850</td>
<td>NUR 310</td>
<td>8%</td>
</tr>
<tr>
<td>Maternal</td>
<td>900</td>
<td>NUR 415</td>
<td>8%</td>
</tr>
<tr>
<td>Psychiatric Mental Health</td>
<td>900</td>
<td>NUR 425</td>
<td>8%</td>
</tr>
<tr>
<td>Pediatrics</td>
<td>900</td>
<td>NUR 325</td>
<td>8%</td>
</tr>
<tr>
<td>Medical-Surgical</td>
<td>900</td>
<td>NUR 320</td>
<td>8%</td>
</tr>
<tr>
<td>Community Health/Management</td>
<td>900</td>
<td>NUR 450</td>
<td>8%</td>
</tr>
<tr>
<td>Exit</td>
<td>900</td>
<td>NUR 460</td>
<td>8%</td>
</tr>
</tbody>
</table>

*Percent of course grade for courses (NUR 220) administering two HESI Exams is 4% for each exam.

**HESI Specialty Exam Testing Procedure**

1. Students will complete the Specialty Assignment and/or Practice Exam as assigned in specified course syllabi prior to administration of Version 1 of a HESI Specialty (see course calendar for due date). Specialty Practice folders associated with proctored exams and quizzes are available anytime to the students for study purposes.

2. Students will take Version 1 of proctored HESI exams in specified courses (see course calendar for exam dates).
   a. Students achieving the benchmark, or higher, on Version 1 of the HESI Specialty Exam:
      i. Will be awarded all designated points (see Testing and Scoring Table).
      ii. Are not required to complete remediation or take Version 2 of the HESI Specialty Exam.
   b. Students not achieving the benchmark on Version 1 of the HESI Specialty Exam will complete a HESI Self-Assessment Remediation Plan based on data from the individualized Exam Report.
      i. The HESI Self-Assessment Remediation Plan Template is available in the course syllabus.
      ii. Students will upload the within five business days of receiving the exam report.
      iii. The faculty member will approve the Self-Assessment Remediation Plan within five business days.
      iv. If the faculty member does not approve the Self-Assessment Remediation Plan, a student will have three business days to resubmit a revised Self-Assessment Remediation Plan to the faculty member.
      v. Students can fulfill their Self-Assessment Remediation Plan on their own time at home or on campus where there is access to logging into the HESI system.
      vi. Successful completion of an approved Self-Assessment Remediation Plan is required 24-hours prior to taking Version 2 of a HESI Specialty Exam.
      vii. Students who do not submit or successfully completed a Self-Assessment Remediation will not be eligible to take Version 2 of HESI Specialty Exam.

3. Following successful completion of the HESI Self-Assessment Remediation Plan, students will take Version 2 of the HESI Specialty Exam (see course calendar for exam date).
I. All designated points will be awarded if the benchmark is achieved (see Testing and Scoring Table.)
II. No points will be awarded if the benchmark (see Testing and Scoring Table) is not achieved on Version 2 of the HESI Specialty Exam.

4. The HESI Nutrition Exam has one version. Students who do not achieve the benchmark on Version 1 will be required to complete remediation; if students fully and successfully complete the remediation plan, one-half (50%) of the designated points will be awarded.

**HESI RN-Exit Exam Testing Procedure (Final Semester of ASN & BSN Programs)**

1. The HESI Exit Exam will be administered a minimum of two weeks prior to final exam week to assist students in preparation for the NCLEX RN exam. A score of 900 is considered recommended performance for NCLEX RN success. The student will have two opportunities to obtain a score of 900 on the HESI Exit Exam.

2. Students will take a proctored HESI Exit Exams in the last semester of the nursing program (see course calendar for exam date).
   a. Students achieving the benchmark, or higher, on the first HESI Proctored Exit Exam:
      i. Will be awarded all designated points (see Testing and Scoring table).
      ii. Are not required to complete remediation or take a second HESI Proctored Exit Exam.
   a. Students not achieving the benchmark on the first HESI Proctored Exit Exam will complete a HESI Self-Assessment Remediation Plan based on data from the individualized Exam Report.
      i. The HESI Self-Assessment Remediation Plan Template is available in the course syllabus.
      ii. Students will upload the within five business days of receiving the exam report.
      iii. The faculty member will approve the Self-Assessment Remediation Plan within five business days.
      iv. If the faculty member does not approve the Self-Assessment Remediation Plan, a student will have three business days to resubmit a revised Self-Assessment Remediation Plan to the faculty member.
      v. Students can fulfill their Self-Assessment Remediation Plan on their own time at home or on campus.
      vi. Successful completion of an approved Self-Assessment Remediation Plan is required 24-hours prior to taking the second proctored HESI Exit Exam.
      vii. Students who do not submit or successfully complete a Self-Assessment Remediation Plan will not be eligible to take the second proctored HESI Exit Exam.

3. Following successful completion of the HESI Self-Assessment Remediation Plan, students will take Version 2 of the HESI Exit Exam (see course calendar for exam date).
   a. All designated points will be awarded if the benchmark is achieved (see Testing and Scoring Table.)
   b. No points will be awarded if the benchmark (see Testing and Scoring Table) is not achieved on the HESI Exit Exam 2.
      i. Students who fail to achieve a score of 900 or higher on the Exit Exam 2 must participate in additional remediation.
      ii. A student scoring <900 on the second Exit HESI must complete the HESI individualized remediation plan for that exam. This plan must include working with designated tutoring faculty.
      iii. Students must remediate with designated tutoring until a score of 900 or higher is achieved.
      iv. Failure to achieve a score of 900 or higher will result in a grade of C- or lower for the assigned course (NSG231 or NUR 460.)

**Adaptive Quizzing Policy**

Adaptive quizzing (EAQs) will be used in selective ASN and BSN courses to facilitate student learning.

- Students are required to complete all assigned EAQs.
- Students are required to achieve the assigned mastery level (see course syllabus).
- Completion of assigned EAQs and achievement of the assigned mastery level for EAQs, per the course syllabus, will count as 4% of the course grade. EAQs must be completed by the due date (see course syllabus) to be eligible for allotted points.
- Failure to meet the assigned mastery level will result in zero points for EAQs.
Accelerated BSN Major – Additional Policies & Procedures

Student Expectations

- Due to the intensive nature of the Accelerated BSN major, students are not permitted to be employed during the Accelerated BSN terms.
- Students will be willing to participate in skills practice with another student in the lab setting. Students are assigned a section and it is expected students will attend assigned section. If needing to attend another section the student must get permission from both course coordinators and late testing/attendance rules may apply.
- Understand that grades are earned by the student and based on quality of work not the time student spends doing assignments.
- Have textbooks and any other course materials purchased/available by the first day of class
- Review the syllabus to assure understanding as to course expectations.
- Have a "back up plan" in case there are computer issues – reliable Internet and computer technology is expected. Computer/Internet issues are not an acceptable excuse for late work.
- Contact the instructor immediately if unable to meet a course requirement/assignment/exam/etc.
- Understand that college-level writing is expected across the curriculum. Mercy College uses the American Psychological Association (APA) format for all papers (if required for the assignment). Students need to seek out information on writing papers and using correct APA format – this information is available within courses and also through the College Library.
- Read syllabus, lesson plans, textbook chapters, and other information as assigned.
- Submit work, on time, to the appropriate drop box or venue – failure to do so will result in the assignment not being graded as submitted on time and student may lose points.
- Go back into assignments to review comments from instructor to improve future work – ask questions if not sure about an assignment or if concerned about a grade received on an assignment.
- Check D2L daily for any announcements and/or emails
- Contact instructor immediately if struggling with the course and/or concerned about being able to submit assignments on time.
- It is expected the student will complete the end-of-course survey to help provide meaningful feedback for future course planning.

Nesting Group Policy for Accelerated BSN Students

To assist students with the challenges of a demanding program, students will be assigned a mentor who will facilitate "nesting group" meetings for the duration of the ABSN program. Evidence suggests that having a mentor helps students reach their goals. During the mentoring period, the professor will:

- Serve as a role model and provide guidance
- Serve as academic advisor
- Create a positive mentoring relationship with open communication
- Help mentee identify problems/barriers and lead mentee in problem-solving
- Offer constructive feedback in a supportive way
- Refer mentee to other professional resources as necessary
- Acknowledge positive behavior and outcomes
- Encourage mentee through challenges
- Provide guidance with the Capstone Project.

Students are required to attend 85% of the nesting group meetings during the length of the program. This attendance is tied to the Capstone Project. Failure to attend at least 85% of nesting group meetings will result in the failure of the Capstone Project. Failure of the Capstone Project will result in the inability to take the NCLEX Licensing Exam. The School of Nursing will not provide program documentation to any Board of Nursing until all graduation and College requirements are met.

Attendance Policy for Accelerated BSN Students

Attendance at all regularly scheduled meetings of a course and clinical is expected. A student shall be permitted to make up required exercises, examinations, and clinicals missed because of absences when these are authenticated. Students who are absent because of religious observances are excused without penalty and will be allowed to make up work missed because of such absences. The President of the College or an official appointed by him or her is authorized to cancel classes at the College or any part thereof if weather conditions so dictate. When classes have been canceled by the College, all School of Nursing classes, including clinical classes are canceled.

The recognized grounds for absences in the classroom and clinical/lab settings are:

- Illness requiring medical attention.
• Recognized religious holidays.
• Severe inclement weather causing dangerous traveling conditions.

Absences from the Classroom
It is expected that all students attend classes.

Student Absence from Clinical/Lab
Students are expected to attend every session of a clinical/lab practicum. Should an absence occur, the student must make up the missed time on the designated clinical/lab makeup day and will be assessed a $50 makeup fee. The specific nature of the makeup assignment is at the discretion of the faculty member or preceptor. Arrangements for making up clinical/lab time are based on availability of the clinical site, faculty, specific learner needs, and student availability. Progression to the next level may be delayed until these accommodations can be made. Students must personally notify the clinical faculty/preceptor and/or clinical site in which they are placed if absence from a clinical day is necessary. Specifics of this notification process will be supplied by the clinical faculty. Missing more than one clinical/lab day in an 8-week term (including makeup sessions) may result in course/clinical failure. Missing more than two clinical days in a 15-week term (including makeup sessions) may result in course/clinical failure. (Also see section below on clinical/skills lab attendance).

No Call/No Show
An incident of not notifying lab/clinical instructor of an absence prior to the start of the lab/clinical session (as described above) constitutes a breach of Professional and Ethic Conduct as described in the Student Handbook under the Student Code of Conduct and Discipline Policy and Procedures. Students will be subject to the Student Discipline Procedure identified in the Student Handbook.

An incident of not calling or coming to lab/clinical will result in the following consequences:

First occurrence: The student will meet with the Course Coordinator and write a 3-5 page reflective paper on the ethics of professional accountability. Guidelines for the paper are as follows:

• Discuss breach of ethical conduct as it relates to patient care and future career in nursing.
• Discuss how the incident impacts assignment/work group in the clinical area.
• Discuss how the incident conflicts with the nursing program objectives/learning outcomes.
• Discuss how the incident conflicts with the core values of Mercy.
• APA format is required. Reference citations are required and should relate to ethical conduct as stated in the Student Handbook as well as other sources on professionalism.

Second occurrence: The Student Discipline Procedure, as stated as part of the Student Code of Conduct Policy, will be followed beginning with Step 3.

Makeup Policies for Exams and Classroom Activities

Exam Makeup/Testing Policy
Exam make up must be completed within 1 week from scheduled exam. Student must initiate the exam make up. If the student knows ahead of time that they will need to make up an exam for a planned absence, the expectation is the student will arrange for this ahead of time and be proactive. If on the day of the exam there is an emergency or extenuating circumstance, the student is expected to notify the professor as soon as reasonably possible. If 24 hours has passed and no contact is made from student to professor, a zero may be given.

Online exams
Quizzes are open for a specified amount of time. The timeline is discussed in class and is posted on D2L. Failure to take the quiz in this timeframe will result in a zero.

In Class Work
If a student is absent from class on a day that there are participation points given or an entry/exit ticket is required, no makeup is allowed unless absence is previously authenticated.

Late Assignments

• 10% deduction of total earned points will be applied to late assignments for each calendar day following the posted due date.
• Any assignment submitted after 7 days will receive zero points.
• All assignments must be completed to meet the course outcomes and pass the course.
• For late Assignments: ALWAYS notify course instructor via email or phone call prior to the due date regarding any late assignment.
• Assignment submissions: Do not email faculty late assignments. Assignments must be submitted through the D2L course drop box.

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Capstone Project and Reflection Paper Guidelines

The purpose of the Capstone Project is to synthesize a generalization of previously completed work, and the incorporation of the competence-oriented tasks in preparation for the NCLEX Licensing Examination. This project is intended to enable students to fully understand, synthesize, and operationalize the interconnections of the Program Learning Outcomes, Course Learning Outcomes, NCLEX Test Plan, Quality and Safety Education for Nurses (QSEN), and the Essentials of Baccalaureate Education for Professional Nursing Practice.

The capstone project will consist of a reflection paper from each course, and at least one artifact from each course. In the last term of the program, students will complete a comprehensive reflection summary paper integrating all courses and clinical experiences.

In term 1 of the program, students will begin saving “clean corrected copies” of their reflection paper and one artifact from each course and place in a binder designated for the Capstone Project. Students will bring their developing project (paper copies) to nesting group meetings as directed by their academic advisor.

Students will also keep electronic copies of all clean corrected documents in a thumb drive designated for the Capstone Project. Students will provide an electronic copy of the completed capstone project to their academic advisor at the end of the program (students should have one electronic version of the completed capstone project for themselves and one electronic version for academic advisor). The paper electronic documents must be organized by course. For example, NUA 331: Fundamentals of Nursing Practice.

Artifacts

- Completed course assignments
- Case studies
- Clinical skills check-off documentation (required for each term except term 1)
- Completed clinical assignments
- Copies of Presentations
- Resume (last term)
- Cover letter (last term)

Reflection Paper

Reaching the pinnacle of program completion comes with great reward and contemplation. Throughout the program, courses taken at Mercy College of Health Sciences for the Accelerated Bachelor of Science in Nursing have an emphasis on nursing education and the growth of nursing knowledge which will lead to the ability to achieve program outcome goals and begin entry into practice.

- Students will complete a 1-3 page reflection paper (body of paper) for each course in the program.
- A comprehensive reflection summary paper 3-4 pages integrating all courses and clinical experiences is required in the last term.
- A title-page should be used using APA format. References and citations are required using APA format when referring to the NCLEX Test Plan, Quality and Safety Education for Nurses (QSEN), Essentials of Baccalaureate Education for Professional Nursing Practice (2008), and for other sources as indicated.
- The paper should be double-spaced using Times New Roman and 11-point font size.

Accelerated BSN HESI Testing and Remediation Policy

HESI Specialty Exams and the HESI Exit Exam are administered in selected Accelerated BSN courses. HESI exams, benchmark for each exam, and the course and semester/session in which each exam are identified in the table below. The number and type of Specialty Exams may be changed at any time in the nursing program curriculum to improve student outcomes.
This College Student Handbook is presented as information only and is not a contract between Mercy College and its students. The information, policies, and procedures contained in this Handbook are subject to change at any time with or without notice. Students are responsible for reading and following the information contained in the Handbook, including school-specific policies and procedures. As part of the Orientation to the College process, all admitted students receive instructions on how to access the Student Handbook online. The student is responsible for knowing and complying with the information contained in the College Student Handbook and any changes to the policies and practices as posted on the College website.

### HESI Testing and Remediation Procedure

1. A HESI exam is worth 6% of the total course grade. To receive the full 6% credit, students must pass Version 1 or Version 2 with the stated benchmark (see table above for classes administering an exam and minimum benchmark).
2. The specialty/standardized exams will be administered throughout semester sessions, according to the table above.
3. Students who pass with the stated benchmark or higher on first attempt do not need to do remediation or take a second version of the exam.
4. If the benchmark is not obtained on Version 1, remediation will be required by the student prior to taking Version 2.
   a. Remediation is done independently per Elsevier’s recommendation for remediation. Proof of completed remediation will be verified by faculty prior to taking Version 2.
   b. Failure to complete required remediation will result in a score of 0%.
   c. Version 2 of the exams, during Fall and Spring 8-week sessions, will be administered outside of the class period during a college proctored exam time scheduled. Detailed course schedules will be given to students at the start of the semester in the course syllabus.

### Remediation Hours associated to Benchmark to Actual HESI score

#### Benchmark 850

<table>
<thead>
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<th>Student Score</th>
<th>Hours of remediation</th>
</tr>
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<tbody>
<tr>
<td>800-849</td>
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</tr>
<tr>
<td>750-799</td>
<td>3</td>
</tr>
<tr>
<td>700-749</td>
<td>4</td>
</tr>
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<td>650-699</td>
<td>5</td>
</tr>
<tr>
<td>600-649</td>
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<tr>
<td>Less than 600</td>
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#### Benchmark 900

<table>
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<th>Student Score</th>
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</tr>
<tr>
<td>Less than 600</td>
<td>8</td>
</tr>
</tbody>
</table>

5. The HESI Nutrition Exam has one version. Students who do not achieve the benchmark on Version 1 will be required to complete remediation; if students fully and successfully complete the remediation plan, 3% of the designated points will be given.
6. The HESI RN Exit Exam will be administered a minimum of two weeks prior to final exam week to assist students in preparation for the NCLEX RN exam. A score of 900 is considered recommended performance for NCLEX RN success. The student will have two opportunities to obtain a score of 900 on the RN Exit HESI.
a. Any student who scores < 900 on the first RN Exit HESI exam will complete the individualized remediation plan (see table above) associated with that exam before taking the RN Exit HESI the second time.
b. A student scoring <900 on the second RN Exit HESI must complete the HESI individualized remediation plan for that exam
c. Failure to achieve a score of 900 or higher will result in a grade of C- or lower for the assigned course (NUA 465).

Adaptive Quizzing Policy
Elsevier Adaptive quizzing (EAQ) will be used in all courses. The EAQ topics covered for each course will be listed in the course specific syllabus.

- The student will spend 20 minutes, 5 times per week, taking adaptive quizzing questions. In this 20-minute time period, the student will take a minimum of 15 questions (75 questions per week, total 450 questions in an 8-week session).
- Adaptive quizzing will take place during weeks 1-6.
- Adaptive quizzing will total 4% of the overall course assessment. The student will receive full credit of the 4% when they meet the minimum 450 question requirement or 0% if the minimum question is not met.