



CARRINGTON  
COLLEGE®

# STUDENT HANDBOOK

Volume V

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# WELCOME TO CARRINGTON

We are excited you are here and we look forward to helping you achieve your educational and career goals.

This handbook provides information you will need to be successful at Carrington College. It outlines what the College expects from you, and what you should expect from us. Your education at Carrington College is about more than the certificate or degree you are seeking. Our goal is to be there for you every step of the way as you prepare to begin your new career. In this handbook, you will find many policies and procedures geared toward that purpose, and it's important you get to know them because they're here to guide your educational journey. Students should also refer to the academic catalog, which can be found at <https://carrington.edu/catalog/>. The catalog and this handbook explain a variety of matters that affect all Carrington students.

Our goal is to help you obtain the education necessary to launch your new career.

In keeping with our practice of providing a timely response to the needs of students and prospective employers and to carry out the purposes and objectives of the college, we reserve the right to modify this handbook. Policies outlined in this handbook apply to all Carrington College students and will be supported by all instructors and staff members.

This handbook outlines your rights and responsibilities. Please read it and understand that you are responsible for abiding by the policies described within. If you have questions, please ask. Our instructors and staff are here to support you and provide you with everything you need to achieve success.

Welcome, and good luck with your educational goals!

## MISSION

The mission of Carrington College is to provide career-focused associate degree and certificate programs in healthcare, trades, and industrial majors to a diverse population of students.

- Carrington College will ensure equitable and inclusive access to our programs, resources, and services.
- Programs are developed to meet student, employer, and community needs by providing hands-on training and instruction delivered through onsite, online, and blended modalities.
- The College uses outcomes, skills, and inquiry-based approaches to education.
- The College models its programs and curricular objects to align with the College's institutional learning outcomes encompassing critical thinking, collaboration, communication, and professionalism.

## ACCREDITATION AND APPROVALS

Carrington College is accredited by the Accrediting Commission for Community and Junior Colleges, Western Association of Schools and Colleges (ACCJC/WASC), 10 Commercial Blvd., Suite 204, Novato, CA 94949, 415 506 0234, an institutional accrediting body recognized by the Council for Higher Education Accreditation and the US Department of Education. Additional information about accreditation, including the filing of complaints against member institutions, can be found at [www.accjc.org](http://www.accjc.org). The most recent information on the status of programmatic accreditation, as well as state approvals to operate, is available in Carrington College's academic catalog, current editions of which are available at <https://carrington.edu/catalog/>.

## GENERAL INFORMATION

Carrington College programs are accelerated, which allows you to complete your education in a shorter time frame than at a traditional college. We focus our education on careers and develop all of our policies and procedures to prepare you for the demands of the work environment. Employers play a significant role in developing our curriculum and policies. With this in mind, please take note of the following:

- Attendance is critical to your success at Carrington College, just as it will be critical in the success of your new career. Be sure to have transportation to school arranged and make arrangements for back-up transportation. Become friends with classmates who can provide this back-up for you, and vice versa.
- Be sure to have childcare arrangements made as well as back-up childcare. Your childcare plan should include not only arrangements for well children, but also a prearranged plan in case of illness of children or your childcare provider. Have a solid plan so that you can attend school every day.
- Carefully assess your homework responsibilities. Do you have a quiet place to study? Have you made arrangements so children will be content to let you study? Each Carrington College program requires study time. Be sure to set time aside each day to focus on yourself, your studies, and your goals.
- Students must complete and submit all assigned work on time. Homework is required; therefore, adequate study time is essential. Students are expected to complete two hours of study/homework for every one hour of weekly scheduled lecture.
- Uniforms are required on campus and at most of our employers' facilities.
- Please review the uniform information in this Handbook to be sure that you understand expectations in this area.
- Students in some programs will complete externship hours in a local healthcare facility. In most cases, externships take place in your program's last course. You will need to meet with your Program Director and Career Services Representative for assistance in this process. Externships are held during daytime hours.
- If you are concerned about your academic performance, don't understand something, or are having



difficulties in class, talk to your instructor. Be sure you understand the course expectations and that you know exactly where you stand academically. Special help or academic coaching can be arranged to assist you in your studies.

- All students must park in designated parking spaces. Illegally parked cars are subject to towing at the owner's expense.
- Additional program-specific information may be available in course syllabi and in Externship or Clinical Manuals that are distributed to students as they near the beginning of their externship or clinical experience.

Carrington College is an educational institution that employs qualified instructors and admits academically qualified students without regard to gender, age, race, national origin, sexual orientation, political affiliation or belief, religion or disability and affords students all rights, privileges, programs, employment services and opportunities generally available.

Carrington College complies with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990 and does not discriminate on the basis of disability.

# COMMITMENT TO ACADEMIC EXCELLENCE

## ACADEMIC COACHING

Carrington College instructors and staff work closely with students to ensure that the appropriate support is available to maximize student success. Instructors, and the Program Directors are available to consult with students who are having difficulty with their studies. Students are urged to take advantage of this valuable extra assistance.

## INSTRUCTOR OFFICE HOURS AND AVAILABILITY

The instructor is committed to student success and will be available to students. Instructors will provide a schedule of office hours and contact information for students located in the course syllabi.

Students should take the time to introduce themselves to their instructors and establish a relationship with them. In addition, students should always communicate clearly with instructors, who always appreciate knowing why students have missed a class, had to leave early, or did not turn in an assignment.

It is the student's responsibility to arrange an appointment to meet with their instructors. If a conflict occurs between the instructor's hours and the student's schedule, another appointment time should be arranged.

If it is not possible to locate instructor, students are encouraged to leave a voice mail message or send an email with directions for a return follow-up message.

## STUDENT SUCCESS CENTER

The Carrington College Student Success Centers are designed to support the educational and research needs of students, faculty, and staff. Carrington College also has libraries housed at each of its campuses within the Student Success Centers. The libraries have a small print collection of both books and journals, including all current textbooks and a collection of supplementary books selected to support the campus' program(s). Further information regarding library services, as well as access to the databases and the book catalog, can be found on the library website: <http://library.carrington.edu>. Campus Academic Deans and Academic Coaches are available in the Student Success Centers and are ready to help you succeed!

## ONLINE LIBRARY RESOURCES

The Carrington College Library subscribes to many databases accessible by all Carrington students, faculty, and staff. The Library currently offers access to seven large database providers (EBSCO, OVID, Primal Pictures, Infobase, etc.) for thousands of full-text resources in various fields of study related to the Carrington College programs, while also supporting the general education courses for all students and faculty. These databases contain current, full-text articles from periodicals, including peer-reviewed scholarly journals, as well as access to multimedia and electronic books and are available 24/7 to students and faculty. Plus, Carrington College has a full-time librarian who is happy to help you!

## SYLLABI

Course syllabi are given to every student on the first day of class. Each syllabus details the specific materials to be covered and competencies to be achieved for each day of the class. Students are encouraged to review their syllabi and see their instructors for all questions.

## LEARNING MANAGEMENT SYSTEM

### *Course Access-Learning Management System*

Carrington College's learning management system provides secure web-based support for on-site classes, but does not substitute for face-to-face instruction. This system is used in support for all-online classes.

Most courses are supported by the Learning Management System. Students should check with their course instructor to determine whether the Learning Management System will be used. Students can access the Learning Management System through this link: [my.carrington.edu](http://my.carrington.edu). Students may visit the website and click on Technical Requirements to be sure their home computers or laptops meet minimum operating requirements for the system.

## CLASSROOM AND LAB STANDARDS

- Students must arrive to class fully prepared with textbooks and supplies.
- For some programs, students are required to remove all notes, notebooks, tablets, cellular phones, and other electronic devices from their desktops during all testing periods.
- Computer use in the Student Success Center, Learning Lab, classrooms or laboratories is limited to activities directly related to educational endeavors or job searching. Inappropriate use of the computer includes but is not limited to social media web sites that may have inappropriate content, or other web sites that are not education related. It is appropriate to check personal email, but students cannot download or print items from their e-mail. Students using College computers for inappropriate activities are subject to disciplinary action up to and including dismissal from school.
- Students must turn off (or set to vibrate) cellular phones, pagers, or other electronic devices that may disrupt class before entering the classroom. Cell phone conversations are prohibited near classrooms or in the Student Success Center.
- Students may enter lab areas and handle equipment only with an instructor's permission.
- Students must clean equipment they use at the end of each class period and return it to its place.
- Housekeeping duties and maintenance of equipment are required of all students.
- Gross negligence, willful damage, or the removal of equipment is prohibited.
- Students are responsible for all work missed. Students are directed to see the Late Assignment Policy within this handbook or their instructor for more information.
- Students must use caution when working with potentially hazardous materials, and all safety procedures and universal precautions set forth by Carrington College and OSHA must be followed. See your instructor for more information.
- Carrington College strives to provide a safe and healthy school environment. Students who have medical conditions that would prevent them from engaging in course activities, such as working with radiography or certain chemicals, should contact the Program Director, Campus Deans or Designee.
- Students are required to provide their own transportation on field trips, clinical observations, fieldwork, and externships.

## **AUDIO/VIDEO/PHOTOGRAPHIC RECORDING OF CLASSROOM LECTURES AND AT CLINICAL OR EXTERNSHIP SITES**

Carrington College seeks to protect the integrity of classroom instruction, including students and Instructors interaction, any course materials presented by Instructors, and the privacy of all classroom participants including information protected by the Federal Educational Rights and Privacy Act (FERPA) and the Health Insurance Portability and Accountability Act (HIPAA). As a result, Carrington College prohibits any recording (audio, video or photographic) of lectures, seminars, or other classroom activities without the express permission of the instructor. Authorized recordings (including those approved as an ADA accommodation) and all other course materials may only be used for the purposes of an individual's (or group) study in the course, and may not be shared with a wider audience on or off campus unless the instructor has explicitly given such permission. Violations of this policy may be a violation of the Student Code of Conduct. Recording of any kind with electronic devices, including but not limited to: computers, cameras including picture taking, videos and/or audio recorders, cellular phones and other devices, is strictly prohibited in the clinical or externship setting.

## **TELEPHONES AND MESSAGES**

Students will not be called out of class for a telephone call except for an emergency. Students should inform family and friends of this. Further, the College will not deliver personal (non-emergency) messages to students at any time. College telephones are not for student use and unauthorized use is grounds for disciplinary action. Personal cell phones must be turned off or set to silent/vibrate and not used during class time. Instructors may request that cell phones not be brought into the classroom.

## **DISABILITY ACCOMMODATIONS IN ACADEMIC PROGRAMS**

Carrington is committed to maintaining an academic environment free of discrimination and complies with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990. Carrington will make reasonable accommodations to afford students with disabilities full and equal enjoyment of Carrington's programs and services. Carrington makes no assumptions concerning any individual's abilities or disabilities and makes an individual assessment to determine whether each student's request for accommodations can be met at Carrington. Any student or applicant with a disability who requests academic adjustments, auxiliary aids or accommodations under Section 504 should contact the Student Services Department to begin the accommodation request process. Student Services can be reached by email at [ADA@carrington.edu](mailto:ADA@carrington.edu). The applicant/student will be given an accommodation request form to complete and submit to the Office of Student Services along with supporting medical, psychological or educational documentation. You should expect to apply for accommodations separately at any facility hosting externship or clinical rotations. Accommodations at these sites are not determined by Carrington College.

Once an accommodation has been approved, the student will be notified by Student Services. Campus, center and online instructions for obtaining approved accommodations may vary. Refer to the individual approval letter for instructions. Should a student need additional accommodations, requests must be submitted in writing to the Office of Student Services.

Should a student experience difficulty in obtaining accommodations, the student should notify the Office of Student Services for assistance in rectifying the situation.

When a student alleges that he/she has been subjected to an act, rule, procedure, class requirement or practice in an academic program that involves discrimination based on his/her qualifying disability, the student should follow the Student Complaint Procedure outlined in this handbook.

## ACADEMIC INTEGRITY POLICY

Ideas and learning form the core of the academic community. No learning community can thrive if its members counterfeit their achievements or seek to establish an unfair advantage over their fellow students via plagiarism. Plagiarism is the representation, whether deliberate or unintentional, of an idea, phrase, or other materials from a source without proper acknowledgement as one's own in any academic exercise.

Any violation of academic integrity is a serious violation and therefore is subject to disciplinary action up to and including dismissal from the college. Carrington College expects mature and responsible behavior from students and strives to create and maintain an environment of social, moral and intellectual excellence.

The list below regarding academic integrity is not all-inclusive, and instructors may establish additional standards based on the nature of the course or the setting in which course material may be delivered or applied. The following, however, does constitute the minimum basis upon which academic integrity is measured.

Following are some ways in which students can prevent and confront academic integrity violations:

If you observe or have first-hand knowledge of a violation of the Academic Integrity standard, report it to your instructor or other staff member.

- Make it difficult and unacceptable for other students to cheat by not sharing work unless required as part of a team assignment, refusing to provide current and old quizzes/exams to other students without consent of the instructor, and covering your work during exams.
- Avoid the temptation to plagiarize and become familiar with American Psychological Association (APA) methods of documenting your sources. Go to [apa.org](http://apa.org) or speak with your instructor or campus Student Success Center staff.

Violations of academic integrity, for the purpose of this standard, are those that permit a student to gain unfair advantage over other students. The following, though not an all-inclusive list, represents violations of academic integrity:

- Misrepresentation of sources used in a work for which the student claims authorship.
- Improper use of course materials in a work for which the student claims authorship. This includes copying sections of text, images, or graphs from internet sources without appropriate citation.
- Use of papers purchased from (or written by) another student, or obtained online, and turned in as one's own work.
- Cheating on a test, quiz or exam by utilizing outside resources.
- Self-Plagiarizing by submitting prior used work in a new course. Students' must create original work in every course of study, even if the student has taken the class prior.

Submitting written work such as laboratory reports, or papers that have been copied from the work of other students with or without their knowledge and consent. The risk of plagiarism can be avoided in written work by clearly indicating, either in footnotes or in the paper itself, the source of any major or unique idea or wording that you did not devise on your own. Sources must be provided regardless of whether the material is quoted directly or paraphrased. Any questions about what constitutes plagiarism should be discussed with the Campus Academic Dean, Student Success Center staff member or an instructor.

If you observe or have first-hand knowledge of a violation of the Academic Integrity standard, report it to your instructor or other colleague of the college.

## CHARGES AND HEARINGS

Any member of the Carrington Community (complainant) may report a violation of this Academic Integrity Policy.

Upon notification or discovery, the instructor will discuss the incident with the student. The student shall have the opportunity to deny the alleged violation and to provide evidence or to admit fault. If the student admits fault or fails to provide adequate evidence, the instructor will refer the case to the campus academic administrator (program director or dean) for the program in which the respondent is enrolled. The student who is accused of violating the policy will remain in class until the conduct hearing is complete. When the campus academic administrator is the complainant, the review will be conducted by the Campus Academic Dean or Designee.

For first offenses, the reviewer will:

1. Present the respondent with a letter explaining the charges against them. Charges should generally be delivered to the respondent within 7 days of the notification by the instructor.
2. If the student agrees with charges, the student will be issued a 0 grade for the assignment. If the student disputes charges, the student may request a panel hearing to determine responsibility of the charges.
3. The reviewer will schedule a hearing to occur not more than 15 calendar days after the notification.
4. The respondent will be afforded an opportunity to present evidence or testimony on their behalf, including the right to bring witnesses.
5. The respondent may be assisted by an advisor, including an attorney at their own expense, the respondent is responsible for presenting their own case, and therefore advisors are not permitted to speak or participate in any hearing.
6. The respondent is not required to attend the hearing and failure to attend will not be considered when determining the outcome of the hearing.
7. At the conclusion of the meeting, the reviewer will present their decision to the respondent.
  - a. If found not responsible, the reviewer will inform the student that no violation was found, and no sanction imposed.
  - b. If found responsible, the reviewer must follow the sanctioning guidelines listed below.

For second and/or third offenses, a Hearing Panel will be convened.

## HEARING PANELS

The Campus Academic Dean, or their designee, serves in a non-voting capacity as chairperson of the Hearing Panel to review charges of violations of the Academic Integrity Policy. The three-person panel is composed of at least one instructor, and one college colleague. Hearings are conducted in private. Admission of any person to the hearing is at the discretion of the Hearing Panel. In hearings involving more than one student, the Campus Academic Dean, or their designee, at his/her discretion, may permit the hearings concerning several students to be conducted together. The student, at his or her own expense, has the right to be assisted by any advisor he or she chooses. The advisor may be an attorney, but it should be understood that this is an administrative action of the College and not a legal proceeding. The student is responsible for presenting his or her own case, and advisors are not permitted to speak or to participate directly in any part of the process. The student and the College shall have the privilege of presenting witnesses, subject to questioning by the Hearing Panel. Pertinent records, exhibits, and written statements may be accepted as evidence for consideration at the discretion of the Campus Academic Dean, or their designee. All procedural questions are subject to the final decision of the Campus Academic Dean, or their designee. After the hearing, the Hearing Panel deliberates in private and determines by majority vote whether the student has violated one or more provisions of this Academic Integrity Policy and if so, which sanctions are appropriate. The Hearing Panel's determination is made on the basis of whether it is more likely than not that the student(s) violated this Academic Integrity Policy. The student will be notified regarding the decision made by the Hearing Panel. If the Hearing Panel determines that sanctions by the reviewer are to be revoked, no indication of the incident is placed in the student's permanent academic record. If the Hearing Panel determines that sanctions are to be upheld, the decision is noted on the Academic Integrity Incident Report form, the violation is recorded in the respondent student's permanent academic record, and the sanctions are imposed

## SANCTIONS

The mandatory sanctions listed below are the minimum allowed. Discretionary sanctions may be imposed if deemed appropriate.

### FIRST RECORDED OFFENSE

#### **Mandatory**

Students are assigned a grade of zero for the entire paper, exam, quiz, threaded discussion assignment, homework, lab, or other work in which the incident of academic dishonesty occurred, and the students' grade in the course is adjusted accordingly. No partial grade will be given.

#### **Discretionary**

Students receive a failing grade for the course, lab course, etc., in which the first offense occurred and are precluded from withdrawing from the course.

### SECOND RECORDED OFFENSE

#### **Mandatory**

Students receive a failing grade for the course, lab course, etc., in which the second offense occurred and are precluded from withdrawing from the course.

#### **Discretionary**

Students are suspended for up to one academic year from Carrington College or permanently expelled from Carrington College. Such students are precluded from withdrawing from the course(s) or the College in order to avoid suspension.

### THIRD RECORDED OFFENSE

#### **Mandatory**

Students are permanently expelled from Carrington College. Such students are precluded from withdrawing from the course(s) or the College in order to avoid expulsion. The third offense need not be in the same location, course, program session or semester as either the first or second offense to invoke this sanction.

## APPEAL PROCESS

A student can appeal a Hearing Panel's decision or imposed sanctions based on one of the criteria listed below by completing, signing and submitting a written appeal to the Manager, Student Services, or their designee, (for onsite students) within seven business days of the decision. The criteria for appeal of a hearing panel decision are limited to the following:

To determine whether the original hearing was conducted fairly in light of the charges and prescribed procedures, giving the student a reasonable chance to prepare and present evidence that the Academic Integrity Policy was violated and giving the accused student a reasonable opportunity to prepare and present a rebuttal of those allegations.

- To determine whether the decision reached regarding the accused student was based on substantive evidence; that is, whether the facts in the case were sufficient to establish that a violation of the Academic Integrity Policy had occurred.
- To determine whether the sanction(s) imposed were appropriate for the violation.
- To consider new evidence sufficient to alter a decision or other relevant facts not brought out in the original hearing, because such evidence and/or facts were not known at the time of the original hearing.

The decision of the Manager, Student Services on the appeal is final.

## READMISSION FOLLOWING A SUSPENSION FOR ACADEMIC INTEGRITY VIOLATIONS

Students who have been suspended from Carrington College as a result of an academic integrity violation must follow the policy for Appeals for Reinstatement found in the Academic Catalog.

As part of our commitment to academic integrity, Carrington College subscribes to an online plagiarism prevention system called Turnitin. Student work may be submitted to this system. Student privacy is protected by assigning code numbers, not names, to all student work stored in its database. Turnitin is the leading originality checking and plagiarism prevention service used and encourages best practices for using and citing other people's written material.

## ACADEMIC CATALOG

The academic catalog presents policies and procedures that relate to the institution. Students are responsible for knowing the policies and procedures in the catalog. The college catalog and student handbook are the official publications of the institution. Students must review and follow the policies and procedures contained in each. The College Catalog always supersedes the Student Handbook when differences may occur. The current edition of the college catalog is available at <https://carrington.edu/catalog/>

## LATE ASSIGNMENT POLICY

### Unless otherwise noted:

To earn full credit for an assignment, you are required to submit or complete assignments by 11:59 p.m. PT on the due date or e-mail the instructor by the due date about your inability to submit the assignment. You will then have 5 calendar days to complete the assignment. If you fail to notify the instructor, it is at the instructor's discretion to accept the late work.

Any late work will be graded subject to the instructor's discretion and a point deduction of 5% per calendar day (maximum of 5 calendar days) from the grade achieved will be imposed. No work will be accepted that is more than 5 calendar days late.

No late submissions will be permitted beyond the end of the course unless arrangements have been made with your instructor and you will be taking an "incomplete" in the class. All incomplete work must be completed within two modules of the end of the term. Final exam extensions may only be granted by the College.

**Emergencies and Extenuating Circumstances:** If there is an extenuating circumstance that prevents you from completing assignments, you must contact the instructor to make alternative arrangements. E-mail your instructor the information about your emergency and request approval to make up the assignment, lab, quiz, or exam. Threaded discussions may not be made up.

Active communication is the key to overcoming any hurdles you may encounter during the term. It is your responsibility to inform your instructor of extenuating circumstances that might prevent you from completing work by the assigned deadline. In those situations, your instructor will work with you to come up with a mutually acceptable alternative. However, prior notification does not automatically result in a waiver of the late penalties. Please note that evaluation of extenuating circumstances is at the discretion of your instructor and documentation may be required. Examples of extenuating circumstances may include but are not limited to: personal/family member hospitalization, death in the family, weather/environmental evacuation due to fire/hurricane, Canvas server outages or disruptions in service, or active military assignment where internet connectivity is unavailable for a limited time period. Computer-related issues and Internet connectivity issues are not considered extenuating circumstances.

All submissions are considered final and no resubmissions will be permitted unless they are solely for the purpose of additional feedback and pointers.

## GRADE APPEALS

Students who wish to appeal a final course grade must contact their instructor within 30 calendar days of the final day of the term in which they took the course. The instructor will review the student's concern and respond to the student within 10 calendar days of the student's initial contact. If the matter remains unresolved after the student's contact, the student may request an appeal to this decision by following the procedures outlined below:

1. Submit a signed, written grade appeal letter to the Campus Academic Dean or Designee, describing the basis of the grade appeal in sufficient detail to allow the or designee to begin an investigation. For online programs, appeal submissions to be sent to the Dean of Curriculum for Online.
2. The Campus Academic Dean, Dean of Curriculum or designee will confirm completion of the investigation with a written report sent to the student within 10 working days of receipt of the grade appeal from the student.
3. If the student is not satisfied with the disposition of the grade appeal, the student may appeal in writing to the Vice Provost, Academic Affairs within 10 working days of receipt. The appeal letter must include a copy of the written disposition and an explanation why the student is not satisfied with that outcome.
4. The Vice Provost, Academic Affairs will review the report and the student's appeal and conduct any further investigation necessary, including requesting additional information from the student, Program Director, Nursing Dean or designee.
5. The Vice Provost, Academic Affairs will provide the student a written appeal finding, which will be sent within 10 working days of receipt of the grade appeal letter. This written decision is the final disposition of the grade appeal.

If student is appealing a non-passing grade, student cannot progress into future courses until Grade Appeal has been finalized. If a non-passing grade resulted in Academic Dismissal from a program, student cannot attend any courses in that program until Grade Appeal has been finalized.

## PROGRAM / CAMPUS CHANGES

A change from one program to another or a transfer from one campus to another may affect the graduation date, costs, and financial aid. Whether specific coursework is transferrable from one program to another depends on the programs and courses involved. Students are subject to any or all admission requirements of the receiving program/campus if the student is transferring between campuses or the admission requirements of the new program if changing programs.

## WITHDRAWAL FROM A PROGRAM

Please see the Academic Catalog for more comprehensive information.

## CONTINUING EDUCATION

Many students and graduates are interested in pursuing further education by obtaining a second certificate or with an associate's or bachelor's degree. You may see an Enrollment Services Representative to discuss furthering your education at Carrington College or learn more information about Carrington's articulation agreements with other colleges or universities.

# COMMITMENT TO PROFESSIONAL EXCELLENCE

## PROFESSIONAL EXPECTATIONS

At Carrington College, we maintain a professional environment similar to what you will encounter in your new career. We have a responsibility to employers to uphold the high level of professionalism expected in the workplace. Please always conduct yourself in the most professional manner and be aware of the following guidelines.

## GENERAL STANDARDS

1. Use professional and courteous language. Profanity is not acceptable. Slang is not deemed professional in the health care workplace.
2. Respectfully address all instructors with the appropriate title and Surname (e.g. Ms. Jones, Dr. Smith, Mr. Brown).
3. Remain alert in class at all times. Fully participate in class activities and team projects.
4. Take responsibility where appropriate, and do not be critical of others.
5. Practice a high level of motivation, initiative, cooperation, and attitude.

Additional professional standards may be listed in program-specific Externship or Clinical Manuals.

## DRESS CODE

Carrington College students are expected to present a professional appearance consistent with the expectations for the career to which students aspire. While in uniform, students should conduct themselves in a professional manner. Students must always wear their uniforms on campus, on field trips, at clinic, on fieldwork, and at externship facilities. Failure to comply with the dress code may result in removal from that class session and students may receive an absence or tardy, grade reduction, and/or official warnings. Continued infractions may result in probation and/or withdrawal from school.

**Uniforms:** Only assigned Carrington College scrubs are to be worn during classroom activities and on externship/clinical. Some programs utilize khaki pants and polo shirts. Plain turtlenecks may be worn under the polo shirt or scrub top. Pregnant students may wear oversized scrub tops or maternity uniforms. Denim jeans, leggings, sweats, calf-length pants, pegging, tucking, or rolling are not acceptable. Please see your instructor for more information.

**Shoes:** White or black uniform shoes only for the health care students. Other leather or leather-like material shoes with rubber soles are acceptable. Nylon, canvas, suede, clogs, sandals, open-toed and open-heeled shoes are not acceptable.

**Outerwear:** A plain sweatshirt that complements the color of the scrub top may be appropriate or a white lab coat may be worn. Coats and jackets should be removed and hung on a chair back, but not worn in the classroom, lab or clinic. Hats or hoods are not appropriate while in uniform.

**Undergarments:** Plain white socks, or socks that match the color of your top, should be worn with pants or scrubs. Professionalism requires that undergarments be worn at all times. Undergarments visible through (or above) the uniform are not appropriate.

**Hair and Nails:** Hair should have a professional appearance, be a natural hair color, and be short enough or

sufficiently restrained so as not to fall forward into the work or patient space. Hair should be worn off the shoulders and away from the face. Beards and mustaches must be neat and trimmed. Nails must be clean and trimmed. Artificial nails are prohibited.

**Accessories:** One set of small earrings, worn in the earlobe, is appropriate. A wristwatch with a second hand is appropriate and necessary in some programs. No more than two rings should be worn. Hoop or dangle earrings and face, tongue, or body piercings are prohibited. Tattoos must be covered.

If a student needs a religious accommodation regarding grooming or dress standards, please contact the Manager, Student Services.

## CAREER SERVICES

Carrington College is eager to help all graduates obtain employment after graduation and provides comprehensive career services working with students on job-search strategies, job- market orientation, resume writing, and interviewing techniques. Career services are available to all active students and graduates without charge. Success in securing employment depends on the graduate's efforts and motivation, as well as on educational performance. Carrington College does not guarantee employment, nor does it guarantee employment within specific salary ranges or in specific areas.

To be eligible for career services, students must:

- Be an active student or graduate of Carrington College
- Present the office with a resume
- Be engaged in an active job search and contact all possible job openings
- Act and speak professionally at all times
- Be punctual for appointments
- Always reflect a positive attitude
- Dress appropriately
- Keep the College informed about results of contacts and interviews
- Inform the College immediately about address and phone number changes
- Follow up on all job leads provided
- Immediately notify Career Services when employment is obtained

Career Services cannot guarantee specific externship or clinical facilities as employers extend the opportunity of training to you on an optional basis. The decision to accept or reject a student for an externship is solely the responsibility of the facility. Site reassignment will take place only when the school has decided that the original facility is not meeting our educational requirements. If you develop concerns about your externship or clinical site, they must be expressed to your Career Services Advisor and Program Director immediately. Your concerns will be addressed, and a decision made. Do not discontinue your externship or clinical rotations unless you have been instructed to do so by your Career Services Advisor or Program Director.

## EXIT INTERVIEW

During their last course or semester on campus, students are required to participate in an exit interview with Career Services and Student Finance. During this meeting students are familiarized with important information and paperwork that must be completed prior to, during, and following externship. Students will be notified of the day and time of this meeting; attendance is mandatory.

Prior to the last day on campus, all students must:

- Pay all tuition/debts to the school
- Pass all required tests
- Submit the clinical sheet with all clinical hours checked off by instructor
- Submit all externship or clinical timesheets
- Submit a resume
- Return all Student Success Center books
- Complete an exit interview
- Complete and submit exit paperwork

Additional information about externships and clinical is available in program-specific Clinical Manuals that are distributed to students as they near the beginning of their externship or clinical terms.

## HEALTH SERVICES

Carrington College does not provide campus health services. While enrolled in school, students are covered by student accident insurance. Students are responsible for their own health care.

## CODE OF CONDUCT

The Code of Conduct applies to all students. Students must obey municipal, state and federal laws, conduct themselves in a professional manner and comply with all College rules as set forth here and in all other College publications or in written or verbal notices given by College staff or instructors.

### Terminology

1. The terms “College” or “Carrington” mean Carrington College.
2. The term “member of the Carrington community” includes students, instructors or colleagues at Carrington College, and any other individuals associated with the College. The Campus Director or designee shall determine a person’s status in a particular situation.
3. The term “students” is defined as prospective applicants, current students including those who attend online, former students and graduates of all Carrington College campuses.
4. The term “Carrington premises” includes all land, buildings, facilities, and other property in the possession of or owned, used, or controlled by Carrington College California (including parking lots, adjacent streets and sidewalks).
5. The term “hearing panel” means any person or persons authorized by the Manager, Student Services or designee to determine whether a student has violated the Code of Conduct and to recommend imposition of sanctions.
6. The term Campus Director refers to Carrington’s official authorized person designated to manage the College’s Code of Conduct proceedings and/or impose sanctions upon respondents found to have violated the Code of Conduct.
7. The term “policy” is defined as the regulations of the College including, but not limited to, those found in the student handbook, program handbook/manual, and catalogs.
8. The term “respondent” is defined as the student who has allegedly violated the Code of Conduct.
9. The term “complainant” is defined as a person or a group that makes a formal complaint to the College pertaining to violations of the Code of Conduct.

The Code of Conduct applies to behavior that affects the College community, irrespective of where or when that conduct may occur. Discipline may extend to off-campus activities/events and locations when the actions in question

adversely affect the College community and/or pursuit of its objectives. Any student found to have committed the following misconduct may be subject to disciplinary sanctions.

This list is not all-inclusive but does include categories of misconduct as defined by the College.

- 1) Acts of dishonesty including, but not limited to, the following:
  - (i) Furnishing false information to any College official, instructor or office.
  - (ii) Forgery, alteration or misuse of any College document, record or instrument of identification.
  - (iii) Computer piracy, including duplication of computer software, copyright infringement and unauthorized computer entry.
- 2) Disruption or obstruction of teaching, research, administration, disciplinary proceedings and other College activities, including its public service functions on or off campus, or other authorized non- College activities, when the act occurs on Carrington premises.
- 3) Physical abuse, verbal abuse, threats, intimidation, and harassment including, but not limited to, sexual or gender-based harassment, coercion and/or other conduct that threatens endangers the health or safety of any person or animal, either on or off Carrington premises or at any College- sponsored activity.
- 4) Negligence, gross misconduct, or disregard of clinical practices which result in, or could result in, harm to the patient or other caregivers.
- 5) Bullying and cyberbullying (using one's power to control or harm individuals who cannot defend themselves) including, but not limited to, face-to-face interactions and any electronic communication (messages transmitted by means of an electronic device, including, but not limited to, a telephone, cellular phone, computer, tablet, or pager) whether it be a single incident or a series of incidents.
- 6) Attempted or actual theft of and/or damage to property of the College or property of a member of the Carrington community or other personal or public property.
- 7) Carrington prohibits any organization, chartered or otherwise, officially or in fact, participating in the activity of "hazing," defined as any action taken or situation created which, regardless of intent or consent of the participants, may reasonably produce bodily harm or danger, mental or physical discomfort, embarrassment, harassment, fright, humiliation or ridicule, or otherwise compromises the dignity of an individual; compels an individual to participate in an activity that is unlawful and or contrary to College rules, policies and regulations; will unreasonably or unusually impair an individual's academic efforts, and/or occurs on or off campus . Hazing is further defined as an act that endangers the mental or physical health or safety of a student, or removes public or private property, for the purpose of initiation or admission into, affiliation with, or as a condition for, continued membership in a group or organization. Prohibited activities and/or actions include, but are not limited to: tests of endurance; submission of members or prospective members to potentially dangerous or hazardous circumstances; any activity that by its nature is so intense that it would cause severe mental anxiety, mental distress, panic, human degradation or public embarrassment; creation of excessive fatigue or a late work session that interferes with scholastic activities or deprives persons of the opportunity for sufficient sleep (six hours per day), decent, edible meals and/or access to means of bodily cleanliness; forcing or coercing a person to consume alcohol or other substances, in any amount; any requirement that compels an individual to participate in an activity that is illegal, perverse or indecent; and compelling individuals to engage in sexual behaviors, sexual or racial harassment or slurs, or exhibitionism.
- 8) Gambling on Carrington premises, at College functions or through the use of College equipment.
- 9) Failure to comply with directions of College officials or law enforcement officers acting in performance of their duties and/or failure to identify oneself to these persons upon requested.
- 10) Unauthorized possession, duplication or use of keys or access cards to any part of Carrington premises, or unauthorized entry to or use of Carrington premises.
- 11) Violation of published College policies, procedures, rules or regulations.

- 12) Violation of any applicable law.
- 13) Use, possession or distribution of narcotics or other controlled substances, except as expressly permitted by law, or being under the influence of such substances.
- 14) Use, possession, or distribution of alcoholic beverages, except as expressly permitted by law and College regulation, or public intoxication.
- 15) Illegal or unauthorized possession of firearms, explosives, other weapons, or dangerous chemicals.
- 16) Participation in a demonstration that disrupts normal operations of the College or infringes on rights of other members of the Carrington community; leading or inciting others to disrupt the scheduled and/or normal activities within any area of the College; intentional obstruction that is unreasonable and interferes with freedom of movement and/or free flow of pedestrian or vehicular traffic.
- 17) Transmission of material that contains ethnic slurs, racial epithets, or anything that may be viewed as harassment of others based on race, national origin, sex, sexual orientation, gender and gender expression, age, disability, or religion.
- 18) Computer piracy, which includes any act of copyright infringement (prohibited by federal, state, or local law); the use of software which has otherwise been expressly prohibited; copying; duplicating software code; and copying of notes, specifications, or technical descriptions of any software code whether copyrighted or not.
- 19) Any attempt to access or modify unauthorized computer system information or to interfere with normal system operations, whether on Carrington College equipment, the Internet provider or any computer system or network, will result in suspension of access and the perpetrator may be withdrawn from school.
- 20) Computer/network use is not to include any of the following activities: gambling, shopping, online chatting, and spamming, advertising, game playing (unless educational in nature and approved by campus personnel), or downloading software or files unrelated to school assignments.
- 21) Conduct that is disorderly, lewd, or indecent; breach of peace; or aiding, abetting, or procuring another person to breach the peace.
- 22) Aiding, abetting, or inducing another to commit a violation of the Code of Conduct.
- 23) Theft or other abuse of computer time, including but not limited to:
  - (i) Unauthorized entry into a file, to use, read or change contents, or for any other purpose.
  - (ii) Unauthorized transfer of a file.
  - (iii) Unauthorized use of another individual's identification and password.
  - (iv) Use of computing facilities to interfere with work of another student, instructor, or College official.
  - (v) Use of computing facilities to send obscene or abusive messages.
  - (vi) Use of computing facilities to interfere with normal operation of the College computing system.
  - (vii) Introduction, reproduction and/or promulgation of any computer virus.
  - (viii) Inappropriate use of the computer includes, but is not limited to, such as Facebook, web sites with inappropriate content, or other websites that are not education related.
  - (ix) It is appropriate to check personal email, but students cannot download or print items from their e-mail.
  - (x) Students using College computers for inappropriate activities are subject to disciplinary action up to and including dismissal from school.
- 24) Abuse of the judicial/hearing or disciplinary system, including, but not limited to:
  - (i) Falsification, distortion or misrepresentation of information before a judicial body/hearing panel.
  - (ii) Disruption or interference with orderly conduct of a judicial/hearing proceeding.
  - (iii) Knowingly instituting judicial/hearing proceedings without good cause.
  - (iv) Attempting to discourage an individual's proper participation in, or use of, the judicial/hearing system.

(v) Attempting to influence the impartiality of a member of the (hearing panel) prior to, and/or during, the course of the judicial/hearing proceeding.

(vi) Harassment (verbal or physical) and/or intimidation by a respondent of a member of the (hearing panel) prior to, during and/or after a judicial/hearing proceeding.

(vii) Failure to comply with sanction(s) imposed under the Code of Conduct.

(viii) Influencing or attempting to influence another person to commit an abuse of the judicial/hearing system.

25) Any harassment based on a protected characteristic not covered under another policy.

## **INVOLVEMENT OF LAW ENFORCEMENT OR EXTERNAL JUDICIAL AUTHORITIES**

Complainants who believe they are victims of crime or other violation of law (for example, assault, battery, sexual misconduct) may notify and seek assistance from the College, local law enforcement and/or other community resources concurrently. The Campus Academic Dean and/or designee can provide information about how to contact law enforcement or other local community resources.

The College is committed to maintaining an environment that is safe for all members of the Carrington Community. Safety concerns, including those arising out of Code of Conduct Proceedings should be brought to the attention of the Campus Incident Commander, the Campus Academic Dean and/or designee for evaluation of any appropriate measures to be taken by the College to promote security. Complainants may also seek protective restraining, or “no-contact,” orders from an external law enforcement or judicial authority; Complainants who do so should notify the Campus Academic Dean or designee or the campus incident commander so that the campus can cooperate as appropriate in the observation of the order.

The College may institute Code of Conduct proceedings against a respondent charged with violation of applicable law without regard to the pendency of civil litigation or criminal arrest and prosecution. Proceedings to determine violations of this Code of Conduct may be carried out prior to, simultaneously with, or following civil or criminal proceedings. If the alleged violation of law is also the subject of Code of Conduct proceedings the College may advise external authorities of the existence and status of the Code of Conduct proceedings. The College cooperates fully with law enforcement and other agencies in enforcing law on College property and in the conditions imposed by criminal courts for rehabilitation of violators. Individual students, staff, or instructors, acting in their personal capacities, remain free to interact with a governmental representative or law enforcement official as they deem appropriate.

## **CHARGES AND HEARINGS**

Any member of the Carrington community may file alleged charges against any respondent for misconduct. Once charges have been filed, the Campus Director and/or designee will conduct an investigation to determine whether charges have merit. The process for charges and hearings is outlined below.

- I. Charges shall be prepared in writing and directed to the Campus Director and/or designee. Any charge should be submitted as soon as possible after the event occurs.
- II. All charges shall be presented to the respondent in written form. A hearing will be scheduled within a timeframe reasonable under the circumstances, usually not less than two or more than 15 calendar days after the respondent has been notified. The timeframe for scheduling of hearings may be extended at the discretion of the Campus Director and/or designee.
- III. The respondent will be afforded the opportunity to select either a hearing by a multi- person hearing panel or a hearing by the Campus Director and/or designee. The Campus Director and/or designee may require a hearing by a multi-person panel at his/her discretion.

IV. Hearings shall be conducted by a hearing panel according to the following guidelines:

- a) The Campus Director and/or designee may serve as the moderator of the hearing panel.
- b) Hearings shall be conducted in private. The presence of any person at the hearing shall be at the discretion of the hearing panel or the Manager, Student Services and/or designee.
- c) In advance of the hearing, both the complainant and respondent will be given access to the information that will be considered by the hearing panel.
- d) The complainant and respondent have the right to be assisted by any advisor they choose, including an attorney, at their own expense. The complainant and/or respondent are responsible for presenting their own case; therefore, advisors are not permitted to speak or to participate in any hearing. Complainant and respondent must provide the Manager, Student Services and/or designee the names (relationship and title, if applicable) of those attending with them at the hearing at least one business day before the hearing.
- e) Complainants and respondents are not required to attend the hearing and may supply information without attendance. Failure to attend will not be considered when determining the result of the hearing.
- f) Carrington, the complainant, and the respondent shall have the privilege of presenting witnesses, subject to the right of questioning by the hearing panel.
- g) Pertinent records, exhibits and written statements may be accepted as evidence for consideration by the hearing committee. All information that is presented is retained as a part of the hearing record.
- h) All procedural questions are subject to the final decision of the Manager, Student Services or their designee.
- i) After the hearing, the hearing panel shall determine by majority vote (a Minimum of three persons must vote) whether a preponderance of evidence indicates that the respondent has violated specific section(s) of the Code of Conduct as charged.
- j) The hearing panel's determination shall be made on the basis of whether it is more likely than not that the respondent violated the Code of Conduct.

V. Suspensions and expulsions will be noted in the student's file.

VI. Allegations of a violation of this Code will not be dismissed solely because the complainant elected not to appear before the hearing panel. Regardless of the complainant attendance, all evidence in support of the charges shall be presented and considered.

Please be advised that for any incidents of misconduct specifically covered by another policy, e.g., the Sexual Harassment and Sexual Assault Prevention Policy and Appendix A or Employee Handbook (if applicable), shall be governed under those terms and procedures.

## SANCTIONS

The sanctions listed below may be imposed on any respondent found to have violated the Code of Conduct. The list of sanctions should not be considered sequential; sanctions may be used in any order and/or combination that the College deems appropriate.

- **Warning**—A verbal or written notice to the respondent that the respondent is in violation of or has violated College regulations.
- **Probation** - A written reprimand with stated conditions in effect for a designated period of time, including the probability of more severe disciplinary sanctions if the respondent is found to be violating any College regulation(s) during the probationary period.

- **Carrington College Suspension** - Separation of the respondent from the College for a definite period of time, after which the respondent is eligible to return. Conditions for readmission may be specified.
- **Carrington College Expulsion**—Permanent separation of the respondent from all Carrington College campuses.
- **Suspension of Services** – Ineligibility to receive specified services or all Carrington College (“Carrington”) services for a specified period of time, after which the respondent may regain eligibility. Conditions to regain access to services may be specified.
- **Limiting Order** – Restriction on a student’s permission to be in the same proximity as the complainant and/or others, with the parameters of the restriction to be defined by the College (e.g., for use with allegations of sexual or other misconduct).

More than one of the sanctions listed above may be imposed for any single violation. In each case in which the Campus Director and/or designee or hearing panel determines that a respondent has violated the Code of Conduct, sanction(s) shall be determined and imposed by the Campus Director and/or designee. In cases in which a multi-person panel is used, the recommendation of all members of the hearing panel shall be considered by the Campus Director and/or designee. The Campus Director and/or designee are not limited to considering or implementing sanctions recommended by members of the hearing panel. Following the hearing, the Campus Director and/or designee shall advise the respondent in writing of its determination, the sanction(s) imposed, if any, and appeal procedures. In appropriate cases, the Campus Director and/or designee will also simultaneously provide the complainant with written notice of the outcome and appeal procedures.

Other than College suspension and College expulsion, disciplinary sanctions shall not be made part of the student’s permanent academic record, but shall become part of the student’s disciplinary record.

## **INTERIM SUSPENSION**

In certain circumstances, the Manager, Student Services, or their designee may impose an interim suspension prior to the hearing before a panel. Interim suspension may be imposed:

1. To ensure the safety and well-being of members of the Carrington community or preservation of College property; or
2. If the College deems that the respondent poses a threat of disruption of or interference with the normal operation of the College.

During the interim suspension, students may be denied access to Carrington premises (including online and onsite classes) and/or all other College activities or privileges for which the respondent might otherwise be eligible, as the College may determine to be appropriate.

## **APPEALS**

A finding that the Code of Conduct was violated and the sanctions reached by the hearing panel may be appealed once by the respondent or complainant. Such appeals must be written and submitted to the Manager, Student Services within 10 calendar days of the hearing panel’s written decision. Sanctions will remain in effect until the final appeal is heard.

Except as required to explain the basis of new evidence, an appeal shall be limited to review of the verbatim record of the initial hearing and supporting documents for one or more of the following purposes:

1. To determine whether the original hearing was conducted fairly in light of the charges and evidence presented, and in substantial conformity with prescribed procedures giving the complaining party a reasonable opportunity to prepare and present evidence that the Code of Conduct was violated, and giving the respondent a reasonable opportunity to prepare and present a rebuttal of those allegations.
2. To determine whether the decision reached regarding the respondent was based on reasonable evidence; that is, without substituting its judgment for that of the hearing committee, the appellate decision-makers) shall consider whether the facts in the case were reasonable sufficient to establish that a violation of the Code of Conduct occurred.
3. To determine whether the sanction(s) imposed were appropriate for the violation of the Code of Conduct.
4. To consider evidence not brought out in the original hearing that might alter original hearing outcome.

If the Manager, Student Services grants the appeal, the matter shall be remanded to a hearing panel (the original or a new panel) determined to be appropriate by persons considering the appeal. If the appeal is denied, the hearing panel's original decision is upheld and finalized.

## **CONFIDENTIALITY**

Carrington wishes to foster an environment in which individuals feel free to discuss concerns and file complaints. Carrington understands that complainants, witnesses, and others involved in the investigation process may be concerned about the confidentiality of information they are sharing. In some cases, however, Carrington may be obligated to take action when it becomes aware of information relating to a complaint. Confidentiality will be maintained to the extent possible and consistent with Carrington's obligations in investigating complaints. Once an individual discloses identifying information to Carrington through the processes described above, he/she will be considered to have filed a complaint with Carrington. While the confidentiality of information received, the privacy of individuals involved, and compliance with the wishes of the complainant or witnesses cannot be guaranteed, they will be respected to the extent possible and appropriate.

## **RETALIATION**

Carrington College prohibits retaliation against anyone who reports an incident of alleged harassment or discrimination, or any person who testifies, assists, or participates in a proceeding, investigation or hearing relating to such alleged harassment or discrimination. Retaliation includes, but is not limited to, any form of intimidation, reprisal, or harassment. All complaints of retaliation should be reported in accordance with the appropriate complaint and/or grievance procedures of the College.

Submission of a good-faith complaint or report of sexual harassment or discrimination will not affect the complainant's future grades, learning, or academic environment. Carrington College will discipline or take appropriate action against anyone who retaliates against any person who reports an incident of alleged harassment or discrimination, who testifies, assists or participates in a proceeding, investigation or hearing related to such harassment or discrimination.

All complaints of retaliation, except those covered by another policy, should be reported in accordance with the Student Complaint Procedure available in the student handbook. If following the student complaint procedure would result in the student being required to submit his or her complaint to the person whom he or she believes is retaliating against him or her, the student may submit the retaliation complaint to the Manager, Student Services, who will determine an appropriate party to address the retaliation complaint.

## STUDENT COMPLAINT PROCEDURE

This policy outlines the pathways for investigating and addressing non-academic complaints, and complaints not covered by another policy, to Carrington College from students about non-academic components of their experience at Carrington, including (by way of illustration only) such diverse topics as dissatisfaction with services provided at a campus or discrimination or harassment in violation of Carrington College policies.

The policy is designed to be flexible so as to accommodate the wide range of complaints that students may lodge with a college. Because no policy is one-size-fits all, Carrington reserves the right to deviate from this policy if the circumstances of a particular complaint or investigation call for additional flexibility.

General non-academic student complaints should be addressed to the administrator of the department at which the complaint is directed. For complaints regarding other students, see Code of Conduct in this handbook. For complaints pertaining to discrimination and/or sexual harassment, students must follow the grievance procedure outlined in the Sexual Harassment and Sexual Assault Prevention Policy and Appendix A, which may be found at <https://carrington.edu>.

## TERMINOLOGY

The term “complaint administrator” is a Carrington College colleague or representative responsible for conducting an investigation when a complaint is raised Informal Complaint Process  
In most cases, students should first attempt to resolve their concerns with the individual(s) most directly connected to the student’s complaint. If the student is not comfortable discussing the matter with the individual(s) most directly involved, the student may take his/her informal complaint to a liaison not directly involved, such as the local Campus Academic Dean or complaint administrator. Unlike in formal procedures, a complainant pursuing informal resolution of his/her complaint usually is not required to submit a written complaint to initiate the process. Under these informal procedures, the student may, at any time, elect to stop further action by withdrawing the complaint, subject to the confidentiality provisions noted below and with the understanding that, depending on the nature of the allegations, Carrington may be obligated to investigate the complaint with or without the complainant’s involvement. Complaints addressed informally may not be investigated to the same degree as formal complaints. Mediation may be used as a method for resolving the complaint informally, but not all complaints are appropriate for mediation. Adopting informal procedures for addressing complaints does not mean that the institution does not take these complaints seriously. Informal procedures simply provide an alternative method for addressing complaints. The complainant can also decide to file a formal complaint as described below at any time.

## FORMAL COMPLAINT & GRIEVANCE PROCESS

If the informal procedure or direct conversation is not appropriate, or does not yield a successful resolution, the student can file a formal complaint in the following manner:

### A. When to File a Complaint

Complaints should be filed by the student as soon as possible so that they can be addressed contemporaneously by Carrington College. In most cases, Carrington College will expect the student to come forward within 15 days of the student becoming aware of the concern or the student’s last conversation in the informal process.

### B. What to File

A formal complaint or grievance should be submitted in writing and should include the following:

- The complainant’s name, student number if applicable, address, email address, and phone number

- A complete description of the concern/issue – including date, location, and all individuals involved, either in the conduct complained of or as witnesses
- A description of what efforts, if any, have been made to resolve the issue informally, including individuals contacted by the student in the resolution attempt
- A statement of the resolution requested if a student is hesitant or unwilling to put a complaint alleging discrimination, harassment (excluding certain incidents of misconduct covered by the Sexual Harassment and Sexual Assault Prevention Policy and Appendix A) or other unlawful conduct in writing, he or she is encouraged to discuss his/her concerns with the Campus Academic Dean or complaint administrator. Similarly, if a student feels that changes to academic or other situations are appropriate or necessary to preserve the student's safety or well-being as a result of the circumstances involved in a complaint, he or she is encouraged to request assistance from the Campus Academic Dean or complaint administrator.

### **C. Where to File Complaint**

The complaint should be filed with the Campus Academic Dean or their designee at the location the student is attending.

Online students should file with their Campus Academic Dean or Dean of Curriculum. If the person holding one of these positions is the subject of the student's complaint, the student can submit the complaint to the Manager, Student Services, who will determine the appropriate person to investigate. The written complaint can be submitted electronically, in person, or by mail.

### **D. Notice of Receipt**

Upon receipt of the formal complaint, the Campus Director or complaint administrator should provide the complainant with a written notice acknowledging its receipt (via email and/or mail) and should review the complaint.

### **E. Investigation**

The Campus Director or his/her designee will initiate an investigation. The extent and components of the investigation will vary depending on the allegations and circumstances.

For purposes of illustration, an investigation may include the following steps, as appropriate:

- Reviewing the complainant's written complaint
- Gathering additional information or statements from the complainant
- Gathering information from any witnesses or other people (for example an instructor, staff or other students) with potentially relevant information
- Reviewing relevant documentation and policies
- Obtaining a response or written statement and other information from the individual(s) who is/are the subject of the complainant's complaint
- Attempting a resolution of the complaint between the student and the individual, if appropriate
- Assessing the information gathered and determining findings and proposed resolution for the complainant. Complaints initiated through the formal process may be withdrawn in writing by the complainant, subject to the confidentiality provisions noted below and with the understanding that, depending on the nature of the allegations, Carrington College may be obligated to investigate the complaint with or without the complainant's involvement.

### **F. Findings and Notification**

Upon completion of the investigation, the Campus Director will report the findings of the investigation and any proposed resolution to the complainant. It is Carrington's goal to conduct an appropriate investigation and report back to the complainant in a timely manner, usually within 45 days of receipt of the complaint. The circumstances in particular cases may make a shorter or longer investigation necessary or appropriate.

### **G. Appeal**

Within 10 calendar days of the issuance of the final report, the complainant may appeal to the Manager, Student Services or his/her designee. The appeal form must be completed and submitted, and it must state a basis for the appeal. Basis on which a student may appeal are:

- There is new evidence that was unavailable at the time of the original investigation that would affect the outcome of the original decision.
- There were procedural irregularities in the complaint process that affected the outcome.
- The proposed resolution was not reasonable based on the evidence compiled during the investigation.

A copy of the Manager, Student Services or designee's written decision on the appeal shall be sent to the complainant in a timely manner. If the appeal decision requires further action, that action should be described in the appeal decision letter. The decision of the Manager, Student Services or designee on the appeal is final.

Students should refer to the Code of Conduct, Sanctions, Hearing Panel, Interim Suspension and Appeals sections in the student handbook for comprehensive information.

## **FEDERAL EDUCATION RIGHTS AND PRIVACY ACT (FERPA)**

Carrington complies with the Family Educational Rights and Privacy Act of 1974, as amended. The Act protects the privacy of students' education records and establishes students' rights to inspect and review their academic records, to withhold certain information from disclosure, and to request amendments to records believed to be inaccurate or misleading. Carrington's policy is distributed annually to students and is available on Carrington's website, [Click Here](#).

## **TITLE IX COMPLIANCE**

Carrington College policies, Title IX of the Higher Education Amendments of 1972 ("Title IX"), applicable provisions of the Code of Federal Regulations, and applicable state statutes prohibit discrimination on the basis of sex in any educational program or activity Carrington College operates. This policy against discrimination extends to student admissions and employment. Carrington College also prohibits retaliation against an individual who reports, submits a complaint, or who otherwise participates in good faith in any matter related to this anti-discrimination policy. Any inquiries about the application of Title IX rules may be addressed to the Title IX Coordinator identified below, the U.S. Department of Education's Assistant Secretary of the Office of Civil Rights, or both. The Title IX Coordinator is responsible for the school's overall compliance with Title IX, including response to reports of sexual misconduct affecting the campus community. The Title IX coordinator's contact information is listed below; questions about the application of Title IX and the school's compliance with it should be directed to this individual. If you wish to make a report of sexual misconduct affecting the campus community, should follow the grievance procedure outlined in the Sexual Harassment and Sexual Assault Prevention Policy and Appendix A, which may be found at <https://carrington.edu>. Students and colleagues can also report instances of sexual misconduct affecting the campus community by emailing [titleIX@carrington.edu](mailto:titleIX@carrington.edu).

Leigha Bentz  
Manager, Student Services Title IX Coordinator

415-635-2862

[studentaffairs@carrington.edu](mailto:studentaffairs@carrington.edu)

Individuals experiencing harassment or discrimination also always have the right to file a formal grievance with government authorities:

Office of Civil Rights (OCR) – Headquarters  
400 Maryland Avenue SW Washington DC 20202-1100

Customer Service Hotline:

Phone Number: 800.421.3481

TDD: 877.521.2172

Email: [OCR@ed.gov](mailto:OCR@ed.gov) Web: [ed.gov/ocr](http://ed.gov/ocr)

Regional Offices: [ed.gov/about/offices/list/ocr](http://ed.gov/about/offices/list/ocr)

# COMMITMENT TO NON-DISCRIMINATION AND NON-HARASSMENT

Carrington is committed to providing an education conducive to the personal and professional development of each individual and is committed to maintaining an academic environment free of discrimination and harassment based on race, color, religion, national origin, sex, age (40 or older), disability, veteran status, sexual orientation, political affiliation (and any other legally protected classes in the relevant jurisdiction) that complies with Title VI of the Civil Rights Act of 1964, Title IX of the Educational Amendments, Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990, and applicable state and local laws. Carrington will not tolerate, condone or allow discrimination or harassment, whether engaged in by fellow students, instructors, or staff. Refer to published statements regarding discrimination in the academic catalogs, available via <https://carrington.edu/catalog/>.

## WHAT IS DISCRIMINATION?

For purposes of this section, impermissible discrimination occurs when a person is treated less favorably based solely on the person's membership in one of the legally protected groups listed above. Impermissible discrimination involves taking detrimental action against a person that is not based on the person's individual abilities or merit, but rather on the collective group to which the person belongs.

## WHAT IS HARASSMENT?

Harassment is a form of discrimination. Harassment is unwelcome offensive behavior that is based one of the legally protected groups listed above and which is severe or pervasive enough to create an environment that a reasonable person would consider hostile. Examples of words or conduct that may constitute harassment that would violate this policy are:

- A. Verbal abuse, slurs, derogatory comments, or insults about, directed at, or made in the presence of an individual or group based on protected status. This could include telephone calls, emails, instant messages, etc.
- B. Display or circulation of written materials or pictures that are degrading to a person or group based on protected status.
- C. Damage to, trespass to, or unauthorized use of property, such as spraying or scratching of a motor vehicle, damage or theft of property, based upon the protected status of an individual or group.
- D. Physical contact or verbal threats based upon the protected status of an individual or group.

## WHOM TO CONTACT IF YOU THINK YOU HAVE BEEN DISCRIMINATED AGAINST OR HARASSED

The Manager, Student Services is available to serve as a resource to any student or other member of the Carrington community who has a discrimination or harassment inquiry or complaint. These resource persons have information about the College's non-discrimination policy, rules and procedures (including information about confidentiality), as well as options available for the investigation and resolution of complaints. Individuals with a discrimination or harassment inquiry or complaint may be more comfortable speaking with someone of the same gender, and the resource persons listed can assist in finding help of the preferred gender.

Students who wish to file discrimination or harassment complaints should follow the Student Complaint & Grievance Procedure published in this handbook. For complaints involving sex or gender discrimination, please contact [TitleIX@carrington.edu](mailto:TitleIX@carrington.edu).

## HIPAA AND PRIVACY EXPECTATIONS

Title II of the Health Insurance Portability and Accountability Act (HIPAA) provides federal protection for patients' personal health information. Its Security Rule specifies a series of administrative, physical, and technical safeguards for covered entities to use to assure the confidentiality, integrity, and availability of electronic protected health information. Students in Carrington College's allied health or allied health-related curricula will receive training on communication about protected information as well as maintenance of and access to medical records and must follow all procedures to protect personal health information.

It is imperative that patients' confidentiality and rights are protected. No pictures or autographs of patients, patient files or data are permitted. At NO time will recording devices or active camera devices be allowed in the externship or clinical setting. Cell phones and pagers must be put on silent mode and only used during break times outside of immediate externship or clinical hours. These sites may have stricter policies that students are required to follow. Students may have access to confidential health-related information concerning other students and instructors. It is understood that this information has been obtained and recorded for the purpose of supporting the educational mission of the program and to further advance the student's education. This applies to all forms of communication, i.e. verbal and written communications, social media, and email. Each student agrees to use this information only for the purpose of learning responsibilities and will not disclose information about any student or an instructor at Carrington College to non-Carrington personnel, or other Carrington student/staff/instructors not directly involved with the current situation for which the information was collected. Violations of this section may result in the student being charged with a violation of the Student Code of Conduct.

# COMMITMENT TO A SAFE AND CLEAN ENVIRONMENT

## CAMPUS SAFETY AND SECURITY

Safer campuses can only be achieved through the cooperation of students, instructors and staff. As members of this academic community, students must report crimes, suspicious activities or other emergencies on campus to the appropriate college official (e.g. Campus Security, or the chief location administrator). Students who witness or are victims of a crime affecting the Carrington community should immediately report the incident to local law enforcement in the community, in which the campus is located, and to the College. Carrington will investigate such crimes and, when appropriate, bring them to the attention of the conduct administrator and other College officials such as the Title IX Coordinator. Given public concern about escalating incidents of school violence, the College will take appropriate administrative action to protect the community. Student behavior that causes campus safety or security concerns will typically be addressed pursuant to the Interim Suspension provisions of the Code of Conduct. Accordingly, immediate suspension and eventual expulsion may result for students who:

- Possess, sell or otherwise furnish a firearm Brandish a knife at another person
- Sell a controlled substance
- Possess an explosive
- Cause serious physical injury to another person, except in self-defense Possess any knife or other dangerous object of no reasonable use Unlawfully possess any controlled substance
- Commit robbery or extortion
- Commit assault or battery

Nothing in this policy should be construed as limiting or preventing the College's discretion to take other action, which, in the College's sole discretion is necessary or advisable to promote campus safety and security.

Carrington takes seriously any threats made to cause harm to others or to oneself. Threats to harm others will be handled through the Code of Conduct, and may involve an interim suspension and/or the engagement of law enforcement officials until conduct proceedings are completed. In the case of threats to harm oneself, the College may call local law enforcement officials or other persons acquainted with the person making the threat for the purposes of checking on that person's welfare. The College may also work with the person to determine available resources and appropriate next steps.

## EMERGENCY CLOSING

Carrington College reserves the right to alter its class schedule due to inclement weather, campus emergencies, or other unforeseen situations. Depending on the class schedule, course make-up hours may be held on Fridays, in the evening, or on the weekends. In some circumstances class schedules may be extended to make up missed days. For questions about whether a campus has been closed due to weather or other emergency, students should call the front desk.

## EMERGENCY NOTIFICATION SYSTEM

Everbridge is Carrington College's emergency notification system for informing students if and when there is potential

danger at a location (circumstances may include, but are not limited to, physical danger, hazardous weather conditions, and/or campus closing). Students are automatically added to the Everbridge system unless otherwise requested.

Emergency notification(s) will be sent through all contact methods (e-mail, phone, and/or text messages). Questions should be directed to the Campus Incident Commander.

## **GUESTS**

Guests, including children of students, are not permitted on campus without specific prior authorization of the Campus Director. When so permitted, students are responsible for their guests and must see that they obey all College regulations. Any child that is brought to the campus must be under constant supervision of the responsible party. Children may not be brought to class, lab or clinical sessions, the library or Student Success Center (SCC). Guests should not be present on campus without approval of the College's administration. All guests must check in at the front desk of the campus to obtain a visitor identification badge, which must be worn at all times.

## **INFECTIOUS DISEASE/RADIATION MANAGEMENT**

Carrington College students in healthcare and security related professions are often in situations which may impose health risks. These situations may include, but are not limited to, exposure to ionizing radiation, hazardous materials, blood borne pathogens and infectious diseases. In addition, several programs require students to be able to perform certain physical tasks such as lifting up to 50 lbs. Students are encouraged to discuss these issues with their family physician to determine their level of risk. Student's requiring accommodations should consult the handbook section addressing the Americans with Disability Act.

## **INFORMED CONSENT**

Throughout Carrington's health care programs, students perform or participate in demonstrations, interventions, and assessments (collectively known as "activities") on other students, instructors, and/or patients. All persons involved in these activities are considered "human subjects." All instructors and students must accept the following responsibilities and follow these guidelines when involved in activities with human subjects.

### **Instructor Responsibilities**

Prior to participation as a human subject or practitioner in an activity, the instructor shall:

- Explain the purpose, risks, and benefits of the activity
- Provide the opportunity for questions regarding the activity
- Provide an appropriate level of supervision throughout the activity
- Respect the student's and/or patient's rights not to participate as a human subject without repercussion
- Human Subject Responsibilities
- While participating as a human subject in an activity, the human subject shall:
  - Inform the instructor of any medical condition or change in medical condition that would prevent safe participation in the activity
  - Immediately notify the student practitioner and instructor of any discomfort or adverse effect(s) caused by the activities
  - Immediately request that the instructor assist in the application of an activity if there is any concern about the skill or procedures used by the student practitioner
  - Immediately report any injury subsequent to the activity to the instructor
  - Any individual with specific health concerns is expected to inform and communicate with their personal physician to determine if a specific activity is appropriate.

- Student Practitioner Responsibilities
- While engaging in activities on a human subject, the student shall:
- Obtain verbal consent from the human subject
- Immediately terminate the activity upon verbal command or physical indication by the human subject or instructor
- Only perform activities for which they have been adequately prepared
- Perform all activities in the presence of an Instructor or Program Director, unless specifically authorized.
- Request assistance from the instructor, when needed
- Inform the instructor of any factors that may prevent safe performance of an activity

## **POLICY REGARDING STUDENTS WITH HEALTH CONDITIONS INCLUDING PREGNANCY**

Students are not required to disclose medical or other physical conditions such as pregnancy.

Students who have a history of cancer, immune deficiency, or become pregnant during their program of study may be able to safely continue in their program. However, there are risks of exposure to radiation, blood borne pathogens, live animals and chemical agents routinely found in medical, dental and veterinary practice. Students are encouraged to consult their physician regarding their program of study and potential hazards and risks associated with working in a medical, dental or veterinary setting. Please contact the Program Director for additional information regarding potential health risks.

Students are encouraged to discuss the program, setting, and risks associated with their personal physician to make an informed decision regarding continuation in the program. If a student has any permanent or temporary medical concerns that may require an accommodation, students should contact the Office of Student Services at [ADA@carrington.edu](mailto:ADA@carrington.edu) to request an accommodation.

Students are encouraged to notify their instructor as soon as pregnancy is determined to ensure students are not asked to perform tasks that may be hazardous to their unborn fetus. Upon notification, the instructor will discuss the following information with the student:

- The stage of pregnancy
- The student's stage in the program
- The student's intentions to remain in the program

The Program Director will advise the students of the following:

- A. Any options available to the student to continue in the program and reduce their risks or take a leave of absence if delivery falls towards the end of an academic term.
- B. Inform the student of the requirements needed to qualify for a leave of absence
- C. Notify the student that if they intend to continue the program while pregnant, there are some risks associated with this decision. The following risks will be identified and discussed:
  - Biohazards
  - Teratogens
  - Cytotoxic compounds
  - Ionizing radiation
  - Anesthetic gases
  - Hormonal agents
  - Physical injuries
- D. Discuss privacy issues with the student. Assure the student that privacy will be maintained; however, those

personnel directly involved with clinical rotations or laboratories in which the student may be exposed to biohazards may need to be notified if the pregnancy requires a change or adaptation in the rotation or laboratory.

Students choosing to remain in the program are encouraged to use appropriate caution to reduce the risks to themselves and, in the case of pregnancy, the fetus which may involve deferring participation in some activities. Students are encouraged to see the section of this handbook which deals with the Americans with Disabilities Act to request these accommodations. However, students must demonstrate all competency requirements in order to graduate from the program with or without accommodation.

Students may at any time voluntarily take a leave of absence from the program. If the student chooses to withdraw from the program for an extended period, the student must complete the requirements of the reinstatement policy. The Leave of Absence and Reinstatement Policies are available in the Carrington College catalog. Students may contact the Program Director to discuss their options.

## **RABIES VACCINATION POLICY**

Students in the Veterinary Assisting/Technology Programs should be aware of the possible exposure risks to Rabies when working with live animals. While Carrington College takes every reasonable precaution to prevent exposure to animals with rabies, students must be aware that the risk of exposure to blood or other potentially infectious materials through activities involving live animals. In addition, students should be aware of other potential risks or complications such as infection, as well as vascular, tissue, or nerve injury which may occur through interaction with live animals.

Carrington College encourages students to obtain rabies pre-exposure prophylaxis.

Human rabies pre-exposure prophylaxis consists of three 1.0 mL injections of rabies vaccine administered intramuscularly in the deltoid (upper arm), one injection per day on days 0, 7, and 21 or 28. For additional information, please see the recommendation of the Advisory Committee on Immunization Practices, Human Rabies Prevention and CDC Vaccine Information Statement. RabAvert vaccine can be obtained from Novartis. Students should speak with their family physician if interested. The vaccine can be costly, but is less than the cost of dealing with an infection.

## **ANIMAL CARE AND USE CONCERN POLICY**

Carrington College Veterinary Assisting and Veterinary Technology programs are committed to the humane and caring treatment of animals and complies with the regulations of the Animal Welfare Act, the United States Public Health Service Policy on the Humane Care and Use of Laboratory Animals, the National Academy of Sciences "Guide for the Care and Use of Laboratory Animals" and the "Guide for the Care and Use of Agricultural Animals in Research and Teaching". Cruel or uncaring treatment of animals is expressly prohibited and individuals engaging in this behavior may be subject to sanctions described in the student code of conduct. The Code of Conduct may be found in the Carrington College Student Handbook on page 23. If you have concerns that animals in your program are experiencing stress or if you have witnessed the mistreatment of an animal, you are encouraged to submit your concerns to your instructor or one of the following individuals:

Janelle Emmett, DVM  
IACUC (Institutional Animal Care and Use Committee) Chair  
[jemmett@carrington.edu](mailto:jemmett@carrington.edu)

## QUICK REFERENCE

The chart below lists topics about which students might have questions and are a source to contact. Students may contact their Campus Academic Dean and/or designee at any time for additional assistance.

Questions On....	Talk to...
My grades	Instructor and/or Program Director
My name is not on the Honor Roll Board	Instructor and/or Program Director
My externship	Career Services or Externship Coordinator
Withdrawing from my program or leave of absence	Program Director and/or Campus Academic Dean
Resume help and job search strategies	Career Services
I have a complaint	Campus Director
School transcripts	Front Desk or <a href="mailto:transcripts@Carrington.edu">transcripts@Carrington.edu</a>
My schedule	Program Director or Front Desk
Updating my contact information	Front Desk
Emergency food and shelter	Program Director, Campus Academic Dean
Getting an ID badge	Front Desk
Rescheduling a failed class	Program Director
Graduation	Program Director and/or Career Services
Purchasing a pair of Carrington College scrubs	Front Desk
Academic coaching	Learning Lab or Student Success Center
Re-entering	Within 180 days, Program Director and/or Campus Academic Dean After 180 days, Enrollment Services
Payment of tuition and fees	Front Desk
Questions about financial eligibility and funding	Student Finance Office
I have a disability and need assistance	<a href="mailto:ada@carrington.edu">ada@carrington.edu</a>

## **CHANGE OF ADDRESS AND PHONE NUMBERS**

Student must provide Carrington College with current, valid contact information. In the event there are address or telephone changes, students should notify the Front desk. Online students should use the student portal to update personal information.

## **FOOD/BEVERAGES**

No food or drink is allowed in the classroom except bottled water, though students should check with instructors for campus-specific rules. All other food and drink must be stored in the student's backpack and taken out of the classroom on breaks for consumption.

## **PARKING**

Parking is available at all campuses. Students must obey all parking ordinances and park in designated parking spaces. Illegally parked cars are subject to towing at the owner's expense. The College is not responsible for any damage to or loss of any vehicle on the premises at any time. The College is not responsible for towed vehicles. More detailed information about parking is available through the Campus Facilities Department.

## **TOBACCO (VAPE) FREE ENVIRONMENT**

In keeping with Carrington College's intent to provide a safe and healthful work environment, the use of tobacco products; such as chewing tobacco, and smoking inside the school is prohibited, which includes e-cigarettes and vaping. There are outside designated smoking areas which are at least 30 feet away from building entrance as mandated by state law. Cigarette butts must be discarded in the proper receptacles. Students are also expected to follow facility tobacco, vaping and/or smoke free policies while on externship or clinical rotations.

## **ALCOHOL AND DRUG POLICY**

Carrington complies with the Drug Free Schools and Communities Act and forbids use, possession, distribution or sale of drugs or alcohol by students, instructors or staff anywhere on school property. As a result, alcohol and drugs (including recreational or medical marijuana) is prohibited. Anyone in violation of state, federal or local regulations, with respect to drugs or alcohol, may be subject to both criminal prosecution and school disciplinary action. The College is committed to providing a productive and safe learning environment for all students.

In accordance with this goal, the College reserves the right to investigate students suspected of drug or alcohol use upon reasonable cause. Such investigation may require students to submit to a drug or alcohol test. If a student is suspected of being under the influence, the student may be required to submit to a blood, breath and/or urine test with an outside agency and furnish those results within the same day to determine whether they are under the influence of drugs, alcohol or other chemical intoxicants. Students must agree to fully cooperate with the College, its representatives, agents, medical review officer (if any) and any representative or agent of a clinic, laboratory and/or hospital involved in sample collection, testing, evaluation, reporting and confirmation. Students must further consent to and authorize the release of all information generated by or obtained from the substance test to the College, its agents, representatives, insurers and appropriate governmental agencies. Refusal to comply with an investigation or a positive test result may be grounds for disciplinary action, which may result in a Code of Conduct proceeding and possible dismissal.

Some Carrington College programs require students to undergo a preadmission drug screen urinalysis. Candidates who fail the preadmission drug screening are ineligible for admission, but they may reapply after three months. Candidates whose test comes back positive for prescription medications may present to the screening agency a copy of the prescription to ensure that findings are consistent with the prescribed dosage. In such cases, applicants may pursue admission.

In addition, Carrington College students may be required to submit to random drug screening based either on reasonable suspicion that the student is in violation of the Code of Conduct or because of drug screen requirements of Carrington's clinical affiliates.

### **STUDENT ID BADGE**

The student photo identification badge and lanyard provided by the College should be worn at all times. Replacement badges can be obtained by contacting front desk personnel.

### **COMMUNITY ASSISTANCE REFERRALS**

Carrington College instructors and staff work closely with students to ensure that the appropriate support is available to maximize student success. Students who are having difficulty with their studies and/or life circumstances are encouraged to contact their instructor, Program Director or the Campus Academic Dean.

In addition, students may contact the Student Success Center to obtain a list of community resources who may also assist with a student's individual needs.

Additional information is available in the Student Services section of the academic catalog.