

The nursing program policy works in conjunction with and in addition to the school's Satisfactory Academic Progress policy. In any instance where the policies conflict, the more strict policy will take precedence.

## STUDENT SERVICES INFORMATION

### EDUCATION TEAM

Utah Career College has an Education Team that is available to assist students on an individual basis. The Education Team has information concerning housing, transportation, childcare, tutoring, life skills and personal financial planning. In cases where the Education Team cannot assist a student, the student will be referred to the appropriate school personnel or outside resource.

### LIBRARY

Libraries are located in Building 100 at the West Jordan campus, the second floor of the Layton campus and on the second floor of the Orem campus. Librarians are available to assist students from 8 a.m. to 10 p.m. Monday – Thursday, from 8 a.m. to 8 p.m. on Friday, and on some Saturdays as indicated by the schedule in the library. The library and learning resource system exist to support the student's educational experience and enhance the school's educational programs.

### PLACEMENT ASSISTANCE

**Utah Career College cannot promise or guarantee jobs after graduation.** However, placement assistance is given to all graduates requesting aid. The Career Services Department provides this assistance at no additional charge to each graduate at any time the individual's situation may dictate, as long as the student's program is still offered at the school. The Career Services Department also assists students in finding part-time work after they have attended school for at least one month.

Employment assistance may include any of the following:

- Individual employment counseling
- Job referral(s)
- Resume and cover letter development
- Interview techniques

### STUDENT E-MAIL ACCOUNTS

All students at Utah Career College are supplied with a UCC e-mail account. Directions for using e-mail are given during New Student Orientation or are available from any member of the Education Team. Students are expected to check their UCC e-mail often, since important information will be delivered via e-mail, such as tuition increases, policy changes, announcements and registration information.

### STUDENT INFORMATION BOARDS

Student Information Boards are located in each campus building and will contain important information from the school. Students should check the boards each time they are on campus.

### LOST AND FOUND

Students should see the receptionist if they have lost or found any personal belongings. The receptionist is located in Building 300 at the West Jordan campus and at the main entrance of the Layton and Orem campuses.

### SERVICES FOR STUDENTS IN ONLINE COURSES

Students who enroll in online courses will have the same services available to them as residential students. After enrollment in a course, each student will be given a toll-free number to resolve technical problems, a toll-free number to the Help Desk, and the course instructor's e-mail address. Students may also contact the Dean of Students for assistance.

## ADMINISTRATIVE POLICIES

### CLASS SIZE

Class sizes vary depending on a number of factors; however, a laboratory course will not have more than 30 students, and a lecture course will not have more than 50 students. Additionally, nursing laboratory courses are limited to no more than 12 students, and nursing clinical courses are limited to no more than 10 students.

### COURSE CONTENT

The school reserves the right to make changes to improve the quality or content of the programs of study offered.

### CANCELLATION OF COURSES OR PROGRAMS

The school reserves the right to cancel a scheduled course or program start date if the number of students enrolled is deemed insufficient (fewer than 5 students) to maintain a proper learning environment. Such cancellation by the school shall entitle the student to a full refund of any tuition or fees paid for such courses or programs.

The school reserves the right to suspend, cancel or postpone a course or courses after training has begun in the event of an occurrence that unavoidably limits the use of school facilities such as fire, flood, storm, war or civil disorder or other unforeseen circumstances. In such cases, a pro-rata refund will be made of any fees or tuition prepaid by the student, unless the student elects to continue the training in a later course.

### CLINICAL SCHEDULES

Nursing clinicals may begin before or extend beyond normal UCC course times, including Saturday and Sunday.

### TRANSCRIPTS

Academic transcripts are available from the Registrar to students who have no outstanding obligations to UCC. Requests must be made in writing and include the student's signature, social security number, and name used when attending school. A \$5.00 fee is charged for each official transcript. Unofficial copies are available at no charge for informational purposes only.

### BOOKS AND SUPPLIES

Students may purchase their required books and supplies from Utah Career College each quarter from Week 12 through Week 2. If students decide to obtain books or supplies from another source, it is their responsibility to have all books by the first day of class.

### RETURN OF BOOKS AND SUPPLIES

Utah Career College does not purchase used books. Students who drop or are terminated will receive a refund for a book only if it is returned in its original condition within two weeks of the

start of the quarter. Utah Career College does not permit the return of any item that has been used for practical application on humans or animals (e.g., stethoscopes, blood pressure cuffs, skin fold calipers, massage tables, etc.).

### COMPLAINT PROCEDURE & GRIEVANCE POLICY

Utah Career College has established the following policies and procedures to assist students with grievances:

1. A student is encouraged to make every attempt to resolve a grievance directly with the staff or faculty member involved.
2. If the student feels unable to resolve the difference in that way, the student may state the grievance to the department supervisor or the dean of students (the dean of faculty will be involved as appropriate). A student who experiences a conflict or problem with an online instructor, and cannot resolve the grievance directly with the online instructor, can state the grievance to the distance education coordinator, the online dean of students or the campus dean of students.
3. An appeal or grievance not resolved to the student's satisfaction at that level may be submitted in writing to the campus director for resolution.
4. If a resolution is not reached at that level, the student may submit the grievance or appeal in writing to school ownership at the following: Chief Compliance Officer, 8089 Globe Drive – Third Floor, Woodbury, Minnesota 55125.
5. Students dissatisfied after following the above procedures may wish to contact, in writing, the Assistant Commissioner, Utah System of Higher Education, P.O. Box 45202, Salt Lake City, Utah 84145-0202. A statement granting permission to forward the complaint to the school must accompany the written statement.
6. Finally, students who are still dissatisfied after following the steps above should be aware of the following: Schools accredited by the Accrediting Commission of Career Schools and Colleges of Technology must have a procedure and operational plan for handling student complaints. If a student does not feel that the school has adequately addressed a complaint or concern, the student may consider contacting the Accrediting Commission. All complaints considered by the Commission must be in written form, with permission from the complainant(s) for the Commission to forward a copy of the complaint to the school for a response. The complainant(s) will be kept informed as to the status of the complaint as well as the final resolution by the Commission.

Please direct all inquiries to:

ACC SCT  
2101 Wilson Blvd., Suite 302  
Arlington, VA 22201  
(703) 247-4212

A copy of the Commission's Complaint Form is available at the school and may be obtained by contacting the Campus Director. The Campus Director is responsible for overseeing the complaint policies and procedures.

### INFORMATION FOR THE DISABLED STUDENT

The Americans with Disabilities Act of 1990 and Section 504 of the Rehabilitation Act of 1973 guarantee handicapped students access to educational opportunities. This means the college must provide reasonable accommodation to qualified handicapped

students. If the student is requesting reasonable accommodation, he or she must provide the Dean of Students with documentation from an appropriate professional concerning the disability so that reasonable accommodations can be made. **It is the student's responsibility to provide the college with information concerning a disability prior to the start of his/her program.**

### GENERAL POLICIES REGARDING EXTERNSHIPS

1. Students in programs with an externship are required to complete all externship hours in order to meet the requirements for graduation. Hours cannot accumulate until the start of the quarter.
2. In order to begin an externship program, a student must have completed all required courses with a passing grade. Students with an unsatisfactory grade cannot enter an externship program.
3. Students are required to attend a pre-externship meeting in the quarter prior to the externship. The externship coordinator will notify students of the time and location of this meeting.
4. All externships must be completed during the normal DAYTIME hours of the externship site, regardless of whether the student normally attends evening courses.
5. Students must log hours within the first 14 calendar days of the quarter or they may be dropped from the course (and from school if the externship is the student's only course).
6. Occasionally, a student may desire to arrange his/her own externship site. The student must notify the school in advance of this intention. The externship coordinator will contact the site to discuss the requirements of the externship program prior to granting permission.
7. A student who is terminated from an externship will receive an *F* for the course and must come before an appeals committee before being placed on an externship again. Students who receive an *F* will also have to repeat and repay for the course.
8. Additional externship policies will be discussed in the course syllabus.
9. Nursing students should contact the program chair for further information on clinical restrictions and requirements.

### EVACUATION PROCEDURES

In an emergency, students are asked to walk calmly to the nearest exit. At the West Jordan campus, students should meet at the McDonald's west parking lot. At the Layton campus, students should meet across the street from the main entrance. At the Orem campus, students should meet across the street from the main entrance. Attendance will be taken to make sure everyone has safely exited the building.

### NAME CHANGES

A student whose name has changed must provide the Registrar a Social Security Card showing the new name. This is required before any official records can be updated. A copy of the card will be placed in the student's file.

## RESOLUTION OF ALL DISPUTES

Disputes and civil claims between the student and Utah Career College, or any officer, director, shareholder, agent or employee of UCC that are not resolved informally or through the school's internal dispute resolution procedures shall be submitted to binding arbitration. This "Resolution of All Disputes" section shall be conducted in accordance with the Rules of Commercial Arbitration of the American Arbitration Association. Except for claims for nonpayment of tuition, this dispute resolution clause shall apply to ALL disputes and claims of any kind or nature whatsoever between the student and the school, regardless of when said claim arises or if the student is still enrolled at the school.

## LIMITATION OF LIABILITY

Liability for damages arising from a claim brought by the student against the school shall be limited to the sum of money the student actually paid the school for tuition, fees, and books and to any actual costs and disbursements (not including attorney's fees) awarded the student by an arbitrator.

## POLICY STATEMENT

Utah Career College has established policies to best serve its students in accordance with standard educational practices, state and federal laws and regulations, and accrediting standards. All policies are intended to be guidelines to assist the college in maintaining high standards, remaining compliant, and providing the opportunity for excellent outcomes for all students. Exceptions to policies may be made at the discretion of the Campus Director or his or her designee.

## ADDENDA

Any addenda provided with or attached to the catalog are considered to be integral parts of the catalog. This includes, but is not limited to, information about tuition and fees, school calendars, and class schedules.

The information in this catalog is believed to be accurate at the time of publication. Students are responsible for meeting all requirements pertinent to their relationship with the school as published.

## STUDENT CONDUCT

### CONDUCT

Upon admission to the school, students agree to conduct themselves in a professional and responsible manner. A student who is vulgar, obscene, disruptive, argumentative, insubordinate, threatening, abusive, or acts in any way that the school management judges to be a violation of appropriate conduct will be subject to disciplinary action up to and including termination.

### ACADEMIC DISHONESTY

Academic dishonesty includes cheating on tests or assignments, turning in work completed by others, turning in the same work or portions of the same work for different courses without the prior approval of the instructors, providing false or misleading information to a faculty or staff member, or plagiarizing. All work submitted must be in the student's own words AND must cite the source of the idea where applicable. Students who act dishonestly may have to repeat an assignment or test, receive a zero, or receive a failing grade for the course. Repeated or serious violations may result in termination.

## HEALTH AND PERSONAL APPEARANCE

Appearance and dress at school should reflect that which is appropriate for the student's specific career. For safety reasons, there are certain rooms in which a strict dress code is enforced. In any medical or veterinary laboratory, shorts are prohibited, and closed-toed shoes and socks must be worn. Students must adhere to these guidelines when meeting in these rooms regardless of their programs.

### DRESS CODE

Students in some programs must wear uniforms in certain courses, as follows:

- Medical Assistant students must wear scrubs (any color) in lab courses.
- Nursing students must wear wine-colored scrubs with the UCC patch sewn on the sleeve, a name tag, and clean white leather or vinyl shoes in skills laboratories, clinical labs, and clinicals.
- Pharmacy Technology students must wear gray scrubs, a white lab coat, and a name tag in lab courses.
- Veterinary Technology students must wear scrubs (any color) in all Veterinary Technology courses.
- Health & Exercise Science students must adhere to the dress code described in each course syllabus.
- Massage Therapy students must follow the policies stated in the Massage Therapy Disclosure in this catalog.

Students on clinicals or externships must remove any facial piercings; must cover any tattoos with clothing where possible; and may not wear dangling necklaces or earrings, extreme makeup, or extreme hairstyles.

### CELLULAR PHONES/PAGERS

Cellular phones and pagers are to be turned off in classrooms and laboratories and may not be used during clinical/externship rotations. Students with valid reasons for having a cell phone on during class must notify the instructor. A courtesy phone for local calls is available in each Student Lounge.

### CHILDREN/ANIMALS ON CAMPUS

Students may not bring anyone to class, including children, relatives, or friends. Students attending class may not leave children anywhere on campus. Students may not bring animals to class, except for those assisting disabled students.

### FOOD AND DRINK

Absolutely no food or drink is allowed in any medical, veterinary, or computer laboratory. However, instructors may allow students to have food or drink in lecture rooms.

### SMOKING

The Utah Indoor Clean Air Act prohibits smoking in any campus building, or within 25 feet of any entrance, exit, open window, or air intake.

### USE OF TECHNOLOGY POLICY

Utah Career College provides students with access to technological resources for enhancing their educations. Use of these resources requires that students adhere to acceptable use policies. The following are examples of conduct that violate policy:

- Intentional damage to hardware, software, or security devices, or distribution of viruses or other forms of electronic vandalism.