The University of Texas at El Paso
College of Health Sciences
Clinical Laboratory Science Program

CLSC 4275: Clinical Laboratory Management & Supervision
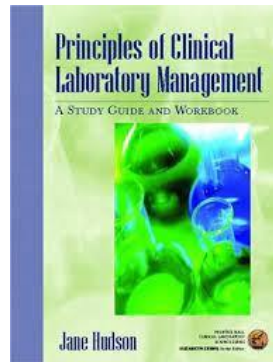
Spring 2023 Syllabus

I. Course Information
Days: Friday
Time: 13:00 – 14:50
Room: College of Health Sciences (CHS) 135
Textbook: Hudson, J. 2004. Principles of Clinical Laboratory Management: A Study Guide and Workbook. Prentice Hall.

II. Instructor Information
Instructor: Nancy D. Cruz-Sanchez, MS, MLS (ASCP)^{CM}
Email: ndcruzsanch@utep.edu
Office: College of Health Sciences (CHS) 426
Office Phone Number: 915-747-7243
Office Hours: *by Appointment*
Available:
> Monday: 10:00 – 13:30
> Tuesday: 10:00 – 11:30
> Wednesday: 10:00 – 13:30
> Thursday: 10:00 – 11:30 / 13:30- 16:00
> Friday: 10:00 – 12:00

- In order to better assist you, please make sure you *schedule an appointment*. If you can't schedule during these times, please contact instructor (after class/lab or via email) to schedule another time.
    o Multiple students may be scheduled for the same office hour session.

- - If it is a private matter, you wish to discuss material or have questions and prefer to have a private office hour or online session, please make sure to notify the instructor when an appointment is being made.

- Online meetings may be scheduled (Zoom, Teams).
- Students **must** use their UTEP email when communicating, for appointments, questions, etc.
  - Emails received:
    - Monday through Thursday after 5:00pm will be replied to the next day.
    - Friday after 4:00pm will be replied Monday (or next business day if Monday is a holiday).
    - Saturday and/or Sunday will be replied Monday (or next business day if Monday is a holiday).
    - Holidays will be replied to the next business day.

- Instructor is also available after class/lab (unless another class is on her schedule).
- If the instructor is not in her office during office hours, she may be in CHS 137 Laboratory Prep Room preparing for laboratories. Students may attend office hours in the prep room with the instructor.

III. Course Description

In the current shifting health care environment, the role of the clinical laboratory scientist is expanding. An augmented awareness of the business aspects of health care is expected. Therefore, the entry level clinical laboratory scientist must be acquainted of the financial, personnel, operational, and marketing issues affecting the laboratory to successfully perform and compete in this constantly changing environment. This course will cover management subject matter specific for Clinical Laboratory Science as specified by ASCLS Body of Knowledge.

This is an introductory course in the principles and techniques used in the supervision and management of the clinical laboratory in the health professions. The course includes, but is not limited to, human-resource management, management and motivational theories, communication skills, interviewing, performance appraisals, accreditation agencies, federal and state regulations, budget and strategic planning, evaluation instruments, and the implementation of a laboratory quality improvement program. Financial management is covered including profit and loss, cost/benefit, reimbursement requirements, and materials/inventory management.

Prerequisite: Department approval.

IV. Course Goal

This course is designed to prepare the student for entry level laboratory positions by developing skills in basic laboratory administration/management practices including general management theory, personnel management, financial management, and laboratory regulations.

V. Course Objectives

A. Cognitive

Upon completion of this course the student will be able to do the following accordingly to each topic from the book Body of Knowledge: Clinical Laboratory Science, Section B (Contributor: Cheryl Caskey, MA, CLSp (NCA)):

1. Health Care Reform Environment
    a. Describe the forces affecting changes in the health care environment
    b. State changes occurring in laboratories related to health care changes.

2. Federal Regulations and National Organizations
    a. Identify, define, and correlate the functions and impact on laboratory practice.
        ▪ Health and Human Services (HHS)
        ▪ Center for Medicare and Medicaid Services (CMS)
        ▪ Centers for Disease Control and Prevention (CDC)
        ▪ Federal Drug Administration (FDA)
        ▪ Department of Transportation (DOT)
        ▪ Occupational Safety and Health Administration (OSHA)
        ▪ National Committee for Clinical Laboratory Standards (NCCLS)
        ▪ Bureau of Biologics
        ▪ Office of the Inspector General (OIG)

    b. Identify the governmental laws and regulations that affect the laboratory and describe their impact.
        ▪ Balanced Budget Act 1997 (BBA)
        ▪ CLIA '88
        ▪ HIPAA
        ▪ Federal and State Bioterrorism Statutes

    c. Identify the following organizations and agencies and describe their roles in laboratory accreditation.
        ▪ Joint Commission and Accreditation of Healthcare Organizations (JCAHO)
        ▪ College of American Pathologists (CAP)
        ▪ State Health Departments
        ▪ Commission on Office Laboratory Accreditation (COLA)

- Substance Abuse and Mental Health Service Administration (SAMHSA)
- American Association of Blood Banks (AABB)

    d. Discuss the process to prepare for a laboratory accreditation survey and inspection.
- Utilization of survey checklists and guidelines.

3. General Management Theory

    a. Recognize the features of a good decision and explain the steps to make a sound decision.
- Identify the role that human behavior plays and its influence in the decision-making process.
- Identify the decision-making techniques to resolve the problems and decisions faced by the laboratory.
- Identify the sources of conflict and resistance to change and discuss the change process and incorporation of the change process in the overall operations of the laboratory.

    b. Define and apply leadership within the functions of management.
- Recognize the factors that determine leadership success.
- Compare and contrast the concepts and advantages of major leadership models.
- Apply leadership principles to the management of organizations.

    c. Explain the differences between management of health care organizations and other businesses.

    d. List and explain the major managerial "functions".
- Financial management
- Human resource management
- Technical quality management

    e. Describe management and motivational theories; state their author and compare them to one another.
- Maslow's Hierarchy of Needs
- Herzberg's Motivator-Hygiene Theory
- McGregor's Theory X and Theory Y
- Management By Objectives (MBO)
- Total Quality Management (TQM)
- Continuous Quality Improvement (CQI

    f. Apply the different managerial and motivational theories to individual case studies.

g. Analyze the positive influences as well as the major barriers to effective communications.

h. Write effective policies and procedures
  ▪ NCCLS Standards for Technical Procedures

i. Establish and implement a laboratory safety program.

j. Establish and maintain an effective quality systems assessment program.
  ▪ Describe standards for quality assessment
  ▪ Equality control
  ▪ Proficiency testing
  ▪ Personnel standards and competency assessment
  ▪ Method evaluation and validation
  ▪ Process improvement and problem identification

k. Describe principles of delegation and, given criteria, determine what and to whom to delegate.

l. Implement various techniques to motivate employees.

m. Provide incentives for professional development.

4. Financial Management
  a. Use cost analysis for selection of test methods, instrumentation and/or establishing test prices.
  b. Measure laboratory productivity, given appropriate parameters.
  c. Establish fixed versus variable costs for analyses.
  d. Explain basic techniques used to plan and forecast trends and developments.
  e. Describe the principles of third-party payment using insurance coding and reimbursement parameters.
  f. Describe medical necessity, advance beneficiary notices, and ICD-10 coding impact on laboratory reimbursement.
  g. Describe CPT coding and laboratory chargemasters.
  h. Distinguish between operational and capital budgets
    ▪ Explain the steps and schedule for preparing an operational and capital budget.
    ▪ Prepare wage and salary budget projections.

  i. Distinguish supply expenses from other budget items
    ▪ Explain the process of material management and inventory control.
    ▪ Establish appropriate inventory levels and ordering schedules.

5. Personnel Management
   a. Identify by name and function the professional organizations associated with the medical laboratory profession including but not limited to:
      - American Association of Blood Banks (AABB)
      - American Association of Clinical Chemists (AACC)
      - American Medical Technologists (AMT)
      - American Society for Clinical Laboratory Science (ASCLS)
      - American Society for Clinical Pathologists (ASCP)
      - American Society for Microbiology (ASM)
      - Clinical Laboratory Managers Association (CLMA)

   b. Describe the key elements of a performance appraisal system.
   c. Explain the role of human resource management in the operation and functions of the management process.
   d. Define, list, compare and contrast associated credentialing mechanisms
      Certification
      - Registration
      - Licensure
      - Accreditation

   e. List and compare the certification levels offered and the appropriate initials offered for two and four year educated laboratorians and the level at which personnel in each certification level function in a clinical laboratory.
      - National Credentialing Agency for Laboratory Personnel (NCA)
      - Board of Registry (BOR)
      - American Medical Technology (AMT)
      - International Society for Clinical Laboratory Technology (ISCLT)

   f. List those items to be included in position descriptions; explain their use and purpose.
   g. Function as an interviewer in the hiring process.
      - Identify and use proper interviewing techniques
      - State legal parameters
      - Describe federal regulations

   h. Explain the use of conferences in employee evaluations.
   i. Prepare a resume or curriculum vitae.
   j. Recognize situations of unethical professional performance and take appropriate action to correct such situations.

k. Demonstrate and explain the steps involved in performing a laboratory assay.
    l. Provide feedback to students or other health care practitioners on their abilities to perform laboratory testing.
    m. Describe CLIA Personnel Qualifications and Responsibilities.
        ▪ Laboratory Director
        ▪ Technical Consultant
        ▪ Clinical Consultant
        ▪ General Supervisor
        ▪ Testing Personnel

6. General Healthcare
    a. Explain Clinical Laboratory Science impact on other healthcare providers.
    b. Discuss use of clinical laboratory data in the diagnosis and treatment of patients.
    c. Explain model hospital/facility organization.
        ▪ Discuss typical hierarchy
        ▪ Discuss typical committee structure, laboratory roles
        ▪ Discuss clinical pathway development, laboratory roles

B. Affective
    Students will be given the opportunity to demonstrate the development of behaviors and attitudes consistent with those of the profession. During this course, the students should be mindful of these actions and should learn to:
    1. Work cooperatively with fellow students and instructors interacting as a team.
    2. Respect the differences of others and cooperate with individuals of different cultural and ethnic backgrounds to achieve harmony and a common goal.
    3. Educational initiative and a positive attitude by being prepared for laboratory sessions, completing assigned tasks on time, and displaying self-motivation.
    4. Maintain honesty and integrity by doing your own work, not sharing personal work with others, accepting your mistakes, and assuming the consequences.
    5. Demonstrate an interest in the content of the course through active participation.
    6. Demonstrate a desire to promote knowledge of your profession by your interaction and enthusiasm.
    7. Organization by utilizing time effectively, sequencing, and prioritizing tasks for completion with time constraints.
    8. Adaptability and flexibility to change and learning.
    9. Good judgement and exercise emotional intelligence by accepting personal responsibility for consequences of one's actions.

7

10. Dependability by following directions and working independently after being given directions.
11. Maturity, stability, and self-confidence by approaching and performing routine and stressful tasks confidently without assistance and maintaining composure, and by defining and being aware of personal limitations, seeking help when needed and pursuing continuing education independently.
12. Appropriate interpersonal skills by cooperating and communicating effectively with classmates and instructor(s) (faculty). Displaying courteous, considerate behavior and appropriate appearance.
13. Application of ethical behavior, integrity, and professionalism by respecting confidentiality of patient information, complying with professional standards and code of ethics, adhering to safety policies and abiding by all rules and regulations of the CLS Program and the institution.
14. Commitment to organizational and professional policies regarding appearance, safety, confidentiality, and ethics by following UTEP's CLS Program Standards.

VI. Course Policies
A. Texts
1. Ciulla, A. and Lehman, D. 2010. Success! In Clinical Laboratory Science. 4th Edition. Pearson.
   a. 5th Edition – 2020

2. Harr, R. 2019. Clinical Laboratory Science Review. 5th Edition. F.A. Davis.
3. Tanabe, P. and Holladay, E.B., 2018. BOC Study Guide, Clinical Laboratory Certification Examinations. 6th Edition. ASCP.
4. Johnson, M.D., Spencer. 1998. Who Moved My Cheese?
   a. Available online, as audiobook.

B. Instructional Policies
1. Material and resources for the class will provided using the following:
   a. Classroom lectures
      ▪ Power Point
      ▪ PDF

   b. Blackboard / Blackboard Ultra
   c. You Tube

2. Announcements, updates, notifications, and other important messages will be posted to Blackboard announcements.
   a. It is the student's responsibility to check Blackboard on a regular basis.

3. Students may be divided into groups randomly for different learning activities like reviews, etc.
    a. Study groups are meant to be help and support for all students through the semester.
    b. All members ***must*** participate in class discussion.

4. The instructor can help students create their own study guides/outlines and may upload to Blackboard outlines/study guides for each chapter/lecture when instructor understands they are necessary.
    a. Students are ***strongly encouraged*** to (should) create/complete outlines/study guides and study (prepare) ***before*** coming to class.
    b. Outlines/study guides may be discussed in class by students and guided by instructor.
    c. Outline/study guide completion is strongly encouraged to be done with study group.
        ▪ All members ***must*** participate in outline/study guide discussion in class.

5. Students are encouraged to (should) read material ahead of time (when available).
6. The student must have available or have access to the following technological resources:
    a. Computer/laptop with camera (webcam), audio and microphone.
    b. USB flash drive
    c. Good internet connection
    d. Microsoft Office (Word, Power Point, Excel)
    e. Adode (PDF) Flashplayer
    f. Windows Media Player
    g. Internet browser (i.e., Google Chrome, Mozilla Firefox, Safari)
    h. Blackboard's Respondus LockDown Browser

7. LockDown Browser + Webcam Requirement
    a. This course requires the use of LockDown Browser and a webcam for online quizzes and exams. The webcam can be the type that's built into your computer or one that plugs in with a USB cable. Watch this brief video to get a basic understanding of LockDown Browser and the webcam feature.
        ▪ https://www.respondus.com/products/lockdown-browser/student-movie.shtml

b. Download Instructions
- Download and install LockDown Browser from this link:https://download.respondus.com/lockdown/download.php?id=586140509
- Once Installed:
  ◦ Start LockDown Browser
  ◦ Log into Blackboard Learn
  ◦ Navigate to the test
  ◦ Note: You won't be able to access tests with a standard web browser. If this is tried, an error message will indicate that the test requires the use of LockDown Browser. Simply start LockDown Browser and navigate back to the exam to continue.

c. Guidelines
- When taking an online test, follow these guidelines:
  ◦ Ensure you're in a location where you won't be interrupted
  ◦ Turn off all other devices (e.g., tablets, phones, second computers) and place them outside of your reach
  ◦ Before starting the test, know how much time is available for it, and also that you've allotted sufficient time to complete it
  ◦ Clear your desk or workspace of all external materials not permitted - books, papers, other devices
  ◦ Remain at your computer for the duration of the test
  ◦ If the computer, Wi-Fi, or location is different than what was used previously with the "Webcam Check" and "System & Network Check" in LockDown Browser, run the checks again prior to the exam
  ◦ To produce a good webcam video, do the following:
    i. Avoid wearing baseball caps or hats with brims
    ii. Ensure your computer or device is on a firm surface (a desk or table). Do NOT have the computer on your lap, a bed, or other surface where the device (or you) are likely to move

10

iii. If using a built-in webcam, avoid readjusting the tilt of the screen after the webcam setup is complete

iv. Take the exam in a well-lit room, but avoid backlighting (such as sitting with your back to a window).

    d. Remember that LockDown Browser will prevent you from accessing other websites or applications; you will be unable to exit the test until all questions are completed and submitted.

    e. Getting Help
- Several resources are available if you encounter problems with LockDown Browser:
- The Windows and Mac versions of LockDown Browser have a "Help Center" button located on the toolbar. Use the "System & Network Check" to troubleshoot issues. If an exam requires you to use a webcam, also run the "Webcam Check" from this area.
- As applicable, insert information about your institution's help desk, including details about how to contact them. Some help desks want students to run the "System & Network Check" and the "Webcam Check" before they are contacted - and even, to forward the results of these checks at the time of opening a ticket.
- Respondus has a Knowledge Base available from support.respondus.com. Select the "Knowledge Base" link and then select "Respondus LockDown Browser" as the product. If your problem is with a webcam, select "Respondus Monitor" as your product.
- If you're still unable to resolve a technical issue with LockDown Browser, go to support.respondus.com and select "Submit a Ticket". Provide detailed information about your problem and what steps you took to resolve it.

A. Exam Policy
1. Exams will be taken **in the classroom** using Blackboard Respondus LockDown Browser + Webcam.
2. No make-up exams will be administered.
3. If an exam is missed the grade will be 0. All grades will be used for calculating the final grade, no grades will be dropped.
4. If a student cannot attend a test, or final exam for a **university-acceptable excuse**, inform the instructor as soon as possible and a time will be arranged accordingly with the instructor's schedule. It is the

responsibility of the student to notify the instructor of any absence and to provide legitimate documentation of absence as per university regulations.

  a. Legitimate documentation needs to be provided at the time of exam rescheduling.

  b. The re-scheduled exam will be administered on campus.

    ▪ Instructor's office or separate reserved room close to instructor's office.

5. The instructor will assign each student a seat for the examination.
6. All personal belongings including material, documents, books, etc. must be kept in the designated area assigned by the instructor.
7. If a calculator is needed for the exam, the instructor will let you know ahead of time. Calculator lids must be kept with your personal belongings. The instructor will check the calculators (especially if a scientific or graphic calculator is being used).

B. Assignment Policy
1. Assignments will be announced and assigned 1 to 2 weeks before the deadline.
2. Students are required to hand in assignments in a timely manner.

  a. Deadlines will be announced previously as assignments are prepared and programmed throughout the semester.

  b. ***Late submission: Assignments will have a 2-point deduction each day the assignment is late (includes weekends and holidays), up to 1 week.***

  c. ***Assignments will not be accepted after the 1 week of tardiness and the assignment grade will be 0.***

    ▪ Individual assignments: If a legitimate reason/excuse (death, illness, etc.) prevents the student from handing the assignment on the due date, inform the instructor as soon as possible, bring the necessary documentation and considerations may be made, depending on situations, on an individual basis.

    ▪ Group assignments: Each group member is responsible on making sure their assignment was submitted.

    ▪ **NO** make-up assignments will be offered.

    ▪ **It is suggested that the student submit the assignment** before the due date.

  d. Assignments are to be submitted ***neatly* as a PDF file, via Blackboard,** in the available corresponding folder. Assignments will **NOT** be accepted in any other format or if sent by email.

    ▪ Assignments are to be submitted in ink or typed and properly identified with student(s) name(s) and date.

12

- Make sure your report was uploaded correctly.
- If there is any issue uploading the report to Blackboard, communicate the issue to the instructor.

E. Attendance and Participation Policies
1. The student is expected to attend **_all_** lecture sessions in a **timely fashion**.
   a. Present and punctual (within 7 minutes) and does not leave classroom/Zoom meeting.
      - Bathroom breaks are the exception.
      - Any student leaving classroom/zoom meeting for extended periods of time will be considered absent.
      - Students attending via Zoom **<mark>must</mark>** have their camera on and be visible/present. Any student that does not have their camera on will be considered absent.

   b. Attendance will be calculated as follows:
      - $\dfrac{Days\ in\ attendance}{Total\ Days\ the\ Class\ Met} \ x\ 100$

2. The student is expected to participate during class sessions.
3. The student is expected to access Blackboard regularly for material availability, announcements, etc.
4. The student should spend 2-4 hours a week studying the material and resources provided by the instructor and textbook.
5. Absences: After 3 absences you will be given a written warning. If absent 4 times, you may be dropped from the course.
6. It is the responsibility of the student to notify the instructor of any absence or tardiness, and to provide legitimate documentation of absence as per university regulations.
   a. The student is responsible for the material discussed in class as well as announcements made in class.

7. The instructor reserves the right to drop a student due to tardiness or absenteeism, when, in the judgement of the instructor, a student has been absent to a degree as to impair their status relative to credit for the course. The instructor may drop the student from the class with a "**W**" before the course drop deadline or an "**F**" after the course drop deadline.
   a. **Course Drop Deadline: March 30, 2023.**

8. The student is expected to participate in office hours.
   a. Multiple students may be scheduled for the same office hour session.
   b. If it is a private matter or you wish to discuss material or have questions and prefer to have a private office hour or online session, please make sure to notify the instructor when an appointment is being made.

13

F. Classroom Policies
1. The student will present to the classroom wearing appropriate clothing, i.e.:
    a. Scrubs
        ▪ CLS Senior Year Scrubs

    b. If student will not be wearing scrubs, the student must dress **appropriately** for a classroom, i.e.,
        ▪ **NO** cleavage, see-through or short (crop tops) shirts or tops**.**
        ▪ **NO** short shorts, short skirts, hot pants, or leggings.

2. Cell phone usage is **NOT** permitted in the classroom.
    a. Exceptions can be made in case of an emergency. **Please talk to the instructor beforehand.**
    b. Phone **MUST** remain in silent mode inside your backpack, purse, pocket, etc.

3. Headphones, earphones, air pods, ear plugs, or any of these personal devices are **NOT** permitted in class or during exams or quizzes.
    a. If a student requires a quiet testing environment, the student needs to go to CASS. CASS will communicate with the instructor if the special accommodation is approved and make arrangements with the instructor for the special accommodation.

4. Video or audio recordings are **NOT** permitted in class.
    a. If a student requires recordings of the lectures due to a disability, the student needs to go to CASS. CASS will communicate with the instructor if the special accommodation is approved and make the arrangements for the special accommodation.
    b. If a student that is not covered under CASS special accommodations is caught recording, the instructor will ask the student to stop and erase the recording.
        ▪ If this practice continues in the same lecture or future days, the student will be asked to leave the classroom and may be reported to the director of the program and/or Student Affairs.

14

5. Masks are not mandated for students, faculty, or staff in the classroom or at UTEP (per UTEP policies). <u>However, if the student prefers to wear a mask, they can do so.</u>
   a. **This policy is <u>subject to change</u> depending on public health circumstances and UTEP policy change regarding this matter.**

6. COVID-19 PRECAUTION STATEMENT
   a. Please stay home if you have been diagnosed with COVID-19 or are experiencing COVID-19 symptoms.
   b. If you are feeling unwell, please let the instructor know as soon as possible, so that appropriate accommodation can be made.
   c. If you have tested positive for COVID-19, you are encouraged to report your results to covidaction@utep.edu, so that the Dean of Students Office can provide you with support and help with communication with your professors. The Student Health Center is equipped to provide COVID-19 testing.
   d. The Center for Disease Control and Prevention recommends that people in areas of substantial or high COVID-19 transmission wear face masks when indoors in groups of people. The best way that Miners can take care of Miners is to get the vaccine. If you still need the vaccine, it is widely available in the El Paso area, and will be available at no charge on campus during the first week of classes. For more information about the current rates, testing, and vaccinations, please visit epstrong.org.

C. Etiquette guidelines
   1. Treat instructor and classmates with respect.
   2. Address instructor and classmates properly and accordingly.
   3. Use clear and appropriate language.
   4. Vulgar/obscene language, discrimination for race, color, ethnicity, gender, political or religious views, and inappropriate conduct is ***<u>prohibited</u>*** in class.
   5. The instructor reserves the right to ban the student from the classroom if vulgar language is being used, if student is being disrespectful toward the instructor or classmates or exhibiting inappropriate conduct. This will be considered an absence. The student will be reported to the CLS program director, Student Affairs and OSCCR.
      a. If behavior exhibits sexual misconduct, the student will also be reported to Title IX.

D. Academic Integrity
   There is a **zero-tolerance level** for academic dishonesty. Honesty and integrity are a critical aspect of your chosen profession, as well as patient

confidentiality. Any student who commits an act of scholastic dishonesty is subject to discipline. Scholastic dishonesty includes, but it is not limited to:

1. Cheating
   This means:
   a. Copying from the homework, in-class work, or exam paper of another student.
   b. Engaging in written, oral, or any other means of communication with another student during an exam or homework assignment or giving aid to or seeking aid from another student during a test.
   c. Possession and/or use of test material (class notes, books, reviews, outlines, or any other material) not authorized by the instructor or exam proctor during an exam or quiz.
   d. Using, obtaining, or attempting to obtain, by any means, a part of the whole test, test key, homework solution, computer program, and tests administered during past semesters.
   e. Substituting for another person or another person substituting one's self to take a test/quiz.
   f. Falsifying data, laboratory reports and/or other records or academic work offered for credit.

2. Plagiarism
   This means:
   a. The appropriation, buying, receiving as a gift, or obtaining by any means another's work, ideas, processes, results, or words without giving appropriate credit. This includes intentionally, knowingly or carelessly, presenting the work of another as one's own; failing to credit sources used in a work product; attempting to receive credit for work performed by another; failing to cite the World Wide Web, databases and other electronic resources.
   b. The submission for credit of any work or material that is attributable (whole or in part) to another person (i.e., copying from another student).

3. Collusion
   This means the unauthorized (secret or illegal) collaboration with another person in preparing academic assignments offered for credit or collaboration with another person to commit a violation of any provision of the rules on scholastic dishonesty.

E. Other prohibited conduct:
1. Health or Safety
    a. Any student who engages in conduct that endangers the health or safety of any person may be subject to discipline.

2. Disruptions
    a. Any student who, acting singly or in concert with others, obstructs, disrupts, or interferes with any teaching, educational, research, administrative, disciplinary, public service, or other activity or public performance authorized to be held or conducted on campus or on property or in a building or facility owned or controlled by the U. T. System or institution is subject to discipline. Obstruction or disruption includes but is not limited to any act that interrupts, modifies, or damages utility service or equipment, communication service or equipment, university computers, computer programs, computer records or computer networks accessible through the university's computer resources.

3. Harassment
    a. Any student who engages in harassment of a University community member, as defined under Section II-Chapter 2, Section 2.2.4, is subject to discipline.

4. Retaliation
    a. Any student who retaliates in any way against an individual who has brought a complaint under this Policy (or other University policy) or participated in an investigation or disciplinary process of such complaint.
5. Unauthorized Use of Property
    a. Any student who engages in the unauthorized use of property, equipment, supplies, buildings, or facilities owned or controlled by the U. T. System or institution is subject to discipline.

6. Vandalism
    a. Any student who defaces, mutilates, destroys, or takes unauthorized possession of any property, equipment, supplies, buildings, or facilities owned or controlled by an institution or the U. T. System is subject to discipline.

7. Use of Explosives, Weapons or Hazardous Chemicals
    a. Unless authorized by federal, state, or local laws, a student who possesses or uses any type of explosive, firearm, imitation firearm, ammunition, hazardous chemical, or weapon as

17

defined by state or federal law, while on campus or on any property or in any building or facility owned or controlled by the U. T. System or institution, is subject to discipline. The University has a Campus Carry Policy and any violation of that Policy by a student will be handled according to the procedures in this Policy unless that Policy explicitly states otherwise.

8. Theft
    a. Any student who commits theft, steals, or takes unauthorized possession of any personal property of any community member or University property within the buildings or facilities owned or controlled by the University or the U.T. System is subject to discipline.

9. Sale or Use of Alcoholic Beverages
    a. The University enforces all state and federal laws or regulations which regulate and control the sale or use of alcohol on campus, including those pertaining to the possession of alcohol by minors. University regulations prohibit the possession and/or consumption of alcoholic beverages on University property without prior written authorization by appropriate administrative officials. Customers of legal age under state law may purchase and consume alcoholic beverages in areas on the campus specifically designated for the public sale and consumption of beer and wine, and residents of University Housing are authorized to possess and consume beer and wine in the privacy of their living quarters, if they are of legal age under state law.
    b. The University, however, in accordance with the Texas Alcoholic Beverage Commission's amnesty policy, affords amnesty to a minor seeking aid in a medical emergency if the minor (1) requested emergency medical assistance in response to the possible alcohol overdose of the minor or another person; (2) was the first person to make a request for medical assistance under Subdivision (1); and (3) if the minor requested emergency medical assistance for the possible alcohol overdose of another person: (A) remained on the scene until the medical assistance arrived; and (B) cooperated with medical assistance and law enforcement personnel, if applicable.

10. Drugs
   a. Any student who is found responsible for the illegal use, possession and/or sale of a drug or narcotic is subject to discipline.

   Students practicing any of these behaviors will be reported to the program director, Student Affairs, and OSCCR. Students participating in sexual misconduct/harassment behavior will also be reported to Title IX, in addition to the offices mentioned previously.

   Proven violations of the detailed regulations, as printed in the *Handbook of* Operating *Procedures (HOP)* (available in the Office of the Dean of Students), may result in sanctions ranging from disciplinary probation, failing grades on the work in question, failing grade in the course, suspension, or dismissal, among others.

F. Student Support
   In case of needed assistance:
   1. Helpdesk
      a. https://www.utep.edu/irp/technologysupport/

   2. Miner Learning Center
      a. https://www.utep.edu/mlc/

   3. University Library
      a. https://www.utep.edu/library/

   4. Counseling and Psychological Services
      a. https://www.utep.edu/student-affairs/counsel/

   5. Student Support Services Program
      a. https://www.utep.edu/student-affairs/student-support-services-program/

G. Classroom Accommodations
   If you have a disability and need special accommodations, please contact the Center for Accommodations and Support Services (CASS) at 747-5148, by email to cass@utep.edu, or visit their office located in UTEP Union East, Room 106. For additional information, please visit the CASS website at www.sa.utep.edu/cass.

H. University Counseling Center
   If you have personal issues and feel like you need assistance, the university offers counseling services and resources. They are available online and in person through the Division of Student Affairs. You can access these services:

19

1. Online: https://www.utep.edu/student-affairs/counsel/index.html
2. By phone: 915-747-5302
3. Email: caps@utep.edu
4. In Person: Counseling Center
   202 Union West
   El Paso, Texas 79968

V. **Grading Policy**

Evaluation Technique	%
3 Partial Exams	20% each (60% total)
Assignments	30%
Attendance	10%
Total	**100%**
Grading Scale	**Grade**
90-100	A
80-89	B
75-79	C
70-74.9*	D*
69 or below*	F*
* A grade of 75 or above is required to continue in the CLS program.	