# HEALTHCARE INFORMATICS STUDENT HANDBOOK

**EFFECTIVE: July 2019**

# Contents

# Introduction

This student handbook has been reviewed and approved through the established approval processes of Bellevue College and is to be utilized as an adjunct resource to the published BC campus-wide policies and procedures. **Students are expected to comply with the policies and procedures contained within this handbook throughout their time enrolled in the HCI program.**

## Importance of Your Student Handbook

Your success is important to us. We have developed this handbook to guide you and provide specific information on the policies and expectations of the Healthcare Informatics program.

**It is the responsibility of every admitted student to study this handbook and to know its contents.** If you have any questions that are not answered in this handbook or the new student orientation, please contact your instructors, program advisor or the HCI program chair for clarification as soon as possible.

## Changes to Handbook

Due to a number of reasons, changes to the HCI Handbook may occur. Students are expected to adhere to all policy and procedure revisions during their term as an HCI student. This includes any/all changes or additions in policy at the time they are incorporated. Updated policies and procedures will be sent to students in the form of a revision to the student handbook.

# Contact Information

## Email Account

As a condition of taking classes in the Healthcare Informatics program, students must maintain and check an active Bellevue College email account. Email is the College's mechanism for official communication with students, and BC expects that students will read official email in a timely fashion. All communication from students to College administration should be conducted with a BC email account.

If a non-BC email account is a student's primary email, he or she may choose to forward their Bellevue College email to their primary email account. However, students still need to maintain the BC account by periodically updating the password. To forward your email, use these simple instructions or access them at https://bellevuecollege.teamdynamix.com/

## Communicating with your Instructors

In addition to using your BC email address, the Healthcare Informatics program would like to further clarify the appropriate mode for communicating with your instructors. Students are expected to use the Canvas email feature in each course to communicate with their instructor during the quarter. All communications need to be respectful and pertain to questions or concerns specifically related to the course. Unless otherwise stated in their syllabus, instructors have up to 48 hours to respond. **Faculty and staff will not respond or communicate via personal email addresses**.

## Name and Address Change

Essential communications from the program and the College will be sent using the contact information listed in your official student record. Keep your name and address up-to-date so you do not miss receiving important documents such as program-specific letters and forms, financial aid statements and diplomas. Change your address online or contact Bellevue College Enrollment Services at 425-564-2222. Students who change their names must provide documentation to the Registrar's Office to effect a name change.

# Program Policies and Procedures

The Healthcare Informatics programs makes every effort to meet the needs of working adults. Although our program is flexible, there are several policies that students must adhere to in order to maintain adequate academic progress and successfully complete the program. Students should familiarize themselves with the following policies governing all admitted students.

## Code of Ethics

As a student in the Healthcare Informatics Program, you represent Bellevue College and the healthcare profession. The highest ethical and professional standards of conduct will be expected of you at all times. These standards and expectations are identified in this handbook, as well as in individual courses in the program.

All students enrolled in the Healthcare Informatics Program are expected to comply with the provisions of the code. Failure to do so may lead to academic review actions, up to and including dismissal from the program.

The goal of this code of ethics is to promote excellence in patient care by fostering responsibility and accountability among all healthcare professionals. In so doing, the integrity of the healthcare profession will be maintained. While students are subject to all other applicable Bellevue College policies with equal force and effect, the HCI Student Code of Ethics is of such fundamental importance that students are required to review the Code and acknowledge their agreement to abide by it prior to beginning courses.

### Objectives

1. To create and encourage an environment where professional and ethical issues are discussed and addressed.

2. To help the individual Healthcare professional identify ethical issues.

3. To provide guidelines for individual Healthcare professionals regarding ethical behavior.

## General Student Principles and Responsibilities

The principles of truthfulness, fairness, respect for others, trust and responsibility and a personal commitment to maintaining these high standards and values constitute the fundamental ideal that all must strive to attain. Therefore, HCI faculty and students have the following responsibilities:

- To be truthful in all academic and professional matters and to always honestly represent their work and that of others;
- To be aware of and to abide by all applicable federal, state and local civil and criminal laws and regulations;
- To be aware of and abide by all applicable codes and standards of ethical and professional conduct and responsibilities;
- To be aware of and to abide by all applicable College and division policies, rules, procedures and standards, both general and academic; and the responsibility for personal and professional integrity and honesty in all academic activities;

### Principle I:

In order to promote patient well-being, HCI students shall:

1. Provide information to the patient/family/caregivers about the existence of electronic records containing personal biomedical data;

a. Patients/family/caregivers must not be misled about how these data are used, the origin of the data, nor about how and with whom these data are communicated.
  b. Questions about rights to review and annotate one's biomedical data must be answered truthfully.
2. Advocate and work to ensure that biomedical data are maintained in a safe, reliable, secure and confidential environment that is consistent with applicable law, local policies and accepted informatics processing standards;
  a. Never knowingly disclose biomedical data in a fashion that violates legal requirements or accepted local confidentiality practices;
  b. Never use patient data outside the stated purposes, goals or intents of the organization responsible for these data.
3. Treat the data of all patients with equal care, respect and fairness;
4. Maintain confidentiality of acquired patient information, and follow national patient privacy regulations as required by the "Health Insurance Portability and Accountability Act of 1996(HIPAA)."

## Principle II:
To promote the highest level of competent practice, HCI students will:

1. Foster a professional environment that is conducive to the highest ethical and technical standards;
2. Uphold professional standards by adhering to defined technical protocols;
3. Acknowledge personal and legal limits, practice within the defined scope of practice and assume responsibility for his/her actions;
4. Maintain continued competence through lifelong learning, which includes continuing education, acquisition of specialty specific credentials and re-credentialing as appropriate;
5. Refrain from the use of any substances that may alter judgment or skill and thereby compromise patient care;
6. Be accountable and participate in regular assessment and review of work, procedures, protocols, and results. This can be accomplished through facility accreditation.

## Principle III:
To promote professional integrity and public trust, HCI students shall:

1. Be truthful and promote appropriate communications with patients and colleagues;
2. Respect the rights of patients, colleagues and yourself;
3. Avoid conflicts of interest and situations that exploit others or misrepresent;
4. Accurately represent his/her experience, education and credentialing;
5. Promote equitable access to care;
6. Collaborate with professional colleagues to create an environment that promotes communication and respect;
7. Communicate and collaborate with others to promote ethical practice;
8. Engage only in legal arrangements in the medical industry;
9. Report deviations from the Code of Ethics to program leadership for internal sanctions, local intervention and/or criminal prosecution.

# Academic Honesty

The principle of academic honesty underlies all that we do and applies to all courses at Bellevue College. Actions that are considered in violation are described below in detail and Bellevue College instructors have access to commercial plagiarism detection software, so please be advised that any work you submit may be tested for plagiarism.

Participating in academic dishonesty in any way, including writing a paper or taking a test for someone else, may result in severe penalties. Dishonestly produced papers automatically receive a grade of "F" without the possibility of make-up. The Dean of Student Services will also be notified of such conduct and repetition of the behavior will result in progressively more serious disciplinary action (for example, an instructor may recommend that the student fail the course for a second offense or even that a student be expelled for a serious offense, such as stealing an exam).

Grades lowered for plagiarism or other forms of dishonesty may be appealed through the regular channels and any further disciplinary action taken by the Dean may also be appealed through existing processes.

Students in all courses requiring research papers should also note that matters of documentation form go beyond editing; they are closely related to the content of the paper. Improper form in research papers is grounds for failing the paper. Individual instructors will clarify documentation requirements for specific assignments. If you have any doubts as to whether you are documenting properly, do not hesitate to consult your instructor.

# Examples of Academic Integrity and Standards of Behavior Violations

## Cheating*

Cheating occurs when an individual misrepresents his/her mastery of the subject matter or assists another to do the same. Instances of cheating include, but are not limited to:

- Copying another's work and submitting it as one's own on an examination, paper or other assignment;
- Allowing another to copy one's work;
- Using unauthorized materials during an examination or evaluation such as a textbook, notebook, or prepared materials or possession of unauthorized materials (notes, formulas, etc.) that are visually or audibly accessible;
- Collaborating with another individual by giving or receiving unauthorized information during an examination or evaluation.

## Plagiarism*

Plagiarism is an act whereby an individual represents someone else's words, ideas, phrases, sentences or data, whether oral, in print or in electronic form, including internet sources, as his/her own work. Examples include, but are not limited to:

- Using the exact words (verbatim) of another source without quotations and appropriate referencing;
- Using the ideas, thoughts, opinions, data or theories of another without a reference, even if completely paraphrased;
- Using charts and diagrams from another source without revision, permission from the author and/or appropriate referencing;
- Using facts and data from another source without a reference unless the information is considered common knowledge.

## Self-Plagiarism

Self-Plagiarism is the submission of the same paper—or substantial parts thereof—for more than one course. Bellevue College considers any act of self-plagiarism to be a form of academic dishonesty and a violation of the Student Conduct Code. To avoid any accusation of self-plagiarism, students must provide an APA-type citation that explicitly notifies the instructor of what portions of a paper were previously submitted, and students should also specify the course and date of the prior submission.  In addition, students are also required to get the instructor's permission for any papers that were previously submitted. Additional information can be reviewed at: https://www.bellevuecollege.edu/health/writing/reading/plagiarism/self-plagiarism/


## Fabrication*

Fabrication is the deliberate use of false information or withholding of information with the intent to deceive. Examples include, but are not limited to:

- Using information from a source other than the one referenced;
- Listing of references in a bibliography that were not used in a paper;
- Falsifying or withholding data in experiments, research projects, notes, reports, or other academic exercises;
- Falsifying or withholding data in patient charts, notes or records;
- Submitting papers, reports or projects, prepared in whole or part by another;
- Taking an exam for another or allowing another to take an exam for oneself.

*Used with permission from the School of Health Related Professions, Rutgers University.

# Sexual Harassment

Mutual respect, consideration, and courtesy are expected of everyone. Students have the right to pursue their education free from all forms of discrimination and conduct which can be considered harassing, coercive, or disruptive including sexual harassment. Title IX prohibits gender-based discrimination in educational institutions that receive federal funds and extends to faculty, staff and students. It includes such things as: sexual harassment, dating violence, domestic violence, stalking, gender-identity and pregnancy. It also prohibits retaliation against anyone who makes or participates in a complaint.

Federal and state law prohibits sexual harassment. According to the requirements of both agencies, sexual harassment includes unwelcome sexual advances, request for sexual favors, sexually motivated physical contact, and other verbal or physical conduct of sexual nature when:

- Submission to such conduct is made, either explicitly or implicitly, a term or condition of an individual's status;

- Submission to or rejection of such conduct by an individual is used as the basis for evaluation affecting such an individual;

- Such conduct is intended to or does interfere with an individual's work or creates an intimidating, hostile, or offensive work environment.

For more information please visit: http://www.bellevuecollege.edu/titleix/

# Program Tools and Resources

## Program Advising

Once admitted into the HCI program, you will be assigned a program advisor whose primary role is to support your success. They will serve as your first point of contact when it comes to addressing issues that impact your progress towards completion of your HCI degree or certificate. **We recommend checking in with your advisor on a quarterly basis**.

## Bookstore

Students are responsible for checking with the bookstore, either on campus or online, to see what materials their instructors have ordered **before** the start of the quarter. Books are usually listed on the bookstore website in addition to the course syllabus, which may be obtained from the instructor, and are typically available one to two weeks before classes begin. If no books are available at the bookstore, students should contact the instructor by email.

Medical textbooks are expensive and students may purchase used versions of the required edition if possible. Any substitutions to required textbooks much first be approved by the instructor.

BC Bookstore
3000 Landerholm Circle S.E.
Room B-127
Bellevue, WA 98007
Phone: (425) 564-2285
http://bcc.collegestoreonline.com/

## Degree Worksheet

Upon starting the program, each student will be provided with a copy of their degree worksheet. This worksheet outlines the courses required for graduation. This worksheet will be updated each quarter by the program however it is strongly recommended that you review your worksheet regularly. Please contact your program advisor about any inconsistencies or errors you may notice.

## Learning Management System (Canvas)

Canvas is Bellevue College's Learning Management System. Canvas is a cloud-hosted system that that allows BC instructors and students to deliver course materials, submit assignments and tests, view grades, and create learning activities.

Canvas course sites should be available to registered students on the first day of the quarter. If a student registers after the quarter has started, it typically takes up to 24 hours for the Canvas course site to become available. Students who are unable to view a course site should email the instructor. To access Canvas and view frequently asked questions and tutorials, visit:
http://www.bellevuecollege.edu/canvas/

# Online Services for Students

Access all of your student online services in one place, including registration, e-mail, Canvas, schedule, transcripts, student pin as well as a full list of registrar and graduation forms at http://www.bellevuecollege.edu/services/

# Student Association

By enriching student life through leadership opportunities, personal learning and cultural experiences, Student Programs is committed to building a pluralistic and diverse campus community that fosters creativity, innovation and student success. All Healthcare Informatics students are invited to join this student association. The Healthcare Technology & Management Student Association was created to:

- Create opportunities for students to engage with one another outside of the classroom setting;
- Introduce students to individuals currently working in the field as well as learn about emerging topics in the field;
- Offer opportunities to attend relevant professional conferences and networking events;
- Seek ways to make all programming technologically accessible to students who may never set foot on the physical campus.

**Interested in participating?** Please contact your program advisor or email hctm@bellevuecollege.edu.

# Writing Support Program

The HCI Writing Support Program (WSP) is a quarter-long assistance program that involves working closely with our HCI writing specialist to help advance writing and overall communication skills. All HCI students are welcome to participate, but it will be mandatory for students who score below 12 points on their personal statement or have been placed on academic probation.

Each student will be evaluated and given a unique and personalized program plan to best meet their individual needs. A student's plan will establish goals for the quarter and skills to practice/accomplish. All WSP students will be required to meet regularly (virtually or in-person) with the writing specialist, for the entirety of that quarter. At the end of the quarter, both the writing specialist and program chair, will assess whether continued participation in the WSP is mandatory.

# Technology

## Online Courses

Courses offered online require access to appropriate technology. There are a number of things that we would like students to be aware of regarding the online classroom environment:

- Online simply means that all or some of your classroom materials and interactions are accessible through a computer and the internet.
- Online DOES NOT mean self-paced or self-directed. Courses in the RAIS program will still require you to interact with the instructor and participate in discussions and group activities with classmates.
- Online courses may still require some real-time participation. For example, the instructor may require a presentation in front of a "live" or "virtual" audience or participate in "live" or "virtual" meetings with themselves or classmates. If this is the case, students will be given advance notice.
- Online courses may also require students to participate in group work. If this is the case, students will need to be creative in finding ways to work together.

## Mobile Devices

The online classroom can be accessed and viewed using mobile devices (phone, e-reader, tablet, etc.). But accessing courses in this way is not ideal as you may not be able to fully view some lecture materials and learning activities from a mobile browser. For this reason, we recommend that students still set aside time each week to access course materials, activities and discussions from a computer.

## Backup Plan

In case of a computer disaster…have a viable back up plan!
- Utilize the BC Open Computer Lab in N250 which is the largest computer lab on campus
- Find family or friends who will let you come over and use their computer.
- Find out where your local public libraries are and what their hours are


# Technology Requirements

In order to be successful in the Healthcare Informatics program, students will need to meet the following minimum hardware and software requirements. Students are responsible for obtaining and maintaining access to these items as well as coping with any technical problems that might arise. For technical assistance, students may email hci-support@bellevuecollege.edu. The Bellevue College Help Desk can also provide assistance.

## Hardware

- Pentium level PC or MAC
- Broadband Internet (DSL, Cable) connection
- CD ROM drive with sound card
- Webcam Microphone in headset or webcam
- Speakers and headphones

## Software

- Windows XP or MAC OS 10.7 or higher operating system
- Microsoft Office 2010 or iWork
- MS Word Viewer 2007, MS Excel Viewer 2007, MS PowerPoint Viewer 2007 with the ability to view Microsoft Documents

- Adobe Acrobat Reader of software that allows you to view PDF files
- Word processing software must be able to "Save As" in a Rich Text format (RTF)
- Java support systems
- Web Browser, i.e.: Internet Explorer, Mozilla Firefox, Chrome or Safari
- The ability to view multimedia, i.e.: RealPlayer, Windows Media Player, Macromedia Shockwave, Flash, and Quicktime
- Ad-ware removal program (recommended)
- Anti-Virus program (recommended)
- Firewall (recommended)

## Skill sets

- Reliable access to a computer for extended and uninterrupted periods of time as needed.
- Proficiency in computer navigation and virtual file organization.
- Experience in online search engines with the ability to access data virtually, download and install plug-ins as needed.
- The ability to respond to requests for data with the knowledge of how to save, attach, upload files to emails, shared drives as instructed.
- The ability to install and troubleshoot course-specific applications that some courses require.

# Course-Specific Policies

## Curriculum Requirements

Students will follow the curriculum requirements in place at the time they were initially admitted into the program. This means that students admitted in Fall 2017 will follow the 2017-2018 degree/certificate completion worksheets. All worksheets are available at https://www.bellevuecollege.edu/worksheets/. Students who wish to transition to a newer completion worksheet degree/certificate completion worksheet may do so but will need to confirm the change with their program advisor first.

## Course Registration

Students may register for courses as soon as registration opens (approximately six to eight weeks before the quarter starts) up until the add/drop deadline near the end of the first week. Exact dates for these events are listed on the Academic Calendar.

**Students are responsible for adhering to registration deadlines.** It is the student's responsibility to register and, if necessary, drop classes by the posted deadlines. No one will complete this for the student, except in cases where a class is cancelled. The Healthcare Informatics programs encourages students to register for courses at the earliest possible date. Early registration helps us serve our students more effectively. Some courses fill up quickly, and early registration will let HCI staff know whether an additional section (where possible) is needed. Students who delay registration may find that an under enrolled course has been cancelled due to lack of interest. If registration questions or problems arise, please contact your program advisor.

## Taking More than 21 credits in a Quarter

For academic purposes, 12 credit hours or more is considered a full-time load and anything under 12 credit hours is considered a part-time load. The college limits quarterly enrollment to 21 credits or less. To enroll in more than 21 credit hours per quarter, you must have a 3.0 cumulative grade-point average (GPA) and submit a request online or at the Enrollment Services office. You may not take over 21 credits during the summer quarter, even if your GPA is a 3.0 or higher.

## Attendance

Students accepted into the Healthcare Informatics program are expected to actively participate in all online courses, including, discussions and any other scheduled event that is part of the course. Students will be responsible for obtaining any information presented or provided during their absence. Instructors may include attendance as a part of course grades and performance. Individual course attendance policies will be described in the syllabus. Students missing more than 10 days in a quarter or not logging into an online course for more than 7 days are in danger of failure. For online and hybrid courses your instructors may also set additional attendance requirements based on frequency of logins so be sure to review your syllabus for details. If you aren't clear it is your responsibility to contact the instructor.

## Late Work

Individual instructors make their own rules on accepting or grading late work. The HCI program believes strongly that honoring deadlines is essential for student success. Consult your instructor regarding any late work. In general, late work may be:

- Given partial credit as the instructor chooses;
- Given no credit, but still be required for passing the course;

- Not accepted at all.

The extent to which late work affects grades is up to the instructor. Instructors may also elect not to give feedback to works in progress if required drafts or plans are not submitted on time.

Failure to attend class for "technical difficulties" on the day a paper is due does not constitute an excuse for lateness. Similarly, missing an exam does not oblige the instructor to give a make-up. Your instructors will inform you about their individual penalties for late papers and missed exams.

All lateness or absence on due days or exam days should be arranged with the instructor well in advance.

## Midterm Progress

Many of your instructors will assign a midterm grade around the 4th or 5th week of the quarter. This midterm grade does not impact your transcript or your progress in the program. It is designed to help you and your instructor assess how well you are doing in the class while there is still time to seek out additional support and resources, if needed. We recommend that even if your instructor does not formally assign a midterm grade, you should still check in with them by no later than the end of the 5th week to make sure you are on track for success. Reach out to them even sooner if you encounter challenges.

# Grade Requirements

Students must pass ALL courses listed on the degree/certificate worksheet they wish to complete, including any remaining prerequisites, with at least a 2.0 grade. Students must also achieve a minimum cumulative grade point average of 2.0 before they can be approved to graduate or complete a certificate.

## Grades

Each instructor determines his or her own guidelines and expectations for grades, including how attendance and participation are graded. This will be identified in his/her grading procedure in the syllabus presented at the start of each course. If you have questions, about the instructor's grading policy, please speak directly with the instructor.

In general, instructors utilize the following criteria for assignment of grades:

| Grade | Grade Description | Grade Point Value |
|-------|-------------------|-------------------|
| A | 95 – 100% | 4.0 |
| A- | 90 – 94% | 3.7 |
| B+ | 87 – 89% | 3.3 |
| B | 84 – 86% | 3.0 |
| B- | 80 – 83% | 2.7 |
| C+ | 77 – 79% | 2.3 |
| C | 74 – 76% | 2.0 |
| C- | 70 – 73% | 1.7 |
| D+ | 65 – 69% | 1.3 |
| D | 60 – 64% | 1.0 |
| F | <60% | 0.0 |
| I | Incomplete | No grade points awarded |
| CR | Credit | No grade points awarded |
| NC | Fail | No grade points awarded |
| * | In Progress | No grade points awarded |

# Passing Grades

All grades of C and above are considered passing grades. Students receiving one of these grades are deemed to have satisfied the corresponding course requirement.

# Failing Grades

Any C- grade or lower is considered a failing grade for students admitted into the Healthcare Informatics program. Students who fail any required courses must retake them. A student who retakes any class should be aware that both the grade for the original class and the retaken class are calculated in the cumulative GPA.

# Incomplete Grades

In rare circumstances, students may be granted a grade of Incomplete, which is designated with a grade of "I". I grades are reserved for students who have performed at a passing level during the quarter but are unable to complete all course requirements before the end of the quarter. A student must get advance permission from the instructor to receive a grade of incomplete (once a course grade has been issued, an "I" grade option cannot be exercised).

An "I" grade is appropriate when the student:

- has already completed a majority of work for the course (as determined by the instructor)
- is unable to finish the remaining coursework by the end of the quarter due to extenuating circumstances, AND
- is able to complete the coursework with no additional instruction or in-class attendance.
- The student and instructor must complete and sign an Incomplete Grade Contract which delineates remaining work to be completed. Once all parties have signed this form, it is to be submitted to the Program Chair for final approval. The instructor will then submit a Change of Grade form once the contracted work has been submitted and graded

.

In order to obtain credit for the course, the student must convert an "I" grade into an appropriate grade by completing the requirements specified in the Incomplete Grade Contract and will receive a grade commensurate with the work accomplished for the entire quarter. Failure of the student to comply with this agreement by the end of the following quarter will cause the "I" grade to change to an "F" grade. In the case of Spring incompletes the student will have until the end of fall quarter to complete. A one-quarter extension may be granted in certain unusual circumstances, at the instructor's discretion. Extenuating circumstances that change the contract deadline will require a revised Incomplete Grade Contract to be signed.

**PLEASE NOTE:** An Incomplete ("I") grade will impact financial aid status; students must discuss these impacts directly with the Financial Aid office. Other funding sources may also be impacted.

# Academic Progress

## Calculating a Student's Cumulative Grade Point Average

At the end of each course students receive a letter grade that has a corresponding number of grade points associated with it. These are listed in the grade table above. A student's grade point average is calculated by dividing the total grade points earned by the number of courses attempted. All courses attempted are included in the calculation of the cumulative GPA, including courses for which a failing grade was received. It is important that students are aware of their cumulative GPA, since the College uses this number to determine their academic status and continued participation in their programs. A student's quarterly and cumulative GPA is listed on his or her unofficial transcript, which can be viewed in My Online Services.

## Satisfactory Academic Progress (SAP)

Federal and state regulations require recipients of financial aid to maintain satisfactory academic progress (SAP) in their programs of study. The College expects that students will make progress toward completion of the degree or professional development program in which they are enrolled. The following requirements apply to both part-time and full-time students for all terms of enrollment within an academic year, including those terms for which no financial aid was granted.

For additional information on SAP requirements please contact the Financial Aid Office.

## Taking courses outside of the Program

Students taking courses outside their program of study, may be charged tuition rates that differ from what they are charged for courses within the HCI program. Please visit the college's tuition page for more details. Financial aid or loans may not cover the cost of any classes that do not count as progress toward the student's declared certificate or degree.

## Program Completion Deadlines

Graduation Completion Deadlines are important, as this is the last step in your academic journey which officially places your degree or certificate on your transcript.

Once you are within two quarters of completion, please schedule an appointment to meet with your program advisor to review your educational plan and complete the graduation application for submission to the Evaluations/Graduation Office.

## Degree and Certificate Requirements

To receive your degree or certificate from the HCI program, students must fulfill the following requirements:

1. Completion of all program-specific curriculum (including prerequisites), as outlined in the completion worksheet, with the minimum course and cumulative grade point average of 2.0.
2. Adherence to policies on student conduct and academic integrity to the satisfaction of Bellevue College.
3. Timely completion of the program and submission of graduation or certificate application forms. More information may be found on the graduation page of the BC website.

Bellevue College conducts commencement at the end of each Spring quarter. Students are encouraged to participate.

# Withdrawals

Withdrawal from a course is the termination of the student's registration in that course. Withdrawals are classified as official only when the student withdraws via the web, submits a completed add/drop form to the registration office, or submits a signed request in writing. The criteria used for determining grading and recording procedures for official withdrawals during the academic year (Fall, Winter, and Spring Quarters) follow.

## Procedures

Through the tenth day of the quarter, the dropped course does not become part of the transcript record. The instructor's signature is not required.

- After the tenth school day and through the end of the seventh week of the quarter, the grade of "W" will become part of the student's transcript record regardless of grade status at this time. The instructor's signature is not required.
- No official withdrawal will be permitted after the start of the eighth week of the quarter. Faculty may assign an "HW" grade for a hardship withdrawal due to extenuating circumstances that may have occurred after the withdrawal period.
- A student who finds it necessary to withdraw completely from the college due to illness or military reassignment must comply with the procedures listed above. The vice president of student affairs may grant exceptions and authorize late withdrawals due to extraordinary circumstances. Students must submit appeals for exceptions in writing and provide documentation to support the claim of extraordinary circumstances.
- If a student stops attending classes without meeting the academic calendar and/or documentation requirements, the withdrawal will not be considered official and may result in a failing grade on the transcript. Moreover, the student will forfeit any refund which might otherwise be due.

**Note:** During the Summer Quarter the calendar for withdrawals is different. Students are encouraged to consult the quarterly schedule or BC's academic calendar for more details.

## Hardship Withdrawal (HW)

If there are extenuating circumstances that necessitate withdrawing from courses after the withdrawal period, students should notify all of their instructors and the program chair as soon as possible. In this situation, a student may be able to qualify for a Hardship Withdrawal and get an "HW" grade on their transcript instead. Hardship withdrawals are reserved for serious extenuating circumstances and must be approved by the Instructor **BEFORE** the end of the quarter.

## Medical Withdrawal (MW)

If you need to withdraw from your classes for medical reasons, after the withdrawal period has ended, you may qualify for a Medical Withdrawal (MW). This process allows students to withdraw from all classes, receive a "W" for each course on their transcript and receive a 100% refund of tuition and class related fees. Please review BC's guidelines and requirements for Medical Withdrawals.

# Leave and Absences

Our goal is to have students complete their program in a timely and efficient manner. To that end, every admitted student is required to enroll in and complete a minimum of one class per quarter, not including summer quarter, to maintain active status in the program. Students experiencing exceptional circumstances which prohibit them from meeting this obligation, must complete a Leave of Absence Request. This form must be completed for each quarter the student is requesting leave and may be used no more than two consecutive quarters.

## Time Away from Studies

Students who do not register for two consecutive quarters without an approved Leave of Absence Request will be placed on inactive status. To return to active status, students must complete a Request for Readmission, within 4 quarters of their last successfully completed course. Students who reinstate their active status within 4 months will be eligible to graduate under their original degree worksheet.

Students who are not registered for a course for four consecutive quarters are automatically dismissed from the HCI program and deactivated by the enrollment system. In order to be reactivated and take courses again, students must reapply for general admission to the College and reapply for admission to the Healthcare Informatics program. You will be required to meet the requirements of the most current application and supply new supporting materials. You will also be charged the most current application fee. If readmitted, you will be matriculated into the degree worksheet in place for the most recent academic year.

## Leave of Absence

Students who are absent, for any reason, for a period of 10 or more class days per quarter must request an official leave of absence in order to continue in the program. (In the case of online classes, this means not logging into the Canvas course site for 10 or more days) If a student **does not** request a leave of absence, they risk failing the course and dismissal from the program.

The instructor will submit a grade for work submitted up to the first day of the leave of absence, and the posted grade for the course will either be an "Incomplete", or other grade deemed appropriate by the instructor. After a leave of absence has been granted, a student must submit a Request for Readmission application to the HCI Program Chair or the Dean of Health Sciences, Education and Wellness Institute for approval before resuming the program.

## Medical Emergency and Bereavement/Funeral Leave

Students will be granted excused funeral leave for immediate family members when appropriate. Medical emergencies that involve "immediate family members" or the student themselves, will be considered individually by the program chair, and may be excusable, with a plan for sustaining academic performance. Leave extending beyond 10 class days during a quarter will be converted to the "Leave of Absence" policy, as described above. Immediate family are defined for this purpose as mother, father, stepmother, stepfather, sister, brother, mother-in-law, father in-law, domestic partner's mother, domestic partner's father, spouse, domestic partner, grandparent, grandchild, son, daughter, stepchild or a child in the custody of and residing in the home of the student.

## Military Absence

Bellevue College acknowledges the responsibility of men and women to fulfill military service. This policy applies to military absence resulting from service in the United States Armed Forces or in National Guard of Reserve units.

Students should notify the program chair of their military status upon acceptance into the program. A reservist may take excused leave time up to 10 class days, and a leave of absence for any additional time off required; however, the student and program chair should attempt to have any non-emergent service deferred until after graduation. Students are still expected to develop a plan for sustaining academic performance.

## Observation of Student Holidays for Reasons of Faith or Conscience

The Healthcare Informatics program of Bellevue College is committed to advancing pluralism and recognizes its students' diverse religious beliefs.  Those students who wish to observe a faith or conscience based holiday may take up to two days of excused absences per academic year and will not be penalized for doing so. The student must coordinate such an absence with the Vice President of Student Affairs (or designee) at least two-weeks prior to the desired absence. Whenever feasible, students will be allowed to make up academic assignments that are missed due to such absences. Because religious holidays are scheduled in advance, instructors have the right to insist that course work be completed prior to an anticipated absence.

# Academic Probation & Dismissal

HCI students at Bellevue College are expected to maintain a minimum grade point average (GPA) of 2.0 (C) throughout their studies and to successfully complete all classes taken each quarter.

## Academic Probation

Academic probation is a warning status applied to students who do not meet these minimum expectations. Students will be placed on academic probation if they have:

- a quarterly GPA under 2.0
- received less than a C grade in any course listed on their program of study, including any remaining prerequisites for students who were conditionally admitted.

or

- received two or more incomplete (I) grades

Students receiving a notice of academic probation must carefully follow the instructions in the notice and contact the program chair or their program advisor for additional help and guidance. Students will not be given permission to enroll in further coursework in the HCI program until **AFTER** they have successfully completed the provisions outlined in their academic probation.

**PLEASE NOTE:** A student's academic performance may affect eligibility for federal financial aid programs. For more information, please refer to the Satisfactory Academic Progress (SAP) policy or contact the Financial Aid Office regarding SAP requirements.

# Dismissal from Program

Students on academic probation may be dismissed from the program for consistently poor academic performance.

Students will be dismissed from the Healthcare Informatics program immediately under the following circumstances:

- not fulfilling the provisions of their academic probation
- receiving a second grade of less than a C (2.0)
- if any Incomplete grade changes to an F grade
- missing 10 or more days from class without requesting a leave of absence

Students may also be dismissed for

- Violating academic integrity
- Violating the student code of conduct

# Conduct Related to Probation and Dismissal

It is expected that students in the program will conduct themselves by professional standards at all times. In those rare instances where a student violates the BC Student Code or demonstrates inappropriate behavior in a physical or online classroom or field studies setting, the following procedure will be followed.

1. Unacceptable behavior will be identified, and the student will receive a written warning from a faculty member.
2. If the unacceptable behavior occurs a second time the student will be placed on probation. The student will be given a written letter outlining the unacceptable behavior and what steps are necessary to rectify the situation.
3. If the unacceptable behavior continues, the student will be dismissed from the program.
4. In certain circumstances, depending on the seriousness of the conduct, the student may receive further disciplinary action.

Every student has the right to appeal disciplinary action. Please refer to Student Conduct for the appeal procedure as well as a complete list of your rights and responsibilities.

# Reinstatement

A student dismissed from, or who withdraws from, the Healthcare Informatics program may seek reinstatement in order to continue in the program after one full academic quarter. Returning students will need to complete a Request for Reinstatement application and submit required supplemental materials. Requesting reinstatement does not guarantee automatic readmission into the Healthcare Informatics program. The decision to readmit/reinstate is determined by the HCI Program Chair or the Dean of the Health Sciences, Education and Wellness Institute.

# Course Exceptions

## Course Substitution

In completing a petition for a course substitution, a student must explain why a course previously taken or a proposed substitution is appropriate for fulfilling the specific requirement. The vice president of instruction will consult with the appropriate department or program chair in making decisions pertaining to course substitutions.

# Course Waivers

In rare situations, a student's prior academic experience may be assessed as equivalent to the mastery of course content and a course waiver may be granted. A waiver of a HCI degree or certificate requirement will only be approved when a student demonstrates that extenuating circumstances necessitate the waiver and that the student has exhausted available options to meet the specific program requirements. The petition must include sufficient detail about the nature and extent of the waiver, sufficient additional explanation and documentation of the extenuating circumstances, and sufficient evidence that all options for fulfilling the requirement have been attempted or considered to provide a basis for determining the necessity of the waiver.

- Waivers are granted for equivalent credit-bearing coursework completed at an accredited university.
- Waivers will only be considered for courses taken within the last ten years in which the student earned a grade of B or better.
- In situations where a course waiver is granted, the student, in consultation with his or her academic and career adviser, must replace the course with an elective. It is important to note that a course waiver only changes which courses are required for the student to graduate – not the number of credits the student needs to graduate.

**Students admitted into the HCI program may request a waiver for no more than 10 credits of 300 level courses. No waivers will be granted for 400 level courses.**

# Awarding Non-Traditional Credit

Prior Experiential Learning can at times be utilized to fulfill program requirements. Students admitted into the Healthcare Informatics program may request non-traditional credit for prior experiential learning for no more than 15 credits and the program will follow the requirements established by Bellevue College, when awarding non-traditional credit.

# Grade and Policy Mediation

## Grade Concerns

HCI follows Bellevue College practice which gives faculty members complete grading authority in their sole academic discretion. Accordingly, a course grade may be changed only to correct a clerical or computational error. It is not appropriate for students to seek grade changes for reasons of financial reimbursement by an employer, because the student is unhappy with a grade, or to seek to submit new or revised work after grades have been submitted to the Registrar's Office. Students are entitled to an explanation of how their final course grade was determined and how the component parts of that grade were weighted. If a student seeks further clarification of a final course grade, he or she should discuss that matter directly with the faculty member. Students are reminded to adhere to the BC's Student Code of Conduct in all their interactions with faculty members and staff. If, after consulting with the faculty member, a student believes a clerical or computational error has not been rectified or the student has not been given a reasonable explanation of the final grade, he or she should follow the College's Student Dispute Resolution Procedures.

## Grievances

As a student at Bellevue College, you have the right to express and resolve misunderstandings, complaints or grievances concerning the conduct or performance of a college employee or a student; college services, processes or facilities; or grades or academic issues. BC Complaint Policy 1450 outlines the steps you may take to file a grievance or complaint. You are encouraged to try to resolve your complaint informally by speaking directly with the person with whom you have a grievance. If it is not possible to reach resolution, the policy identifies the steps you may take to resolve your complaint. We request that problems concerning the didactic portion of the program first be discussed with the program chair.