

# National College of Natural Medicine

2011-2012

## Student College, Clinic and Field Observation Handbooks

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# I. STUDENT COLLEGE HANDBOOK

# **I. STUDENT COLLEGE HANDBOOK**

## **SECTION 1: COLLEGE ACCREDITATION, MISSION, AND ORGANIZATION**

### **1.1 Authorization**

NCNM complies with the Equal Opportunity Act of 1965, American Disabilities Act of 1990, Title IV of the Higher Education Act as federally reauthorized in 1998, and Title IX of the Educational Amendments of 1972. These acts and amendments prohibit discrimination on the basis of age, sex, race, national or ethnic origin, religion, or disability. NCNM also adheres to guidelines set forth by the Family Educational Rights and Privacy Act of 1974 (FERPA), which pertains to limitations and rights of access to student records. To ensure compliance with these requirements, NCNM enacts policies and procedures, and articulates protocols in the college catalog, the student handbook, departmental policy and procedural guides, and employee manuals.

Every effort has been made to ensure the student handbook's accuracy of information. NCNM regularly reviews its policies to improve the institution and the quality of education provided. Changes to the student handbook can be made without prior notice. The student handbook is not a contract between NCNM and current or prospective students. The student handbook is available in a viewable and downloadable PDF format at [www.ncnm.edu](http://www.ncnm.edu). Paper copies are available by request from the Office of Student Services.

### **1.2 College and Program Accreditation**

NCNM confers the Doctor of Naturopathic Medicine (ND) degree, Master of Science in Oriental Medicine (MSOM) degree, Master of Acupuncture (MAc), and Master of Science in Integrated Medicine Research (MSiMR) degree.

NCNM is accredited at both the masters and professional doctoral degree levels with the Northwest Commission on Colleges and Universities (NWCCU). The NWCCU is one of six U.S. regional accrediting bodies authorized and recognized by the U.S. Secretary of Education.

Northwest Commission on Colleges and Universities  
8060 165th Avenue NE, Suite 100  
Redmond, WA 98052  
(425) 558-4224  
[www.nwccu.org](http://www.nwccu.org)

The degree program in naturopathic medicine is accredited by the Council on Naturopathic Medical Education (CNME), a specialized accrediting agency.

Council on Naturopathic Medical Education  
PO Box 178  
Great Barrington, MA 01230  
(413) 528-8877  
[www.cnme.org](http://www.cnme.org)

NCNM's MSOM and MAc programs are accredited by the Accreditation Commission for Acupuncture and Oriental Medicine (ACAOM). ACAOM is a specialized accrediting agency for the approval of programs preparing acupuncture and Oriental medicine practitioners.

Accreditation Commission for Acupuncture and Oriental Medicine  
14502 Greenview Drive  
Suite 300B  
Laurel, MD 20708  
(301) 313-0855  
[www.acaom.org](http://www.acaom.org)

### **1.3 NCNM Mission, Values, and Vision**

The mission of National College of Natural Medicine is *to educate and train physicians, and practitioners, and pre-professionals in the art, science, and research of natural medicine.*

The values of National College of Natural Medicine are responsibility, respect, excellence, integrity, diversity, scholarship, and service.

The vision of National College of Natural Medicine is "To promote and exemplify health, sustainable living, and self-healing through education, research, and service."

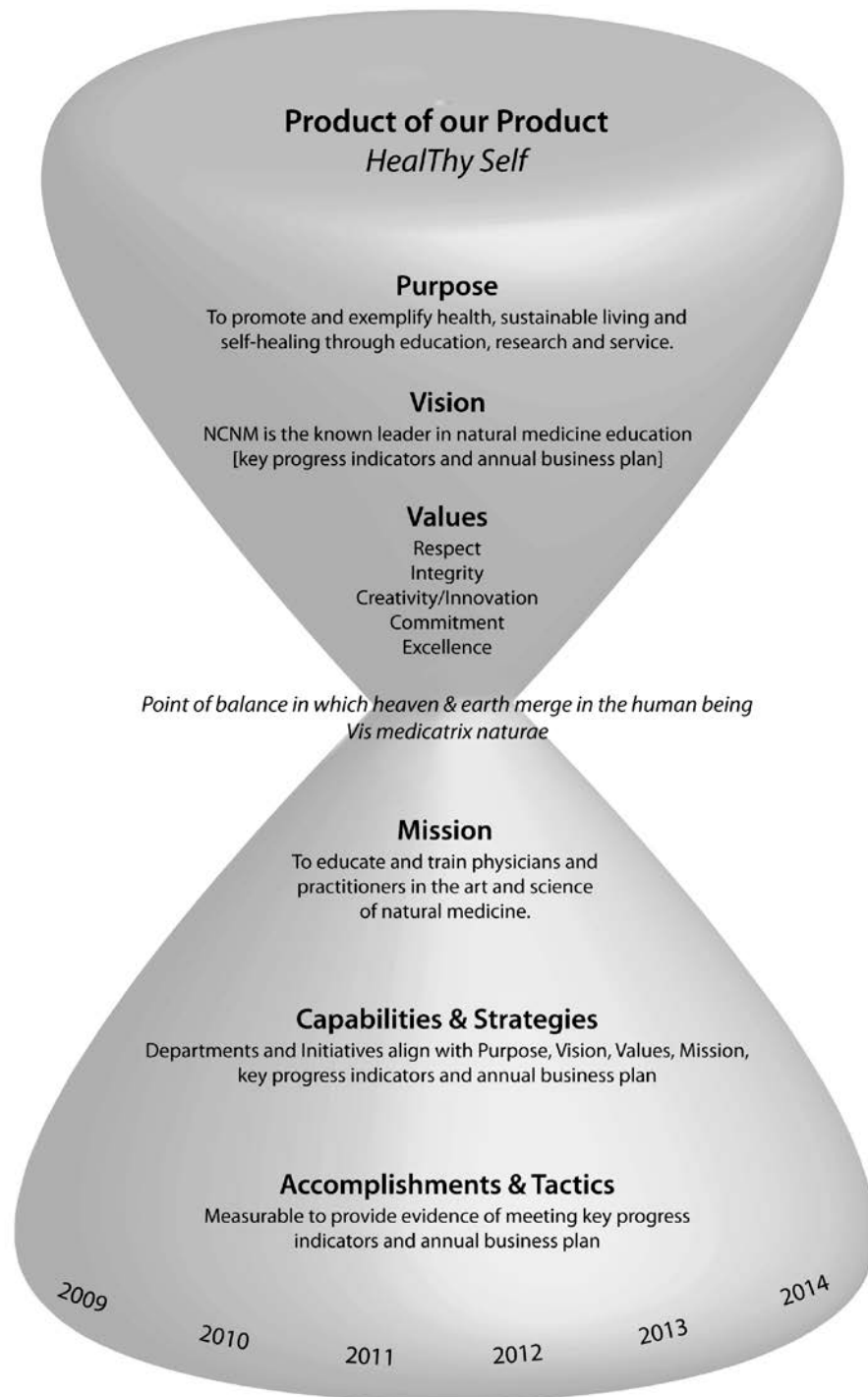
### **1.4 Title IX Coordinator**

Cheryl Miller  
Title IX Coordinator  
National College of Natural Medicine  
049 SW Porter Street  
Portland, OR 97201  
cmiller@ncnm.edu  
503-552-1510

The Title IX coordinator's responsibilities are critical to the development, implementation, and monitoring of meaningful efforts to comply with Title IX legislation, regulation, and case law. In broad terms, the Title IX Coordinator oversees monitoring of college policy in relation to Title IX law developments; implementation of grievance procedures, including notification, investigation and disposition of complaints; provision of educational materials and training for the campus community; conducting and/or coordinating investigations of complaints received pursuant to Title IX; ensuring a fair and neutral process for all parties; and monitoring all other aspects of NCNM's Title IX compliance.

## 1.5 College's Alignment Model

### National College of Natural Medicine Alignment Model



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## 1.6 Organization and Governance

NCNM is a nonprofit 501(c) (3) corporation organized under Oregon law. The college is governed by a board of directors whose members serve three-year terms and represent the general community. The board oversees the organization and exercises management through the president. NCNM's day-to-day operations are performed by the president, administration, faculty, and staff.

## 1.7 Board of Directors

### *Executive Committee Members:*

Chair	Nancy W. Garbett, MEd
Vice-Chair	Richard E. Jones, PhD
Secretary	Ellen Goldsmith, MSOM
Treasurer	Edward N. Hall, CA, CPA
President, Ex-Officio	David J. Schleich, PhD
Provost, Ex-Officio	Andrea C. Smith, EdD

### *Directors:*

Donna L. Beck, ND  
Lori Blankinship, ND  
John R. Campbell, PhD  
Don Drake  
Jere A. High, ND  
Trish Lichau Shields, PhD  
Michael G. Manes  
Steven P. Marsden, DVM, ND, MSOM  
Willow Moore, DC, ND

### *Campus Representation (Non-voting):*

Faculty Representative	Steven Sandberg-Lewis, ND
Staff Representative	Rebecca O'Dell
Student Representatives	Brooke Halgren, ND4, Senior Representative Danielle Anderson, ND/MSOM 3, Junior Representative

## 1.8 Administration

### *Office of the President*

President	David J. Schleich, PhD
Executive Assistant to the President and Provost	Gail Houghton
Provost	Andrea Smith, EdD

### *Office of Institutional Research and Assessment*

Director of Institutional Research and Compliance	Laurie McGrath
Institutional Research and Compliance Assistant	Georgia Portuondo, MSI

### *Finance and Administration*

Vice-President for Finance and Administration and Chief Financial Officer	Gerald Bores, MBA
Director of Human Resources	Steve Johnson
Human Resources Generalist	Robin Gerstenfeld
Accounting Supervisor	Sally Barrett
Student Transactions	Kathy Cody
Accounts Payable Specialist	Tammy Litwinchuk

HR/Payroll Specialist  
Clinic Billing Supervisor  
Clinic Billing Coordinators  
Director of Financial Aid  
Financial Aid Counselor  
Registrar  
Associate Registrar  
Assistant Registrar  
Records Specialists  
Registrar's Office Assistant  
Master Planning and Facility Project Manager  
Facilities Supervisor  
Security Officers

Facilities Staff  
Director of Information Technology  
Information Technology Coordinators

***Department of Ancillary Services***

Director of Ancillary Services  
Medicinary Managers

Medicinary Development Supervisor  
Medicinary Service Representative

Retail Operations Supervisor  
Retail Operations Coordinator  
Retail Representatives  
Community Clinic Medicinary Coordinator

***Department of Advancement and Continuing Education and Alumni Affairs***

Vice-President of Advancement  
Advancement Officer  
Continuing Education Coordinator  
CE Communications and Events Coordinator  
Grant Writer  
Alumni Officer  
Ending Childhood Obesity Project Leader

***Marketing and Communications Department***

Vice-President of Marketing and Communications  
Director of Public Relations and Communications  
Graphic Designer  
Marketing Coordinator  
Marketing Assistant  
Campus Receptionist  
Webmaster

Alison Pillette  
Steve Hunt  
Astrid Harmon  
Laurie Radford  
Sheila Yacob; Sally Kalstrom  
Kelly Garey  
Laura Purcell  
Francine Green  
Chris Ballard  
Colin Anderson  
Keith North  
David McAllister  
Joe Afranji; Mike Hale; Aaron Lamb;  
Stephanie Balicki  
Thomas Coward  
Steven Fong  
Frank Zhang, Dexter Asis

Nora Sande  
Micaela Angle LAC;  
Audrey Bergsma, ND  
Jennifer Brusewitz, ND  
Jennifer Baier; Erin Moreland, MSOM;  
Dana Herms, ND;  
Ekaterina Shavlovsky, ND;  
Kristy Viaches; Polly Hatfield;  
Michael Givens, MSOM  
Nichole Wright  
Leah Belmonte  
Fred Johnson; Malka Davis  
Jennifer Baier

Susan Hunter, MBA  
Alison Corn; Blake Morgan  
Ericha Clare, ND, MAC  
Justin Fowler  
Julie Scholz  
Marie Schramke  
Courtney Jackson, ND

Sandra Snyder, PhD  
Marilynn Considine  
Jenny Bowlden  
Sherrie Martel  
Maya Charvat  
Natasia Rana  
Ellen Yarnell

***Department of Admissions and Enrollment Management***

Director of Admissions	Rigo Nunez
Admissions Counselors	Insil Kang, MA; Deon Logan; Brenda Morrison, MA
Admissions Operations Specialist	Qiana Davis, MBA
Admissions Coordinator	Hang Nguyen

***Academic Affairs***

Interim Associate Dean of Academic Progress	Catherine Downey, ND
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***School of Naturopathic Medicine***

Dean of the School of Naturopathic Medicine	Margot Longenecker, ND
Associate Dean of Biomedical Sciences	John Brons, PhD, MAcOM
Assistant to the Dean of the School of Naturopathic Medicine	Gina Starling
Director of Residency	Melanie Henriksen, ND, MSOM, MN
Administrative Assistant, Residency Program	Jolie Griffin
Academic Coordinators	Elena Howells; Kristen Anzellotti

***School of Classical Chinese Medicine***

Dean of the School of Classical Chinese Medicine	Laurie Regan, ND, PhD
Assistant to the Dean of the School of Classical Chinese Medicine	Jeaneth Villegas
Founding Professor	Heiner Fruehauf, PhD
Associate Dean for Academics	Margaret Hammitt-McDonald
Associate Dean for Clinics	David Berkshire, MAcOM
Chief Medical Officer	Rihui Long, Master of Medicine (China)
Academic Coordinator	Susan Minger

***Department of Clinical Operations***

Dean of Clinical Operations	Jill Sanders, ND
Clinic Chief Medical Officer	Kimberly Windstar, MEd, ND
Clinic Services Manager	Shannon McCartor-Foisy
Laboratory Directors	Sally Swan, MAcOM, MT (ASCP)
Clinic Operations Coordinators	Mary Van Zant; Peta Mni
Clinic Services Coordinators	Franceann Paulman, Molly Bailen
Clinic Services Representatives	Melissa Rehder; Michelle Reed; Carolee Barrus; Diana Vasilauskas; Jennifer “JJ” Johnson
Medical Records Coordinator	Lynn Detamore
On-Call Clinic Services Representative	Jeni Lee
Laboratory Technologist	Mary McReynolds, MT (ASCP)
Laboratory Technicians	Nikki Edwards; Nicole Converse, ND
Laboratory Assistants	Juliette Soihl, ND; Tammy Vogel
EPIC Site Specialist	Rebecca O’Dell
Clinic Administrative Assistant	Lauren Antrosiglio
Assistant Manager for Community Clinics	Jill Ewanchuk
Patient Services Coordinator	Jacqueline Chandler
Community Clinics Assistant	Emily Taylor

### ***Helgott Research Institute***

Dean of Research

Associate Director of Research

Senior Investigator

Research Coordinator

Post-Doctoral Fellows

Full Professor

Assistant Professor

Student Research Specialist

Heather Zwickey, PhD

Kevin Marsman, MA

Agatha Colbert, MD

Heather Schiffke, MATCM

Kurt Beil, ND, MSOM;

Carolyn Nygaard, ND

Richard Barrett, ND;

Paul Kalnins, ND, MSOM

Kimberly Tippens, ND, MSAOM;

Jill Edwards, ND, MSOM;

Elena Panutich, PhD, ND;

Nicole Vasilevsky, PhD;

Heather Wild, PhD

Morgan Schafer, MA

### ***Library***

Library Director and Assistant to the Provost

Associate Librarian

AV/Instructional Technology Coordinator

Circulation Coordinator

Evening/Weekend Supervisor

Rare Book Room Curator

Rick Severson PhD, MLS

Noelle Stello, MSLIS

Steve Dehner

Heather James

Alison Wilbur

Sussanna Czeranko, ND

### ***Office of Student Services***

Dean of Students

Student Services Program and Office Manager

Student Activities and Events Coordinator

Director of Counseling Services

Director of Professional Formation and Career Services Marnie Loomis, ND

Cheryl Miller

Matt Burns, MEd

Morgan Chicarelli

Adrienne Wolmark, MSS, PhD

## **1.9 Faculty**

### ***School of Naturopathic Medicine***

#### **Full-Time Faculty**

Joel Agresta, assistant professor; DC, Western States Chiropractic College, 1983.

Richard Barrett, professor; ND, National College of Naturopathic Medicine, 1986.

John Brons, professor; PhD, UCLA, 1978; MAcOM, Oregon College of Oriental Medicine, 1993.

Bracey Dangerfield, assistant professor, PhD, Maharishi International University, 1992

Timothy Irving, assistant professor, DC, Western States Chiropractic College, 2005; LMT, Boulder College of Massage Therapy; MS, University of Bridgeport, 2009.

Paul Kalnins, assistant professor; ND, MSOM, National College of Naturopathic Medicine, 1998.

Dohn Kruschwitz, associate professor; MD, University of Iowa College of Medicine, 1966; ND, National College of Naturopathic Medicine, 1997.

Margot Longenecker, professor, ND, National College of Naturopathic Medicine, 1998

Susan Gaia Mather, assistant professor; ND, National College of Naturopathic Medicine, 1990.

Marcus N. Miller, assistant professor; MD, Louisiana State University Medical School, 1982; ND, National College of Naturopathic Medicine, 2001.

Leslie Nicholas, assistant professor, ND, National College of Naturopathic Medicine, 1992.

Judy Peabody, associate professor; ND, National College of Naturopathic Medicine, 1988.

Michelle Salob, assistant professor; ND, National College of Naturopathic Medicine, 2001.  
Steven Sandberg-Lewis, professor; ND, National College of Naturopathic Medicine, 1978.  
Nancy A. Scarlett, associate professor; ND, National College of Naturopathic Medicine, 1997.  
Richard J. Severson, associate professor; PhD, MLS, University of Iowa, 1990, 1992.  
Will Taylor, associate professor; MD, University of Vermont College of Medicine, 1983.  
Dickson Thom, professor; DDS, University of Toronto, 1974; ND, National College of Naturopathic Medicine, 1989.  
Robert Wilson, assistant professor; MS, Michigan Technological University, 1972; ND, National College of Naturopathic Medicine, 1993.  
Kimberly Windstar, associate professor; MEd, California State College, 1982; ND, National College of Naturopathic Medicine, 1991.  
Heather Zwickey, associate professor; PhD, University of Colorado Health Sciences Center, 1998.

### **Adjunct Faculty**

Nora Aaron, ND, National College of Natural Medicine, 2009  
Satya Ambrose, MAcOM, Oregon College of Oriental Medicine; ND, National College of Naturopathic Medicine, 1989.  
Dominic Anaya, DO; University of New England, College of Osteopathic Medicine, 2000.  
Amy Bader, ND, National College of Naturopathic Medicine, 2000.  
Carrie Baldwin-Sayre, ND, National College of Naturopathic Medicine, 2004.  
Donna Beck, ND, National College of Naturopathic Medicine, 1992.  
Kurt Beil, ND, MSOM, National College of Natural Medicine, 2006, 2008.  
Audrey Bergsma, ND, National College of Naturopathic Medicine, 1996.  
Alicia Bigelow, ND, National College of Naturopathic Medicine, 1996.  
Jennifer Brusewitz, ND, National College of Naturopathic Medicine, 2000.  
Stephen Bush, JD, MA, University of Southern California, 2001.  
Laurent Chaix, ND, National College of Naturopathic Medicine, 1995.  
Elizabeth Collins, ND, National College of Naturopathic Medicine, 1996.  
Daniel DeLapp, DC, Los Angeles College of Chiropractic, 1986; MAcOM, Oregon College of Oriental Medicine, 1996; ND, National College of Naturopathic Medicine, 1997.  
Jamie Doughty, ND, National College of Natural Medicine, 2009.  
Lysanji Edson, ND, National College of Naturopathic Medicine, 1996.  
Durr Elmore, DC, Western States Chiropractic College, 1982; ND, MSOM, National College of Naturopathic Medicine, 1984, 2003.  
Sheryl Estlund, ND, National College of Naturopathic Medicine, 2003.  
Deborah Frances, ND, National College of Naturopathic Medicine, 1993.  
Steve Gardner, DC, Western States Chiropractic College, 1977; ND, National College of Naturopathic Medicine, 1994.  
James M. Gerber, DC, Western States Chiropractic College, 1981; MS, University of Bridgeport, 1987.  
Jill Ghormley, ND, Bastyr University, 2006; MAMS, University of Illinois at Chicago, 1996.  
Jennifer Gibbons, ND, National College of Naturopathic Medicine, 1998.  
Mary Grabowska, ND, National College of Naturopathic Medicine, 1993; MAcOM, Oregon College of Oriental Medicine, 1994.  
Kim Hapke, ND, National College of Naturopathic Medicine, 2003.  
Melanie Henriksen, ND, MSOM, National College of Naturopathic Medicine, 2005; MN, Oregon Health & Science University, 2009.  
Wendy Hodsdon, ND, National College of Naturopathic Medicine, 2004  
Pamela Jeanne, ND, National College of Naturopathic Medicine, 1990.  
Pamela Jeanne, ND, National College of Naturopathic Medicine, 1990.  
Keivan Jinnah, ND, MSOM, National College of Naturopathic Medicine, 1998.

Carrie Jones, ND, National College of Naturopathic Medicine, 2005.  
 Mark Kaminski, MS, Northwestern University, 1979.  
 Jorge Kaufmann, ND, MSOM, National College of Naturopathic Medicine, 2004.  
 Adeline Kell, ND, National College of Naturopathic Medicine, 2003.  
 Rosetta Koach, ND, National College of Naturopathic Medicine, 1999.  
 Marnie Loomis, ND, National College of Naturopathic Medicine, 2000.  
 Neil Mages, ND, National College of Naturopathic Medicine, 2001.  
 Tom Maier, PhD, University of British Columbia, 1982.  
 Rosemary Makar, MD, Kuwait University, 1986.  
 Russell Marz, ND, National College of Naturopathic Medicine, 1979; MAcOM, Oregon College of Oriental Medicine, 1994.  
 Martin Milner, MA, University of Rhode Island, 1975; ND, National College of Naturopathic Medicine, 1983.  
 Glen Nagel, ND, National College of Naturopathic Medicine, 1993.  
 Carolyn Nygaard, ND, National College of Natural Medicine, 2009.  
 Michael Owen, ND, National College of Naturopathic Medicine, 2004  
 Heidi Peterson, ND, National College of Naturopathic Medicine, 1999.  
 Phyllecia Rommel  
 Kayle Sandberg-Lewis, LMT, Oregon School of Massage, 1998; MA, Goddard College, 2000.  
 Jillian Stansbury, ND, National College of Naturopathic Medicine, 1988.  
 Timothy D. Stecher, DC, Western States Chiropractic College, 2001.  
 Jack Straton, PhD, University of Oregon, 1986.  
 Elizabeth Sutherland, ND, National College of Naturopathic Medicine, 2004.  
 Sally Swan, MAcOM, Oregon College of Oriental Medicine, 2008.  
 Jennifer Tufenkian, ND, National College of Naturopathic Medicine, 1997.  
 Kenneth Weizer, ND, National College of Naturopathic Medicine, 1999.  
 Misty White, ND, National College of Naturopathic Medicine, 2007.  
 Kate Wiggan, ND, National College of Naturopathic Medicine, 2004.  
 Katherine Zieman, ND, National College of Naturopathic Medicine, 1993.

### ***School of Classical Chinese Medicine***

#### **Full-Time Faculty**

Roger Batchelor, assistant professor – interim; DAOM, Oregon College of Oriental Medicine, 2007.  
 David Berkshire, instructor; MAcOM, Oregon College of Oriental Medicine, 2001.  
 Xiaoli Chen, assistant professor; Master of Medicine, Doctor of Medicine (China), Chengdu University of TCM, 1987, 1994.  
 Jim Cleaver, instructor, diploma in Traditional Chinese Acupuncture and Herbology, Five Branches Institute, 1988.  
 Heiner Fruehauf, professor; MA, PhD, University of Chicago, 1986, 1990.  
 Brenda Hood, associate professor, PhD, Chinese Academy of Social Sciences, China, 2006.  
 Paul Kalnins, instructor; ND, MSOM, National College of Naturopathic Medicine, 1998.  
 Rihui Long, professor; Master of Medicine (China), Chengdu University of TCM, 1984.  
 Robert Quinn, MAcOM, Oregon College of Oriental Medicine, 1998  
 Laurie Regan, assistant professor; PhD, Harvard University, 1991; ND, National College of Naturopathic Medicine, 1997.  
 Brandt Stickley, assistant professor, MS, American College of Traditional Chinese Medicine, 2001.

### **Adjunct Faculty**

Satya Ambrose, MAcOM, Oregon College of Oriental Medicine; ND, National College of Naturopathic Medicine, 1989.

Kurt Beil, ND, MSOM, National College of Natural Medicine, 2006, 2008.

John Brons, MAcOM, Oregon College of Oriental Medicine, 1993, PhD, UCLA 1978.

Muir Ferdun, MAcOM, Oregon College of Oriental Medicine, 2003.

William Frazier, MA, Academy for Five Element Acupuncture, 2001.

David Frierman, Certificate of Completion, San Francisco College of Acupuncture, 1989.

Michael Givens, MSOM, National College of Natural Medicine, 2009.

Ellen Goldsmith, MSOM, National College of Naturopathic Medicine, 1999.

Eric Grey, MSOM, National College of Natural Medicine, 2009.

Margaret Hammitt-McDonald, MAT, Fordham Graduate School of Education, 1990; PhD, City University of New York, 1997; ND, MSOM, National College of Natural Medicine, 2007.

Pikshan Ko

Joon Hee Lee, DAOM, Oregon College of Oriental Medicine, 2011, MSOM, Samra University, Los Angeles, 2004.

Christopher Metro, ND, MSOM, National College of Naturopathic Medicine, 2004.

Sheila Murphy, MA, Beacon College, 1982; DC, Western States Chiropractic College, 1987.

Edward Neal, instructor; MD, University of New Mexico, 1988, MSOM, National College of Natural Medicine, 2009

Youping Qin, instructor; Master of Medicine, Doctor of Medicine (China), Chengdu University of TCM, 1999, 2002.

Charles Rothschild-Lev, MAcOM, Oregon College of Oriental Medicine, 1998.

Gregory Sax, MFA, University of California at Los Angeles, 2000, MSOM, National College of Natural Medicine, 2010.

Shawn Soszka, MSOM, ND, National College of Natural Medicine, 2000, 2001.

Tamara Staudt, ND, MSOM, National College of Naturopathic Medicine, 1998.

Edythe Vickers, MAcOM, Oregon College of Oriental Medicine, 1986; ND, National College of Naturopathic Medicine, 1987.

Wendy Ward

Guangying Zhou, Master of Medicine, Doctor of Medicine (China), Chengdu University of TCM, 1999, 2002.

Heather Zwickey, assistant professor; PhD, University of Colorado Health Sciences Center, 1998.

## **SECTION 2: COLLEGE CATALOG**

### **2.1 Current College Catalog**

Copies are available at [www.ncnm.edu](http://www.ncnm.edu). Requests for paper copies of the current catalog can be made to the Office of Admissions.

### **2.2 Courses**

For a full description of courses please refer to the current college catalog.

### **2.3 Facilities**

For a full description of facilities please refer to the current college catalog.

### **2.4 Tuition and Fees**

Tuition and fees are listed in the current catalog and are available in the Business Office. Financial policies and information are also listed in this student handbook, Section 9.

## **SECTION 3: STUDENT RECORDS AND REGISTRATION**

### **3.1 Student Contact Information**

Students are responsible for submitting accurate contact information, in writing, to the registrar for registration to be complete. The contact information provided by the student must include, but is not limited to, an accurate email address, mailing address, and phone number. Any changes in contact information must be submitted in writing by the student, to the registrar, using the form provided by NCNM. It is the responsibility of the student to verify that change has occurred.

### **3.2 Registration**

The Office of the Registrar will notify students regarding registration details. All continuing students register for the upcoming academic year's fall classes by the end of spring quarter. Students may attend only the specific course sections for which they are registered. Non-adherence to this policy will result in no credit for the course. Students may not register for courses, labs or clinic shifts that occur at overlapping times. Credit will be earned for only one course during any given segment of time. All changes in courses and sections must be made through the Office of the Registrar.

Students who wish to register for less than the full-time curriculum must receive written approval from the program dean. No student may register for or begin classes after the end of the second week of any quarter.

### **3.3 Eligibility to Register**

Non-matriculated students may register to audit courses with the approval of the course instructor and program dean. Approval is based upon space availability and meeting of prerequisite requirements. Graduates of accredited NCNM programs may apply for entry into certificate programs offered at NCNM, provided they meet the specific requirements. Practitioners seeking continuing education units (CEUs) should contact the Office of Advancement.

### **3.4 Challenge Examinations**

NCNM policy allows an individual to challenge by examination the content of a required course. The faculty member responsible for the course being challenged prepares the exam. This option is available to students who have appropriate prior coursework as outlined in the transfer credit policies available in the college catalog and from the Office of Admissions. Challenge exams may be given when there is a difference in hours between a transfer course and the college's course and/or a question of equivalency of material covered. Challenge examinations must be taken prior to the offering of the course that is being challenged, with the exam taken, graded, and the grade submitted to the registrar no less than two weeks prior to the start of the quarter in which the course is offered. To be considered for a challenge exam, the student must:

- Complete transfer credit review during the admissions process to identify which courses may be eligible for challenge. Students who are applying for transfer credit reviews must sign the "NCNM Transfer of Credit Agreement" form upon admission to the college. Transfer credits will not be considered after matriculation.
- Complete a Challenge Exam form obtained from the registrar.
- Have the challenge exam application approved by the faculty member and dean of the program in which the course is offered.
- Pay the challenge exam fee.

The challenge exam fee is 50 percent of the per credit cost of the course in addition to a \$60 exam fee.

### **3.5 Auditing**

Students may audit a course, space allowing, if they have met the prerequisites, have obtained the instructor's consent, and have registered for the course. The course will appear on the student's official transcript as an audit, even though auditing means that a student will not be evaluated or receive credit. Classes taken as an audit must be declared by the end of the quarter's second week. Audited courses are not eligible for challenge exams. See the Financial Policies section for information on fees.

### **3.6 Student Records**

The registrar maintains permanent records of each student enrolled at NCNM. Unless otherwise required by law or special circumstances, the College will generally follow the policies set forth in this Section and Section 3.7. Typically, a student's record contains an application file, personal information necessary for NCNM business, grade reports, and records of any official action by NCNM concerning that student. The Business Office, Financial Aid Office, Office of Student Services, and Academic Office may also maintain student files as required by their respective functions. These records may be examined by the individual student upon written request. NCNM adheres to the intent of the Family Educational Rights and Privacy Act of 1974 (the Buckley Amendment-FERPA), and to that end will observe the following guidelines:

- College officers may review student records.
- NCNM holds the following information as directory information, which may be disclosed in response to legitimate requests: name, address, telephone number, email address, dates of attendance, enrollment status (full time, part time, and leave of absence), academic program, graduation date, and awards received.
- Personal information about students will not be shared with third parties on or off campus except as directed in writing by the student, the courts, or governmental authorities.
- A student who believes information contained in official records is inaccurate, misleading, or a violation of privacy may request that the records be amended.
- A student has the right to file complaints with the appropriate agencies concerning alleged failures by NCNM to comply with applicable laws and rules, and/or implementing regulations.
- In the event of a disagreement between a student and the administration as to the disposition of an issue, the student has the right to have placed in her/his academic file a statement reflecting her/his position.
- NCNM may, in accordance with the Family Educational Rights and Privacy Act, disclose personally identifiable information from a student's education record without consent if the disclosure is in connection with a health or safety emergency.

Each student is responsible for furnishing, completely and accurately, all information required by NCNM so that it may perform its proper function as an educational institution. If a student's circumstances change (e.g., name, address, financial situation, etc.) she/he is responsible to ensure that appropriate college officials are informed of the changed circumstance as soon as possible.

No part of a student's file, except directory information as noted above, will be released to any person outside of NCNM without written consent of the student, except as required by law. Records for students attending NCNM under the provisions of the Veterans Administration will be accessible to certain authorized state and federal personnel without prior consent in accordance with 45 CFR, part 99.31 and part 99.35.

The Buckley Amendment does not apply to employment situations, nor does it apply to candidates for matriculation to NCNM. However, Human Resources and the Office of Admissions adhere strictly to guidelines of professional conduct. All student admission applicant and employee applicant records are the property of NCNM, and will not be released or returned except as outlined above.

### **3.7 Student Record Retention Policy**

NCNM retains student records, both academic and non-academic. NCNM's policy regarding Student Records is discussed in Section 3.6, above. Below outlines timeframes for record retention after a student graduates or separates from the college:

- Academic Standing reports include academic deficiency and the status changes of academically deficient students. These records are maintained for three (3) years by the Registrar's Office and one (1) year by the dean's offices.
- Class Lists provide faculty with an official record of enrolled students in their course. These records are maintained for one (1) term by the Registrar's Office and faculty.
- Commencement Records include commencement program planning and implementation at the institution. Records are maintained for two (2) years by the Office of Student Services and the program is maintained permanently by the Registrar's Office.
- Diploma Information Form records are maintained for one (1) year by the Registrar's Office.
- Examinations, tests, term papers and homework records document student subject mastery in institution courses. These records are maintained by the faculty for one (1) term after completion for uncontested grade results; until resolved for contested grade results.
- Family Educational Rights and Privacy Act (FERPA) documents include the process of student information release requests and consent authorizations or denials in accordance with the Family Educational Rights and Privacy Act. These records are maintained by the Registrar's Office for the life of the affected record or until student terminates waiver for written consent of the student to disclose records and waivers for rights of access; life of the affected record for all other records.
- Student Non-Disclosure Requests are requests by student to restrict release of information normally provided under FERPA. These records are maintained by the Registrar's Office for one (1) year for revoked requests, permanent for all other records.
- Grade Roster reports reflect grades awarded by instructors and serve as the basis for students' official academic records. These records are maintained by the Registrar's Office for ten (10) years for records created after implementation of the Student Information System; 25 years for records created before implementation of the Student Information System.
- Grievance Records regarding grievances brought forward by students against the institution which does not result in litigation. Records are maintained by the Office of Student Services for three (3) years after last enrollment. Other copies may be received by the program deans and Provost Office which are maintained for three (3) years after resolution.
- Name Change records document student name changes as reported to the Registrar's Office and is maintained for two (2) years after degree completion or last enrollment.
- International Student Records include institution assistance to international students that primarily concern admissions and immigration issues. Records are maintained by the designated signing official for seven (7) years after last enrollment.
- Special Accommodation Student Records are documents that track student special accommodations that were delivered in aiding and guiding the student during admission

and enrollment. *Some records may be exempt from disclosure because of the Americans with Disabilities Act.* Records are maintained by the Office of Student Services for seven (7) years after last enrollment.

- Student Academic Records are documents that track a student's academic progress at the institution. Records are maintained by the Registrar's Office permanently for transcripts, application for admission and grade change records. Five (5) years for all other records. Upon graduation, student files are purged of check offs, clinic shift records and community education forms. Other copies held by the deans and the Office of the Provost are retained for seven (7) years after last enrollment.
- Student Admission Records include the application process for individuals seeking admission. Records are maintained by the Admission's Office until matriculation and then transferred to the Registrar's Office for inclusion in the Student Academic Records.
- Student Advising Records provide information regarding academic progress within a specific department or program sent to college advisors. Records are maintained by college advisors, program deans and associate dean of academic progress for one (1) year after last enrollment.
- Student Conduct Records document academic dishonesty and conduct and honor code violations among students. Records are maintained by Office of Student Services for 75 years for case files involving expulsion, degree revocation, or negative notation on the transcript; ten (10) years for case files involving suspension; 5 years for all other disciplinary case files. Other copies maintained by the Security Office are maintained for three (3) years.
- Student Organizations and Club Administrative Records are the documents that pertain to history, development, and policies of campus student organizations and clubs. Records are maintained by the Office of Student Services and Student Government Association permanently.
- Student Tracking Records documents student enrollment in courses and changes in enrollment. Records are maintained by the Registrar's Office and Admissions for one (1) year.
- Theses Records document the completion and academic acceptance of these presented in the fulfillment of degree requirements. Records are maintained by the Library permanently. Theses grade forms are maintained permanently by the Registrar's Office.
- Transcript Hold documents for holds on transcripts and registration are maintained by the Registrar's Office until release of hold is authorized.
- Transcript Request Forms document student request for transcripts to be sent to other institutions. Records are maintained by the Registrar's Office for six (6) months for official requests and one (1) month for unofficial requests.
- Degree Audits document student completion of degree requirements. Records are maintained by the Registrar's Office for five (5) years after last enrollment.
- Veterans Records document the entitlement status and enrollment of veterans in the institution. Records are maintained by the Financial Aid Office for three (3) years after last enrollment

### **3.8 Full-Time/Part-Time Student Status**

Full-time student status requires enrollment of no fewer than 11 credits per quarter. Students who are on financial aid, who reduce their course loads from full-time to part-time status, must meet with the director of financial aid. Half-time student status requires enrollment of at least 5.5 credits and less than 11 credits per quarter.

### **3.9 Add/Drop Policy Academic Courses**

Students may register online for elective courses during the designated time period to change sections. Add/Drop form must be submitted to the Registrar's Office with the appropriate signatures. Students may not deviate from the established curriculum unless they have submitted and received approval via a "Deviate from Standard Policy" form. Courses may be dropped weeks 3-6 with proper signatures. The grade for courses dropped weeks 3-6 will be recorded as "W" (withdrawal passing) or "WF" (withdrawal failing). Students may not drop after week 6. Non-attendance in any course will earn a grade of "F." Weekend courses may be added or dropped up to the day before they begin based on the same criteria as above. Weekend courses that are dropped before they begin will receive a one hundred percent (100%) tuition refund. **Lab and retreat fees are non-refundable once the term begins.** In addition, students who are on federal financial aid and whose reduced course loads change their status from full- to part-time must meet with the director of Financial Aid.

All core curriculum courses require a dean's signature to qualify as an approved dropped course.

Week one of term – Students may add/drop/change sections/change to audit and receive a 100 percent (100%) refund.

Week two of term – Students may add/drop/change sections/change to audit and receive a 100 percent (100%) refund. Students withdrawing from school completely will receive a 90 percent refund.

Week three–six of term – Instructor signature required and instructor must indicate drop/pass or drop/fail; refund of eighty percent (80%), seventy percent (70%), sixty percent (60%), or fifty percent (50%), respectively.

**After week six students may no longer drop a course.** If a student withdraws from school, no refund is allowed.

**All courses starting after week one of the term will follow the same add/drop policy as outlined above.**

#### **Clinic Shifts**

To add or drop a clinic shift, students must have an Add/Drop form approved by the assistant registrar. Students have a three to five day period after the first clinic schedule has been posted to make any additional changes in their clinic shift schedule (add or drop) without being charged. This period is known as the "schedule adjustment" period. The actual deadline date is indicated on all schedules posted on campus prior to the beginning of the term. A \$50 add/drop fee will be charged for any shift changes after the deadline date, which is approximately one week after the "schedule adjustment" period has ended. Students who request any changes in their clinic shifts after the deadline must fill out the "General Appeal to Deviate from Current Policy or Requirements" form and submit it to the assistant registrar. A decision will be made, and then the student will be notified by the assistant registrar of the outcome. Students are responsible for attending their current clinic shifts until decisions are finalized. All fees concerning clinic shifts will apply.

### **3.10 Independent Study**

A required course may be completed as independent study only in exceptional circumstances. Scheduling conflicts may occur for transfer, second professional degree students admitted with advanced standing, or for students who have had their normal program progress interrupted (e.g., medical leave of absence). This option does not apply to students following standard program

plans. Independent studies may be arranged for required courses by contacting the program's dean and appropriate faculty. See the section on financial policies for fee information.

## **SECTION 4: ATTENDANCE AND GRADING**

### **4.1 Eligibility to Attend Classes and Clinical Rotations**

Students who do not attend the first day of class or the first shift of a clinical rotation without an excused absence may be dropped from that course, especially if there is a waiting list. Students must not attend a class, a section, or a clinical rotation for which they are not registered. Course syllabi are a helpful resource in determining individual faculty attendance.

### **4.2 Attendance and Tardiness**

In order to maintain educational standards, NCNM expects one hundred percent (100%) attendance at classes and clinical rotations. Faculty members may exercise discretion on attendance as well as require students to attend up to one hundred percent (100%) of scheduled classes in order to pass a course. Students may not miss more than two clinic shifts within a given rotation (see Section 6: Clinic Attendance and Absence Policies). Instructors may take into account habitual tardiness when calculating a course or clinic grade. Students are responsible for being aware of faculty attendance expectations. Students should consult course syllabi for additional details on individual faculty attendance expectations.

### **4.3 Week 11 Policy**

During fall, winter, and spring terms, instruction at NCNM is delivered in 12-week quarters. The first 10 weeks of those quarters are devoted to instruction. The 11<sup>th</sup> week is designated as a practical exam/review week, and the 12<sup>th</sup> week as a final exam week. This policy specifies the purpose of week 11 and what counts as appropriate use of that time in the classroom.

The purpose of week 11 is to provide students with the opportunity to review the material that they learned in the previous 10 weeks in preparation for a comprehensive final examination. It is not necessary for class to be held during week 11; this decision is a matter of faculty discretion. However, if class is held during week 11, it should be for the purpose of reviewing prior course material instead of introducing new material. Attendance can be voluntary or required, at the faculty member's discretion.

There are two exceptions to the standard purpose of week 11, which may be implemented at the faculty member's discretion. First, week 11 can be used to administer a practical, skill-based examination when that type of exam is necessary and appropriate. Second, week 11 can be used as a time to make up for classes that were missed during the first 10 weeks because of inclement weather, faculty illness, or other acceptable reasons. Make-up classes during week 11 can introduce new material that will be assessed on the final exam. Students are expected to be available for make-up classes held during week 11.

### **4.4 Completion of Assignments**

Extensions of deadlines for assignments are offered at faculty members' discretion. In cases of severe illness, bereavement, or family emergency, please see the policy on Petitioning for Excused Absences.

### **4.5 Examination Schedule Change**

Students are required to complete all examinations on schedule. In cases of severe illness, bereavement, or family emergency, please see the policy on Petitioning for Excused Absences.

#### **4.6 Absence Policy**

An unexcused absence from an examination or major graded exercise will generally be considered a failure. Students who submit a written request with supporting documentation may be excused provided the student has received written approval from the associate dean of academic progress before the examination or major graded exercise. With written documentation, the following absences may be considered excused and must be petitioned for through the Office of the Associate Dean of Academic Progress.

1. Illness
2. Attending a birth as part of an educational requirement
3. Bereavement
4. Family emergencies
5. Religious observance

Students who believe they have a disability that inhibits their attendance and ability to participate in class or clinic may contact the dean of students to discuss potential accommodations.

#### **4.7 Religious Holiday Observance Policy**

NCNM students of all faiths are encouraged to observe important religious holidays within their own tradition. However, the college recognizes that on some occasions schedule conflicts can arise which may result in a student missing classes, exams, clinic shifts, or other required academic activities. Failure to provide sufficient advance notice, where possible, may be a factor in denying accommodation for the requested time off.

The following guidelines are provided to all students who wish to miss a required academic activity in order to observe a religious holiday:

1. Students must submit a written request to the associate dean for academic progress prior to missing a required academic activity. This request must comply with the requirements set forth in Section 4.6 of this Handbook, and clearly identify the dates the student may miss due to a religious holiday observance.
2. A student who is requesting to be absent due to a religious observation for clinic rotations must follow the excused absence policy and procedures, which includes notifying the faculty member and Registrar's Office and finding a substitute. A missed clinic shift due to a religious observation counts towards the clinic absence policy.
3. An excused absence does not negate the student's responsibility for material or assignments due during his or her period of absence.
- 4.

Students are encouraged to contact the associate dean of academic progress or the dean of students if they have any questions about religious holiday observance and these guidelines.

#### **4.8 Petitioning for Excused Absences**

Excused absences may be granted by petition from the Office of the Associate Dean of Academic Progress (academic) and/or the Registrar's Office (clinical) for severe illness, attending a birth as part of an educational requirement, bereavement, religious observance, and in some cases, family emergency. Written documentation is required for all excused absences and must be provided within 24 hours of return to classes. Students granted excused absences are eligible to reschedule missed tests or postpone assignments without a fee, with the exception of lab classes. Please contact the Office of the Associate Dean of Academic Progress and/or the Registrar's Office for

assistance. An unexcused absence from an examination or major graded exercise will be considered a failure.

Even with an excused absence, students are responsible for contacting their faculty, including clinical faculty, and making individual arrangements. If a petition for an excused absence is granted or denied, Office of the Associate Dean of Academic Progress will notify the students, faculty and the Faculty Support Office of the outcome.

A student may postpone final exams for health reasons no more than twice per year. Need for a third examination, deferred for health reasons, requires approval of the Office of the Associate Dean of Academic Progress. Deferred exams must be taken **within three days of the approved excused absence and must** be scheduled through the specific academic department. After one week from the approved excused absence date, make-up exams are no longer available.

Excused absences are usually only issued for absences up to a week. Students who miss more than one week of classes may need to consider withdrawal from some or all classes. Multiple certified excused absences may result in an investigation by a program dean, associate dean, or dean of students. Please contact the Office of the Associate Dean of Academic Progress for assistance.

An unexcused absence from an examination or major graded exercise will be considered a failure.

#### **4.9 Student Collaboration on Class Work**

A “take-home exam” is to be the student’s own work exclusively. Sharing of answers is not permitted. A “homework assignment” may be a collaborative effort, depending upon guidelines set by the faculty. For laboratory write-ups the faculty member must clearly set the guidelines. In summation, “exam” means no collaboration; “assignment” means collaboration may be permitted.

#### **4.10 Make-Up Examinations**

Make-up examinations may be offered to students for approved circumstances (see Absence Policy). Under extremely unusual circumstance, students who plan to miss an exam or midterm for reasons that do not meet the excused absence qualifications, may submit a petition to the associate dean of academic progress for the opportunity to take the exam. The associate dean may refer to the faculty for input in these unusual circumstances and may take recommendations into consideration when making a determination. Students whose petitions are denied will not be allowed to make up the exam – which may result in failure of the course.

All make-up and remediation examinations must be completed by the stipulated deadline or a failing mark will automatically be recorded. Please adhere to the following procedures:

1. Within 24 hours of returning to class, students must contact the Office of the Associate Dean of Academic Progress to petition for an excused absence.
2. Students are responsible for informing their faculty that a petition for an excused absence has been submitted.
3. Students who petition for an excused absence must provide the appropriate documentation to the associate dean’s office.
4. The Office of the Associate Dean of Academic Progress will notify the student, faculty and Faculty Support Office of the outcome of the petition. Students are not allowed to take a make-up quiz or exam prior to outcome notification.
5. Students who have been approved to make up an exam or quiz must schedule with the Faculty Support Office to take the exam within three (3) days of notification.

6. For make-up lab exams, the student must provide a copy of the paid receipt to the Faculty Support Office prior to taking the exam.

#### **4.11 Remediation Exams**

An “FR” (Fail Remediate) is a temporary grade, and students who receive an “FR” are eligible to sit for remediation exams. All remediation exams must be completed and grade changes submitted to the Registrar’s Office by the end of week **two** of the following term (spring term grades have until week three of summer term). A group remediation date is scheduled for the Friday of week one in fall, winter, and spring terms, and the Friday of week two in summer term. Please adhere to the following procedures:

1. Download the exam form from the Faculty Support Moodle page or pick up a hard copy from the Academic Support Office.
2. Pay the exam fee in the Business Office and ask the Business Office staff to mark that you have paid on the exam form.
3. Return the completed exam form to the Academic Support Office either before or during the Group Remediation period.
4. Take the exam at the scheduled Group Remediation period and submit a grade-change form with the completed exam. All exams must be completed during the scheduled Group Remediation period unless the student has an excused absence from the associate dean of academic progress.

#### **4.12 Clinic Remediation**

Students who require extra support in meeting minimal levels of clinical competency are counseled and referred for additional instruction by their clinical supervisors or the program dean.

##### *Skills-Building*

Clinical skills-building is generally scheduled over a six-week period of time; students may be referred to these shifts at any point during the term. The skills-building instructor carefully assesses each student’s abilities and works with her/him directly throughout the duration of the shift. At the end of the referral period, the instructor reassesses the student’s abilities and determines if the student should continue with the skills-building shift.

##### *Graduate Proficiency Exam (GPA) Tutorial*

An ND student who fails a GPA exam twice will be referred to skills-building for three sessions, and a fail grade is recorded on their transcript. The student must then re-register for the GPA exam. The instructor will determine if the student is ready to retake the GPA exam or needs additional tutoring.

Any student who fails a GPA exam three times is referred to the Academic Review and Appeals Committee (ARAC). Students who fail the GPA exam three times may be dismissed.

##### *Clinical Skills Tutorial*

Clinical Skills Tutorial is one-on-one tutoring in a clinical setting for students who require extra support in meeting minimal levels of clinical competency, which cannot be accomplished in Skills Building. This is scheduled over a six-week period. The clinician referring the student provides details on what areas the student needs to work. The tutor works with the student to improve those areas, and then reassesses their abilities to determine if they have reached a level of minimal competency or if they need additional sessions.

### *CCM Clinic Entrance Examination*

Students take a written Clinic Entrance Examination during the first half of the term prior to becoming an intern. The examination covers the foundational course material needed to assume responsibility for direct patient care. Students who fail the exam are given the opportunity to remediate the exam later in the same term. A remediation fee is applied.

## **SECTION 5: GRADING and PROMOTION**

### **5.1 Grading**

NCNM maintains high standards of scholarship, and at the same time recognizes its responsibility to provide each student the best opportunity to complete the program successfully. At the beginning of each course, the instructor is required to define clearly for class members the objectives of the course and the standards and methods by which student achievement will be measured. At the end of each course, each student's performance is reported to the registrar, using the following grading system:

- H (HONORS) superior performance
- P (PASS) satisfactory performance
- FR (FAIL REMEDIATE) marginal performance (temporary grade and unavailable for clinic shifts)
- RP (REMEDIATED PASS)
- F (FAILURE) unsatisfactory performance (permanent grade)
- F\* (FAILED REMEDIATION EXAM)
- I (INCOMPLETE) course requirements not yet completed due only to serious illness or bereavement (temporary grade)
- W (WITHDRAWAL) student withdrew from course
- WF (WITHDRAWAL, FAILING) student withdrew from course while failing
- AU (AUDIT)
- CMP (COMPLETE) – Used for courses that are not graded but attendance is required and a specified number of hours need to be completed such as field observation.
- IP (IN PROGRESS)

Students are responsible for checking their grades online in SONIS.

### **5.2 Grade of “FR”**

FR (fail remediate) is a temporary grade. Students who fail a course may receive an FR grade rather than an F (fail) if, in the judgment of the instructor, it is likely that the student could pass the course by successfully taking a remediation exam. In order to have the FR grade as an option, faculty must include it in their syllabus. The FR grade is given at faculty discretion and should only be given to students who are very close to passing (within 1-10 points on a 100 point scale).

Students who receive two or more FR grades (regardless of whether they have been changed to RP) will be placed on academic probation and must sign an academic contract. Students earning three or more FR grades (regardless of whether they have been changed to RP) will be required to appear before Academic Review and Appeals Committee (ARAC) and may be dismissed.

An FR grade that has not been remediated by the end of the second week of the following term (for a spring term course by the end of the third week of summer term) will automatically be changed to an F. Some courses do not lend themselves to this approach, and it is at the discretion of the instructor whether they use this grade. “FR” may only be converted to “RP” or “F\*”; not to an “H.”

### **5.3 Grade of “RP”**

Students who pass the remediation exam will earn a permanent grade of RP (remediated pass).

### **5.4 Grade of “F\*”**

Students who fail will receive a permanent grade of F\* (failed remediation exam). For further explanation of a failing grade, please see below.

### **5.5 Grade of “F”**

When a student receives a failing grade in a required course (including clinical rotation), she/he must repeat the course the next time it is offered, usually the next year. The student is prohibited from continuing in any courses for which the failed course is a prerequisite. The student will repeat the course at the current per-credit rate. Any naturopathic student failing a clinical rotation will be required to register for and attend Skills-Building.

### **5.6 Grade of “I”**

A grade of “I,” or incomplete, is given when a student has satisfactorily completed a minimum of 80% of the course and is unable to complete the course during the term the course is offered. Incomplete grades should only be issued in the case of illness, bereavement, or circumstances beyond the student’s control. Incomplete grades should be given only if the student has an approved absence excuse issued by the Office of the Associate Dean of Academic Progress.

A student receiving an “I” grade is responsible for completing the course requirements as specified by the instructor, and for seeing that the registrar receives proper notification of the grade change. A grade of incomplete that is not converted to a passing grade by the deadline specified in Section 5.2 will automatically become a grade of “F.” Under extenuating circumstances, an instructor may extend the deadline for an incomplete grade by notifying the registrar in writing of the extension and give a date by which the grade must be resolved; an extension may be no longer than one year, after which time it will convert to a failing grade. If the grade of “I” is due to ongoing illness, and cannot be made up by the deadline, the student will be required to take a medical leave of absence for the quarter and will be allowed to complete the course material upon return from medical leave. Students who apply for a leave of absence and have not completed 80% of course work will receive a grade of “W” for the class and will need to repeat it upon return from leave. A withdrawal will affect the student’s ability to continue in certain course sequences in subsequent quarters. Any student who is failing the course after week eight (8) is not eligible to request an incomplete and will receive a grade of “WF.”

### **5.7 Grade of “IP”**

When a faculty member does not turn in grades by a given deadline a student will receive a grade of “IP,” meaning “In Progress.” Once the faculty member submits the grades the “IP” grade will be changed to the appropriate rating.

### **5.8 Grade of “CMP”**

This grade is used for courses which the student is required to attend, but no evaluation is given. Examples of such courses include, but may not be limited to, Community Education in which the student is required to complete a certain number of hours or Skills Enhancement, in which the student is required to attend and receive tutoring in a specific area.

### **5.9 Appealing a Grade**

A student may request a review of a grade given in an exam or a final grade for a course only in the following manner:

A written request by the student, for a review of the grade, must be submitted to the faculty member. This appeal must be within two weeks of the posted grade. The faculty member will advise the student in writing of her/his decision within seven days of receipt of the request. Passing grades cannot be appealed to receive a grade of “honors.”

The student may appeal the faculty member’s decision in writing to the program dean. This appeal must be made within seven days of the faculty member’s written notice to the student regarding her/his decision. The written appeal to the program dean must be accompanied by appropriate written documentation as to why the student feels the grade is in error, and what the outcome was of the discussion and appeal with the faculty member. The dean will forward the appeal to the Academic Appeal and Review Committee. The Committee will review the documentation including a discussion with the faculty member and issue a recommendation to the program dean. The recommendations from the Committee may include upholding the grade as submitted, or requiring the student to remediate an exam. The Committee may not recommend a passing grade to be substituted in place of a failing grade. The program dean will review the recommendations and will make a final decision. The student and faculty member will be notified in writing of the final decision. The decision is final and may not be appealed to higher authority.

## **SECTION 6: ADVISING, LEAVE OF ABSENCE, WITHDRAWAL**

### **6.1 College Advising**

Upon entering NCNM each student is assigned an advisor by the associate dean for academic progress. Faculty advisors include all full time faculty and a select group of administrative faculty members. College advisors are ongoing contacts for their assigned students throughout the duration of the student’s enrollment. College advisors facilitate a connection to the institution, ensure that students understand general academic policies and procedures, serve as a student advocate, and assist in general student support. Advisors help students by referring them to appropriate staff and other resources. They will also be a point of contact for other faculty to register any concerns and, when needed, serve as a starting point for a college response.

Advisors are required to meet with their first-year advisees early in the academic year and then on an as-needed basis. Advisors have a file of resources, updated regularly to help guide the student appropriately. Academic advising is managed and administered by the associate dean of academic progress.

### **6.2 Academic Advising**

The associate dean for academic progress administers academic advising for all students. Guidance is available to assist in creating a personal timetable for students on an extended program, and for academic and professional progress. Although students are not required to consult with an advisor, students who are not making satisfactory academic progress must consult with their program’s associate dean. Students who are pursuing any program other than the standard four-year ND, four-year MSOM, three-year MAc, or six-year concurrent track must confer with their program’s associate dean to ensure all requirements are met.

The associate dean is responsible for advising students on the following:

- Academic probation
- Changing tracks (four- to five-year, etc.)
- Leaves of absence (regular or medical) or withdrawal from the institution
- Questions regarding the concurrent track
- Requests for permission to take exams early or late (in extraordinary circumstances only)

- Independent studies
- Grade appeals
- Petitions for excused absences

The associate dean is responsible for follow-up with all students on academic probation.

### 6.3. Advising and Support Chart

<b>ADVISING and SUPPORT</b>	<b>DEPARTMENT</b>	<b>CONTACT</b>	<b>DESCRIPTION</b>
<b>Academic Advising</b>	All Programs and Office of the Registrar	associate dean of academic progress or associate registrar	Change of track, academic probation, contracts
<b>Career Counseling/ Professional Development</b>	Professional Formation and Career Services	director	Individual meetings, seminars, job postings
<b>Clinic Advising</b>	All Programs and Office of the Registrar	college advisor, associate dean of academic progress, associate registrar, or clinic faculty	Review of progress, consult regarding challenges
<b>Disability Services</b>	Student Services	program manager	Arrange tests, proctor
		dean	Evaluation, compliance officer
<b>Financial Counseling</b>	Financial Aid	director	Budgeting tools, loan options, federal work study program
<b>General Advising</b>	Office of Associate Dean for Academic Progress	college advisor and all full-time faculty	Foster connection to NCNM, general information, policies, procedures
<b>Health and Wellness</b>	Student Services	program manager	Insurance information, faculty notification
		dean	Support, referral, medical leave
<b>Learning Styles</b>	Student Services	program manager or professional formation	Off-campus referral
		dean	Facilitate faculty training
<b>Personal Counseling</b>	Student Services	Counselor or Counseling intern	Counseling services, crisis management, peer counseling, referral
<b>Field Observation</b>	Office of the Registrar	assistant registrar	Scheduling, tracking hours, General Information
<b>Tutoring Support</b>	Student Services	program manager	Match student tutors to students
<b>Withdrawal or Leave</b>	Student Services	dean	Support for problem-solving, exit interviews

#### **6.4 Voluntary Leave of Absence**

Students considering a leave of absence should schedule an appointment with the dean of students. A student may apply for a leave of absence of up to one year, which entitles the student to re-enter NCNM during the next calendar year, provided there is space in her/his class. Students taking less than a full year off may not be allowed to continue with a full class load due to sequential courses, and missing prerequisites. In such instances, the student may be required to enter a new educational track which must be approved by the student's program dean and registrar. The program deans and/or associate dean of academic progress can guide students through their new schedule.

The registrar must be advised of a student's intention to return to NCNM within 30 days of intended return, and before the beginning of the quarter in which she/he plans to register. The registrar will instruct the student to fill out and submit a Returning Student Notification form to the following offices: Registrar; Financial Aid; Business Administration; and Student Services. The form should be returned to the Registrar's Office when it is completed.

If a student does not return within one year, she/he will be considered administratively withdrawn from NCNM and will be required to submit a new application for admission. The student will need to satisfy admission requirements in effect at the time of reapplication, but may request that the application fee be waived. A leave of absence normally will be granted to any student who is in good standing (i.e., has no outstanding grades of Incomplete, Fail Remediate or Failure for required courses, and is not on academic or disciplinary probation) and who has satisfied all financial obligations to NCNM.

#### **6.5 Medical Leave of Absence**

Students considering a medical leave of absence must schedule an appointment with the dean of students. In the case of a medical leave of absence, which may be granted to a student on academic probation, appropriate documentation is required from the attending physician. The physician must indicate the necessity of granting the leave. Students who are on medical leave of absence cannot participate in any academic activities, including remediating incomplete grades or exams, and/or participating in clinical rotation shifts, including field observation. A student who wishes to return from a medical leave of absence must provide to the dean of students adequate documentation from the attending physician demonstrating the student's fitness for returning to the program. After documentation has been reviewed and accepted by the dean of students, the registrar will be advised of the student's intention to return to NCNM. The advisement of a student's intention to return must be given within 30 days of intended return, and before the beginning of the quarter in which she/he plans to register. The registrar will instruct the student to fill out and submit a Returning Student Notification form to the following offices: Registrar; Financial Aid; Business Administration; program dean; and Student Services. The form should be returned to the Registrar's Office when it is completed.

If a student on leave does not return within one year, she/he will be considered administratively withdrawn from NCNM and will be required to submit a new application for admission. Any incomplete grades will be converted to a failing grade. The student will need to satisfy admission requirements in effect at the time of reapplication, but may request that the application fee be waived.

#### **6.6 Withdrawal from School**

Students may initiate formal withdrawal by meeting with the dean of students. Students withdrawing from school at any time during the school year must complete an exit interview with Financial Aid and submit a completed Status Change form available from the dean of students.

Failure to register for any quarter is considered a withdrawal, and the student will need to submit a new application and application fee for re-admission.

### **6.7 Federal Loan Exit Interviews**

Federal regulations require that any student who has received a federal loan while attending NCNM and who leaves for any reason, including official leaves of absence, must participate in a loan exit interview. Loan exit interviews are conducted by the Financial Aid Office.

## **SECTION 7: TECHNICAL STANDARDS, ACADEMIC AND CLINIC PROGRESS**

### **7.1 NCNM Technical Standards**

NCNM's goal is to broadly prepare students for the practice of naturopathic and/or Chinese medicine. This goal is achieved in part by undergraduate medical education, postgraduate medical education and preparation for life-long learning. Modern medical education requires that the accumulation of scientific knowledge be accompanied by the simultaneous acquisition of skills and professional attitudes and behavior. Our faculty has the responsibility to graduate the best possible practitioners and physicians; thus, admission into NCNM is offered to those who present the highest qualifications for the study and practice of naturopathic and/or Chinese medicine.

Students must possess the following general qualities: critical thinking; sound judgment; emotional stability and maturity; empathy; physical and mental stamina; and the ability to learn and function in a wide variety of educational settings. In all phases of medical education, students of medicine must use their intellectual ability and must maintain emotional stability, particularly when under stress. Graduates of NCNM must have the knowledge and skills to function in a broad variety of clinical situations and render a wide spectrum of patient care.

#### ***Motor Skills***

Students should have sufficient motor function to elicit information from patients by palpation, auscultation, percussion, and other diagnostic maneuvers. Students should be able to execute motor functions necessary to provide general care and emergency treatment to patients.

#### ***Sensory and Observational Skills***

Students must be able to observe demonstrations and participate in experiments as required by the NCNM curricula. They must be able to observe a patient accurately at a distance and close at hand, and be able to obtain a medical history directly from the patient while observing the patient's medical condition. This observation necessitates the functional use of vision, hearing, and other sensory modalities.

#### ***Communication Skills***

Students must be able to communicate effectively and sensitively with patients, both orally and in written form. These skills must be performed in clinical settings when time for communication may be limited.

#### ***Conceptual, Integrative, and Quantitative Skills***

These skills include measurement, calculation, reasoning, analysis, and synthesis. Problem solving and diagnosis, the critical skills demanded of physicians, require all of these intellectual abilities. In addition, candidates must be able to comprehend three-dimensional relationships and to understand the spatial relationships of structures.

### ***Behavioral and Social Skills and Professionalism***

Empathy, integrity, concern for others, interpersonal skills, interest and motivation are all personal qualities that will be assessed during the admissions process and throughout a student's medical education. Students must possess the emotional well-being required for the full use of their intellect, the ability to promptly complete all responsibilities attendant to the diagnosis and care of patients, and the capacity to develop mature, sensitive and effective relationships with patients. Students must be able to tolerate physically taxing workloads and to function effectively when stressed. They must be able to adapt to changing environments, display flexibility and learn to function within the uncertainty inherent to the variety of clinical problems patients present.

The mission of National College of Natural Medicine faculty is to prepare students for the comprehensive practice of medicine. NCNM, in accordance with Section 504 of the 1974 Vocational Rehabilitation Act and the Americans with Disabilities Act (ADA) (Public Law-101-336), has established the aforementioned essential functions of medical students and physicians. NCNM must ensure that patients are not placed in jeopardy by the students or physicians as a result of substantially impaired intellectual, physical, or emotional functions. Students will be assessed not only on their scholastic accomplishments, but also on their physical and emotional capacities to meet the full requirements of the school curricula and to graduate as skilled and effective practitioners of naturopathic and/or Chinese medicine.

Students who believe they may not meet the criteria listed above should contact the dean of students and program dean to discuss their specific circumstances. The dean will coordinate assessment and accommodations as deemed appropriate. Unresolved issues concerning a student's ability to meet these standards may result in delay or disqualification of the student's admission or registration.

### **7.2 Satisfactory Academic Progress**

Students must maintain satisfactory academic progress toward a degree in order to continue in the program and in order to continue to receive federal, state, and institutional financial aid. "Satisfactory Academic Progress" is defined directly below. Students must enroll in courses per published curriculum layouts.

A minimum enrollment of one credit is required to maintain student status. Any student who does not enroll in a minimum of one credit each quarter will be considered withdrawn and must reapply and will be subject to graduation requirements under the new catalog (this does not apply to standard summer breaks).

Students who have met all graduation requirements except for thesis completion must register each term for one (1) credit "Thesis Completion" until they have completed their thesis (students will not be aid-eligible at this point) and may take an additional two (2) years to complete their thesis. Failure to register each term for thesis completion will constitute a withdrawal. Students who do not have a thesis requirement but need to complete clinical hours, check offs, field observation, or other graduation requirements must register for one (1) credit of "Graduation Completion" each term until all graduation requirements are met.

Satisfactory academic progress is defined as follows for each of our tracks:

Doctor of Naturopathic Medicine – must enroll in all courses per published curriculum layout and pass 60% of courses each term. Must complete all coursework and meet graduation requirements within seven (7) years of matriculation into the program.

Master of Science in Oriental Medicine – must enroll in all courses per published curriculum layout and pass 60% of courses each term. Must complete all coursework and meet graduation requirements within seven (7) years of matriculation into the program.

Master of Acupuncture - must enroll in all courses per published curriculum layout and pass 80% of courses each term. Must complete all coursework and meet graduation requirements within five (5) years of matriculation into the program into the program.

Master of Science in Integrative Medicine Research - must enroll in all courses per published curriculum layout and pass 60% of courses each term. Must complete all coursework and meet graduation requirements within (six) 6 years of matriculation into the program.

Naturopathic Medicine/Master of Science in Oriental Medicine - must enroll in all courses per published curriculum layout and pass 90% of courses each term. Must complete all coursework and meet graduation requirements within seven (7) years of matriculation into the program.

Naturopathic Medicine/Master of Acupuncture - must enroll in all courses per published curriculum layout and pass 90% of courses each term. Must complete all coursework and meet graduation requirements within seven (7) years of matriculation into the program.

Naturopathic Medicine/Master of Science in Integrative Medicine Research - must enroll in all courses per published curriculum layout and pass 60% of courses each term. Must complete all coursework and meet graduation requirements within six (6) years of matriculation into the program.

Post-Graduate Certificate in Botanical Medicine - - must enroll in all courses per published curriculum layout and pass 100% of courses each year. Must complete all coursework and meet certificate requirements within two (2) years of matriculation into the program. This program does not qualify for financial aid.

If a student is not making satisfactory academic progress in a course prior to the end of the term, the faculty member may request the student to access tutoring, and may share concerns with the program dean about classroom attendance, performance on examinations, and any other factors which may impact their success in the course.

Students who fail to make satisfactory academic progress in any term will be given a financial aid warning and will be placed on academic probation (see academic probation policy). Students who continue to make unsatisfactory academic progress must appear before the Academic Review and Appeals Committee. Financial aid will be suspended pending the outcome of the academic review and appeals committee. Students who are allowed to remain at the institution must sign an academic contract (see academic probation policy). Financial aid may be reinstated once a contract is signed and the student will be placed on financial aid probation.

### **7.3 Entrance Into and Advancement Through Clinical Training**

In order for naturopathic medicine students to advance through clinical training they must meet the following requirements:

- A. To advance as a hydrotherapy technician, students must:
  - Pass Hydrotherapy Lecture and Lab.
  - Students on academic probation must have passed the above requirements and have completed a valid academic contract.

- B. To advance as a secondary, students must:
- Pass all first-year courses.
  - Pass Clinical Physical Diagnosis Lecture and Lab, Lab Diagnosis Lecture and Lab, and the pathology sequence.
  - Complete hydrotherapy clinic hour requirement (72 hours).
  - Complete all mandatory clinic orientation meetings.
  - Successfully pass the Clinic Secondary Entrance Exam (GPA-1).
  - Students on academic probation must have passed the above requirements and have completed a valid academic contract.
- C. To advance as a primary, students must:
- Complete all first- and second-year courses.
  - Complete Clinical Lab Practicum, Medicinary Practicum, Gynecology Lab, Gynecology and NMT I-IV (concurrent enrollment in NMT IV, Lab Practicum, and Gynecology Lab for first two primary rotations.)
  - Complete 192 secondary hours.
  - Complete all mandatory clinic orientation meetings.
  - Successfully pass the Clinic Primary Entrance Exam (GPA-2).
  - Students on academic probation must have passed the above requirements and have completed a valid academic contract.

In order for MSOM students to advance through clinical training they must meet the following requirements:

- A. To advance to Observation Level I (Clinical Observation I-III) status, students must:
- Complete or be enrolled in Chinese Organ Systems I-III, Chinese Diagnostic Techniques I-II, Intro to Clinic, and the first-year basic science courses.
  - Be enrolled in Herbs, Acu-Moxa Points and Techniques I-III, Integrative Clinical and Physical Diagnosis I-III, Integrative Physical Diagnosis I-III Lab, and Chinese Pathology I-III.
  - Students on academic probation must have passed the above requirements and have completed a valid academic action contract.
- B. To advance to Observation Level II (Clinical Observation IV-VI) status, students must have:
- Completed Integrative Clinical and Physical Diagnosis I-III, Integrative Physical Diagnosis I-III Lab, and Chinese Pathology.
  - Be enrolled in Herbs, Acu-Moxa Points and Techniques IV-V.
  - Completed 144 hours of Observation I.  
Students on academic probation must have passed the above requirements and have completed valid academic action contract.
  - Students on academic probation must have passed the above requirements and have completed a valid academic action contract.
- C. To advance to Internship status, students must have:
- Completed the Herbs, Acu-Moxa Points and Techniques series, and Internal Medicine I-II.
  - Completed all Observation rotation requirements.  
Students on academic probation must have passed the above requirements and have completed a valid academic contract.

In order for MAc students to advance through clinical training they must meet the following requirements:

- A. To advance to Clinic Observation status, students must:
- Complete first- and second-year basic science courses.
  - Complete Points and Techniques I-III.
  - Students on academic probation must have passed the above requirements and have completed a valid academic action contract.
- B. To advance to Internship status, students must have:
- Completed Tech, Points series and Acu-moxa Therapeutics I–II.
  - Completed all Observation rotation requirements.
  - Students on academic probation must have passed the above requirements and have completed a valid academic action contract.

#### **7.4 Academic Probation**

Students failing required courses will be placed on academic probation. When placed on probation all students must meet with the associate dean of academic progress to sign an academic contract within one week. This agreement will delineate a timetable for repeating failed courses, identify other needed resources, and requires that the student not fail any other required courses during the probationary period. Students may not register or receive financial aid until a current academic contract is on file in the Registrar’s Office. Students who fail to complete an academic contract will be withdrawn from any courses in which they are currently enrolled. Students are advised to meet with their college advisor(s) to discuss and create an academic action plan which includes strategies for successful completion of their program.

Students are removed from academic probation once any courses or clinic shifts are repeated and passed, and the terms of the academic contract are met.

#### **7.5 Unsatisfactory Academic Progress**

Students who do not make satisfactory academic progress may be referred to the Academic Review and Appeals Committee (ARAC). This committee reviews student progress both in required courses and in the clinic. ARAC makes recommendations to the program dean for final determination.

Essential elements reviewed include but are not limited to:

- Failure of a course or clinic shift.
- Failure to complete an Academic Contract in a timely manner.
- Failure to comply with the terms of an Academic Contract.

The committee will review the situation, meet with the student and take action. Possible actions include:

- Revised conditions of the academic contract.
- Suspension from NCNM or from a specific program for up to a year.
- Dismissal from NCNM or from a specific program.

Dismissal from the college may occur in the following cases:

- Failure to satisfy an academic contract.
- Failure of two clinic shifts in an academic year.
- Failure of three required classes in a given quarter.
- Failure of two sequential classes.

- Failure of same class twice.
- Violations of professional conduct.
- Failure to meet technical standards.
- Receiving three or more RPs in an academic career.
- Failure of the GPA3 for ND students three times.

### **7.6 Academic Review and Appeals Committee**

This committee is composed of three faculty members. The dean(s) will convene meetings, appoint faculty members, and may sit with the Academic Review and Appeals Committee (ARAC) and participate in its decisions at her/his discretion. Meetings of the ARAC are not legal proceedings. No attorneys may be present at any meeting of the committee. Students should submit any supporting paperwork for early review to the registrar, prior to the meeting with the ARAC committee.

The ARAC may recommend one of the following to the program dean regarding the student's change of status:

- a) Suspension from a single college program, or from all college programs for up to one year; or
- b) Termination of education at NCNM; or
- c) Probationary status requiring counseling or support for the conduct in question; or
- d) Development of a revised academic contract outlining a timeline for converting the failing grades to passing grades that may include restrictions on new coursework undertaken by the student until the failing grades are changed. This will allow financial aid eligibility to be maintained.

### **7.7 Appeal of Academic Dismissal**

A student suspended or dismissed will have three (3) business days from the date of the dismissal notification to submit an intention to appeal to the provost in writing. The student then has seven business days to submit the written appeal to the provost. The provost will respond with a final decision within five (5) working days, based on assessment of the information presented by the dean and the committee, and his/her investigation of procedure. Such an appeal must contain the basis for the appeal limited to one or more of the following issues:

- Failure of the program dean or the Academic Appeals and Review Committee to follow the procedures set forth in the policy on Unsatisfactory Academic Progress.
- Dismissal is too severe a sanction for the academic issues.
- Information relevant to the decision that was not available to, or not considered by, the committee.

The provost may elect to uphold the decision of the dean, reverse the decision, request a different resolution, or refer the case back to the Academic Appeals and Review Committee in light of new information that was previously not available to, or considered by, the Academic Review and Appeals Committee.

## **SECTION 8: CHANGE OF TRACK, GRADUATION**

### **8.1 Change of Program Track**

Students are admitted on a specific educational track (see catalog for listing of available tracks). Students are required to take courses only as specified in each educational track. After

matriculation students may request to change tracks to any of the standard educational tracks by submitting a Student Status Change Form, approved by the program dean, to the Registrar's Office. Once processed by the Registrar's Office students must then follow their new educational track. Students may deviate from the standard educational tracks for the following reasons: chronic illness, bereavement, or academic accommodations and considerations. Deviation requests must be accompanied by the appropriate documentation before approval can be given.

A change of track also requires a signature from the Financial Aid Office, since there is likelihood of award modification to the student. All change of track requests must be completed by week eight of the quarter prior to the quarter in which the change takes effect. When a student is matriculated into a concurrent track (ND/MSOM/MAC/MSiMR), no change of track fee will be assessed for the initial change. In addition, no change of track fee will be assessed for an initial track change; however, any subsequent changes will be assessed a change of track fee of \$500.

## **8.2 Graduation Requirements**

Candidates for graduation must:

- Satisfy all courses in the prescribed curriculum.
- Satisfy clinic requirements.
- If a transfer student, complete at least three years (3) of professional training enrolled as a student at NCNM.
- If a second professional degree student, complete at least two (2) years of professional training enrolled as a student at NCNM.
- Satisfy all financial obligations to NCNM.

Only students who have completed all their academic coursework, MSiMR thesis and capstone project, ND case papers, and clinic hours by the scheduled commencement ceremonies may participate in the ceremony and in taking the oath. Students who have not completed all requirements may participate in the following year's ceremony. A student who has completed all their coursework, except for a small number of clinical hours or final revisions to the MSOM thesis, may be allowed to petition to participate in commencement ceremonies.

## **8.3 Petition to Participate in Commencement Ceremonies**

Any exception to the graduation policy needs to be approved by the program dean. Students should submit their request in writing to the program dean's office by the end of week one of the spring term. A diploma will not be issued to students that petition to participate in commencement ceremonies until all required work is completed. An ND student is ineligible take licensing examinations until all required work is completed. Petition to Participate in Commencement Ceremonies forms are located in the Office of Student Services and the Registrar's Office.

Only those petitions which meet the following criteria will be considered:

1. Be able to complete all graduation requirements by the end of the summer term following the graduation ceremony.
2. Be on track to complete all academic requirements by the graduation ceremony.
3. Have no more than 192 primary or internship hours to complete following the graduation ceremony.
4. MSOM: Have the final draft of the thesis completed by the graduation ceremony.
5. ND: Have no more than 120 field observation hours to complete following the graduation ceremony.

All requirements under section 7.2, Satisfactory Academic Progress, are in effect for students who are petitioning to participate in commencement. Students who do not complete their graduation requirements by the end of summer must submit a Status Change Form and will be charged \$500.

A minimum enrollment of one credit is required to maintain student status. Any student who does not enroll in a minimum of one credit each quarter will be considered withdrawn and must reapply and will be subject to graduation requirements under the new catalog (this does not apply to standard summer breaks).

MSOM/MSiMR students who have met all graduation requirements except for thesis completion must register each term for 1 credit “Thesis Completion” until they have completed their thesis (students will not be aid-eligible at this point) and may take an additional two (2) years to complete their thesis. Failure to register each term for thesis completion will constitute a withdrawal. Students who do not have a thesis requirement but need to complete clinical hours, check offs, field observation, or other graduation requirements must register for one (1) credit of “Graduation Completion” each term until all graduation requirements are met.

#### **8.4 Graduation with Honors**

Honors are calculated by adding all credits of honor received for core coursework during a student’s academic career through the winter term prior to graduation.

##### **MSOM/MAC**

Honors	30-39
High Honors	40-49
Highest Honors	50 +

##### **MSiMR**

Honors	36-41
High Honors	42-46
Highest Honors	47 +

##### **ND**

Honors	90-109.5
High Honors	110-129.5
Highest Honors	130 +

Those students who have earned these honors will be recognized at graduation.

#### **8.5 Honors in Research**

NCNM students who pursue research assistant and research apprentice positions during their education may graduate with Honors in Research if they meet the requirements. The Honors in Research designation requires that students complete a high quality written project. The format of the written project varies according to the research experience and scientific project. A two (2) year minimum commitment to the project is required. Students who wish to pursue Honors in Research should inform the dean of research and the student research specialist so that they can be assigned a project that will lead to this designation.

## **SECTION 9: FINANCIAL POLICIES AND FEES**

### **9.1 Changes in Tuition and Fees**

Tuition and fee rates are reviewed annually and subject to change. For the most current tuition and fees please refer to the current NCNM catalog online at [www.ncnm.edu](http://www.ncnm.edu).

### **9.2 Tuition and Fee Payment Policy**

All tuition and fees are listed in U.S. currency. NCNM maintains tuition, fee, and refund policies that are fair and uniformly administered. Tuition and fees for each quarter are payable in full at the beginning of each quarter. The Business Office may apply a late payment fee of \$50 to a student's account unless the student has paid the balance due, or made arrangements (i.e., a deferral promissory note) by the end of the second week of each quarter.

Students unable to pay their entire financial balance must see the Business Office to make payment arrangements before the due date. A promissory note may be written to defer payment of tuition until the last day of the quarter. There may be a \$20 fee assessed for each deferral. The Business Office may deny or rescind a student's eligibility for a promissory note if a student misses the required payment due dates, provides inaccurate or incomplete information, or has a poor credit history. Students are not permitted to register for a quarter until all money owed the college is paid in full from previous quarters.

Credit for courses will not be given until tuition and fees have been paid in full. (The Business Office may also block future registration until all debts have been paid in full.) Transcripts or diplomas will not be issued to students if they owe the college any money, regardless of the source (i.e., outstanding clinic balances). Students with past-due accounts who pay in full with a personal check will have transcripts or diplomas issued to them two weeks after payment.

Any adjustments or modifications to the schedule of tuition charges are subject to the approval of the chief financial officer.

### **9.3 Summer Quarter Tuition**

The ND program requires attendance of at least one summer quarter. The MSOM and MAC programs require attendance of one summer quarter. The ND/MSOM and ND/MAC concurrent tracks require attendance of three summer quarters.

### **9.4 Other Expenses**

Students are required to purchase textbooks and other personal equipment, including name tags and business cards, as well as basic diagnostic equipment, for use in courses and clinic. These costs vary from year to year. Please see the current college catalog for current information.

### **9.5 Student Responsibilities**

1. When students register for classes at NCNM they incur charges on their account. Students are responsible for payment of all charges on their account by the due date, even if another party is paying the account.
2. Students experiencing financial problems in the payment of any tuition and fees are responsible for contacting the Business Office to make satisfactory arrangements.
3. Students are responsible for keeping NCNM informed of their current contact information, as addressed in Section 3.1 above. Students must submit changes to their contact information to the Registrar's Office.

4. Students are responsible for formally withdrawing from classes they wish to drop. Students who fail to formally drop classes during the refund period are responsible for the tuition charges. (See section on Add/Drop policy.)
5. Any assessment or judgment against a student for damage to NCNM property, whether arising from a Student Conduct Code proceeding or a court action, shall be considered money due NCNM as if it were tuition. No transcripts or diplomas will be released to the student until the amount due the college has been paid. The business office may also block future registration.

NOTE: NCNM is not responsible for any loss of or damage to, the personal property of a student.

### 9.6 Tuition and Fee Refund Policies

If a student finds it necessary to withdraw, either from NCNM or from specific courses, the following policies apply:

- The application fee, submitted with the initial application for acceptance into NCNM, is nonrefundable.
- The acceptance deposit fee will be forfeited if the student withdraws after accepting admission, but before attending classes.
- Calculation of tuition refunds is based on the date the student begins NCNM's withdrawal process.
- Tuition refunds will first be applied to balances due NCNM. If a student receiving financial aid is eligible for a refund, that refund is returned to the federal financial aid program.

Tuition refunds are calculated according to NCNM's tuition and fee refund policy outlined below:

<u>Week of Qtr.</u>	<u>Tuition Refund Rate</u>
First week	100% tuition
Second week	100% tuition
<i>Second week</i>	<i>90% tuition (withdrawing from school completely)</i>
Third week	80% tuition
Fourth week	70% tuition
Fifth week	60% tuition
Sixth week	50% tuition
Beyond sixth week	No refund

- If a student receiving financial aid is eligible for a tuition refund, that refund is returned to the federal financial aid program. Any refund of tuition and fees resulting from a withdrawal or a reclassification of tuition status must be applied to the recipient's financial aid awards before any payment is made to the student. Tuition refunds are calculated according to NCNM's tuition and fee refund policy. Return of Federal Title IV funds is calculated according to US Department of Education regulations. (See Financial Aid section for more information.)
- Students whose accounts were paid in full often have a balance due NCNM after withdrawal. The Title IV return of funds policy operates independently of the college's tuition refund policy. It is possible for a withdrawing student to owe NCNM money because aid must be returned to the Title IV program, but the student is not entitled to a refund of institutional charges.

- Federal regulations for this refund policy allow the college to retain an administrative fee that reduces the institutional charges subject to refund. This fee is five percent of total charges up to a maximum of \$100.
- Furthermore, federal regulations require that any student who has received a loan while attending NCNM and who leaves the college for any reason, including official leaves of absence, must participate in a loan exit interview. Exit interviews are conducted by the Financial Aid Office and can be arranged by calling that office. Additionally, students are required to complete their online exit counseling at [www.nslds.ed.gov](http://www.nslds.ed.gov). (See Financial Aid section for more information.)

## **SECTION 10: FINANCIAL AID AND CONSUMER INFORMATION**

### **10.1 Financial Aid**

NCNM participates in federal financial aid programs, including loans and work study. Financial aid is available to students enrolled at least half-time in the ND or Master programs. Students who have been accepted at NCNM may apply for federal financial aid. This requires filing a Free Application for Federal Student Aid (FAFSA). These forms are available from the Financial Aid Office or online at [www.fafsa.ed.gov](http://www.fafsa.ed.gov). Eligibility for financial aid is determined by using a federal formula outlined by the U.S. Department of Education. Students must file a new FAFSA each year of study and must file by NCNM's priority packaging date to be considered for any need-based aid. Due to limited funding allocations in the Federal Work Study Program, students who apply after this date run the risk of losing the opportunity to receive an award. Although there are no guarantees, if funds are exhausted students will be placed on a work study waitlist in the event that funds become available later in the year.

### **10.2 Cost of Attendance**

Budgets are established annually by the director of financial aid and are used to calculate a student's eligibility. Financial aid is awarded in early spring of each academic year, April 30 being the priority packaging date for need-based aid consideration.

NCNM is a graduate institution; therefore all students are considered "independent" and are eligible to receive the maximum allowable in federal loans. The subsidized amount received will depend partly on the documented financial need and partly on the institutional cost of attendance for the program chosen. To continue to receive financial aid, a student must make satisfactory academic progress as defined by academic policies and must be enrolled at least half-time to qualify for federal aid.

The Financial Aid Office can advise students about sources of financial aid and budgeting strategies. This office remains an available resource after the student leaves NCNM. Alumni may contact the Financial Aid Office for information and confidential counseling on student debts and loan repayment.

### **10.3 Scholarships**

Money received from scholarship sources does not have to be repaid. At NCNM there are limited scholarships available for both entering and matriculated students. NCNM Matriculated Scholarships are administered by the Advancement Office. In order to be assured of full consideration for available scholarships, complete applications for admission and scholarship awards, along with all supporting documentation, must be received in the Admissions or Advancement offices by the appropriate deadline date.

## **10.4 Loans**

Loans comprise the majority of financial aid at NCNM. Approximately 93 percent of students attending the college find it necessary to borrow some funding while completing their program. However, students should keep in mind that these loans are not designed to meet the total student budget to attend programs at NCNM, and that the money borrowed will have to be repaid with interest.

### ***Federal Direct Stafford Loan Program (Title IV Loans)***

Eligible ND or concurrent-track graduate and professional students may borrow a combination of subsidized and unsubsidized loans up to \$40,500 annually under the federal loan program. Students enrolled solely in the MSOM or MAc program may borrow a combination of both subsidized and unsubsidized loans of up to \$20,500 annually under this program. “Annually” is defined as a standard academic year or a nine-month period. In either case, the current annual subsidized Stafford Loan limit is no more than \$8,500, subject to demonstrated financial need. Generally repayment of these loans begins six months after the student graduates, withdraws or falls below half-time status. Complete instructions and individual counseling on loan repayment will be given to students before graduation or at separation from the institution.

### ***Federal Direct Graduate PLUS Loan Program***

This program is available to students to help offset the cost of their education. This loan is an addition to the Federal Direct Stafford Loan Program to fill the gap between any other forms of financial aid the student may receive, and additional money needed for school up to the student’s cost of attendance budget. Students should keep in mind that the interest on these loans continues to accrue while enrolled in school and that the interest rates are generally higher than the Federal Direct Stafford Loan Program. A credit check is required and an endorser option may be available. There is no grace period on this loan and repayment begins 60 days after the final loan disbursement; however, students are eligible to request an in-school deferment on this loan. For more information, contact the Financial Aid Office.

### ***NCNM Emergency Loans***

The college provides emergency loan assistance on a short-term basis to students experiencing financial hardship resulting from unexpected situations. A maximum of \$500 may be borrowed, and a \$10 processing fee is charged for each loan. These loans are considered a last resort and students must meet the criteria as outlined in the application. For more information, students can make an appointment to meet with the director of financial aid for consideration.

### ***Federal Title IV Refund Procedure***

Title IV funds are awarded to a student under the assumption that the student will attend school for the entire period for which the assistance is awarded. When a student withdraws the student may no longer be eligible for the full amount of Title IV funds that the student was originally scheduled to receive. Students who withdraw from the program before week eight of any quarter may be eligible for a refund. If a student receiving financial aid is eligible for a refund, that refund is returned to the federal financial aid program. If the amount of the refund exceeds the total amount of aid, the excess will be returned to the student.

Students whose accounts were paid in full often have a balance due NCNM after withdrawal. The Title IV Return of Funds Policy operates independently of the college’s tuition refund policy. It is possible for a withdrawing student to owe NCNM money because aid must be returned to the Title IV Program, but the student is not entitled to a refund of institutional charges.

Federal Title IV funds are always returned in the order mandated by the U.S. Department of Education. For graduate-level students attending NCNM the order is:

1. Unsubsidized Stafford Loan
2. Subsidized Stafford Loan

The calculation of Title IV funds earned by students has no relationship to their incurred institutional charges. Up through the 60 percent point in each payment period or period of enrollment, a prorated schedule is used to determine the amount of Title IV funds students have earned at the time of withdrawal.

After the 60 percent point in the payment period or period of enrollment, students earn 100 percent of the Title IV funds they are scheduled to receive during the period. For a student who withdraws after the 60 percent point-in-time, there are no unearned funds. However, a school must still determine whether that student is eligible for a post-withdrawal disbursement.

**Federal refund calculations are completely independent of NCNM's tuition refund policies.**

**Note:** The Federal Title IV refund calculations only apply to *withdrawals from all classes*. However, if a student changes track and there is an adjustment made to her/his tuition charge, the Financial Aid Office will recalculate the student's Cost of Attendance Budget to see if her/his aid eligibility has changed.

Federal regulations require that any student who has received a loan while attending NCNM and who leaves the college for any reason, including official leaves of absence, must participate in a loan exit interview. Exit interviews are conducted by the financial aid office and can be arranged by calling that office.

### **10.5 Federal Work Study**

The Financial Aid Office administers an automated Federal Work Study (FWS) Program for need-based aid. Job announcements are online at [www.ncnm.edu](http://www.ncnm.edu) for this program. NCNM's work study programs provide work in positions on- or off-campus. Wages students can receive are \$10 per hour.

NCNM work study positions allow qualified students to work and earn money for their education. However, due to the demands of the program, students generally find their schedules limit their work hours to 20 hours per week or less. NCNM has a variety of jobs available to students: clerical aides, campus guides, library aides, medicinary assistants, community clinic aides, etc. Determining FWS eligibility is the responsibility of the financial aid staff. **Before a student begins working, all authorizations and approvals must be secured.**

If the student works before authorization has been granted, the Business Office cannot honor time sheets with funding. Students considering work study need to become familiar with the following:

- Students are eligible to be considered for FWS positions if they complete a FAFSA form and have a demonstrated financial need.
- Students must apply by the priority packaging date of April 30 each year to be considered for a FWS award.
- If funds are exhausted, students will be placed on a work study waitlist in the event that funds become available later in the year. However, students are advised that there are no guarantees for funding availability.
- Those students who meet the awarding criteria for FWS will receive notification of their employment allocation in a financial aid packet.

All work study positions require job descriptions. These job descriptions are maintained in the Financial Aid Office and posted online at [www.ncnm.edu](http://www.ncnm.edu). Timesheets are now entered online for all NCNM work study jobs. The online timesheet process starts AFTER a student applies for a hire form and after it is signed by both the student and supervisor and submitted to the Financial Aid Office. After they are approved, students will be notified by e-mail to begin filling out an online timesheet for their positions.

- The student employee is responsible for accurately reporting all work hours on the electronic time sheet. Each student must record the time that the shift started and ended, including all lunch breaks. Time sheets are due by the 25<sup>th</sup> of each month. Supervisors are responsible for reviewing, approving, and electronically signing their student employees' time sheets by the deadline date. The payroll office or director of financial aid will not process time sheets if they are incomplete or have not been electronically signed by the appropriate supervisor.
- Students must sign the online Program Participation Agreement and FWS Policy and Procedure Handbook that indicates they have read and understand the program terms and conditions.
- All student employees must complete the required Oregon Occupational Safety and Health Administration (OSHA) training prior to the first day of employment.
- All student employees must complete the following documents in the payroll office before their first pay check will be processed:
  - Eligibility Form
  - Tax Withholding Form (W-4)
  - INS Eligibility Form (I-9)
  - Federal Work Study
- All students are required to complete TB testing prior to working.
- All student employees are eligible, by virtue of their employment at NCNM, to apply for membership at the OnPoint Community Credit Union. Students are paid for their work hours with a college paycheck, issued by the payroll office on the first day of each month.

### **10.6 Criteria Used in Determining Student Aid Awards**

NCNM subscribes to the federally approved and mandated system of needs analysis for the purposes of awarding need-based student aid. This system is subject to review and adjustment by Congress, and is subject to reauthorization as part of the Higher Education Act every five years. NCNM requires students seeking financial assistance to complete an application process for need-based federal student aid. This process involves the following steps:

- The student completes a one-page Financial Aid Application Summary. This completed document begins the student aid file at NCNM.
- The student completes a Free Application for Federal Student Aid (FAFSA) Needs Analysis form. The FAFSA collects information about the applicant's income and assets. The applicant mails the completed FAFSA to the Central Processor, and in response the applicant receives a document called the Student Aid Report (SAR). NCNM receives applicant information from the Central Processor in an electronic format called the Institutional Student Information Record (ISIR).
- The Financial Aid Office reviews the complete application materials, including the Institutional Student Information Record (ISIR) and determines eligibility for need-based federal student aid (Federal Direct Stafford Loan and Federal Work Study). Second, there is a determination for non-need-based federal student aid (Unsubsidized Federal Direct Stafford Loan and Federal Direct Graduate PLUS

Loans). Students who are found to have a previous default through any of the federally funded student loan programs are considered ineligible for federal financial aid until the default is resolved.

- NCNM develops a Standard Estimated Student Expense Budget each year for the purpose of estimating educational costs for the academic year. This budget includes estimated tuition and fees, books and supplies, room and board, transportation, and miscellaneous personal expenses. The director of financial aid reviews the ISAR and notes the “Expected Family Contribution” (EFC), which the applicant is expected to contribute to his or her own education. “Financial Need” is then calculated by subtracting the EFC from the Standard Estimated Student Expense Budget as follows: Standard Estimated Budget – EFC = Financial Need.
- The Financial Need figure represents the **maximum** amount of need-based aid that the applicant is eligible to receive. Federal Direct Stafford Loan and Federal Work Study are the two sources of need-based aid available at NCNM.
- Federal Direct Stafford Loan amounts are outlined in the Federal Title IV Stafford Loan Program section. Federal Work Study awards are typically \$1,320, which translates to approximately four hours of part-time employment per week while classes are in session.

After award determination, the Financial Aid Office forwards an award packet to each eligible student, specifically indicating the exact type and amount of aid each applicant is eligible to receive. It is the responsibility of each award applicant to review the award letter and all enclosures, and to return signed copies of appropriate award letter and loan application materials to the Financial Aid Office by the reply date indicated. The reply date is typically two weeks from the generation date of the award letter.

### **10.7 Estimated Student Expense Budgets for Calculating Student Aid Eligibility**

It is the responsibility of the Financial Aid Office to establish reasonable, standard budgets for estimating students’ cost of attendance budgets. These standard budgets are updated each year and reflect changes in direct charges (i.e., tuition, fees, books, and supplies), as well as changes in a student’s living expense budget.

### **10.8 Criteria for Continued Student Eligibility**

NCNM requests that students fill out both the NCNM Institutional Application and the Free Application for Federal Student Aid each academic year. Students must be enrolled for a minimum of 5.5 credits in the ND, Master degree, or a combination of programs to receive federal financial aid. Additionally, students need to be making satisfactory academic progress or successfully remediating an academic contract during each term of their enrollment to be eligible for federal financial aid.

### **10.9 Resolving Holds / Appealing Suspension of Aid Eligibility**

Students experiencing academic difficulty will receive a financial aid warning reminding them of the academic requirements for their aid programs. These students will be notified that further action will be taken if there is not significant improvement. If the student has fallen below the completion ratio standards for satisfactory academic progress (see Satisfactory Academic Progress Policy as determined by the Registrar) the student will be placed on Financial Aid Probation and notified that his/her continued eligibility for federal financial aid assistance is in jeopardy. Students will be notified in writing by the financial aid director if their aid eligibility is on hold or has been suspended. Reasons for holds on aid include an incomplete financial aid file or the need to resolve conflicting student information that would affect eligibility

for aid. Reasons for suspension typically include enrollment for less than half-time, default on federal student loans, and inability to maintain satisfactory academic progress. The Financial Aid Office will provide guidance on how to complete or resolve conflicting information in a financial aid file, the impact of reduced enrollment on aid, and how to remediate loan default. Aid is available for students who have a contract to remediate their academic status. The terms of this contract must be completed in order for the student to remain enrolled and receive aid.

#### **10.10 Student Loan Fund Disbursement Procedures**

The Financial Aid Office receives the details of student loan fund disbursements in paper and electronic format. The financial aid office is responsible for recording receipt date and fund amounts for each student, verifying enrollment status, and certifying the student is not on academic probation. Federal loan disbursements are received at the institution approximately at the start of each term. This detailed information is then forwarded to the business office. Business office personnel will verify the total credit hours in which each recipient is enrolled at the time of disbursement (or when the loan funds received are credited to the student's account).

#### **10.11 Methodology/Frequency of Student Financial Assistance Disbursements**

NCNM operates on a quarter system. This system includes summer, fall, winter and spring quarters.

All financial aid funds are disbursed quarterly through the Business Office. The Business Office applies financial aid funds to a student's account for unpaid tuition and fees at the time funds are received by the institution. If financial aid funds are in excess of tuition and fees, the resulting credit balance will be refunded to the student to use for other education related expenses. Refund checks that are available at the start of fall/winter/spring terms are distributed by the Business Office staff on the first day of the term. Refund checks that become available after the first day of classes or at any time during summer term are placed in student mailboxes.

If a student receives financial aid after the term begins, any resulting credit balance will be refunded by the Business Office within ten (10) business days of receipt of the funds by the institution. The refund check will be placed in the student's mailbox.

Credit balances resulting from any other financial activity, such as dropped classes, in the first three weeks of the term will be refunded in the fourth week of classes (after the add/drop period has ended and tuition has become due). Credit balances resulting after the third week from any activity other than receipt of financial aid funds will be refunded in the sixth, eighth, tenth, and twelfth weeks of the term. Refund checks will be placed in student mailboxes.

#### **10.12 Financial Aid Policy and Drug-Related Convictions**

Students are ineligible for Federal Title IV Aid if convicted of an offense involving the possession or sale of illegal drugs. The period of ineligibility is contingent upon the offense committed and on whether the student is a first-time or repeat offender.

To restore Title IV eligibility early, students must successfully complete a qualified drug rehabilitation program that conducts two unannounced drug tests; and receives, or is qualified to receive, funds directly or indirectly from a federal, state, or local government program. Rehabilitation programs must be administered or recognized by a federal, state, or local government agency or court. The rehabilitation program must be qualified to receive, or currently receives payment directly or indirectly from a state-licensed insurance company; or must be administered or recognized by a state-licensed hospital, health clinic, or medical doctor. For more information please see the director of financial aid.

## **SECTION 11: DRUG-FREE CAMPUS POLICY**

### **11.1 Drug-Free Schools and Communities Act**

In compliance with the Drug-Free Schools and Communities Act, as amended by Public Law 100-297, and the Improving America's Schools Act of 1994, Public Law 103-382, NCNM is legally required and professionally committed to prevent illicit drug use and the abuse of alcohol by both students and employees.

### **11.2 Illicit Drug and Alcohol Policy**

Students are prohibited from unlawfully possessing, using, or distributing illicit drugs or alcohol on college property or at any college event. Students and employees are also prohibited from consuming alcohol or illicit drugs on campus or at college-sponsored events, (except when the event is authorized by special permit. See the Exemption Request for Alcohol at College Events and Receptions policy, under Section 11.8 below) or from being on college-controlled property while under the influence of illicit drugs or intoxicants. In addition, students may not attend class or clinic under the effect of alcohol or drugs. Violation of this policy by a student may result in sanctions up to, and including, suspension from the NCNM program and referral for prosecution for violation of local, state and federal laws.

Students found in violation of this policy may be subject to sanctions as set forth in the Student Conduct Code. These can range from being sent home from a class or clinic shift, to being suspended from NCNM.

### **11.3 Illegal Drugs Violation**

Any student whom NCNM has reasonable grounds to believe is under the influence of an illegal drug may be required to undergo a "substance test." Refusal to take the required substance test may result in immediate suspension from NCNM or immediate termination of employment. If the substance test is found to be positive, the results will be confirmed by another testing method. If this testing also shows "positive," the student will be subject to disciplinary action for violation of this policy.

### **11.4 Alcohol Violation**

Any student whom NCNM has reasonable grounds to believe is intoxicated will be required to undergo a blood-alcohol test that will be administered at a facility designated by NCNM. Refusal to take this blood alcohol test can result in immediate suspension from NCNM. "Under the influence of alcohol," for the purposes of this policy, is defined as having a blood-alcohol test that shows more than .01 alcohol content. *If the student is working a clinic shift, having a test that shows any alcohol content will be considered "under the influence of alcohol."*

### **11.5 Legal Consequences**

There are both state and federal sanctions regarding the possession or distribution of illegal drugs. Oregon has strong laws that allow the seizure and forfeiture of vehicles used to transport illegal drugs by law enforcement agencies. Alcohol is an illegal drug for those under 21. For drivers under 18, any detectable amount of alcohol is grounds for losing an operator's license until 18. Most "recreational" drugs are illegal and criminal conviction may bar a student from her/his chosen career path.

### **11.6 Education and Rehabilitation**

In compliance with federal law, NCNM is prepared to educate and inform its students and employees of the health risks associated with the use of various illicit drugs and the abuse of alcohol. NCNM is also prepared to refer students and employees to counseling and treatment

resources, and to inform students and employees of legal penalties of noncompliance. Students and employees are encouraged to avail themselves of an appropriate counseling, treatment or rehabilitation program. College officials may consider participation in such a program when applying sanctions for violations of this policy.

Resources concerning treatment and rehabilitation programs are available in the Office of Student Services. College officials will consider a student's participation in such a program when applying sanctions for violations of this policy.

### **11.7 Policy Review**

Our Drug and Alcohol Abuse Program will be reviewed biennially to determine its effectiveness. Changes will be made as appropriate. The president will ensure that these disciplinary sanctions are consistently enforced through regular review of managers.

### **11.8 Exemption Policy for Request for Alcohol at College Events and Receptions**

NCNM complies with the Drug-Free Work Act of 1988 and the Drug-Free Schools and Communities Act of 1989 and State of Oregon laws. NCNM prohibits the consumption or distribution of alcohol on college properties, whether or not it is an NCNM sponsored event. Exception for special consideration for exemption to this policy must be made to the appropriate office, and if approved, all delineated requirements must be met.

An event, in which the sponsoring organization or department would like to request for exemption to the no alcohol on campus policy, may petition the appropriate office for exemption by submitting a NCNM Alcohol Use Permit Form.

Any person or organization who wishes to have an event with alcohol and petitions for exemption must designate an Event Host. The Event Host is responsible for the overall management of the event as well as compliance to city, state, and federal laws and NCNM policies. The Event Host shall read, understand, and agree to all policies and procedures as well as submit the NCNM Alcohol Use Permit form for approval a minimum of two (2) weeks prior to the event.

All requests for exemption for alcohol require at least three signatures for final approval. In cases of events at which students are present, approval is required by the dean of students or designee; in cases of institutional or departmental events at which staff or faculty are present, approval by the director of human resources is required. If students and employees are present, both the director of human resources and the dean of students or designee must approve the form. In cases of non-NCNM events, approval is by the vice president for finance and administrative affairs or designee. The Office of Security and the Office of the President must also sign off on all petitions for final approval. Any violations of these requirements or the regulations and policies outlined below will result in disciplinary acts on the part of NCNM.

The following regulations and policies shall be enforced when alcohol is present at any event.

1. No persons under the age of 21 shall possess or consume alcohol. All persons who attend the events must be prepared to show government-issued picture identification.
2. No student, employee or other person shall knowingly or intentionally furnish, sell, supply, give, or provide alcohol to a person under the age of 21, or allow any person under the age of 21 to possess or consume alcohol.
3. No alcohol will be served to persons who appear to be intoxicated.
4. Non-alcohol beverages must be prominently displayed and available during the event.

5. No less than two types of food shall be served at each event, with food services beginning prior to the consumption of alcohol and continuing until the end of the event.
6. Alcohol service must be discontinued no later than 30 minutes prior to the end of the scheduled event.
7. Alcohol must be served by servers who hold current servers licensing and only servers may serve alcohol. Receptions that are limited to less than 10 people and are closed, invitation only events, do not require a licensed alcohol server. However, the Event Host is responsible for compliance with all laws and policies. **Self service and bring your own (BYO) is not permitted.**
8. Servers will not consume alcohol while working, nor serve more than one alcohol beverage to a single person at one time.
9. NCNM employees shall not consume alcohol unless they have completed their normal work schedule. This is in compliance with the Drug-Free Workplace Act.
10. Sponsoring groups who wish to provide alcohol at events sponsored by the college or on college property must designate an Event Host. The Event Host is responsible for the submission of the NCNM Alcohol Use Permit Form for approval to the approving body no fewer than two (2) weeks prior to the event. Failure to comply with the deadline may result in denial of permit.
11. The Event Host may not consume alcohol during the event to ensure all policies, procedures, regulations and laws are being followed.
12. No alcohol will be sold on college properties unless the events are catered through food service and have been approved through the NCNM process. NCNM does not hold a liquor license. The food service provider must apply for and receive a *Temporary Sales License* through the Oregon Liquor Control Commission office (OLCC). Events where donations or tickets are required for alcohol/entry to event, or if alcohol is being raffled as a prize, an OLCC liquor license will be required.
13. Alcohol on college property will be limited to beer, wine, and champagne only.
14. No student activities money shall be used for the purchase of alcohol without the approval of the dean of students.
15. No alcohol beverages shall be served at college student recruitment functions.
16. Publicity of events should focus on the entertainment, speeches, presentations, and/or other activities and should not focus on alcohol. Advertisement should not mention alcohol as a means of promotion of the event.
17. Alcohol beverages must be consumed in the designated event area(s) and must not leave the college property.
18. Alternative transportation options must be planned for and, if deemed necessary, provided by the Event Host to anyone who appears to be intoxicated. Alternative transportation fiscal responsibility is that of the Event Host.
19. Security may be required at the event, especially if there are minors present for the event. Fiscal responsibility for security may be the responsibility of the Event Host. Please contact the chief security officer to arrange for security for the event. Final approval for the event will not be granted until after the chief of security has given authorization.

20. Failure to comply with all these established rules, regulations and laws will result in disciplinary action through either the Student Code of Conduct or through Human Resources as delineated in the Student and Employee Handbooks.

Upon submission of the NCNM Alcohol Use Permit by the Event Hosts to either the dean of students, director of human resources, or vice president for financial and administrative affairs, it will be reviewed. If approved, the Event Host will submit the form to the Office of Security for approval. If approved, the Event Host will then submit the form to the Office of the President for final approval. The form will be kept on file in the Office of the President with copies submitted to the approving bodies.

## **SECTION 12: OTHER STUDENT POLICIES**

### **12.1 Academic Freedom**

NCNM faculty and students are free to question, discover, and test all knowledge appropriate to their discipline as judged by the academic community in general.

### **12.2 Relationships—Faculty/Student and Staff/Student**

Faculty, staff, and student interaction is encouraged to help maintain communications throughout the NCNM community. Faculty/student contact is encouraged to provide role models for students; faculty members are expected to be available to students at regular hours for consultation regarding classroom material. However, close personal relationships between faculty, or staff employees, and students (including sexual relationships, which are strongly discouraged) may obscure objectivity. Such relationships are strictly prohibited in circumstances where it presents any actual or potential conflict of interest. In the presence of a conflict of interest, the student could be favored or discriminated against at NCNM, either of which would be in violation of NCNM policy on discrimination. In addition, a breach of confidentiality and professional ethics could occur, also resulting in violation of NCNM policies.

*For these reasons, close personal relationships between faculty or staff employees and students, including romantic or sexual relationships, are strongly discouraged, and any ensuing favor or discrimination is strictly prohibited.* Each case will be handled by NCNM on an individual basis depending on the specific facts and circumstances of each case. If an actual or potential conflict of interest is determined, NCNM may take whatever action (including corrective action) it deems appropriate under the circumstances.

### **12.3 Student Practice Policy**

Being a student of naturopathic and/or Chinese medicine carries with it a professional responsibility. To the general community, you are a representative of NCNM and the profession. To maintain high standards for quality, the following policies apply to each student enrolled at NCNM:

- For professions that are regulated by Oregon state licensure (including medicine, acupuncture, massage, etc.): No NCNM student shall practice, advertise to practice, or accept compensation of any type for practicing these professions unless the student has obtained the required license in the state of Oregon.
- For healing modalities that are not licensed in Oregon (iridology, herbalism, homeopathy, etc.): No NCNM student shall practice, advertise to practice, or accept compensation of any type for practicing any unlicensed healing or diagnostic modality. Students who are established (generally, earning in excess of \$500 per year) in the professional practice of

unlicensed healing arts in the Portland area, at the time of application for admission to NCNM, may apply to the provost for special consideration for an exception if they desire to maintain this practice while enrolled at NCNM.

- Students shall not offer their status as an NCNM student as a qualification to perform health care modalities, except within the scope of college-approved programs under the direct supervision of professionals recognized and appointed as supervisors by NCNM.

A violation of the above policies will subject the student to sanctions set forth in the Student Conduct Code, including dismissal from NCNM.

#### **12.4 Appearance and Dress on Campus**

NCNM expects its students to present themselves in a manner consistent with their future profession. Students in the classroom should be neat and clean. Although we want to continue to foster the individuality of each student, it is important to remember that visitors and clinic patients frequent our halls. Therefore extreme or immodest dress should be avoided. Students who register for clinic shifts must abide by the clinic dress code whenever they are in the clinic.

While NCNM recognizes that student practice of bodywork techniques on peers may require various stages of undress, nudity is not permissible in any NCNM common area. Common areas include, but not limited to, the cafeteria, student lounge, halls, restrooms and any other areas to which the community has access without keyed entry. All bodywork practice on college premises must be done in approved, scheduled classrooms.

Classrooms may be scheduled for practice through the Faculty Support Office. Students should post signs notifying the community that the classroom is in use.

#### **12.5 Weapons on College Property**

Weapons, including but not limited to guns, knives larger than three inches long, pepper spray, and mace are prohibited everywhere on the NCNM campus, clinics and grounds, including inside vehicles.

#### **12.6 Commercial Activities**

Commercial activities by faculty and student representatives of companies are not permitted unless coordinated through the Office of Advancement. All commercial activities on campus require the pre-approval of the vice president of advancement. NCNM is not liable or responsible for any products or services sold on campus.

Student representatives of supply companies are not allowed to make announcements advertising their products before, during or after classes. Advertising information may not be placed in student mailboxes.

#### **12.7 Animals on Campus**

Animals, except for service animals (i.e., for vision or hearing impaired), are not permitted on college property. In addition, service animals on college premises must comply with all local ordinances, such as leash laws, etc. NCNM reserves the right to call animal control authorities to enforce this policy. A student in violation of this policy will be held financially responsible for property or personal damages caused by the animal on NCNM premises. This policy includes animals left unattended in vehicles on college lots.

### **12.8 Children on Campus**

Students are welcome to bring their children to campus to conduct general business or attend campus events. While on campus, children will be subject to the same conditions as all other visitors to the College. However, children are not permitted to attend class or clinic shifts with parents unless authorized by the Office of Student Services.

Parents of infants up to 12 months of age and nursing mothers may request authorization to use the remote room for specific classes. All requests must have faculty and the dean of student services' approval.

Babysitting is not available on campus, nor is it allowed to make private arrangements for on-campus babysitting. Parents are required to make suitable arrangements for off-site childcare so that they can attend class.

### **12.9 Remote Rooms**

A remote classroom with audio/video live feeds is only available for nursing mothers and others with permission from the Office of Student Services. Students are required to submit a request form, including faculty signature, to establish expectations of class participation. Please note that not all classes are available for remote viewing due to the nature of some classes and specific instructor requirements. Babies-in-arms are permitted in remote rooms, but parents must find off-site childcare once babies begin crawling or are over 12 months of age. Due to academic concerns regarding class participation and video education, students are permitted to use the remote classroom for a maximum of two terms during their NCNM degree program (or concurrent-degree track).

### **12.10 Pagers, Cellular Phones, and Other Electronic Devices**

Electronic devices with an audible ring or tone must be turned off during classes, lectures, school-related meetings, or in the library.

### **12.11 Intellectual Property and Copyrights**

NCNM policy is that copyright remains with a student author or creator unless the work is a work-made-for-hire. A work-made-for-hire is one that is supported by direct allocation of funds by NCNM for the pursuit of a specific project, is commissioned by NCNM, makes significant use of college resources or personnel, and/or is otherwise subject to a contractual obligation.

NCNM does not claim ownership in pedagogical, scholarly, or artistic works, regardless of their form of expression, including the works of students created in the course of their education, such as dissertations, papers, and articles. NCNM claims no ownership for nonfiction, novels, textbooks, poems, musical compositions, pictorial and graphic works, software, or other original works that are not college works, and which make no significant use of college resources or of the services of NCNM staff working within the scope of their employment.

All use of notes, audio, and visual recordings are for students' personal learning purposes and professional reference, only, and cannot be redistributed in any format. This policy applies to written, audio, visual, or any electronic materials, including when a student makes a personal recording of a faculty member or lecture. Written, audio, visual, or any electronic materials may not be used for marketing, teaching, or publication without written permission from the faculty member. Notes from a faculty member cannot be published in a book, manuscript, or in any other form. If materials are used outside the course, express written permission must be granted from the lecturer or faculty member. Audio or visual recordings of a faculty member or guest lecturer require written permission, received in advance, from that individual each term. Permission forms

are available on the NCNM website and Moodle. Signed permission forms will be kept in the student's academic file.

If a student uses phrases, graphs, logos, photographs or drawings from published material, they must reference the original source, or it will be considered plagiarism.

Violation of copyright, and/or plagiarism, will lead to disciplinary sanctions as described in section 14.3 Code of Conduct.

### **12.12 NCNM Compliance with the Higher Education Opportunity Act (HEOA) Peer-to-Peer File Sharing Requirements**

H.R 4137, the Higher Education Opportunity Act (HEOA), is a reauthorization of the Higher Education Act. It includes provisions that are designed to reduce the illegal uploading and downloading of copyrighted works through peer-to-peer (P2P) file sharing. These provisions include requirements that:

- Institutions make an annual disclosure that informs students that the illegal distribution of copyrighted materials may subject them to criminal and civil penalties and describes the steps that institutions will take to detect and punish illegal distribution of copyrighted materials.
- Institutions certify to the Secretary of Education that they have developed plans to “effectively combat” the unauthorized distribution of copyrighted material.
- Institutions, “to the extent practicable,” offer alternatives to illegal file sharing.
- Institutions identify procedures for periodically reviewing the effectiveness of the plans to combat the unauthorized distribution of copyrighted materials.

#### **Annual Disclosure**

NCNM uses a variety of methods to inform its community about copyright law:

- At the beginning of each fall term, the NCNM community receives notification regarding illegal distribution of copyrighted materials.
- This information is also posted on the college's website.

#### **Plans to “Effectively Combat” the Unauthorized Distribution of Copyrighted Material**

Steps taken by NCNM to combat unauthorized distribution of copyrighted material include, but are not limited to, the following:

- NCNM blocks all commonly known P2P ports at the network's border firewall.
- NCNM blocks all known P2P incoming and outgoing traffic at the network's border firewall.
- NCNM will respond promptly to all Digital Millennium Copyright Act (DMCA) notices of unauthorized copyright use.

#### **Plan to Offer Legal Alternatives for Illegal File Sharing**

There are many legal sources for copyrighted material such as music and movies. Educause offers an updated website of Legal Sources of online content at <http://www.educause.edu/legalcontent>.

#### **Review of Effectiveness of Copyright Infringement Deterrence Plan**

We will monitor DMCA takedown notices to watch for unexpected increases that would require additional measures.

## **Digital Millennium Copyright Act, Notice and Takedown Procedures**

**Notice:** The Digital Millennium Copyright Act (DMCA) Notice and Takedown Procedure documents the steps to be followed when the IT Compliance Office receives a complaint from a copyright holder or agent of a copyright holder.

NCNM's designated DMCA agent must comply with the proper form of a DMCA notice as described below.

According to the DMCA, a claimed infringement notification must be a written communication (email or hard copy letter) to the designated agent of a service provider. When notifying the NCNM DMCA agent of an alleged copyright infringement, the following must be provided:

- A physical or electronic signature of the copyright owner, or the person authorized to act on behalf of the copyright owner;
- A description of the copyrighted work(s) claimed to have been infringed;
- A description of the infringing material and information reasonably sufficient to allow NCNM to locate the material;
- Information reasonably sufficient to permit NCNM to contact you, including name, address, telephone number, and e-mail address;
- A statement by you that you have a good faith belief that use of the material in the manner complained of is not authorized by the copyright owner, its agent, or the law;
- A statement that the information in the notification is accurate, and under penalty of perjury, that you are authorized to act on behalf of the copyright owner

If the notice is deemed valid, the NCNM designated DMCA Agent will proceed with the Takedown Procedure.

### **12.13 Human Models for Instruction**

As part of the education of our students, there are various times when genital examinations or other sensitive examinations must be performed.

NCNM will hire models for the learning exercises from fees paid by all students. Students may become models for these procedures by signing appropriate forms, including an informed consent, in the Academic Support Office.

### **12.14 Fragrance-Free Campus**

NCNM requests that students, staff, and faculty refrain from using fragrance products (i.e., perfume, scented soaps and personal hygiene products, scented fabric softeners) prior to arriving or while on campus, at a clinic, or at any NCNM event. NCNM also requests that students, faculty, and staff refrain from using solvent-based highlighters, as the solvents used in the markers cause allergic reactions for some individuals and are toxic.

### **12.15 Marketing and Communications**

The Marketing and Communications Office is responsible for helping NCNM realize its vision and organizational goals of advancing its reputation as an international leader in natural medicine education, research, and patient care. The office oversees marketing and communications brand management for NCNM's markets, a broad cross-section of internal and external constituencies.

### ***Media Contact and Public Outreach***

The Department of Public Relations and Communications (within the Marketing and Communications Office) (hereinafter “PR”), is responsible for external outreach and *all* media contact. Examples of external outreach include (but are not limited to) media press releases, responses to media inquiries, speaking opportunities about NCNM, contacts with lawmakers, and invitations to dignitaries or other celebrated persons. PR’s mission is to convey a consistent, strong message about NCNM and the profession. **To maintain communications and messaging consistency and integrity, students, faculty, or staff may not conduct interviews or initiate contact with the media without prior approval from the PR department. In addition, if reporters or others outside the college request faculty, staff, or student interviews, the PR department must be notified immediately. PR will contact the reporter to approve and set up the interview. This policy does not pertain to academic papers or symposiums.**

### ***Use of NCNM Name, Logo, or Seal***

PR must approve all public relations activities and events whenever the NCNM name or seal is used to promote NCNM, and also *all* written or graphic materials that represent NCNM or present information about NCNM and/or our teaching and community clinics for public display or distribution. Examples of such materials include (but are not limited to) student or departmental webpages or blogs, e-mail newsletters or print newsletters, flyers, posters, brochures, press releases, marketing letters, and advertising of public events.

Students must demonstrate that they have obtained appropriate college administrator support prior to contacting the PR department for review and approval. The review process is essential to creating and maintaining a consistent, strong public image for NCNM to build credibility. *All correspondence that goes out on official college letterhead must also be reviewed by the appropriate administrative office, with some exceptions (i.e., patient transfer letters by graduating students).*

**The National College of Natural Medicine name, seal, and logo are proprietary. They may only be used by persons and associations both within and outside of NCNM by first obtaining the permission of the PR Department.**

### ***NCNM’s Right to Use Student Photographic Images***

All students are advised that NCNM’s Marketing and Communications Office takes photographs and videotapes of students throughout the year. These photographs and videotapes include students in classrooms and study areas, in clinic, on campus, and at NCNM-related activities and events. This policy excludes students in clinic who are being seen as patients. Those students must provide photographic releases to Marketing.

NCNM reserves the right to use these photographs and videotapes as a part of its publicity and marketing efforts. Students who enroll at NCNM do so with the understanding that these photographs and videotapes might include their names, pictures, images, voices, and likenesses, and such photographs or videotapes might be included, published, or used in NCNM publications, including print, broadcast, or electronic media, for publicity, commercial, or marketing purposes. Student enrollment at NCNM constitutes consent to the inclusion, publication, or use of names, pictures, images, voices, and likenesses in NCNM publications, both printed and electronic, for publicity, commercial, promotional, or marketing purposes. This policy excludes students, staff, and faculty who are in clinic *to be seen as patients*. The Marketing department will obtain written releases from any and all patients prior to using clinic images.

*Students who do not wish to have their photographs used must contact the NCNM Marketing and Communications Office at the beginning of the academic term. The Registrar's Office will notify the Marketing and Communications of students who have signed a FERPA agreement not to have their information released. FERPA agreements remain in effect until a student notifies the Registrar's Office otherwise.*

### **12.16 TB Test Compliance and Release of TB Records**

Tuberculosis (TB) is a highly infectious, serious disease that is prevalent among certain populations in the United States and other countries, and presents a significant risk to health care workers exposed to patients who may have contracted TB. Health care facilities are required to ensure that employees exposed to at-risk populations are free of TB to prevent transmission of the disease. They are also required to identify employees who may have been exposed to TB prior to being hired.

NCNM applies this testing policy to students, employees, and volunteers, as the risk of working in a medical setting may be high. Incoming new students must be tested with the Quantiferon Gold TB blood test, which is to be completed during New Student Orientation and before matriculation in classes. The Quantiferon Gold blood test demonstrates the presence of antibodies in the blood to the tuberculosis bacteria, indicating exposure, but not necessarily active disease. If an employee, student, or volunteer shows a positive blood test, they will be asked to have a chest x-ray to rule out active pulmonary disease in order to protect the college community. If the chest film is negative for active pulmonary disease, the individual will be allowed to remain on campus unless they develop clinical signs of active disease. Individuals with active pulmonary tuberculosis will not be allowed on campus until certified free of disease, in accordance with CDC policy. The test has been recently approved by the CDC as a reliable alternative to the traditional skin testing and has been adopted by NCNM as its preferred surveillance method. Currently, NCNM requires the TB test only upon matriculation, but NCNM reserves the right to change its current policy in light of public health developments. In certain clinical rotations, annual testing may be required due to increased risk.

### **12.17 NCNM Mailbox Policy**

NCNM will communicate with students through a variety of formats. Information sent to students from NCNM via college mailboxes is considered official communication and should be treated as such. To ensure the security of student mail within the NCNM community, all students will be assigned an NCNM mailbox and code during new student orientation. No outside solicitation mailings are allowed in student mailboxes.

### **12.18 Student Health Plans**

All NCNM students are required to carry personal health coverage. NCNM offers two student group health plans designed to cover primary care and hospitalization. Students will be automatically enrolled in the Plan I Health Plan unless they waive out or choose to upgrade to the Plan II coverage. Students who carry their own *comparable* health insurance coverage must submit, prior to the end of the second week of the fall term, a Student Health Plan Waiver form and a copy of their proof of coverage, including description of benefits. The plan must have a deductible and benefit coverage comparable to at least Plan I of the Student Health Plan. Further details can be obtained by contacting the Office of Student Services.

### **12.19 No Smoking Policy**

NCNM is a smoke-free campus. Smoking is not allowed on any part of the campus grounds, including the NCNM Clinics.

## **SECTION 13: DISCRIMINATION AND HARASSMENT POLICY**

NCNM is committed to providing a healthy learning and work environment for its students, staff, and faculty. Discrimination, harassment, and retaliation are forms of misconduct which fundamentally compromise the integrity of human relationships, affect morale and performance, and threaten an individual's sense of security and wellbeing. They may also violate the law.

All persons who work for, or are enrolled at NCNM, should be able to exist in an environment free from all prohibited forms of harassment and discrimination including, but not limited to, harassment or discrimination based on gender, race, color, religion, national origin, political ideology, age, marital status, disability, sexual orientation, gender identity, honorably discharged veteran or military status, or any other applicable legally protected category. Harassment or discrimination, in violation of this policy, by students, faculty, staff, other employees or non-employees including vendors and visitors is specifically prohibited. Retaliation against any individual who in good faith brings a complaint to the attention of the College and/or who participates in investigations regarding such complaints is also expressly prohibited. Harassment may consist of the following types of behavior, although it is not limited to these examples:

- Jokes, comments, innuendo or other remarks that are “off color” or derogatory to a person based on any of the protected categories identified above.
- Pictures, cartoons, articles, or centerfolds that are sexist or derogatory as listed above.
- Unwanted, inappropriate, or offensive looks, touches, gestures, or other physical conduct.

Sexual harassment is defined by the EEOC as follows: “Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute harassment when (1) submission to or rejection of such conduct is made either explicitly or implicitly a term or condition of an individual's academic performance or employment; (2) submission to or rejection of such conduct by an individual is used as the basis for decisions about academic evaluation, employment, promotion, transfer, selection for training, performance evaluation, or selection for academic awards or benefits, etc; (3) such conduct has the purpose or effect of creating an intimidating, hostile, or offensive educational or work environment or substantially interferes with a student's academic or an employee's work performance.”

All NCNM students, faculty and staff are responsible for respecting the rights of one another. Any student who believes that he/she is being or may be subjected to harassment or discrimination in violation of this policy must immediately report it to any one of the following: dean of students, director of human resources or a program dean. No NCNM student, faculty or staff member is exempt from this policy.

In situations where an NCNM employee suspects that discrimination or harassment may be occurring, even when a student has not made an individual complaint, NCNM may investigate the matter, and any findings of discrimination or harassment could result in disciplinary sanctions.

Complaints will be promptly investigated, and the College will take corrective and preventative actions where appropriate. Although confidentiality cannot be guaranteed, complaints will be handled as discreetly and confidentially as practicable. If the College determines that a student has violated this policy, appropriate corrective or disciplinary action will be taken up to and including dismissal.

The College expressly prohibits retaliation against any individual who in good faith brings a complaint to the attention of the College and/or who participates in investigations regarding such complaints. Any act of retaliation by any party directed against a complainant, a respondent,

witnesses, or participants in the process will be treated as a separate and distinct charge. If the College determines that a student has engaged in retaliation, appropriate corrective or disciplinary action will be taken up to and including dismissal.

## **SECTION 14: STUDENT DISCIPLINARY RECORDS, CODE OF CONDUCT AND HONOR CODE**

### **14.1 Student Disciplinary Records**

The dean of students shall maintain records and files of student disciplinary charges, investigations, and proceedings in a secured manner. Only the following people have access to the records, after NCNM has determined that they have a legitimate educational interest in reviewing these records:

- The dean of students, her/his designee, and anyone authorized by the president to act in the capacity of that position.
- Members of the Academic Review and Appeals Committee, when necessary for its proper consideration of student conduct matters.
- The president or anyone the president deems appropriate.
- The advisor of the student.
- The student and other persons whom she/he authorizes in writing.
- Persons and agencies authorized by legal process of any court of law or governmental agency. Furnishing such information is subject to any and all Oregon and federal laws relating to student privacy rights.
- General Counsel.

### **14.2 Community Expectations**

Each member of NCNM is expected to act in ways that foster the primary functions of teaching, research, and public service. NCNM attempts to design programs and policies governing student learning and conduct that will encourage independence and maturity. In so doing, NCNM has the right and duty to protect its members from conduct that interferes with:

- Its primary educational responsibility to ensure each of its members the opportunity to attain their educational objectives.
- Record keeping, providing facilities and services, and sponsoring non-classroom activities.
- Maintaining professional standards among its members.
- Providing services to the public.

Students, faculty, and staff are expected to observe federal, state, and local laws and ordinances, and to refrain from conduct proscribed in this Code. Conduct that violates the provisions of this Code will be dealt with as described herein.

The Student Conduct Code identifies proscribed behavior, and describes procedures followed when students are alleged to have engaged in violations of the Code. These procedures guarantee a student's right to fair proceedings, an investigation, and an appeal process.

This Student Conduct Code applies to any student registered for any credit hours at NCNM or enrolled in any program of NCNM, including those on an approved Leave of Absence. It also applies to groups of students and student organizations as applicable.

### **14.3 Code of Conduct**

The following actions constitute conduct for which students may be subject to disciplinary sanctions:

- Intentional or reckless endangerment or abuse of others, including but not limited to, harassment, discrimination, bullying, stalking, threatening behavior, or assault.
- Obstruction, interference with or disruption of teaching, research, administration, clinics, disciplinary procedures, or other NCNM activities. These include the NCNM public service functions or other authorized activities on college-owned or college-controlled property, or in any other location where NCNM activities and/or interests are held.
- Theft of, malicious damage to, or misuse of college property or of the property of any other person when such property is located on college-owned or college-controlled property, regardless of location, or is in the care, custody, or control of NCNM.
- Illegal use, possession, sale, or distribution of drugs or other controlled substances.
- Academic dishonesty or cheating, including plagiarism in any form; knowingly providing unauthorized use of college documents, records, or identification; or knowingly or recklessly providing false information to NCNM in any form or on any document.
- Unauthorized entry by any means, including use of keys or lock picks, or use of mechanical or bodily force, into any college facilities including buildings, desks, files, and equipment.
- Unauthorized possession or use of keys to college facilities including buildings, desks, files, and equipment.
- Failure to comply with dress and professional standards as established by NCNM.
- Failure to follow clinic regulations as established by NCNM.
- Conduct involving moral turpitude or illegal practice of any of the healing arts.
- Violation of failure to comply with any sanction prescribed by NCNM.
- Violation of the civil rights of another.
- Violation of state, federal, or local laws, regulations, or ordinances of a nature that NCNM determines has rendered the student unfit for further participation in the NCNM program, or for participation in the profession of naturopathic medicine and/or Chinese medicine.
- Violation of ethical standards applicable to students or members of the profession of naturopathic medicine and/or Chinese medicine in course work, student activities, or interaction with members of the NCNM community, or in any other activities which NCNM determines have rendered the student unfit for further participation in any NCNM program, or for participation in the profession of naturopathic medicine and/or Chinese medicine.
- Practicing without a license.
- Violation of, or failure to comply with, any other rules or policies of NCNM.

### **14.4 Classroom Behaviors Guidelines**

NCNM faculty expects students to behave in a professional manner while in the classroom. Specifically, they expect students to:

1. Actively listen during lecture or lab, and refrain from carrying on side conversations either verbally or electronically.
2. Speak in a respectful, non-abusive, non-judgmental manner.
3. Allow all students to participate in class discussions by not dominating the class discussion or question and answer sessions.
4. Remain quiet after quizzes and exams, allowing other students to complete the test.

5. Arrive for class on time and leave only after class is finished.
6. Turn off cell phones and other electronic devices that could distract the class, and refrain from accessing the Internet unless it is for class purposes as specified by the instructor.
7. Refrain from eating during class unless the instructor allows an exception.

Students are asked to remember that faculty members are in charge of their classrooms. Students who fail to comply with these guidelines may be asked to leave class by the instructor and/or be referred for review to the Honor Council.

## **14.5 Procedures in Determining Code of Conduct Violations**

### **Allegation of Misconduct**

Any student, faculty, or staff member of NCNM may present a written allegation to the dean of students if they believe a student has engaged in conduct proscribed by this Code. Allegations may not be anonymous.

### **Procedures**

1. The dean of students shall notify the student of the allegations and charges.
2. The dean of students shall investigate the facts underlying the allegation. The investigation shall include contact with the student that allows the student to present a written and/or oral explanation of the facts and circumstances underlying the alleged conduct.
3. All physical evidence, written statements, and notes of oral statements taken in any investigation shall be maintained in the case file relevant to the matter.
4. If the dean of students does not find probable cause to believe that conduct constituting a violation of this Code has occurred, the charge shall be dismissed, with a written finding of lack of probable cause.
5. The finding of dismissal shall be placed in the case file, with copies delivered to the student, and a notification sent to the complaining party.

### **Status of Affected Student Pending Proceedings**

Pending resolution of the charges against her/him, a student shall be entitled to all the rights and privileges of a student in good standing; except that the dean of students may find that the student's presence at NCNM constitutes an unreasonable threat to the safety, health, or welfare of the NCNM and community, and suspend the student from NCNM pending resolution of the charges.

### **Investigation**

If the dean of students finds probable cause to believe that conduct occurred constituting a violation of this Code, the dean of students will further investigate the allegation. She/he shall find, by clear and convincing evidence, that conduct constituting a violation occurred or that it did not occur, and make appropriate written findings and conclusions. A student who is being interviewed as a part of the investigation may bring an advocate to the interview. If a student needs assistance in identifying an advocate, the student may contact the Office of Student Services. As the investigation is not a legal proceeding, attorneys are not allowed to be present.

### **Setting of Sanctions**

If the dean of students does find a violation, she/he shall then investigate all data relevant to the imposition of a sanction, including the data of the incident and disciplinary record of the student. The dean of students shall record and file all the results of the investigation in the manner

prescribed by this Code. Based upon these investigations, she/he may propose any of the sanctions set forth below under “Permissible Disciplinary Sanctions.”

### **Filing of Findings**

Following findings as to a violation, or its absence, and the appropriate sanction, if any, the dean of students shall file the findings, with a subsequent explanation, and deliver copies to the student. The complaining party will be advised of the outcome, within the limitations of the student’s rights to privacy as specified by the Family Educational Rights and Privacy Act of 1974 (*the Buckley Amendment*).

### **Appeal of Findings and Sanctions**

If a violation has been found, and if the sanction is suspension, dismissal, or expulsion, the dean of students shall also inform the student that she/he has a period of ten (10) calendar days to appeal the sanctions to the provost. Other sanctions may not be appealed. The provost may refer an appeal to the Student Appeals Committee, and will include instructions regarding the method and scope of appeal. Suspension and dismissal appeal procedures can be found under Sections 14.9 and 14.10.

Any sanctions set by the dean of students shall remain in effect during the appeals process.

### **14.6 Student Honor Code**

The NCNM community lives functions according to an honor system which promotes integrity in learning and evaluation. All members of the NCNM community participate by committing to, and agreeing to, uphold the Honor Code. The Honor Code charges all community members to assume responsibility for the privileges and benefits associated with self-regulation. This agreement aims to maintain a high standard of honor in all academic matters, decorum at all times, and the recognition of the Honor Council as the body responsible for self-regulation. All community members are responsible for maintaining optimal conditions for scholarly and clinical endeavors by acting honorably and reporting dishonorable behavior.

**Honor is an acknowledgement and acceptance that our own personal actions help to define our community.** Participation in the NCNM community requires being honorable and expecting such veracity from fellow students, faculty, staff, clinic staff, administration, and board of directors. An honorable community upholds a standard of excellence when individuals are engaged in honesty, responsibility, fairness, respect, integrity, and trust.

*Honesty* means being truthful, straightforward, and following through with agreements.

*Responsibility* means taking action against wrongdoing even in the face of peer pressure, fear, loyalty, or compassion.

*Fairness* evolves from respecting and protecting the fundamental rights, dignity, and worth of all people.

*Respect* is accepting that other individuals have the right to hold beliefs, attitudes, and opinions that differ from our own. Respect holds and exhibits regard for all members of our community.

*Integrity* is consistency in thought, word, and behavior. Integrity is a commitment to function from the highest ethical standards of the community, the profession, and ourselves.

*Trust* occurs when members of our community operate from a place of integrity. Trust naturally flows when there is a commitment to honesty, accountability, participation, expression, and respect.

To live by this Honor Code requires a personal commitment to integrity, authenticity, and self growth. To this end, a primary responsibility of all community members is to encourage honorable behavior from each other, report a known violation, and work toward resolution.

As each community member is accountable for these values, we have a common ground upon which to meet and engage one another, to commit to this learning opportunity, and to maintain high standards of competence.

#### **14.7 Honor Council**

The Honor Council is a standing committee, composed of a minimum of two (2) faculty members, including residents, with representation from all schools of the college, one (1) student representative, and one (1) staff member. The committee meets monthly to review written complaints and performance reports referred to them from the dean of students that reflect failure of a student to maintain behavioral standards according to the Honor Code. Behavior standards include, but are not limited to, honesty, respect, interpersonal skills, deportment and demeanor, learning skills, professional behavior, and communication skills. The committee reviews reports which may be submitted by faculty, staff, or students. The Honor Council, depending on the nature and severity of the report, may request the dean of students to conduct a Code of Conduct investigation. The committee does not accept anonymous reports.

After reviewing all information, students will meet with the committee to discuss reported problems. The committee makes recommendations to the dean of students. The dean of students makes the final determination and notifies the student, in writing, of the outcome. The dean of students reviews all reports submitted for Honor Council review, and on occasion, may choose to expedite the process and make a determination without submitting the information to the Honor Council for review. An accumulation of non-academic performance reports in a student's file may interfere with a student's progress through the program if it is deemed that the behavior interferes with the student's progress as a developing physician. If the Honor Council determines that the frequency of reports or the seriousness of a report demonstrates a problem, they may recommend to the dean of students that the student be placed on disciplinary probation. Thereafter, any reports forwarded to the Honor Council may serve as a basis for the committee to recommend dismissal. Meetings of the Honor Council are not legal proceedings. No attorneys may be present at any meeting of the committee. A student may bring a faculty member or a member of the Office of Student for moral support. However, the individual accompanying the student may not participate in the meeting.

After reviewing a student file, the committee may provide recommendations including, but not limited to, the following, to the dean of students:

- The student is progressing appropriately. No further action is required.
- A letter of warning outlining policy, with a reminder adherence.
- The student has areas of deficiency and remedial work may be required. This may include, but is not limited to, counseling, tutoring, meeting with an advisor or mentor, repeated course work, or restricted enrollment in certain courses. A letter of warning may be given.
- The student does not currently demonstrate the appropriate behaviors, attitudes, skills, or knowledge required for the program and is placed on probation for behavioral reasons. A student placed on probation for behavioral reasons may be required to perform remedial work which may alter the course of study. In this case any additional

reports forwarded to the committee showing concern may result in dismissal from the program.

- It is recommended that the student be dismissed.
- The Committee may also provide any additional recommendation it believes is suitable to address the issue at hand.

Reports and letters outlining decisions made by the Honor Council and/or dean of students are maintained in the student's files in the program dean's office, and the Office of Student Services. Honor Code reports do not affect a student's academic record unless the outcome is suspension or dismissal from NCNM. Generally, copies of reports and letters maintained, in compliance with NCNM's Record Retention Policy, in Section 3.7.

#### **14.8 Honor Council and Student Appeal Committee Recusal Policy**

All Honor Council and/or Student Appeal Committee (collectively, "Committee") members shall, prior to each hearing, disclose to the Committee all actual or potential conflicts of interest that may impact any Committee members ability to provide an impartial determination. A Committee member has an actual conflict of interest with respect to a hearing whenever:

- The individual appearing before the Committee is a family member or business partner;
- Committee member was directly impacted, in any manner, by the actions causing the individual to appear before the Committee; or
- A Committee member has accepted any gift, entertainment, or other favor where such acceptance creates the appearance of influence on the Committee member.

A Committee member has a potential conflict of interest with respect to a hearing whenever an action or association of a Committee member may give the appearance of a conflict of interest described above. Students should bring all perceived conflicts of interest to the Committee's attention prior to the commencement of the hearing.

If, in its sole discretion, the Committee determines that a Committee member's actual or potential conflict of interest prevents the Committee member from providing an impartial determination, the Committee member will be recused from the hearing and the remaining Committee will render a decision.

#### **14.9 Permissible Disciplinary Sanctions**

Permissible disciplinary sanctions may include, but are not limited, to reprimand, disciplinary probation, suspension, dismissal, expulsion, restitution, and counseling by the dean of students. These disciplinary sanctions are defined as follows:

##### **Reprimand**

This written sanction is a warning that future conduct which violates the proscriptions of the Code may result in consideration of increasingly severe sanctions. The official copy of this reprimand shall be kept by the registrar in the student's official file throughout a student's tenure, and until one year after the student has graduated from, or otherwise has permanently left, NCNM.

##### **Disciplinary Probation**

This sanction permits the student to remain at NCNM only upon condition that she/he avoids further conduct that violates the Code. In appropriate cases, additional conditions of probation

may be imposed when the circumstances of the student's misconduct do not warrant suspension or dismissal.

### **Suspension**

This sanction suspends the student's rights and privileges at NCNM for a specified period of time, not to exceed one calendar year from the date of suspension. At the expiration of the period of suspension, the student may resume active status at NCNM, provided that she/he shall comply with the established admission requirements and registration procedures. If a sanction of "counseling" is also imposed, the student must comply with any stipulations of that sanction before the student may resume active at NCNM. Upon suspension, fees will be refunded in accordance with the refund schedule.

### **Dismissal**

This sanction terminates the student's rights and privilege at NCNM from the date of dismissal, and until re-admittance is allowed. The student may not apply for re-admittance for a period of at least one (1) calendar year. The student's re-admittance after that time is considered by NCNM, based upon consideration of the nature of the underlying incident and the circumstances of the student's life since suspension, relevant to her/his ability upon re-admittance to contribute to the NCNM community without detrimental behavior. The student, in addition, will need to comply with all admissions procedures and requirements established by NCNM, including applying for admission. If a sanction of "counseling" is also imposed, the student must also comply with any stipulations of that sanction before reapplying to NCNM. Upon dismissal, fees will be refunded in accordance with the refund schedule.

### **Expulsion**

This sanction terminates the individual's rights and privileges as a student of NCNM permanently. The individual may not apply for re-admittance to NCNM.

### **Restitution**

This sanction may be imposed separately or in conjunction with, any other sanctions provided in this Code in cases involving damaged, stolen, or misappropriated property (including money). Substantial evidence of the existence, causation, and amount of loss or damage to property must support the issuance of this disciplinary sanction.

### **Counseling**

This sanction may be imposed separately or in conjunction with any other sanction provided in this Code. It must identify the specific ends to be achieved as a result of counseling and the time period within which these ends are to be realized.

## **14.10 Appeals Procedures for Honor Code and Code of Conduct Suspensions and Dismissals**

### **Filing of Appeal by the Student**

Students have the right to appeal a suspension, dismissal, or expulsion from NCNM for Honor Code or Code of Conduct violations. Violations of a lesser nature may not be appealed. No adverse action will be taken against a student for registering an appeal in accordance with these policies. If misconduct sanctions are imposed under the Student Handbook policies a student may appeal the case to the provost for just cause. Within three (3) days from the date disciplinary action was levied against the student by the dean of students, the student must notify the provost of intention to appeal. The student will then have seven (7) business days to complete and submit to the provost a written request for review. The provost will respond with a final decision within

five (5) working days based on assessment of the information presented by the dean and the committee, and his/her investigation of procedure, or refer the appeal to the Student Appeal Committee. The provost may elect to uphold the decision of the dean, reverse the decision, or request a different resolution.

The request must set forth specifically the following:

1. Name, address (to which appeal information should be mailed), and phone number;
2. Description, date(s), and place(s) of alleged act(s);
3. Date, and by whom, discipline was levied;
4. Disciplinary penalty assigned and circumstances which he/she feels merit review based on one or more of the following:
  - Failure of the dean of students or Honor Council to follow the procedures set forth in the Student Handbook;
  - Lack of substantial evidence in the student's record to support the finding;
  - The sanction given is too severe or is inappropriate to the nature of the violation.
5. Objective of the appeal, i.e. reduction of the sanction, severity, or change in the case decision
6. Desire to meet before the Student Appeal Committee or the provost; and
7. Signature and date

#### **Policies and Procedures Governing the Student Appeals Committee**

The purpose of the Student Appeals Committee is to ensure that fairness is observed in the administration of student discipline. The chair of the Student Appeals Committee shall be responsible for assuring that all actions of the committee are in accordance with the requirements of this Code.

The composition of the Student Appeals Committee shall be of two (2) faculty, two (2) students and two (2) staff members. Once constituted for a particular student conduct matter, the committee may not act unless a majority of its members is present. A majority shall consist of at least one (1) faculty, one (1) staff, one (1) student, plus the chair of the Student Appeals Committee. All decisions of the committee, other than evidentiary and other procedural rulings by the chair, shall be controlled by majority vote of the committee members present. Both the student and the dean of students shall be excused from any deliberations, discussions, and decisions on a student conduct matter.

If the student's written appeal does not request an appearance in person before the Student Appeals Committee or the provost, the appeal shall be referred to the committee. In this case, the committee shall consider the written appeal, the evidence gathered by the dean of students in the investigation as contained in the file, and also the written basis for necessity, appropriateness, and reasonableness of the sanction if the latter are at issue in the appeal. The committee shall issue a written decision, with proper notification to the student, within five (5) business days after the appeal has been presented.

If the student has asked in the written appeal to appear before the Student Appeals Committee, the committee chair shall advise the student and the dean of students of the date, time, and place of the hearing. The notice must be in writing, normally within ten (10) business days from the

mailing date of the dean's decision letter. The student shall have notice of such meeting at least three (3) business days prior to the appeal date. A copy to the student must be either hand delivered, picked up by the student from the Office of Student Services, or sent by certified mail. The student accused of misconduct and requesting the hearing is expected to attend the hearing. Failure to attend, in the discretion of the Student Appeals Committee, may result in consideration of the matter with available information and a determination of misconduct penalties, if any.

The Student Appeals Committee has the authority to summon witnesses. Refusal to obey the summons may subject the student to disciplinary action upon the recommendation of the committee.

In exigent circumstances, such as during finals week or a holiday, the dean of students may appoint an ad hoc committee to fulfill the duties of the Student Appeals Committee.

### **Conduct of Hearing**

The hearing shall be conducted by, and under the control of, the chair of the committee. The hearing shall be conducted in the following manner and order:

1. The chair will open the meeting by introducing the committee members and asking each party if there is any objection to a member. Objections, if any, shall be accompanied by a factual basis for the request that a member should not serve. The chair will decide whether to remove the member based on the objection. In such case, a replacement will be chosen by the chair if a quorum is not otherwise present to hear the case, and the meeting will be rescheduled if necessary.
2. The chair will then advise the student of the committee's procedures and the student's right to make a statement, call and question witnesses, and have one advisor, of his/her own choosing, present. The advisor can be a member of the college's faculty or staff. However, only the student may speak and ask questions on his/her own behalf. Attorneys may not be present.
3. The chair shall review, in the presence of the student and the dean, the allegations against the student for the matter under review.
4. The chair shall then call upon the dean for a formal statement and questioning by members of the committee and the student. The chair shall ask the dean if he/she cares to introduce witnesses. All members of the committee, as well as the student under review and the dean, shall have the right to question witnesses. Witnesses shall be present in the hearing only during their testimony. The dean shall have a maximum of 15 minutes in which to complete the formal statement and introduce evidence.
5. The chair shall then call upon the student for a formal statement and questioning by committee members and the dean. Also during this time, the student shall introduce witnesses, if he/she so chooses; and the same procedure for questioning witnesses shall be followed. Witnesses shall be present in the hearing only during their testimony. The student shall have a maximum of 15 minutes to complete the formal statement and introduce evidence.
6. After hearing formal statements and all witnesses, the chair shall ask for a concluding statement, first from the student and then from the dean, if they desire to make one. No further questions should be asked during the closing statements.
7. Following the concluding statements, if offered, the chair shall request that everyone other than him/herself and the committee leave the room. The chair shall preside over deliberations and may vote in case of a tie.

8. When the committee's deliberations are concluded, the student, the dean, and their respective representatives, if any, shall be called back into the room and informed by the chair of the committee's decision.

The Student Appeals Committee will discuss only facts pertinent to the hearing. The chair will determine the pertinence of the evidence. The chair may limit the presentation of cumulative, repetitious, or immaterial matters. The president may designate a representative to attend the hearing.

### **Record of Proceedings**

A verbatim oral, written, or mechanical record shall be made. When requested in writing by either the student or the dean of students, an official record of the hearing shall be made in written form. Any of the following may be requested to be included in the official record:

- Evidence received or considered.
- Stipulations and agreements.
- Statement of the matters officially noticed.
- Filing of findings and conclusions by the committee.

### **Findings**

The finding of the Student Appeals Committee or provost will be limited to one of the following:

- A finding that the proper procedures have not been followed, and that such failure has prejudiced the student's interests. The committee shall direct the dean of students to recommence procedures provided for hereunder, and to thereafter perform the functions in accordance with the provisions of the Code.
- A finding of lack of substantial evidence to support the allegation of Code violation and of the sanction. The committee shall dismiss the charge and lift the sanction.
- A finding that the sanction given is too severe or is inappropriate to the nature of the violation. The committee shall direct the dean of students to issue a lesser sanction.
- An upholding of the decision of the dean of students.

### **Notification**

A written notification of the decision will be mailed to the student within five (5) business days of the appeal hearing. All findings by the Student Appeals Committee or provost shall be in writing in each matter before the committee, and shall include the following:

- Facts considered.
- Application of rules and regulations on the conclusion(s) of facts founded.
- An order for the action to be taken by NCNM as a result of the committee's conclusions.

Decisions made by the committee or provost are final. All material, including the student's written request for review, the written statement of the dean's position, the committee's decision, and the recording or written summary of the hearing, shall, upon completion of the hearing, be made a part of the student's confidential file in the Provost's Office.

### **14.11 Re-application and Re-admission to NCNM Policy**

This Section does not apply to students who have received the disciplinary sanction of expulsion pursuant to Section 14.9. Expelled students are ineligible for re-application or re-admission to NCNM.

Students who have been dismissed cannot submit an application for re-admission to NCNM for a minimum of one (1) calendar year from time of dismissal, unless noted differently in the dismissal letter.

1. A dismissed student who wishes to apply for re-admission to NCNM must meet one of the following criteria at the time of dismissal. The student had a serious illness or medical issue.
2. An event, or series of events, occurred that prohibited the student's academic performance due to high levels of stress. Examples would include a death in the family, divorce or separation from a long term partner, assault.
3. Documentation of a disability that can be, but has not been previously or reasonably accommodated.
4. The student experienced any other serious problem that significantly affected academic performance.

Documentation may be required to prove that the situation leading to dismissal has been remedied. NCNM may impose the following requirements upon re-admission for a student who was academically dismissed:

1. Complete remedial work prior to readmission, repeating some courses and/or clinic shifts.
2. Meet with the program associate dean to sign and comply with all conditions of an academic contract.
3. Return on academic probation for a minimum of one academic year and until all previously failed courses have been resolved.

A student who was dismissed due to conduct violations will return on disciplinary probation upon re-admission for a minimum of one academic year.

Students who have withdrawn, either administratively or voluntarily, from NCNM must wait one application cycle to apply for re-admission. Withdrawn students are required to follow the application process as outlined by the Admission's Office. NCNM may impose one or more of the following requirements for a student who applies for re-admission, and has been separated from NCNM for more than one year:

1. Take an entrance exam prior to entering the clinic to assess skill level.
2. Complete remedial work which may include repeating some courses and/or clinic shifts.
3. Meet with the program associate dean to sign and comply with all conditions of an academic contract if on academic probation when withdrawn. The student will remain on academic probation until all previously failed courses have been resolved.

Questions regarding this policy may be directed to the director of admissions, the program dean, or dean of students.

## **SECTION 15: STUDENT GRIEVANCE POLICY**

### **15.1 Grievances**

This policy is established to provide a means by which a student may pursue a complaint against a member of the faculty, staff, or administration at National College of Natural Medicine for an alleged violation of campus policy or procedure. The grievance process begins in the Office of Student Services, either by the dean of students or an appointed representative.

A grievable action is an action that violates a written campus policy, procedure, or an established practice. The basis of the grievance is that an action constitutes arbitrary, capricious, or unequal application of a written college policy, procedure, or an established practice.

Students should be aware that a grade assigned by an instructor is not a grievable matter in the absence of mistake, fraud, bad faith, or incompetence. A student who wishes to appeal a grade should follow the policy under Section 5.9 Appealing a Grade.

All proceedings conducted under this policy are closed. The student may bring a support person (not an attorney) to any proceeding if so desired, but such person is not permitted to participate in any part of the discussions.

### **15.2 Informal Process**

Step 1: The student is required to meet with the person involved in the grievance to attempt to resolve the matter informally within ten (10) business days of the alleged incident. In most instances, the matter will be resolved at this level and no further action will be necessary. If a student needs assistance to facilitate such a meeting they may contact the Office of Student Services.

### **15.3 Formal Grievance Process**

Step 2: Any student who is dissatisfied with the outcome of Step 1 may file a formal written grievance with the Office of Student Services. Grievances regarding the dean of students may be filed with the provost. Forms are available in student services.

The dean of students or her/his designee will determine whether the alleged incident is grievable and, if so, will assign the grievance to the appropriate college official for resolution. The dean of students will advise the student of her/his decision in writing within five (5) business days.

The designated college official will investigate the alleged incident to include interviewing the student and respondent, and otherwise as he/she deems appropriate. The designated official will report the outcome to the student no later than ten (10) business days after receiving the grievance, and will immediately return all documents to the dean of students to be placed in the appropriate files.

### **15.4 Appeal Process**

Step 3: In most instances the decision of the designated official is final; however, under certain circumstances a grievance may be appealed to the provost. An appeal to the provost must be in writing and must be based on the following grounds, either individually or in combination:

- Information relevant to the grievance is available that was not available to, or not considered by, the designated official;
- The investigation was not conducted in accordance with this procedure; and/or
- Implementation of the remedy proposed by the designated official would be illegal or constitute a violation of written college policy, procedure or established practice.

The provost may elect to uphold the decision of the dean, reverse the decision, request a different resolution, or refer the case to the Student Appeals Committee in light of new information that was previously not available to, or considered by, the dean of students.

### **15.5 Accreditation Agency Information**

If a student is not satisfied that NCNM has adhered to its policy or been fair in its handling of the complaint, the student may contact the appropriate accreditation agency listed below.

NCNM confers the Doctor of Naturopathic Medicine (ND), Master of Science in Oriental Medicine (MSOM), Master of Acupuncture (MAc), and Master of Science in Integrative Medicine Research (MSiMR) degree as approved by the Northwest Commission on Colleges and Universities (hereinafter “NWCCU”).

NCNM is accredited at both the masters and naturopathic doctoral degree levels with the Northwest Commission on Colleges and Universities. NWCCU is one of six U.S. regional accrediting bodies authorized and recognized by the U.S. Secretary of Education.

**Northwest Commission on Colleges and Universities**  
**8060 165<sup>th</sup> Avenue NE, Suite 100**  
**Redmond, WA 98052**  
**425.558.4224**  
[www.nwccu.org](http://www.nwccu.org)

Additionally, the degree program in naturopathic medicine is accredited by the Council on Naturopathic Medical Education (hereinafter, “CNME”), a specialized accrediting agency.

**Council on Naturopathic Medical Education**  
**PO Box 178**  
**Great Barrington, MA 01230**  
**413.528.8877**  
[www.cnme.org](http://www.cnme.org)

NCNM’s MSOM and MAc programs are accredited by the Accreditation Commission for Acupuncture and Oriental Medicine (hereinafter, “ACAOM”). ACAOM is a specialized accrediting agency for the approval of programs preparing acupuncture and Oriental medicine practitioners.

**Accreditation Commission for Acupuncture and Oriental Medicine**  
14502 Greenview Drive Suite 300B  
Laurel, MD 20708  
**Greenbelt, MD 20770**  
**301.313.0855**  
[www.acaom.org](http://www.acaom.org)

## **SECTION 16: STUDENT SERVICES**

### **16.1 The Office of Student Services**

This office is available to answer questions, address concerns, or receive comments regarding various aspects of campus life. Housed within the Office of Student Services is the dean of students, director of professional formation and career services, director of counseling services, student activities and events coordinator, and the student services program and office manager. The Office of Student Services maintains a list of tutors, has information regarding public transportation, schedules remote room access, and manages student health plans, etc. Students are encouraged to drop by this office with any concerns or needs they might have regarding their educational goals.

### **16.2 Emergency Contact Information**

In the event of an emergency, family and friends may leave messages with the Office of Student Services at 503.552.1601. Every attempt will be made to locate a student in the classroom. If that attempt fails, a message will be left in the student's mailbox.

### **16.3 Identification Cards**

To register, students must have an NCNM identification card with picture. This can be obtained during new student orientation and during hours posted for producing IDs by the Security Office. This card allows students to check out library books and can be used to receive student discounts at movies, museums, etc. ID cards must be presented at the clinic for services. There is a \$10 replacement charge for lost ID cards.

### **16.4 Disability and Accommodation Services**

The Office of Student Services coordinates academic accommodation services for students with disabilities, and promotes campus awareness of issues and needs of students with disabilities. Students with disabilities should submit a written request concerning their accommodation needs. Written requests should be made at least eight (8) weeks in advance of the quarter. Documentation of an existing disability is required and must be no older than five years prior to enrollment into NCNM. Documentation and requests may need to be submitted each quarter and may be re-evaluated each quarter.

### **16.5 Parking Availability and Regulations**

Parking at the NCNM campus (where classes are held) is limited. Please contact the Office of Safety and Security for parking information. Trip-reduction strategies are required by local and federal clean-air regulations. Covered bike parking is available on the NCNM campus. There is no student parking available at NCNM clinics unless you are a clinic patient. NCNM is not responsible for any damage done to vehicles while on NCNM property.

### **16.6 TriMet Passes**

NCNM offers TriMet passes to all NCNM students through the TriMet College Passport program. These passes are issued at the beginning of fall, winter, and spring quarter and expire with the end of that quarter. No student passes are issued for summer quarter unless a student matriculated in the winter term. TriMet passes are available from the Office of Safety and Security upon payment of tuition for the quarter. Students must present a valid ID upon payment of tuition. The pass, a sticker affixed to the student ID, must be presented upon boarding TriMet buses, trains or MAX. The pass is not transferable. If a TriMet pass is lost, replacement bus passes may be purchased through the Office of Safety and Security. Students who request a replacement bus pass as a result of losing their ID card will be charged a prorated cost for the remaining weeks of the term. This only applies if there are remaining passes after term

distribution. A student with a lost ID card will be charged a replacement fee; in addition, there is a fee to replace a lost TriMet pass. The TriMet fee may be waived, however, if the student chooses not to replace it.

### **16.7 Telephone and Facsimile**

Student phones are located in the student lounge and are for local calls only. Students are asked to use administrative phones for college calls only. The Student Government Association also provides a fax machine for student use; it is located in the student lounge. There is no cost to students to receive or send faxes. (The fax number students can use to receive faxes is 503.220.1423.) In consideration for this free service, and to help the college control administrative costs, students are asked to limit the number of pages they receive per fax transmission to no more than two (2) pages. Please note that faxes received in the student lounge are in a public area and cannot be guaranteed confidential.

### **16.8 Lockers**

Lockers are available through the Office of Student Services. Locks that are found on unregistered lockers will be cut off and the contents removed. Due to limited locker space, large lockers must be registered to two students, and small lockers may be issued to individual students. Lockers on the NCNM campus must be emptied prior to the beginning of the summer quarter, after which time locks will be cut off and the contents removed for disposal. There is no usage of lockers during the summer months, except by special request to the Office of Student Services. Lockers may not be used for commercial use except for approved student representatives for the NCNM Partner Program.

### **16.9 Food Service**

NCNM provides food service at the NCNM campus by contracting with an independent, health-conscious vendor. This vendor serves meals and snacks from a mobile kitchen located in the west parking lot of the NCNM campus during the fall, winter, and spring terms. There is no formal food provider contracted for any other locations. The NCNM campus has vending machines that provide snacks and beverages. Healthy foods, snacks, and beverages are also available from the NCNM Vis & Qi Bookstore. Questions or concerns about food service should be directed to the director of ancillary services. Our food service vendor has the right of first refusal for all catered events on campus and must be given an opportunity to accept, or refuse to serve, the event before other vendors are contacted. Failure to do so is a violation of the food service contract. For questions regarding catering services, please visit the Divine Café webpage on the NCNM website.

### **16.10 Clinic Benefits**

Students may receive health care at the NCNM Clinic at a discounted rate. Every student may designate one adult, a significant other, or spouse to join them in receiving this benefit. The student may also add her/his dependent children (children for whom the student is financially responsible). Before the first clinic visit, the student must send a written notification to the clinic concerning the person(s) designated to receive this benefit. This designation may not be changed during the academic year without review. Full payment for services is required at the time of the visit in order to receive discounts. Discounts cannot be applied to services that are billed to insurance. New rates and benefits are announced at the start of the fall term each year.

### **16.11 Counseling Services**

Faculty and administration work in conjunction with students to foster an atmosphere conducive to academic success and personal growth. Periodically, students may desire assistance with the responsibilities of college, work, relationships and other possible stresses. NCNM provides

professional counseling services free of cost to enrolled students. If students desire to seek professional counseling outside of NCNM, the director of counseling services can assist in facilitating a referral. Please contact the director of counseling services, located in the Office of Student Services, for more information.

### **16.12 Housing**

The Office of Student Services refers all housing information and requests to the designated bulletin board. Housing options presented to the college are also posted on NCNMlist, an online forum for opportunities.

### **16.13 Athletic Facilities**

Local gym membership information about discounts for NCNM students and their families is available through the Office of Student Services. There are intramural sport teams through the Student Government Association as well as some sporting equipment that may be checked out of the library (i.e., footballs, etc.)

### **16.14 Photocopying and Printing**

NCNM maintains copy machines for student use in the library and in the hallway adjacent to the library. Each copy costs five cents (by bills or coins). NCNM also maintains printers in the library and in the hallway adjacent to the library. All school-related printing is free. Students are expected to pay five cents per page for printing of non-school related materials.

### **16.15 Voter Registration**

Oregon voter registration form information is distributed at the start of the fall term of each academic year. Voter registration forms can be found online through the Multnomah County elections office at:

[http://www.co.multnomah.or.us/dbcs/elections/election\\_information/voter\\_registration\\_info.shtml](http://www.co.multnomah.or.us/dbcs/elections/election_information/voter_registration_info.shtml)

### **16.16 Tutoring**

The Office of Student Services works in collaboration with faculty to provide student tutors. Tutors are available upon request. Students who tutor must have passed the requested course and have faculty approval prior to tutoring. Tutoring is a work-study position offered through the Office of Student Services. A tutoring request may take up to a week to process. Tutoring is not available for clinical entrance exams.

### **16.17 Office of Professional Formation and Career Services**

The Office of Professional Formation and Career Services (“OPFCS”) assists students and recent graduates with preparation for placement success in residencies, practices, industry, and other areas of interest, such as networking, public speaking, publishing, and other professional development type activities. In coordination with the business classes that are offered as part of the curriculum, OPFCS coordinates and hosts workshops and small facilitated group meetings, acquires and creates business and professional development support resources and materials, and offers one-on-one professional guidance and support. Students and alumni are encouraged to stay current with NCNM’s website for the continued posting of positions available and sites for rent or sale. Also, students interested in placement and practice development skills are encouraged to visit the Professional Services Department, located in the Office of Student Services,

OPFCS also seeks to increase the knowledge and awareness of NCNM students and graduates, especially in professional areas where students and graduates could seek gainful employment. OPFCS hosts recruiters on campus who are looking to fill paid positions and will help to coordinate interactive opportunities for those representing other business opportunities for

students or graduates (such as career fairs or health biz expos). OPFCS also plays a role in keeping the NCNM involved and the NCNM community up-to-date to legislative efforts, and participates in public speaking opportunities as they become available.

## **SECTION 17: STUDENT ORGANIZATIONS AND ACTIVITIES**

### **17.1 Student Involvement**

Students have the right (and are encouraged) to form clubs and organizations and to join associations to promote their common interests. Information on forming a new club on campus can be found under the Student Government Association page on Moodle. All new student clubs must be reviewed and approved by the Student Government Association. If the organization desires to use or operate on or within college facilities it has the responsibility to follow the NCNM policies and procedures.

Approval of any organization using the NCNM name, address, or facilities is required. Please see the NCNM website for a complete list of current and existing student clubs and organizations.

### **17.2 Student Government Association**

The NCNM Student Government Association (SGA) is an elected government of the student body that oversees the management and distribution of the student activity fees collected each term with registration. According to the NCNM Student Body Constitution, the mission of the Student Government Association is “to serve as a forum that represents the common needs of the student body. Student Government Association acts as a liaison for the student body and the board, administration, faculty and staff. SGA is committed to enhancing all aspects of student life through programs that enrich students spiritually, culturally, socially and intellectually”.

Students elect a central management team – which is composed of executive officers, class representatives, and student liaisons to college committees. Elections for SGA positions occur every spring term (except for the incoming first-year class, whose class-wide election is conducted in the fall term). All members of the student body are invited to attend and participate in all SGA meetings. For more information consult any member of the SGA or the student activities and events coordinator.

### **17.3 Program and Curriculum Review Committee**

Membership in the Program and Curriculum Review Committee includes representatives from the faculty, academic staff, and student body. The committee is responsible for ongoing review of all curricula, including proposals for new classes, programs, and other significant changes. A student representative from each program is elected annually, and all student representatives are considered voting members of the committee. Student visitors are welcome to attend committee meetings.

### **17.4 Student Publications**

Students have the right and the freedom to organize for the production of student publications as vehicles for free inquiry and free expression in the NCNM community. They are responsible for producing publications that conform to the canons of responsible journalism and the laws respecting publications (i.e., libel, advertising, etc.). Student publications are intended for distribution on campus. Student publications are not to be placed in student mailboxes (except for *The Phoenix*), as these are reserved for the use of college administrators and faculty, and for student-to-student, personal communication. Publications cannot carry the endorsement of NCNM or use the NCNM seal without review of the Marketing and Communications Office.

### **17.5 Activities**

The student activities and events coordinator, located in the Office of Student Services, is a resource for any student group or organization interested in holding a student event on campus; including, but not limited to, room reservations, speaker contract signing, questions regarding catering and food service, etc.

The Student Government Association (SGA) helps students organize athletic teams (i.e., softball, basketball and soccer), produce an annual “No-Talent Show,” a Chinese New Year celebration, and speaker series, among many other activities. Events through SGA are funded from the student activity fee billed to all students each term. NCNM is committed to supporting extracurricular activities for its students. Those with ideas or interests should contact their class officers or the student activities and events coordinator.

### **17.6 Hallway Table Reservation**

Student clubs and organizations may reserve tables on the first floor of the Academic Building for promotion of their club, an upcoming event, or other NCNM Student Club related business. Any signage must be attached to tables and not to the walls. To reserve a table contact the NCNM Receptionist at 503.552.1555.

Student representatives of companies must go through the Office of Advancement for approval. See Section 12.6 Commercial Activities.

### **17.6 Student Travel**

The purpose of the NCNM Student Travel Policy is to promote safe travel and conduct for students attending approved activities and events that exceed 25 miles from the NCNM campus. This policy covers individual students and student groups who travel on behalf of, or are financially supported by, student groups and organizations or who use a college-owned or rented vehicle. This policy does not cover educational travel for course requirements such as traveling to and from field observation, clinical rotations, retreats, or elective courses. Students are encouraged to follow this policy when engaging in activities and events not considered under this policy. All NCNM students involved in approved activities and event travel will represent NCNM to the best of their ability and abide by the Student Code of Conduct and Honor Code.

### **General Requirements**

All students who travel for approved activities and events must meet the following general requirements:

1. Travel should be planned so as not to interfere with academic responsibilities.
2. If travel will interfere with academic responsibilities, the following steps must be taken for approval:
  - a. The student must be in good academic standing;
  - b. The student must discuss the possibility of excused absence documentation with the program dean or associate dean at least three (3) weeks prior to the trip;
  - c. The student must contact her/his faculty and make arrangements for written excused absences and make-up assignments for missed class time;
  - d. The student must arrange for substitutes for any missed clinic shifts. (Students who have already missed two (2) clinics shifts during a term are not eligible.)
3. Students must complete and submit the “Student Travel Form” and travel itinerary to the Office of Student Services at least ten (10) days in advance. A copy of the “Student Travel Form” must be signed by a faculty/staff advisor prior to submission.

4. If a student is driving either a rented or college-owned vehicle, he or she must provide and have a valid driver's license, proof of insurance, and follow all federal and state transportation laws.
5. If a student is driving a personal vehicle, the student's insurance policy must be in effect. The college's insurance policy does not cover students driving personal vehicles. In the event a student has an accident while using a personal vehicle for approved travel, the accident should be reported to both the student's insurance carrier and the faculty/staff advisor or the Student Services Office.
6. Students participating in activities are responsible for their personal behavior and any resulting consequence. NCNM is not liable for loss, damage, injury, or other consequences resulting from student participation in events or failure to comply with college rules and regulations or local, state, or federal laws. Failure to comply with NCNM's Student Code of Conduct or Honor Code may result in disciplinary action.
7. Students are responsible for the purchase of their own fuel and food items unless otherwise approved for reimbursement through the Student Government Association scholarship process.

NCNM encourages safe and responsible planned travel practices. Areas of consideration when planning travel for student events and activities include, but are not limited to, the following items:

- Verification of safety of travel in the targeted area (weather, political stability, disease risk);
- Verification of permission to travel to the designated area;
- Verification of legality of planned travel practices, including objects carried in luggage;
- Designation of emergency contact outside of intended travel region;
- Designation of local contact who will have copies of itinerary, identification, and other necessary travel documents;
- Obtaining necessary and recommended immunizations for region of travel;
- Designation of source of back-up funding in the case of an emergency;
- Verification of the procedure for obtaining health care, if needed, in the desired travel area;
- Designation of meeting place/procedure if travel party is separated.

### **17.7 Naturopathic Professional Organizations**

The American Association of Naturopathic Physicians (hereinafter "AANP") is the national professional organization for naturopathic medicine. This organization is the leader in promoting the political, financial, regulatory, ethical, and educational interests of the profession. Students are encouraged to become members of AANP and can join at a reduced cost. AANP sponsors a convention every summer that attracts naturopathic physicians from all over the world, and is educational and inspiring for all who participate. Students are welcome to attend; reduced rates are available.

**American Association of Naturopathic Physicians (AANP)**  
**4435 Wisconsin Avenue NW, Suite 403**  
**Washington, DC 20016**  
**866.538.2267**  
[www.naturopathic.org](http://www.naturopathic.org)

The American Association of Naturopathic Medical Colleges (hereinafter “AANMC”) promotes cooperation and collaboration among the North American naturopathic medical schools whose graduates are eligible for licensure.

**American Association of Naturopathic Medical Colleges (AANMC)**  
**4435 Wisconsin Avenue NW, Suite 403**  
**Washington, DC 20016**  
**866.538.2267**  
[www.aanmc.org](http://www.aanmc.org)

The Oregon Association of Naturopathic Physicians (hereinafter “OANP”) is a state organization with purposes similar to the AANP’s and is also open to students. Many other states have naturopathic professional organizations; contact AANP to locate the organization in the state where you plan to practice.

**Oregon Association of Naturopathic Physicians (OANP)**  
**PO Box 5876**  
**Portland, OR 97228**  
**503.262.8586**  
[www.oanp.org](http://www.oanp.org)

#### **17. 8 Chinese Medicine Professional Organizations**

The mission of the American Association of Acupuncture and Oriental Medicine (hereinafter AAAOM”) is to promote excellence and integrity in the professional practice of acupuncture and Oriental medicine, thereby enhancing public health and well-being. AAAOM has a student organization; AAAOM-SO that is open to all acupuncture and Oriental medicine students.

**American Association of Acupuncture and Oriental Medicine (AAAOM)**  
**PO Box 162340**  
**Sacramento, CA 95816**  
**866.455.7999**  
[www.aaaomonline.org](http://www.aaaomonline.org)

Oregon Association of Acupuncture and Oriental Medicine (hereinafter “OAAOM”) is a unified professional organization that supports and enhances the practice and practitioners of acupuncture and Oriental medicine in the state of Oregon.

**Oregon Association of Acupuncture and Oriental Medicine, (OAAOM)**  
**PO Box 14615**  
**Portland, OR 97213-0615**  
[www.oaaom.com](http://www.oaaom.com)

American Organization for Bodywork Therapies of Asia (hereinafter “AOBTA”) is a professional membership organization representing instructors, practitioners, schools and programs, and students of Asian bodywork therapy.

**American Organization of Bodywork Therapies of Asia**  
**1010 Haddonfield-Berlin Road, Suite 408**  
**Voorhees, NJ 08043-3514**  
**856.782.1616**  
<http://aobta.org/>

## **SECTION 18: CAMPUS SAFETY AND EMERGENCY PROCEDURES**

### **18.1 Lost or Stolen Items**

NCNM is not responsible for lost or stolen items. It is important for students to be aware of their belongings everywhere on- or off-campus, including community clinics. Lost and Found for the NCNM campus is located in the Security Office. Lost and Found for NCNM clinics is located at the respective clinics.

Please report all thefts to the NCNM Security Office within 24 hours. Incident report forms are located outside the Office in room 125 of the Academic Building on the NCNM campus, at community clinics, and at all NCNM clinics.

### **18.2 Campus Safety and Security**

NCNM is committed to providing a safe and healthy campus. Any unsafe incident, crime, or injury-causing accident must be reported immediately to the campus safety officer. Emergency procedures are posted at each entrance to the campus and clinics, and at many other prominent locations. A contracted security service is available 24 hours per day to address unanticipated security or facilities issues. On-site security is available for evening, weekend and special events. Hospital service is available within 10 minutes of all campus locations. The campus security chief is available year-round to assist with personal security issues, crime prevention, and general information. Campus and Safety Security may be reached at: 503.552.2016. NCNM also has an emergency pager number for after hour emergencies: 503.993.8887.

NCNM has an established Safety Committee composed of staff, management and student representatives. The safety committee reviews policies and procedures, and recommends corrective actions in the areas of hazard assessment and control, safety and health planning, accident/incident investigations, and student and employee training. The committee addresses issues as needed. Student representatives are voted onto the committee each year by student elections.

### **18.3 Student Injury on Campus**

Students participate in several courses that require the student to receive medical treatments. Students participating in these exercises agree to assume the risk of potential injury. Students participating in such exercises may be required to sign a document releasing the College from liability.

In the event of injury, NCNM policy and procedures are as follows:

Procedure:

1. Stay calm. Assess the situation. If the injury is serious or life threatening, or if you are unsure, call 911.
2. If the injury occurs during class time or on a clinic shift, the supervising faculty member should perform any indicated emergency or acute medical responses (e.g., assess the injury, stop bleeding, apply ice, immobilize the injured, etc.),
3. Once the situation is stable, the faculty member should contact the NCNM Security Office and file an incident report.
4. Should the injured person need further medical treatment, the faculty member and security personnel should assist in finding and getting the person to a care facility. If a

student is injured on NCNM property, they should be taken to a care facility other than the NCNM Clinic.

5. If the injury occurs outside of a classroom or clinic but on campus, the injured student should report it to security. Security may assist with first aid, and, if requested, may assist in finding and getting the injured person to a care facility.
6. Once the medical situation is over, an incident report must be completed. If the injury occurred during a class or on a clinic shift, the supervising faculty member should complete the form and send it to the security chief. The Security Chief will review and forward it on to additional personnel as appropriate. If the injury did not occur during a class or clinic shift, the student should complete the incident report and send it to the security chief.
7. Copies of incident reports will be sent to the following depending on the nature of the injury:
  - a. Classroom injuries will go to the program dean.
  - b. Clinic injuries will go to the dean of clinical operations AND the chief medical officer of the program.
8. If the student misses class or clinic time as a result of needing medical care, a petition for an excused absence, with appropriate documentation, should be completed and submitted to the associate dean of academic progress and/or the registrar.

If a student needs assistance in locating a health insurance claim form, she/he may contact the Student Services Office for assistance.

#### **18.4 Crisis Assessment and REsponse Team (CARE Team)**

The purpose of the NCNM Crisis Assessment and REsponse Team (CARE Team) is to help create, educate, promote, and maintain a healthy and safe educational and work environment for all students, staff and faculty. The CARE Team is a trained group of staff and administrators who receive and assess reports on students who are displaying varied levels of disruptive, dangerous or distressed behavior; using established criteria, within the NCNM community. Upon review of reports, the CARE Team will assess the behavior/s and provide support and services to the identified student. Support and services to student could include, but are not limited to, referral for counseling, referral to the Honor Council or through the student conduct process, connection with advisors, medical withdrawals, disability services, and referral for psychological evaluation. In some cases, the recommended intervention for non-academic behavior issues may include suspension from NCNM. The CARE Team works within NCNM and with outside community resources to provide the services needed for a student in need. All reports are handled as confidential. The CARE Team adheres to all FERPA and HIPAA regulations, as well as counselor confidentiality. Questions or concerns regarding the CARE Team should be directed to the dean of students.

#### **18.5 Crime Statistics**

In compliance with federal requirements, NCNM submits annual campus crime statistics. These are available at: <http://ope.ed.gov/security/> . Information is also available in the security office.

#### **18.6 Emergency Closures**

NCNM reserves the authority to cancel and reschedule classes, clinic shifts and work schedules because of emergencies. Determination of emergency situation status will be made by designated

members of the College Planning Team. **NCNM does NOT follow other school systems**, but will have its own announcements on local television and radio stations:

TV: Channels 2, 6, 8, and 12  
AM Radio: 620, 750, 860, 910, 1080, 1190, 1230, 1260, 1360, 1410, 1430, and 1490  
FM Radio: 91.5, 92.3, 94.7, 97.1, 98.7, 99.5, 101.9, 103.3, 106.7, and 107.5  
Internet: [www.oregonlive.com](http://www.oregonlive.com)

**Decisions on closure of NCNM and clinics will be made early so that the media is notified in time for the information to be on the air by 6:30 a.m.** When possible, the voice mail system message will be updated to reflect closures, but students should use the media listed above to get closure information.

If both the college and the clinics are closed, the media will be notified to show the closure as including both. However, it is possible that only the college or only the clinics will be closed, so watch the information carefully. When announcements indicate that the clinic is closed, this includes the NCNM Clinic and community clinics.

### **How to Decide What to Do**

- If you hear the college or the clinics are closed, you are not required to come to classes.
- If you hear the college or the clinics are open, YOU must make the decision about coming to school.
- If you come to NCNM and find that an instructor was not able to come in, be aware that each employee must make their own decision about travel safety. When possible (in classes that have a student telephone tree) instructors will notify students at the top of the phone tree, but you may still have made it to campus before you are notified. Please be understanding.
- Be safe! Use TriMet if you are not accustomed to driving in the snow or ice.. Realize that the parking lots may not be accessible due to ice or heavy snow accumulation.

### **18.7 Emergency Notification System**

NCNM contracts with a third party business to provide immediate notification to all students, staff, and faculty in the event of an emergency. Notifications are sent via student e-mail and home phone numbers listed in our student information system. Students may opt into additional notification processes. All students are required to keep all contact information up-to-date with the Registrar's Office.

## **SECTION 19: COLLEGE INFORMATION**

### **19.1 Student Suggestions**

For any inquiries, complaints, or suggestions that would benefit our campus community, please contact the Student Government Association or the Office of Student Services staff. Suggestions can also be placed in the student suggestion box, located in the hallway outside the student lounge on the first floor.

### **19.2 Community Hour**

Community hour is scheduled weekly, and for the purpose of sharing information between students and NCNM administration. If you are interested in discussing a topic or presenting information, please contact the Office of Student Services.

### **19.3 Electronic Communications**

The official college communication method to students is through e-mail. Each student is assigned a student e-mail address upon matriculation. In addition, faculty, staff and the administration use electronic communication via course management software (Moodle) to communicate with students. All students must enroll in various department courses to access information. Students are strongly encouraged to check their e-mail account on a daily basis.

### **19.4 Campus Bulletin Boards**

Anyone who wishes to post public notices on campus and/or clinic is required to submit their notices to the student activities and events coordinator, in the Office of Student Services, for approval. These will be date-stamped and posted on the appropriate bulletin boards by the student and/or staff member. Notices not appropriately stamped will be removed.

Postings for events sponsored by an NCNM Business Partner must be submitted to the Office of Advancement for approval.

If an event is (co)sponsored by the Student Government Association the flyer must clearly identify as such.

Areas that are designated for posted information by students include the bulletin boards outside the student lounge, at the northeast and northwest entrances to the Academic Building, and the bathroom bulletin boards.

Postings are not allowed on lockers (other than the locker belonging to the student posting), mailboxes, exterior or interior doors or windows, wood trimmings, and/or bathroom stalls. Postings are allowed only on designated bulletin boards.

All bulletin boards will occasionally be cleared of posted material to make room for new information. Posted materials become the property of NCNM and will be retained or disposed of appropriately.

## Academic Calendar 2011/2012

updated 1/28/2011

Commencement	6/25/2011
Summer quarter begins	6/27/2011
July 4 Holiday, campus & clinics closed	7/4/2011
Labor Day Holiday, campus & clinics closed	9/5/2011
Summer quarter ends	9/10/2011
New Student Orientation Tue-Thur	9/6-8/2011
Fall quarter begins	<b>9/12/2011</b>
Convocation	9/16/2011
Last day to add or change sections	9/23/2011
Last day to pay tuition & fees	9/23/2011
Last day to make changes to student health plan	9/23/2011
Late payment fee assessed	9/26/2011
Last day to drop classes	10/7/2011
Veterans Day, campus & clinics closed	11/11/2011
Clinic Holiday I	11/21-23/2011
Employee in-service training days	11/21 - 23/2011
Thanksgiving Break, no academic classes	11/21 - 23/2011
Thanksgiving Holiday, campus & clinics closed	11/24 -26/2011
Make up for Veterans Day	12/2/2011
College Council	12/2/2011
Practical exam/make-up week	11/28 - 12/1/2011
Finals week	12/5-9/2011
Fall quarter ends	12/10/2011
Winter break, no academic classes	12/12/2011 - 1/7/2012
Clinic Holiday II	12/12/2011 - 12/17/2011
Winter Break & New Years, campus closed	12/23/2011-1/1/2012
Clinic Holiday III	12/19-22/2011
Clinic Open Limited Hours: No Student Shifts	12/27-29/2011
Clinic Holiday IV	1/2-7/2012
Orientation January Admits	1/4-5/2012
Winter quarter begins	<b>1/9/2012</b>
Last day to add or change sections	1/20/2012
Last day to pay tuition & fees	1/20/2012
Martin Luther King Day, campus & clinics closed	1/16/2012

Late payment fee assessed	1/23/2012
Last day to drop classes	2/3/2012
Make Up for Martin Luther King	3/19/2012
Practical exam/make-up week	3/19-23/2012
Finals week	3/26-30/2012
Last day to petition to graduate	3/30/2012
Winter quarter ends	3/30/2012
Spring break-,no academic classes	4/2-6/2012
Clinic Holiday V	4/2-6/2012
Spring quarter begins	<b>4/9/2012</b>
Last day to add or change sections	4/13/2012
Last day to pay tuition & fees	4/13/2012
Late payment fee assessed	4/16/2012
Last day to drop classes	5/4/2012
College Council	5/18/2012
Memorial Day, campus & clinics closed	5/28/2012
Make up for Memorial Day	6/18/2012
Practical exam/make-up week	6/18-22/2012
Finals week	6/25-29/2012
Spring quarter ends	6/30/2012
Commencement	<b>6/30/2012</b>

**Faculty and Honor Council Meetings will occur on the following Friday morning schedule:**

- 1<sup>st</sup> Fridays would be the Academic faculty meeting
- 2<sup>nd</sup> Fridays would be the PCRC/Faculty Senate/Honor Council meetings
- 3<sup>rd</sup> Fridays would be the Clinical Faculty meeting
- 4<sup>th</sup> Fridays would be the Outside In faculty meetings/Follow-up Honor Council Meetings

## II. STUDENT CLINIC HANDBOOK

## II. STUDENT CLINIC HANDBOOK

### SECTION I: OVERVIEW OF THE NCNM TEACHING PROGRAMS

#### 1.1 Fulfillment of Mission

The mission of the NCNM teaching clinics is to provide quality medical care to the public and quality clinical education to medical students and residents. The mission and the clinical training objectives of both the ND and CCM programs are fundamentally aligned with NCNM's overall mission: *"to educate and train physicians, practitioners, and pre-professionals in the art and science and research of natural medicine."* In addition to the school's global mission, the School of Classical Chinese Medicine has the specific mission of *"transmitting the art, science and spirit of Chinese medicine to cultivate practitioners well-rooted in the ancient tradition of the medical scholar."*

#### *ND Program*

The College provides training that allows graduating students to become well-versed in the underlying principles and philosophy of naturopathic medicine as it applies to supporting the healing process. This training allows students to obtain skills necessary to be able to perform as competent entry-level primary care physicians with sole responsibility for patient care as demonstrated through proficiency in demanding clinical and academic programs. Students are given the opportunity to master entry-level knowledge in differential diagnosis, laboratory and X-ray interpretation, botanical medicine, homeopathy, clinical nutrition, physical medicine, manipulative therapies, hydrotherapy, minor surgery, lifestyle counseling, and the use of prescriptive medications. Graduating students are given the opportunity to become well-prepared for the national licensing exams.

#### *CCM Programs*

In accordance with the CCM mission, students receive lineage-based training that emphasizes transmission and mentoring as major methods for promoting personal and professional cultivation. Graduates are given the opportunity to become well-versed in the principles and philosophy of classical Chinese medicine and have demonstrated proficiency of entry-level knowledge and skills in Chinese diagnostic techniques, acupuncture, herbal medicine (MSOM only), Oriental massage, qigong, Chinese dietetics, and lifestyle counseling. Graduating students are given the opportunity to become well-prepared for the national licensing exams and are instructed on how to assume sole responsibility for patient care.

#### 1.2 Clinical Faculty

The NCNM clinics host both adjunct and full-time faculty members. Each has completed a rigorous application and hiring process, and has been selected based on their level of experience, patient care, expertise, passion for natural medicine, and commitment to NCNM's students and education. The practitioners in the CCM program have also been recruited and selected on the basis of their commitment to training students in the art, science and spirit of *classical* Chinese medicine.

#### 1.3 Stages of Clinical Training

Students assume the role of patient care provider gradually as they progress through well-defined stages with increasing levels of responsibility.

### ***ND Program***

#### *Hydrotherapy/massage technician*

Clinical education formally begins when students are assigned to the role of “hydrotherapy/massage intern” in the beginning of the second year. At this stage of clinical training, students administer hydrotherapy and massage to clinic patients. This stage provides students with their first hands-on experience treating members of the patient population at our teaching clinics and provides an important introduction to certain aspects of responsibility for patient care.

Throughout the second year, students continue in this role while a vigorous academic schedule prepares them for the next formal stage of clinical training, that of the secondary.

#### *Secondary*

Students become secondaries at the beginning of their third year after passing their GPA-1 exam.

A secondary functions as an integral member of a patient’s treatment team, formed when the doctor, primary, and secondary join the patient in the healing process. The secondary’s main responsibility is to observe and learn about all aspects of patient care, under the direction and supervision of the physician and in cooperation with the primary, who leads the student team.

#### *Primary*

The final formal stage of clinical training begins in the third year when the student assumes the role of primary, after passing the GPA-2 exam. With a lighter fourth-year academic course load, students are able to devote much of their time to providing naturopathic care to patients in the clinic. Primary duties include taking a patient history, performing an appropriate physical examination and developing individualized treatment and patient management plans (in conjunction with the clinical supervisor and secondary). Students receive expert guidance from a diverse group of skilled naturopathic physicians during their course as primaries. Although patient care is coordinated and organized by the primary, it is the attending physician who oversees each case. As fourth year progresses, students begin to act with more confidence and, in keeping with the clinic’s mission, begin to feel more comfortable assuming a role of responsibility with regard to the delivery of naturopathic health care. ***At no time does the primary act independently without formal authorization from a supervising licensed naturopathic physician.***

### ***MSOM Program***

The goal of CCM clinical training is to transform students into competent practitioners through the following components of the clinical program.

#### *Medicinary Practicum*

Students learn the mechanics of running a successful Chinese medicinary during their first year. This experience introduces them to the clinic doctors and staff, and also provides them with hands-on exposure to the names, appearance, smell, and taste of individual herbs.

#### *Observation I*

Students become more familiar with clinic policies and procedures as they progress through the first stage of observation during the second year of the program. They have the opportunity to practice the diagnostic skills learned in the first year of the program, and to relate their classroom learning to the clinical situation. Through their observation of patient-practitioner interactions and their involvement in discussions regarding patient diagnosis and treatment, students build their clinical knowledge, skills, and attitudes, and become familiar with the different styles and interests of the clinic faculty. At the discretion of the faculty supervisor, students may participate in the delivery of certain aspects of patient treatment, including moxibustion, massage, cupping, and/or needle removal.

### *Observation II*

In the third year of the program students continue to gain clinical experience and become more familiar with the different styles of their clinic supervisors. They become more involved in the process of diagnosing and treating the patient, although at this stage they do not perform needle insertion or prescribe herbal formulas.

### *Internship*

In the final year of the program, students become interns and assume a gradually increasing responsibility for direct patient care. They continue to refine their clinical skills and understanding and to build their confidence as proficient practitioners. They become more fully involved in the diagnosis of increasingly complicated cases, and in the creation and delivery of integrated treatment protocols that may include needle insertion and the prescription of herbal formulas. Students receive training and guidance from a diverse group of skilled practitioners of classical Chinese medicine and are encouraged to choose a clinical mentor. ***At no time does the intern act independently without formal authorization from a supervising licensed practitioner.***

## **MAc Program**

The goal of CCM clinical training is to transform students into competent practitioners through the following components of the clinical program:

### *Observation*

Students become more familiar with clinic policies and procedures as they progress through observation. They have the opportunity to practice the diagnostic skills learned in the first year of the program, and to relate their classroom learning to the clinical situation. Through their observation of patient-practitioner interactions and their involvement in discussions regarding patient diagnosis and treatment, students build their clinical knowledge, skills, and attitudes, and become familiar with the different styles and interests of the clinic faculty. At the discretion of the faculty supervisor, students may participate in the delivery of certain aspects of patient treatment, including moxibustion, massage, cupping, and/or needle removal. As they progress, they continue to gain clinical experience and become more familiar with the different styles of their clinic supervisors. They become more involved in the process of diagnosing and treating the patient, although at this stage they do not perform needle insertion.

### *Internship*

In the final year of the program, students become interns and assume a gradually increasing responsibility for direct patient care. They continue to refine their clinical skills and understanding, and to build their confidence as proficient practitioners. They become more fully involved in the diagnosis of increasingly complicated cases and in the creation and delivery of integrated treatment protocols that typically include needle insertion. Students receive training and guidance from a diverse group of skilled practitioners of classical Chinese medicine and are encouraged to choose a clinical mentor. ***At no time does the intern act independently without formal authorization from a supervising licensed practitioner.***

## **SECTION 2: NCNM CLINICS**

### **2.1 The NCNM Clinic and Patient Services**

#### ***NCNM Clinic***

The NCNM Clinic on campus, south of the academic building, is the center of study for clinical education. It offers a full range of services including: clinical nutrition; lifestyle counseling; homeopathy; acupuncture; botanical medicine; Chinese herbal medicine; hydrotherapy; physical

medicine; Shiatsu massage; minor surgery; bio-feedback; and IV therapy. . In addition to teaching rotations, the NCNM Clinic hosts several private practitioners of naturopathic and Chinese medicine.

### *Medicinary Services*

The Medicinary has a large selection of the highest quality Western and Eastern natural medicines available. Many of its naturopathic products are created by physicians for physicians, and represent an extensive collection of superior products specifically formulated for a wide spectrum of health concerns. Included are a full range of bulk herbs, herbal tinctures, topical medicines, homeopathics, and nutraceuticals. The Medicinary has over 300 single Chinese herbs in two forms: crude bulk herbs and granules

### *Laboratory Services*

The NCNM Clinic maintains an on-site, outpatient, licensed laboratory to serve the needs of patients seen in the clinic, as well as those referred by outside doctors. It is also a training site where student interns learn laboratory-related knowledge and techniques. Qualified lab personnel, who are well-versed in naturopathic lab testing and who work in compliance with state and federal safety regulations, provide excellent patient care, student education, and naturopathic reference resources.

The NCNM Clinic is designed to meet the needs of patients within the following two contexts:

- ***Teaching rotations:*** Student-practitioner treatment teams work directly with patients to provide quality health care. The team-based visits provide the core of clinical training, and are the forum in which students learn to diagnose, treat, and provide long-term management of patient care.
- ***Private appointments:*** Clinical and academic faculty, and other licensed practitioners have the opportunity to see patients privately at the clinic. Students are not directly involved in patient care on the private shifts, but may be invited as observers or for field observation.

## **2.2 NCNM Community Clinics**

The NCNM clinical programs also extend into many community clinic sites in the Portland metropolitan area, enabling students to serve and learn from diverse cultural and socioeconomic patient populations. These low-cost clinics are staffed and supported by NCNM faculty and students, often in conjunction with outside community partners. The NCNM community clinics provide services to such diverse populations as homeless youth, migrant farm workers, county mental health patients, single mothers, and displaced workers in training programs. They also serve many non-English speaking immigrants from various cultures who may otherwise be challenged with accessing appropriate health care resources within the public health care system.

As part of its commitment to the medically underserved population, NCNM clinics are members of the Coalition of Community Health Clinics (CCHC/[www.coalitionclinics.org](http://www.coalitionclinics.org)). CCHC is a nonprofit organization that supports delivery of care in safety net clinics in Multnomah County. Through our membership in CCHC, the NCNM clinics are able to make referrals to medical specialists for our underinsured and underserved patients. We also receive referrals from other member clinics for low-cost services, diet and lifestyle counseling, and management of chronic conditions.

Please refer to the NCNM website ([www.ncnm.edu](http://www.ncnm.edu)) for a current list of our community clinics.

### 2.3 Clinic Hours and Access

In order to provide greater access to care for patients, and to accommodate students' required academic schedules, the NCNM Clinic is open Monday-Saturday, with the exception of designated holiday closures. Hours vary on different days. A licensed physician or acupuncturist is always on-site throughout every patient visit. Additionally, due to the primary care aspect of naturopathic medicine, a licensed naturopathic physician is always available through a 24-hour on-call service.

### 2.4 Clinic Personnel

The following is an introduction to the many people who provide and support the clinical training process. For assistance, please contact the clinic front-desk personnel or the main campus receptionist.

- **Dean of naturopathic medicine:** ultimately responsible for the academic and clinical portions of the naturopathic program
- **Dean of classical Chinese medicine** (with assistance from the **associate dean for academics** and the **associate dean for clinics**): ultimately responsible for the academic and clinical portions of the classical Chinese medicine program
- **Dean of clinical operations:** oversees financial and administrative affairs of the clinic and community clinics is responsible for the clinic's relationship with the college as a teaching institution; maintains the college's relationships with outside clinical organizations
- **Clinic services manager:** responsible for the daily and administrative functions of the main teaching clinics including operations, front desk, medical records, and laboratory responsibilities
- **Director of resident education:** coordinates residents and their responsibilities
- **Residents:** assist faculty doctors on teaching rotations
- **Laboratory director:** manages lab operations for NCNM
- **Laboratory personnel:** serve patients, students, and doctors in the NCNM Clinic lab
- **Clinic operations coordinators:** order and stock supplies for general clinic operations; responsible for safety issues in the clinics
- **Clinic services representatives:** serve patients, students, and doctors through the front desk at the NCNM Campus Clinic
- **Site specialist:** supports clinic staff, faculty, and students in the use of the OCHIN Epic electronic health record system.
- **Clinic administrative assistant:** provides administrative support to the Dean of Clinical Operations.
- **Chief medical officers:** ensure the quality and safety of patient care at the NCNM clinics
- **Clinical faculty:** supervise teaching shifts; responsible for patient care and clinic education
- **Medicinary manager:** manages the Medicinary at the NCNM clinics
- **Medicinary representatives, retail representatives:** serve patients, students, and doctors in the NCNM Medicinary

#### *These college staff members serve additional clinical needs*

- **Marketing coordinator:** coordinates clinic promotional and outreach events
- **Community clinic Assistant manager:** oversees staffing, procedural, and reporting aspects of community clinics
- **Community clinic patient services coordinator:** responsible for patient services such as referral coordination, medical records, and clinic promotion

- **Community clinic assistant:** schedules appointments at the community clinic sites and provides general support to the community clinic staff, faculty and students.
- **Community clinic medicinary coordinator:** coordinates medicinary services for NCNM community clinics.
- **Registrar:** manages academic schedules and assists the associate dean for academic progress with academic advising
- **Assistant registrar:** schedules clinic shifts, tracks attendance, and clinic check-offs, serves as a liaison to community clinics, sets up outside hydro rotations and CCM externships.
- **Associate registrar:** oversees field observation processes and issues.

## 2.5 Clinic Billing Policies and Procedures

The NCNM Clinic and community clinic staff and faculty strive to offer excellent services that are available to a wide range of patients in order to facilitate the educational process of our students. To meet this need, to support those with limited access to health care and to provide affordable service to extended members of our community, the NCNM Clinic offers a variety of discounts and billing options. NCNM clinics offer a need-based discount structure to their greater patient community. Specific discounts are available to honored citizens, licensed health care practitioners, people with limited incomes, and to NCNM students and employees. For those community members who do not qualify for the structured discount programs, NCNM community clinics provide a low-cost alternative to the NCNM Clinic. For more information about these courtesies, please contact a clinic services representative.

### *Insurance Billing*

The NCNM Clinic bills patient insurance for both contracted and non-contracted health care providers. Please contact our staff at the clinic for current insurance billing policies and procedures.

### *Student Health Plans*

NCNM students purchase health insurance that provides emergency major medical coverage, and also coverage of services offered through the clinics by teaching practitioners. NCNM administers the Clinic Benefit portion of the student health plan. When students use the Clinic Benefits through NCNM for services received in the clinics, they can expect the following:

- **NCNM teaching rotation office visits:** Students pay a \$20 co-pay toward the office visit cost for qualified teaching shifts;
- **Private practitioner office visits:** The NCNM Benefit portion of the student health plans does not cover private practitioners who see patients at the NCNM Clinic. Students who wish to see a private practitioner must pay full price at the time of the visit. The student may request the NCNM Billing Office to do a courtesy billing to the insurance company, which may result in a direct reimbursement from the insurance company. NCNM, the NCNM Clinic and private practitioner do NOT absorb any balance due not covered by the insurance.
- **Medicinary items:** The student health plan will cover 50 percent (50%) of the cost of medicinary items that have been prescribed to students and signed by a licensed practitioner. Students pay 50 percent (50%) of the total cost of medicinary items *billed to NCNM Medicinary to cover the Clinic Benefit*. Any medicinary item purchased without a valid prescription cannot be billed to the health plan and is the student's full financial responsibility.
- **Lab fees:** Students receive partial coverage for most lab tests offered through the NCNM Clinic laboratory. Students have the option of using other laboratories that may be

covered by their student health insurance. The Clinic Benefit will cover 50% of charges up to \$250 per year. The student is responsible for the balance of the lab test cost beyond that; the clinic will NOT absorb any balance due not covered by insurance.

The contract between NCNM and our student insurance carrier is re-negotiated and renewed annually, so some of the above information may be subject to change.

### ***Student Discounts***

NCNM students are entitled to discounts on teaching rotation office visits when fees are paid in full at the time of service, and not billed to insurance. Some private practitioners also offer discounts to members of the NCNM community; these are determined by each practitioner independently. All discount information for both teaching and private shifts is available at the front desk.

- *Significant others*: Each student may authorize discounts on teaching rotations for a significant other. Significant others must be declared by registering with the campus receptionist prior to making the appointment. A new significant other cannot be declared until the current one has been registered as such for a minimum of one year (i.e., significant others cannot be changed with frequency to allow rotating individuals to receive discounts on services).
- *Dependents*: Students may declare those children for whom they are financially responsible as their dependents. These children will receive discounts on services provided through the teaching rotations.
- *Medicinary items*: Students, their declared significant others, and their dependent children all qualify for discounts on most items sold at the medicinary.
- Discounts will only be applied to those services which are paid in full at the time of the visit. Discounts will not be retroactively applied.
- The NCNM student is ultimately responsible for his/her own accounts and fees, AND those of their significant other and any dependents.

## **SECTION 3: CLINICAL EDUCATION REQUIREMENTS**

The Registrar's Office records clinic attendance, clinic hours, and patient contacts for each student on the basis of reports from the student's clinical supervisors. At the end of each term, students receive individual Student Clinical Status Reports which track the student's progress toward meeting the clinic hourly requirements outlined below. Clinic requirements are reviewed annually.

***Students are strongly encouraged to track their own hourly clinic earnings, and are required to keep an up-to-date Summary of Patient Contacts form.*** In addition to serving as a back-up record, this helps students to build professional accountability and to be fully aware of their educational progress. The registrar provides clinic status and check-off reports quarterly.

### **3.1 Summary of Clinical Hour Requirements**

#### ***ND hour requirements***

<i>Requirement</i>	<i>Timing</i>	<i>Hours</i>
Intro to Clinic	1 <sup>st</sup> year course	12
Hydro/Massage	One 48-hour shift and 24 Observation hours	72
Clinical Education	2 <sup>nd</sup> year spring	18
Secondary	begins summer before 3 <sup>rd</sup> year or fall of 3 <sup>rd</sup> year (total of four graded rotations)	192

Primary	begins spring of the 3 <sup>rd</sup> year (total of 15 graded rotations plus 24 holiday hours)	720
Senior Lab Post	4 <sup>th</sup> year summer	12
Community Education	any year of attendance	24
Field Observation	Field observation shifts can begin 2 <sup>nd</sup> year	240
Grand Rounds	3 <sup>rd</sup> year	60
	4 <sup>th</sup> year	60

Note: there are 1224 required patient contact clinical hours, performed in hydrotherapy, secondary, primary and field observation roles. Other clinical requirements are didactic in nature, providing introductions to clinical activity, and do not include clinical patient contact.

***MSOM hour requirements***

Observation	Observation I-VI: total hours	288
Internship	4 <sup>th</sup> year (total of 13 graded rotations) +24 hrs. holiday (non-graded)	624
Clinical Case Presentation	4 <sup>th</sup> year	72
Community Education	any year of attendance	24
Internship	4 <sup>th</sup> year (total of 13 graded rotations) + 24 hrs. holiday (non-graded)	624

***MAc hour requirements***

Observation	Observation I-III: total hours	144
Internship	3 <sup>rd</sup> year (total of 10 graded rotations) total hours	480
Clinical Case Presentation	3 <sup>rd</sup> year	72
Community Education	any year of attendance	24

***Concurrent-degree students are required to do a total of 24 community education hours.***

**3.2 Description of Clinical Requirements**

***ND and CCM Requirements***

***Community Education***

Students may begin accumulating community education hours upon matriculation to NCNM. All activities must be pre-approved by the program dean (ND or CCM). A tracking form must be signed and filed with the Registrar’s Office upon completion of the event.

Community education activities are designed to enhance the student’s ability to present oneself professionally to the public while increasing the awareness of naturopathic and classical Chinese medicine in the community. Community education opportunities are plentiful and may be of the student’s own design or may be pre-planned events such as health fairs, community events, and professional association activities where students are educating the public about natural medicine.

In addition to public speaking, students may accumulate community education credits for conducting research and/or producing written materials that increase community awareness of naturopathic and classical Chinese medicine. These events are not to be used as forums in which students practice medicine, give specific medical advice or diagnose disease.

### *Introduction to Clinic*

For ND and CCM students, this course provides an overview of clinical education requirements. It is designed as an orientation to duties and responsibilities for clinic rotations.

ND students will learn about the role of becoming a hydrotherapy/massage technician. Students are introduced to charting and receive annual HIPAA and OSHA trainings. Prerequisites for this course include concurrent enrollment in Hydrotherapy Lecture and Lab.

CCM students will learn the role of being an observer as well as a practitioner of Chinese Medicine. During the 12 weeks we will cover topics such as: Client-Practitioner relations, cultural competency, and issues surrounding addiction within clientele. In addition to the interpersonal skills learned students will continue their study of basic Chinese Medical syndrome differentiation and diagnostic tools to support this differentiation. Prerequisites for this course are first year standing in the CCM program.

### *Summer and Holiday Internship*

Currently, each ND primary and MSOM intern is required to work 144 summer hours and 24 holiday hours. The Registrar's Office reserves the right to alter these requirements in conjunction with the program deans to ensure that sufficient student participation is maintained to operate the NCNM Clinic.

### ***ND Requirements***

#### *Clinical Practica*

The clinical practicum sequence is a clinically oriented sequence of classes focusing on three important areas of study: medicinary; lab; and X-ray. As a requirement for graduation, students must complete each practicum, along with performance objectives that may accompany each course.

#### *Clinic Ed/Grand Rounds*

The academic course Grand Rounds is a mandatory component of each student's academic and clinical education. Grand Rounds provides a forum in which students attend presentations by faculty and outside professionals on clinically relevant topics. Students generally begin attending in the spring of their second year. Schedules for third and fourth year students' Grand Rounds presentations are posted campus-wide at the beginning of each academic term.

#### *Field Observation Hours (Previously known as Preceptorships)*

Field observations afford students the opportunity to *observe* field doctors in practice, providing students with additional exposure to both naturopathic medicine and conventional medicine in the surrounding community. All field observation must meet the guidelines outlined in the field observation section of this handbook to receive credit.

Students must complete 240 hours of field observation with licensed doctorate-level clinical professionals (MD, DO, DC, DPM, ND). Of those hours, 145 must be with a licensed naturopathic physician. Students meeting field observation program requirements are eligible to begin their field observation the summer after their first year. Requirements for the field observation component of clinical education are reviewed annually.

#### *Saturday Special Clinics*

The Clinic periodically offers specialty Saturday clinics for the general public that highlight various aspects of naturopathic medicine. Clinic topics may include women's, men's, children's, or senior's health.

### *Senior Lab Requirement*

In addition to the lab practicum course offered during the third year, each student must successfully complete a fourth year senior lab post. This consists of obtaining the training package from the lab, researching and answering the questions asked, and attending a review session with the lab coordinator. Students work in groups and the review session lasts approximately three hours.

### ***MSOM Requirements***

#### *Clinical Case Presentation I-III*

Students present clinic cases to fellow interns and a faculty supervisor for discussion and feedback.

### ***MAc Requirements***

#### *Clinical Case Presentation I-II*

Students present clinic cases to fellow interns and a faculty supervisor for discussion and feedback.

### **3.3 Patient Contact Requirements**

Each ND student must participate in a minimum of 500 patient visits at the NCNM Clinic or at an approved, affiliated community clinic. Of the 500 visits, 200 visits must be those for which the student serves as the primary. The remainder of each student's patient contacts must be obtained at the clinic, at one of NCNM's other approved clinical training programs or on a pre-approved field observation rotation.

Each MSOM intern must participate in a minimum of 350 patient visits at the NCNM Clinic or at an approved, affiliated community clinic. Each MAc intern must participate in a minimum of 250 patient visits at the NCNM Clinic or at an approved, affiliated community clinic.

### **3.4 Additional Requirements for Graduation**

#### ***ND***

#### *Case Analysis Papers*

Students will be required to submit six case papers to their supervising physicians based on clinical cases which they have managed during their last year of clinical training at NCNM.

- Students in their final four (4) terms of clinical education will turn in one or two case papers per quarter. Cases selected will be from different shifts, and submission will begin in summer or fall quarter of the final year for four-year students. Students on the five-year plan or in the concurrent degree program may spread the requirement for six case papers over the final five quarters of their clinical education.
- Case papers are submitted to the student's clinical supervisor on the shift where the patient was seen. Completed papers must be turned in **by Friday, 5pm of the end of week 9** of the quarter. This allows time for the supervising faculty to evaluate the paper, return it for corrections if necessary and submit a grade before the end of the quarter. If the paper is not adequate, the supervising physician will return the paper to the student with comments **by the end of week 10**. The student will make the required changes and resubmit the paper **by the end of week 11**. The supervising physician will evaluate the papers, grade them, and submit the grade forms to the Registrar's Office with their term grading sheets.
- **Late papers will not be accepted.**
- Students will select cases from their clinic shifts. It is preferable to select cases in which the student has had a follow up visit. In certain instances, students may select patients to

write up that they have seen once, but who were not able to return to the clinic to see that student. These instances include clinic locations such as Outside In, where a patient may be an appropriate selection for a case paper but it is not likely that the student will be able to follow-up with the patient. In these instances, the student will clear the case selection with their supervising physician on the shift before writing the case paper. The physician will determine if the patient is appropriate for the purpose of this educational requirement.

Please submit requests for chart copies to the NCNM Clinic Medical Records Department. You must allow at least one (1) week for the chart copy request to be fulfilled, so plan accordingly.

#### *Clinical Proficiency Objectives/Requirements*

Students having secondary status are eligible to complete the following clinic proficiency objectives:

- New patient intake
- Screening physical exam
- Women's annual exam
- Male genitalia and prostate exam
- Pediatric physical exam
- Proctologic exam
- Geriatric physical exam
- All minor surgery objectives
- All manipulation objectives
- All physical medicine objectives
- Attendance at one specialty clinic as a secondary
- All community education objectives

*Secondary students ARE NOT QUALIFIED to receive check-offs for botanical medicine, nutrition, or homeopathy objectives.*

In order to receive credit for clinic proficiency check-offs, students will submit a completed "NCNM Clinic Check-off" form to the Registrar's Office (there are check-off drop off boxes located in the NCNM clinic conference rooms as well). Check-off forms are available at the NCNM clinic and at the Registrar's Office. Students may record more than one check-off on each form, but each procedure must be initialed by the supervising physician, as well as having the supervisor sign at the bottom of the form.

In addition to scheduled clinic shifts, students may receive check-off credit at NCNM specialty clinics and qualified community education events. Students may not receive check-offs while working with field observers (preceptor physicians).

The Registrar's Office supplies students with an up-to-date record of completed check-offs at the end of each term. Students are responsible for keeping the yellow copy of the check-off form for their records and should notify the Registrar's Office of any discrepancies between their records and the clinic proficiency status report.

#### ***MSOM***

##### *Master's Thesis*

Students are required to complete a master's thesis by the middle of the final term of their last year. A master's thesis instruction document is provided to all students in the spring term of their next-to-last year.

## SECTION 4: CONTACT INFORMATION AND COMMUNICATION SYSTEMS

Effective methods of communication between students, faculty members, patients, clinic administrators, and college employees are vital to the provision of high-quality patient care and student education. The following policies have been established to facilitate efficient communication with students as they progress through the stages of their clinical education.

### 4.1 Personal Contact Information

*While it is always important for each student's personal contact information (telephone numbers, mailing address and e-mail address) to be kept as accurate and up-to-date as possible, it is essential once the student has entered the clinic. Students are required to contact the Registrar's Office as soon as any change is made.*

### 4.2 Campus Mailboxes

Students are provided with mailboxes in the Academic Building which are routinely used for hard-copy information sent via NCNM's inter-office mail and courier system. It is very important that every student check her/his mailbox regularly and consistently.

### 4.3 Student E-mail and Moodle

Student e-mail is NCNM's primary system for communication. E-mail is used to relay information about college policies, procedures, and programs. All academic and clinic forms and schedules are posted on the registrar's website on Moodle. All students are required to maintain a Moodle account, and to check it regularly and consistently.

### 4.4 Voice Mail

NCNM voicemail extensions are assigned to ND primaries and CCM interns. These extensions are used for patient, clinic, and college communications. Each student is responsible for her/his voicemail extension in the following manner:

- It is imperative that voice-mail messages be checked at least once every 24 hours.
- Each student is provided with directions for setting up her/his voicemail, and is given a sample message script when assigned a voicemail extension.
- For added convenience, the IT department can set any student's voicemail to page her/his cell phone whenever a message is received. However, students are still required to check their voicemail regularly, whether a page has been received or not. It is important that no patient call is missed because of phone system inattentiveness.
- To provide proper patient care and for institutional liability purposes, ***all incoming NCNM patient calls must be routed through the institution. It is against NCNM policy for any student to provide her/his cell phone number as a means of communicating with patients.***
- Whenever a student contacts a clinic patient, she/he should have the patient's clinic chart available and know that the supervising faculty member is immediately accessible.
- All patient calls must be charted in the patient's electronic medical record at the clinic within one (1) business day. Medical records will then be posted for the supervising physician to review and sign. **Patient calls must be returned on the same day, if possible, or within 24 hours.** This is true even when the patient's concerns cannot be addressed without further research or discussion with the supervising faculty. In such a case, the patient must be informed that her/his message was received, and told how the follow-up will occur.
- When making a call from outside the clinic and away from the supervising faculty, ***it is extremely important that no medical advice be given to the patient before the advice of the supervising faculty is obtained.*** The student should listen well, ask thorough questions, take

good notes, and then contact the supervising faculty member. *All patient advice and care must be under the direction of a licensed practitioner.*

- Full confidentiality and HIPAA-compliance practices must be followed at all times, including when patients are called from outside the clinic.
- Just as each clinical supervisor has a unique style of practice, so the manner in which each clinical supervisor manages patient calls may vary. When a student is in doubt about the best way to respond to a patient call, she/he should be conscientious of the policies listed above and check with the supervising practitioner about her/his practices, guidelines, and requirements.

#### **4.5 Electronic Mail, Social Networking, and HIPAA**

In today's ever changing world of electronic communications, there are increasingly more ways that patients can and want to use to communicate with their health care providers. NCNM's policy on electronic mail is based on HIPAA regulations which govern patient private health information (PHI). The current policy is designed to protect the privacy rights of patients and to protect NCNM against litigation. NCNM does not provide a secure electronic mail system to students, staff, or faculty.

- A student or faculty member may communicate with a patient via electronic mail if, and only if, the patient has signed a consent form releasing NCNM of responsibility if the information contained in the e-mail is stolen. A copy of the form will be kept in the patient's medical record. If there is no consent form in the patient's medical record, you may not communicate with them by electronic mail.
- Students must use their NCNM e-mail account when communicating with patients.
- Students who communicate with patients via electronic mail must copy each communication to their supervising and resident physicians. Students may not communicate with patients on any social network sites (e.g., Facebook, MySpace, etc.)
- Students may not give any medical diagnostic or treatment information to any other person on a social website.
- Failure to follow these guidelines will result in disciplinary action.

In addition, **student e-mail is NCNM's primary electronic communication system. It is imperative for students to check their student account regularly. Schedule changes, class availability (waitlist notification), and posting of clinical opportunities, etc. are communicated via student e-mail.**

### **SECTION 5: SCHEDULING OF STUDENTS FOR CLINICAL ROTATIONS**

#### **5.1 Priority Registration**

The assistant registrar schedules clinic rotations according to a priority registration system that allows all students equal access to the faculty and shift times.

- Every student is given first-priority status for one quarter of each academic year. Priority terms are assigned according to the student's last name and rotate each quarter. Students register for their clinic shifts online during the clinic registration period announced at the beginning of each quarter according to their priority terms (which are posted on the Registrar Office's Moodle page). Mentor shifts are assigned (see below) and students are pre-registered for them before the registration period begins. This helps to ensure there are not class conflicts with assigned mentor shifts. This process *optimizes the likelihood* that the student will receive *most* of her/his desired rotations. However, due to the limited number of spaces

available on each rotation, it *cannot guarantee* that every student will get her/his first choice of clinic shift.

- During another quarter, each student will have second-priority status. Registration requests are scheduled after those of first-priority students. Many students with second-priority status receive their desired rotations.
- During the remaining quarter, the student will have third-priority status. Registration will be scheduled after those of students having first- and second-priority status.
  - Third-priority students commonly find that their schedules are much better than they had initially anticipated.
- All students have the opportunity to trade with their peers after the schedule has been posted, as long as the registration deadline is strictly adhered to. The deadline to request a change to clinic schedules is four weeks prior to the beginning of the following quarter and is published at the top of all clinic schedules. This is to ensure adequate patient care.
- For more information, refer to “schedule adjustment period” under “Add/Drop Policies” (see Section 5.2).

### **5.2 Add/Drop Policy for Clinic Rotations**

Students have a five-day period after a clinic schedule has been posted to add or drop rotations without being charged to do so. This period is known as schedule adjustment period; it provides the opportunity for students to trade clinic rotations. After this period, students must use the following procedure to change their clinic schedule:

- In order to add or drop a clinic rotation, students must complete an add/drop form and submit it to the Registrar’s Office for approval or contact the assistant registrar directly.
- A deadline date is indicated on all schedules posted on the registrar’s webpage on Moodle
- ND primary and MSOM interns who wish to drop any clinic rotations after this time must complete the ‘Petition to Deviate from Current Policy or Requirements’ form and submit it to the Registrar’s Office. It will then be submitted to the program dean, a decision will be made, and the student will be notified of the outcome by the assistant registrar. *While awaiting a decision, students are required to attend all previously scheduled clinic rotations and adhere to all current clinic policies.* All fees concerning clinic rotations will continue to apply.
- \$50 add/drop fee will be charged for any shift changes after the deadline date.

### **5.3 Scheduling of Holiday Clinic Rotations**

NCNM clinics recognize holiday periods which correspond with breaks in the academic schedule. Students have a holiday clinic requirement of 24 hours that is fulfilled during these holiday periods. In order to provide continuity of patient care, students are scheduled consistently with their regular academic clinic schedule as often as possible.

- Students request the weeks that they would prefer to fulfill their holiday requirement in order of preference. Based on this information, the Registrar’s Office schedules students for specific days and times.
- Scheduling is completed in the fall term, in order to allow sufficient time to make holiday travel arrangements.
- Students are required to attend all of their assigned holiday shifts. Trades are allowed as long as they are communicated to the Registrar’s Office at least four (4) weeks prior to the clinic shift.

### **5.4 Scheduling of Special Clinic Opportunities**

#### ***Mentorship***

CCM students have the opportunity to apply for mentorship with a faculty member of her/his choice. If approved, students are scheduled for one rotation per term with their mentors

throughout the academic year. This focused time studying under the tutelage of one faculty supervisor is found to be extremely beneficial by many students. Students are encouraged to request to mentor with the same faculty supervisor who gives them their mentorship tutorial classes in the final year of the program.

#### *Mentorship Guidelines*

- The mentorship opportunity is optional.
- The application process for mentorship occurs in the spring term prior to the final year of clinical education.
- If selected, a student is assured a shift with that doctor for three sequential terms (fall, winter, spring). The mentorship may begin in the “required summer” term.
- Students can apply to mentor with a faculty supervisor at any clinic location – the NCNM Clinic or the community clinics. If applying with a physician or practitioner who supervises at multiple locations, the student should request a location preference.
- There are a limited number of mentorship spots available per faculty member. Approximately 25% of the total student spots per faculty member can be scheduled as mentorships. This allows for all students to work with a variety of physicians and practitioners throughout their clinical experience.
- A student may participate only in one mentorship.

#### *Mentorship Application Process*

- MSOM applications include a simple paragraph or essay regarding the student’s desire to work more closely with a specific mentor. MSOM intern mentorship applications are submitted directly to the clinic supervisor, who communicates their selections to the assistant registrar. The assistant registrar will notify students of mentorship assignment and coordinate scheduling prior to general clinic registration. Students are encouraged to contact faculty directly for more information about their specialties and practices before applying to work with them.
- Students may apply to mentor with more than one attending physician or supervising practitioner, but if accepted by more than one faculty member, must choose only one.
- Mentorships are scheduled prior to all other clinic scheduling.
- Mentorship confirmations are posted by the Registrar’s Office.

#### *Specialty Clinic Shifts*

In keeping with the clinic’s mission to provide excellent student education, students are permitted to request clinic shifts that specialize in the delivery of specific naturopathic (e.g., homeopathy) and Chinese (e.g., group acupuncture) medical services. Students are allowed to make a request for one specialty shift series during their time as a primary.

#### *ND Skills-Building Shifts and Remediation*

These shifts provide additional support for students, and are described more fully in Section 7.3. Students should contact the assistant registrar to be scheduled for either of these shifts.

## **SECTION 6: CLINIC ATTENDANCE AND ABSENCE POLICIES**

For each rotation scheduled during the academic year, students are required to complete a minimum of 10 out of each term’s 12 weeks. During summer’s 11-week term, each student is required to complete 9 out of the 11 weeks. **Holidays and unexpected closures due to inclement weather are included in the total number of absences for that rotation.** Exceptions

may be made by the program dean if there are an unusually high number of unexpected clinic closures.

### **6.1 Summer Term**

- Generally, students may select any two weeks during summer term for vacation. They may schedule them back-to-back for a full two weeks off, or spread them out and take each week at a different time. They can also choose to not take a vacation.
- NCNM clinics are closed on Independence Day and Labor Day. These scheduled clinic closures count toward the total number of absences during the term, so if a student's clinic rotation falls on one or more of these days, their total number of available vacation days will be reduced. Specific information regarding vacation restrictions will be addressed at registration.
- **Students must find substitutes to cover the shifts that occur while they are away.** It is helpful for each class to create a substitution scheduling system for organizing vacation and shift coverage as long as substitutions are communicated to the assistant registrar using the absence request form.
- Students must complete an absence request form and submit it to the Registrar's Office two (2) weeks in advance of the planned absence.

**If students have more than two (2) absences on their clinic rotations, they cannot be accurately graded by their faculty supervisor and will not receive passing grades for their missed rotations.**

In the event of a failed rotation, any patient contacts and hours accrued will be recorded and used as make-up hours if needed. In the event of prolonged sickness, a medical leave of absence may be obtained. It is the student's responsibility to keep the assistant registrar updated on any planned absences or schedule changes.

### **6.2 Illness and Emergency**

In the event of illness or an emergency, students must notify the assistant registrar, their faculty supervisor and the clinic front desk staff, or the community clinic supervisor for a community clinic rotation, as soon as possible *prior to the beginning* of their shift. They must provide a detailed explanation for their absence and leave a telephone number where they can be reached for any necessary follow-up. A medical excuse must be provided for shifts missed during the first week of the term.

### **6.3 Inclement Weather and Clinic Closure**

On occasion, Portland weather can present dangerous traveling conditions. If this happens, administrators may deem it necessary to close the college and clinic for the day. In some cases, when better weather is expected to move in, the college may be closed and classes cancelled, but the clinics may open during the latter portion of the day. Please pay careful attention to closure information. Unexpected clinic closures are factored into graded attendance unless there are an unusually high number of them. Refer to the inclement weather procedure in Section 18.5 of the Student Handbook for more specifics about inclement weather closure notifications.

### **6.4 Excused Absences**

Students are allowed a maximum of two excused absences per clinic rotation. These include days missed because of clinic closures due to inclement weather or holidays. Students may make up hours missed through substitutions or scheduling extra holiday shifts.

### ***Planned Absences***

These may include vacations, seminars and family emergencies.

- Planned absence notification must be submitted to the assistant registrar and the supervising doctor no less than two (2) weeks in advance using the absence request form. The assistant registrar is responsible for notifying the clinic front desk staff or community clinic staff of students' planned absences.
- The supervising doctor has the authority to approve or deny a planned absence request.
- Students are responsible for obtaining a substitute unless approved in writing otherwise by the supervising practitioner.
- Requests for absence during the first week of the term will not be granted without appeal to the program dean using the General Appeal to Deviate from Current Policy or Requirements form.
- A request may be denied if there have been prior absences or if clinic closures due to holidays or inclement weather are anticipated.
- Students must notify their supervisor of a planned absence, speak with them about the best way to approach their patients' care, and follow through with the agreed upon plan.

### ***Appeals Process***

If an absence request has been denied, the student may appeal the decision by completing an Absence Request Appeal form and submitting it to the program dean. Appeals must be received at least ten (10) business days prior to the requested day off. Students should give themselves a four-week turnaround time on the entire process if they feel as though their absence request may be denied.

- An absence appeal must be requested *before* the student takes time off from clinic.
- It will be approved or denied based on the following factors: the availability of substitute coverage; make-up hours planned; and whether or not the reason for the request is considered to be adequate.
- If the request is denied, the student will be expected to attend the shift(s) in question or the absence will be unexcused.

### ***Unplanned Absences***

These include illness, family emergencies, attending a birth and, in some cases, transportation issues. Due to the short notice that typically occurs with such absences, the student is responsible for the following:

- Contacting the supervising practitioner about the absence. If unable to reach the supervisor directly, the student may leave a voice-mail message for her/him.
- Notifying the assistant registrar and the appropriate front desk staff or community clinic representative of the absence.
- Reviewing the patient schedule for that day. The student is responsible for consulting with the rotation's supervising faculty to determine which, if any, patients should be rescheduled with the student for another time and which, if any, patients should be seen that day with an alternate student. This is an important step in quality patient care and it is the student's responsibility to ensure that it happens.
- If a student attends a birth, she/he must provide documentation of the birth to the clinical supervisor.
- If a student calls in sick the first week of the term, she/he must provide the assistant registrar with a doctor's note before the second week of the term. In the event of an emergency, a telephone number and detailed explanation should be given.

- If requesting an absence during week 12 (or week 11 during summer term) alternate arrangements must be made with the student's clinical supervisor for completing the final clinical evaluation.

### **6.5 Unexcused Absences**

These are unprofessional and create hardships for patients, faculty, staff, and peers. Students will be referred to the Honor Council and may be docked 20 clinic hours for any unexcused absences.

### **6.6 Make-Up Shifts**

Any student needing additional shift hours in order to fulfill a grade of "incomplete" or to meet the graduation requirement can make up the hours by substituting or doing extra holiday shifts.

All hours completed that are not part of a student's regular schedule must be documented using the Clinic Shift Credit Record. The credit record must be submitted within 30 days of completing the shift or it will not be accepted.

### **6.7 Tardiness**

It is both disruptive and disrespectful to supervising faculty, patients, and fellow students to arrive late. Students are expected to arrive early and remain through the end of the rotation, even if there is no patient, and to utilize the time in clinic constructively.

- Students should arrive at clinic at least five (5) minutes before the rotation begins and be ready for the rotation at the time it is scheduled to begin.
- Students should take transportation and parking into consideration when planning their schedules.
- At the discretion of the supervising doctor, a student may be docked up to four (4) hours for being late for a shift.
- A student who is chronically tardy may be docked 20 clinic hours for each shift that they are late.

## **SECTION 7: GRADING AND EVALUATION OF CLINIC ROTATIONS**

### **7.1 Grading**

Students earn graded credit for each of their required clinic rotations. Clinic and academic grading systems are the same, with the exception of an FR grade which is not allowed for clinic rotations. A definition of this system can be referred to in Section Five of the Student Handbook. Students are required to complete and pass all of their assigned clinic rotations, even when they have already fulfilled their patient contact and hourly requirements.

### **7.2 Clinical Learning Objectives**

At the beginning of each term, supervising faculty will provide students with an orientation to the rotation by clearly defining their expectations of students, the objectives of that clinic rotation, and the manner in which they will measure student achievement. This orientation is provided so that students have an understanding of their learning objective on that shift, and the manner in which they will achieve these objectives and be graded on them.

### **7.3 Evaluation Process**

#### ***Naturopathic Medicine Program***

##### *Sixth Week Review*

During the sixth week of each term, students meet with their faculty advisors to discuss their clinical performance. The evaluation covers clinical skills, knowledge, thought processes, and professional behavior. The meetings are designed to give students constructive feedback, identify areas of excellence or concern, and assess students' overall progress in an informal, supportive atmosphere. Week six reviews are provided to students in written form, but are not tracked through the Registrar's Office.

##### *Evaluation*

Final evaluations of all ND students are conducted during either week 11 or week 12 of each term. Supervising faculty meet with each student individually to discuss their evaluation of the student's performance over the duration of that clinic rotation. Student grades are based on these evaluations. In addition, students do a self-evaluation prior to meeting with their clinical faculty member. Grades are submitted as pass or fail. Students must repeat a failed shift, and the faculty member must document areas the student must develop during remediation if remediation is required by the faculty member on their final grade form.

##### *Skills-Building*

ND students requiring extra support in meeting minimal levels of clinical competency are counseled and referred for additional instruction by their clinical supervisors or the dean of naturopathic medicine.

Skills-building tutorials are generally scheduled over a six-week period of time; students may be referred to these shifts at any point during the term. The skills-building instructor carefully assesses each student's abilities and works with her/him directly throughout the duration of the shift. At the end of the referral period, the instructor reassesses the student's abilities and determines if the student should continue with the skills-building shift. A faculty member may require a skills-building shift, even if a student receives a passing grade, if the faculty member feels the student needs additional help to remain on track in their clinical education.

##### *Remediation*

An ND student who fails a Graduate Proficiency Assessment ("GPA") exam twice will be referred to remediation for three sessions. The instructor will then determine if the student is ready to re-take the GPA exam.

##### *Proficiency examinations*

ND students are required to pass a GPA before moving forward in each stage of clinical training. The GPA-1 examination (clinic entrance examination) is taken and passed before the student may be allowed to progress as a secondary. The GPA-2 examination (primary status examination) must be passed before a student is allowed to enter the clinic as a primary, and successful completion of the GPA-3 examination (exit examination) is required to graduate from the program.

#### ***Classical Chinese Medicine Programs***

##### *Clinic Entrance Examination*

Students take a written clinic entrance examination during the first half of the term prior to becoming an intern. The examination covers the foundational course material needed to assume responsibility for direct patient care. Students who fail the exam are given the opportunity to remediate the exam later in the same term. A remediation fee is applied.

### *Evaluation of Observers*

Supervisors complete an end-of-term evaluation form for each student, which is discussed with the student at the final clinic shift meeting. The student fills out a self-evaluation section of the form.

### *Evaluation of Interns*

Informal feedback to interns occurs on an ongoing basis during the regular clinic shifts. Formal evaluation occurs once per quarter. Faculty supervisors complete an Intern Progress Evaluation form focusing on specific clinical competencies that together describe the intern's overall clinical performance. Students fill out a self-evaluation form. At the end of each quarter, supervisors meet with their students individually to review the results of their assessment. The forms are then submitted to the associate clinic director. The evaluation allows the supervisor to document and acknowledge improvement, and to formally sanction a student's continuation in the intern program.

### *Clinic Exit Examination*

During the final quarter of their training, interns diagnose and treat a patient-actor in the presence of two faculty supervisors. This practical examination tests whether the student has mastered the level of clinical knowledge, skills, and attitudes needed to graduate and become a practitioner with sole responsibility for patient care. Students who do not pass have the opportunity to remediate the exam later in the same quarter. A remediation fee is applied.

### *Evaluation of Supervisors*

At the end of each quarter, observers and interns complete evaluations of their faculty supervisors. The evaluations are reviewed by the associate clinic director and the dean of the CCM programs, and are an important part of the faculty evaluation process.

## **SECTION 8: OTHER CLINIC POLICIES**

### **8.1 Confidentiality and Medical Records**

Each student must hold all information regarding the business of NCNM clinics, medical records information, patient interactions, and clinical consultations as confidential. In the course of the student's medical education at any NCNM clinic, all information concerning patients, students, staff, employees, and physicians should be treated with the same sense of confidentiality. All staff, faculty, and students working at the clinics are required to sign a confidentiality statement.

### ***Confidentiality and HIPAA***

The Health Information Portability and Accountability Act (HIPAA) was established to protect patients by preventing the inappropriate use or transmission of patient health care information. Special consideration was given to the technological advancements developing within health care professions, and the level of confidentiality associated with ever-changing methods of communication. Students will receive training about HIPAA and NCNM's confidentiality policies before beginning as clinicians in the NCNM clinics. As an additional prerequisite to clinical work, students will be provided with NCNM's confidentiality policy and must agree to uphold the conditions of the policy.

### ***Confidentiality and the Rule of 'Need to Know'***

In order to provide patient services, clinic employees and clinicians have a need to know some patient health information. Those affiliated with the clinic in providing patient services only access the patient information that they need to know, and only to the extent that they need to

know it, for provision of patient services. This information is then maintained in strict confidence and is only shared with others who, like them, have a need to know in order to provide services to the patient. In order to further protect our patients' confidentiality, discussion of patient information must be avoided in public areas.

**Please refer to NCNM's confidentiality policy for more information about confidentiality, HIPAA, and protected health information.**

**Breach of confidentiality is an extremely serious violation and may result in immediate termination of a student's educational agreement and/or other sanctions as appropriate.**

### *Medical Records*

The NCNM Clinic maintains restricted medical records areas behind the reception area. In order to maintain a high standard of protection, clinic employees are the only people allowed in these areas. Community clinic charts are kept at the individual clinic site locations in secure areas. The NCNM medical records coordinator fulfills student and practitioner requests such as pulling charts, providing release forms, and copying charts.

\*\*During the 2011-12 academic year, NCNM clinics will be implementing the OCHIN Epic electronic health record system. This system will include patient management (scheduling and billing) and electronic medical record components. As of the writing of this Handbook, procedures for the new system have not been developed and documented. Information on the new system and procedures will be distributed as the system is implemented.

Regarding medical records:

- The patient owns the information in her/his chart, and may access any of its content at any time. NCNM is the custodian of the chart.
- Confidentiality of all patient health information is legally protected.
- Requests for patient charts are submitted in writing on chart-pull slips to the clinic services representatives. Chart-pull slips are used with out-cards to track the chart's location in the clinic, and the person responsible for the chart, until it is re-filed on medical records shelves.
- Charts are not to be left unattended or in unsecured areas including clinic conference tables.
- Charts must be kept on clinic premises at all times.
- Students may request copies of patient charts to be used for educational purposes, such as case presentations and theses, by submitting a Student Chart Copy Request form to medical records.
- All other chart copies require patient authorization for release of information and must be submitted on a HIPAA-compliant Authorization for Release of Medical Records form by the patient. Please ask for these forms through the medical records department.
- Unauthorized chart copying is illegal and may be punished through student suspension.
- In order to further protect the confidentiality of our NCNM community, students must obtain the authorization of their supervising faculty member (on the chart-pull slip) to pull any of the following patient charts: 1) their own chart; 2) another student's chart; or 3) an employee's chart. Patient charts should be returned to medical records as soon as possible after the student is finished with them.

### **8.2 Professional Attire at NCNM Clinics**

The purpose of having guidelines for attire and hygiene is to present a safe and professional appearance to patients and their families; it is not to inhibit personal freedom or style. Medical

students have an important and unique role in the clinical encounter, and appearance has an impact on that role.

It is the responsibility of all students, faculty, and staff to maintain personal dress and cleanliness consistent with patient care and OSHA regulations. Enforcement of these regulations is the responsibility of all faculty, staff, and students.

The following is the established dress code for all NCNM clinics:

**All Students must adhere to the following**

- An NCNM identification badge in a visible location is required AT ALL TIMES.
- Clothing must be clean, neat, unwrinkled, and of appropriate size.
- Shirts and blouses must have sleeves. Tank tops or other sleeveless tops are not allowed.
- NCNM has a scent-free (natural and synthetic) policy that must be observed by students (refer to the NCNM college policy for details). Offensive odors, including body odor and strong smelling breath, will be addressed.
- Earrings are limited to no more than two per ear, and must be studs or short dangling earrings. Dangling earrings more than one inch long are not appropriate. Holes in ears should be limited to 2mm in diameter. A student who has matriculated at NCNM with large ear holes may seek an exception to this rule. Ear piercing and single nose piercings with small studs on a single side are permitted. No other visible body piercing, including, but not limited to, tongue piercing and eyebrow rings/bars are permitted.
- Hair must be clean, well groomed, and worn in a manner that will not interfere with patient care or comfort. Dreadlocks must be kept contained under a head wrap. Facial hair must be kept clean and trimmed to no longer than one inch, or put into a clip.
- Hats, with the exception of religious head coverings, are not appropriate.
- Makeup may be worn in moderation.
- Fingernails must be kept short, clean, neatly manicured, and not extend more than one-quarter inch past the fingertips. Artificial nails and nail jewelry are prohibited per health department regulations in any patient care role. Artificial nails are defined as any application of a product to the nail to include, but not limited to, acrylic, overlay, and tips of silk wraps (does not refer to nail polish). Chipped nail polish is not permitted.
- Shoes must be close toed and non-skid of low or moderate heel (2 ½ inch maximum). Clean athletic shoes may only be worn with scrub attire.
- Hose/stockings must be worn to cover bare legs.
- Any visible tattoos must be non-offensive to the reasonable person.
- Exposure of cleavage, abdomen, or back due to low cut tops, slacks, or skirts is not allowed.
- Supervising faculty may have additional dress requirements as appropriate to their specific shifts.

**Naturopathic Medical Students (in addition to the above)**

- In the NCNM Clinic, all ND students will wear an appropriate white coat identifying them as part of the provider team.
- Male identifying students must wear a dress shirt, tie, dress pants, and dress shoes.
- Female identifying students may wear skirts or dresses that touch the top of the knee or longer when seated, or dress slacks and a shirt or sweater with sleeves.

- At community based clinics, ND students are required to wear a business-style jacket. (Exceptions may be made at community clinics which have other specific dress requirements.)
- Scrubs may be worn by hydrotherapy students.

**Classical Chinese Medicine Students (in addition to the above)**

- Male identifying students must wear a shirt with a collar and sleeves, dress pants, and dress shoes.
- Female identifying students may wear skirts or dresses that touch the top of the knee or longer when seated, or dress slacks and a shirt or sweater with sleeves.

At NCNM we strive to provide excellent patient care. A large part of developing an effective rapport is to make the patient as comfortable as possible. Many studies have shown the impact the appearance of a physician has on a patient. Additionally, adherence to NCNM policy on professional attire is a reflection of respect for the faculty.

A student in non-compliance of any of the above listed policies will be asked to leave the shift, and will lose credit hours as appropriate as an unexcused absence from the shift. The student may return to the shift once the violation has been corrected.

**8.3 Probation and Disciplinary Policy**

In the event that a student’s conduct in clinic is inappropriate, the clinic supervising faculty may document the incident by submitting a student Non-Academic Behavior Report to the dean of student’s office. A copy is then forwarded to the student and other administrators, such as the chief medical officer and program dean. Doctors may at their discretion, issue a Non-Academic Behavior report to students who violate any NCNM rule or policy including, but not limited to, the following:

- Arrival to shift unprepared for treatment plan/assignment.
- Missing/late for patient appointment by more than fifteen (15) minutes.
- Missing/late to case preview/review by more than five (5) minutes.
- Not following the clinic absence/substitute policy.
- Being unavailable while on a scheduled clinic shift.
- Acting without the attending physician’s permission.
- Not following the clinic protocols/standards.
- Not following the physician instructions.
- Inappropriate dress.
- Violation of, or failure to comply with, any other rules or policies of NCNM

Note: Any incident that may violate NCNM’s discrimination and/or harassment policies must be immediately reported as provided in the Discrimination and Harassment policy, addressed in Section 13, above. All non-academic reports are reviewed monthly by the Honor Council. This council makes a recommendation to the dean of students regarding any action to be taken. Students may be asked to appear before the council at the discretion of the council.

Students may be suspended or be placed on clinic probation for a 30-day period at the discretion of the dean of students, program dean, and/or the chief medical officer upon the recommendation of the Honor Council. Recommendations may be made for, but are not limited to, the following reasons:

- Accumulation of three (3) student incident reports in any one 12-week term.

- A one-time occurrence of unprofessional conduct such as the following:
  - sexual misconduct
  - inappropriate remarks
  - improper draping
  - breach of patient confidentiality
  - diagnosing/treating a patient without supervising faculty approval
  - not following supervising faculty's recommendations
  - other professional misconduct

Probationary status allows the student a 30-day opportunity to correct behaviors that have been identified as being problematic. If, after 30 days, the student has demonstrated improvement, the dean of students, program dean or chief medical officer may elect to remove the student from clinic probation. If, after the initial 30-day probationary period, the student has not demonstrated improvement, the dean or chief medical officer may elect to either extend the student's probation for an additional 30 days or to suspend the student.

The program deans, dean of students, or dean of clinical operations may suspend a student for up to one week for unprofessional conduct. Students who are suspended will then be referred to the Honor Council. The Honor Council will review the case to determine the student's eligibility to remain enrolled in NCNM. In the circumstances of probation and suspension, NCNM's absence policy still applies. If a student has more than two absences with her/his probation or suspension, then she/he may not earn a grade for that rotation. In addition, current add/drop policies and fees may be applied.

#### **8.4 NCNM Campus Clinic Parking Policy**

The parking lot at the clinic is for patients only.

#### **8.5 Internal / External Referral Policies and Procedures**

##### **POLICY (Internal Referrals)**

In accordance with its mission to provide outstanding medical care to its patients, and because the NCNM Clinic has extraordinary expertise and talent amongst its practitioners, the NCNM Clinic encourages the internal referral of patients for specific treatments.

##### **PROCEDURE (Internal Referrals)**

- Clinical supervisors fill out the NCNM referral form for all patients being referred to other internal medical departments (e.g., Chinese medicine, IV shifts, physical medicine, homeopathy shifts, etc.)
- It is required that the treating practitioner communicate findings and treatments to the referring practitioner(s). This is common in private practice and is expected as a basic courtesy by most referring physicians.
- The physician answers any questions the patient may have regarding the internal referral process.
- Any findings and treatments from the referral physician are to be summarized in one or two paragraphs and forwarded back to the referring physician and primary on a continual basis in a timely manner. A copy of this communication is kept in the patient's medical record.

##### **POLICY (External Referrals)**

Each clinical supervisor will ensure that the appropriate referrals occur for clinic patients as necessary. The NCNM Clinic and community clinics' referral protocol is: The clinic physician

recommends a referral doctor and/or location to the patient and documents that the referral was recommended and discussed with the patient. A formal letter, phone call, or standard office form is required to initiate the contact.

#### **PROCEDURE (External Referrals)**

- In the event of the need for a patient referral, it is the responsibility of the clinical supervisor doing the referral to sign any referral letters of protocol regarding the patient's care.
- The clinical supervisor will fully explain to the patient in person why a referral is needed or advised, and will address any concerns the patient may have.
- The clinical supervisor will ensure that documents required from the patient (e.g., sliding scale application) is communicated to the patient, and that the referral will not be processed without the required documentation.
- For referrals from NCNM community clinics to the NCNM Clinic, the NCNM fee schedule will be discussed with the patient.
- In the event that the patient refuses the referral, it is the clinic supervisor's responsibility to ensure the refusal of referral is documented in the patient's medical chart.

#### **8.6 Referrals for Diagnostic Imaging**

##### **POLICY**

- NCNM has successfully negotiated an arrangement with East Portland Imaging Center (EPIC) to offer its non-insured and naturopathically insured patients a savings of 20 percent off all imaging services that are referred by an NCNM clinic.
- If a patient has insurance that covers naturopathic medicine, she/he may choose not to prepay the co-payment prior to services, but will not receive the discount. EPIC will directly bill the patient's insurance when the proper ICD-9 code is submitted with the requested test.
- To make a diagnostic imaging referral, follow the guidelines below.

##### **PROCEDURE**

- EPIC referral forms can be found in clinic conference rooms and the main clinic handout-filing cabinet.
- Fill out the form completely and either fax it to EPIC or give it to the patient to take with her/him.

#### **8.7 Student Coaching and Mentoring**

##### **POLICY**

At the beginning of fall term each student clinician is assigned a mentor from among the clinic faculty. Student and mentors will meet at least once per term, preferably twice or more per term. The goal of the clinician-mentor relationship is to assist students with any difficulties regarding their progress toward confidence and competence in medical practice, assess their progress toward clinic requirements, and provide access to an advisor.

##### **PROCEDURE**

It is the clinical faculty's responsibility to ensure that proper advisement and/or mentoring is occurring and accessible. Clinical faculty will have regular posted office hours, accessible telephone numbers, or other necessary information available for timely interactions with students. Clinic faculty will sign off on student's requirements indicating clinicians are meeting with the mentor.

## **SECTION 9: CLINIC ROTATION RESPONSIBILITIES**

### **9.1 Time Requirements**

Most clinic rotations are scheduled in four-hour increments, but some may be scheduled for as long as six hours. Care is taken to schedule clinic rotations around required academic courses. Students will need to spend additional time researching patient cases outside of the assigned time in clinic.

#### ***ND Student Clinic Expectations***

- Hydrotherapy technicians can expect to fulfill clinic rotation requirements in approximately four hours per week.
- Secondaries can expect to fulfill clinic rotation requirements in approximately 8 – 12 hours per week.
- Primaries can expect to fulfill clinic rotation requirements in approximately 15 – 20 hours per week.
- Other clinic-related activities such as community education, outreach, Grand Rounds, and case presentations are not included in these estimates and should be added to the hourly commitments listed above.

#### ***CCM Student Clinic Expectations***

- Observers can expect to work in the clinic approximately 5 – 7 hours per week.
- MSOM interns can expect to work in the clinic approximately 15 – 20 hours per week. MAc interns can expect to work in the clinic approximately 10 – 15 hours per week.
- Other clinic-related activities such as community education and medicinary practicum are not included in these estimates, and should be added to the hourly commitments listed above.

### **9.2 Clinic Preview and Review**

Students report to assigned clinic shifts prior to the shift start time by gathering in a conferencing area where patient assignments for the shift are given. In preparation for the shift, the attending physician, resident, or practitioner conducts a case preview session in which cases for the day are briefly discussed. Once case preview is completed, students begin their patient visits under the direct supervision of the clinical faculty member to whom they are assigned.

The clinical supervisor oversees all student clinical activity while the student is on shift, and although the primary/intern has responsibility for patient care, authorization from the clinical supervisor is always necessary before the student proceeds with exams, treatment plans, or other integral components of patient care.

At the conclusion of each four-hour clinic shift, a case review session is held, during which clinical supervisors and students discuss interesting cases.

Students' prompt arrival at clinic shifts is imperative. Tardiness will result in the loss of clinic hours.

### **9.3 Time Management on Clinic Rotations**

- In order to best serve patients during their appointments, it is the responsibility of students and clinical supervisors to be on time with patient appointments. Proper time management reinforces the development of good practice-building skills. It is especially

- important to be on time with the last appointment of the day to ensure proper and timely clinic-closing procedures.
- The clinical supervisor will decide how much and how long the case discussion should occur in front of the patient and how much should be in the privacy of the clinic conference room.
  - The clinical supervisor ensures that case discussion with each student is as timely as possible, so that the patient is not left unattended for more than 10 minutes.
  - No patient should wait for any service related to their visit for more than 10 minutes, with the exception of waiting for an herbal formula to be filled.

#### **9.4 Maintaining Safety in the Clinic Setting**

In the event of an emergency, accident or security issue, students are required to contact their clinical supervisor or clinic administrator immediately.

##### ***NCNM Emergency Contact Numbers***

- 911 for police, fire or medical emergency
- After-Hours Emergency Pager – 503.993.8887
- Exposure Control Officer – 503.702.8205
- Facilities and Safety Supervisor – 503.552.2014
- **Evening/Weekend Security Guard – 503.830.3613**
- First Response Security: after hours alarm response and security service – 866.686.1886
- Physician On-Call pager – 503.790.5538

Please refer to the NCNM Emergency Response Protocols book for specific emergency response procedures.

For the safety of all clinic community members, it is vitally important that each student is familiar with the potential health risks of clinical medicine and the proper protocols for lessening those risks.

Any procedure that involves breaking the skin creates an opportunity for exposure to infection. Appropriate precautions must be used whenever there is a potential for exposure to blood, other bodily fluids (e.g., saliva, mucus, weeping lesions) or body tissues.

Due to a possible risk of exposure to body fluids, students, faculty, and staff must adhere to the following guidelines in all clinical treatment areas (treatment rooms, laboratory areas, and medinary):

- No food or beverages are to be present.
- There should not be insertion of contact lenses, application of make-up, tooth-brushing, or any other procedure which unnecessarily exposes mucus membranes to potential infection.
- Clinical treatment areas must be equipped with appropriate sharps containers and biohazard containers.
- Areas must be fully stocked with gloves and other personal protective equipment at all times.
- Closed-toe shoes must be worn at all times by clinicians.
- Hand-washing facilities must be available either in the room or an immediately adjacent room.

Hand-washing is generally considered to be the most important single procedure for preventing infection in a health care setting. Hands should be washed according to current standards for medical providers:

- Before and after each patient.
- After contact with blood or body fluids, or obvious environmental contaminants.
- At the end of a treatment.
- After maintaining personal hygiene (e.g., brushing hair, blowing nose, putting in contacts).

All students should be aware and conscientious when performing any and all clinical procedures – from inserting acupuncture needles or performing an exam, to cleaning and disinfecting the treatment room afterwards. Special care must be taken to avoid accidents. In the event of an accident, the clinical supervisor must be contacted immediately.

Each clinic is equipped with first aid kits, an IED (defibrillator), body fluid spills kit, biohazard bags and containers, and fire extinguishers. The clinics also house OSHA manuals and MSDS manuals for reference. Personal protective equipment (PPE) is provided by the clinic for laboratory, minor surgery, and other procedures where the potential for exposure is high.

### ***Specific CCM Safety Needs***

NCNM classical Chinese medicine safety protocols are largely based on the information in the most recent Clean Needle Technique for Acupuncturists manual. Please refer to the most recent CNT manual for current information and instruction about the following: care of instruments, pain or trauma upon insertion, pain after insertion, positioning the patient, depth of needle insertion, safety and electrical stimulation, and moxibustion.

### ***Acupuncture Needle Protocols***

Some of the most common clinical tasks facing CCM students are the insertion and removal of acupuncture needles. Handling needles may be hazardous; students should work with them slowly, carefully, and cautiously.

#### Insertion of acupuncture needles:

- Care must be taken to avoid contamination when removing needles from the sterile packaging.
- Needles must not be touched by the bare finger during insertion.
- All opened needles, whether or not they have been used, must be discarded in the sharps container as they are no longer sterile. For this reason, needle packages should be opened only at the time of use.
- Gloves, finger cots, and cotton balls should always be available to prevent exposure of the hand that places pressure on the insertion site.

#### Disposal of used acupuncture needles:

- Disposable needles must immediately be discarded in sharps containers.
- Needles should not be gathered in small bunches as they are removed; they should be dropped individually into the sharps container directly after they are removed.
- Used needles should be handled as little as possible in order to minimize the possibility of an accidental needle stick.

#### Use of Moxibustion:

- Extreme care must be taken when lighting and using moxa in the clinic.

- Treatment doors must remain closed during and after moxa treatment.
- Fireproof bowls are provided, and must be used when lighting and transporting moxa.
- Moxa sticks and matches must be extinguished and disposed of properly.
- Failure to follow appropriate safety guidelines may result in disciplinary action.

### **9.5 Maintaining Cleaning Standards in the Treatment Room**

After each and every patient visit, the students and clinician(s) who treated the patient are responsible for cleaning the treatment room in accordance with the following protocols. These are institutional protocols that have been set to meet federal and state safety regulations.

#### ***General Cleaning***

Treatment rooms should be left clean, tidy, and ready for the next patient and clinician.

- Used exam table paper should be removed. Table paper is thrown in the garbage if it has not been contaminated with body fluids. If it has been contaminated with body fluids, it must be discarded in the biohazard container in the treatment room.
- Used linens are removed in accordance with the following instructions:
  - Linens such as towels and sheets that have not been exposed to body fluids are to be placed in a green laundry bag. These bags are located in the linen storage areas on each floor of the clinic.
  - Linens that have come into contact with body fluids or open wounds must be sealed in a biohazard bag and placed into the regular laundry sack for proper processing.
    - Students are advised to use good judgment in these scenarios. Linens that are saturated with a patient's body fluid require this process. Linens with a small drop of blood do not. The faculty supervisor should be consulted if there is any question.
    - Biohazard bags are stocked in each patient treatment room.

When the green linens bags become full, it is the students' responsibility to transfer the bags from their stations throughout the clinic to the large, green rolling bins in the general storage area on the first floor.

- Be certain that any garbage in the room ends up in the garbage bin, not the biohazard container.
- Be certain that all biohazard waste ends up in the biohazard container.
- Tidy up counter areas, shelving units, and cabinets in treatment rooms by returning medical supplies to their original spot.
- Return shared clinic equipment to appropriate storage location, so that the next person can find it.
- Clean surfaces by wiping them with Caviwipes.

#### ***Instruments***

- All disposable instruments and materials that have come into contact with body fluids must be properly disposed of in the appropriate biohazard container.
- All non-disposable instruments that need to be cleaned and sterilized for re-use must be placed in the Cidex bucket to be cleaned and autoclaved by the clinic staff.
  - The Cidex bucket is located on the counter in the clinic operations hallway.

#### ***Gloves***

Gloves must be worn any time there is a reasonable possibility of hand contact with blood, body fluids or broken skin (exposed tissue). Gloves that have been contaminated with body fluids should be immediately removed and placed in the biohazard can located in the treatment room.

- Care should be taken to avoid touching anything in the treatment room with the gloves.
- When students need assistance with depositing the gloves in the biohazard can, they should ask a fellow student, faculty member, or clinic staff for assistance in the treatment room. They should not leave the treatment room with the gloves.
- Contaminated gloves are not to be worn outside of the treatment room under any circumstances.

### ***Use of Caviwipes as Disinfectant***

Caviwipes is the disinfectant used to clean and decontaminate treatment rooms and common areas throughout NCNM clinics. Students are required to disinfect treatment rooms and surfaces that may have been exposed to contamination. This should include the following times:

- At the beginning of every clinic rotation
- At the end of every clinic rotation
- Any time there is visible body fluid contamination

The following application procedures must be followed completely in order to ensure proper, effective disinfecting and meet OSHA standards.

- Every surface that may have been exposed to or come into contact with body fluids, including sneezes and coughs, must be disinfected.
- When body fluid contamination is visible, disposable gloves should be worn for the clean-up process. If body fluid contamination is not visible on a surface, it is not necessary to wear gloves while disinfecting.
- When body fluid contamination is visible, that surface should be cleaned with Caviwipes first.
- When an NCNM-approved tuberculocidal disinfectant is not available, a chlorine bleach solution should be used to disinfect as follows:
  - The solution should be 10 percent chlorine bleach and 90 percent cold water.
  - The solution must be fresh (i.e., made within the past 24 hours).
  - All surfaces should be sprayed with chlorine bleach solution and left wet for five minutes.
- All treatment room doorknobs should be treated with Caviwipes at the end of every clinic rotation.
- If there has been any potential for exposure, clipboards used in the treatment room should also be cleaned with Caviwipes.

### ***Body Fluid Spills***

Each clinic is equipped with a kit to be used for clean-up of major body fluid spills. The faculty supervisor or a clinic employee can be consulted for information about its location. If further instructions are necessary, an MSDS book is available at the NCNM Clinic.

### ***Burnt Materials (Moxa)***

Stainless steel bowls must be used to hold and extinguish burning materials in the treatment room. Moxa extinguishers should be used for moxa sticks whenever available. Give burnt materials sufficient to cool thoroughly in the stainless steel bowl before being emptied into the trash.

- ***Cups (for Chinese medicine cupping treatments)*** Students are to place cups into the Cidex bucket on the counter in the pass-through hallway for cleaning by the clinic operations coordinator.

## **9. 6 End of Clinic Shift Checklist**

- 1) Survey each exam room
  - a) All supply levels should be checked and any urgent needs should be reported to the clinic director or clinic operations coordinator.
- 2) Laundry
  - a) All dirty laundry must be placed into laundry bags.
  - b) Full bags must be tied off and placed into the large laundry bins.
  - c) Clean, unused linens should be put back on the designated linen shelves.
- 3) Medical equipment
  - a) Medical equipment should be unplugged when not in use.
  - b) After use, the equipment should be put back into its proper storage place.
- 4) Patient transactions
  - a) Clinical supervisors must assign ICD-9 and CPT codes, and sign service summaries prior to patient check out.
  - b) All patient payment transactions must be completed 15 minutes before the end of shift.
  - c) Clinical supervisors will be available to the students throughout the patient check-out process.
- 5) Patient charts
  - a) Clinical supervisors will review and sign all charts.
  - b) All charts must be returned to medical records at the end of the shift.
  - c) Patient charts cannot be checked out with less than 15 minutes left in the shift.
  - d) Patient charts that have not been completed by the student or supervising faculty are to be turned in to medical records. The chart will be returned to the supervising faculty for completing.
  - e) Charts must be completed within 24 hours of the patient visit.
- 6) Clinic conference rooms
  - a) At the end of the shift, students should ensure that the clinic conference rooms are picked up.
    - i) Books are returned to bookshelves.
    - ii) Loose papers are picked up.
    - iii) All appropriate materials are recycled.
    - iv) Any confidential patient information that is not being returned to the chart is shredded.
    - v) Food containers, plates, silverware, etc. are put away or thrown out.
  - b) Lost and found
    - i) Any personal items left in the clinic will be held in lost and found for one month and then donated or discarded.

# III. FIELD OBSERVATION HANDBOOK

## **III. STUDENT FIELD OBSERVATION HANDBOOK**

### **SECTION 1: MISSION STATEMENT AND EDUCATIONAL GOALS OF FIELD OBSERVATION PROGRAM**

#### **1.1 Mission Statement**

It is the mission of the field observation program to facilitate clinical field observation by serving as a liaison between the NCNM student population and community-based physicians. Field observation provides opportunities for students to gain valuable experience from expert physicians through exposure to numerous patient contacts and varied clinical pathologies, as well as diverse clinical practice styles and office management techniques.

#### **1.2 Educational Goals**

- Recognize the appearance of varied clinical pathologies.
- Recognize skills/strategies for developing patient rapport, increasing patient compliance, and encouraging return visits.
- Understand how a physician handles difficult patient encounters.
- Understand therapeutic interventions prescribed by the physician and assess their effectiveness.
- Understand business strategies for creating a successful practice.

#### **1.3 Compliance**

Students are responsible for familiarizing themselves and their field observation physicians with the educational goals of the field observation program, and fulfilling all requirements listed in sections two, three, and four.

### **SECTION 2: STUDENT ELIGIBILITY REQUIREMENTS**

#### **2.1 Student Eligibility Requirements**

The following eligibility requirements, which students must meet in order to begin a field observation, are based on students' level of education and training. Students meeting the following requirements are eligible to earn field observation credit beginning the summer of their second academic year:

1. Complete their first year of accredited naturopathic medical school.
2. Receive a passing grade in the course "Philosophy of Naturopathic Medicine."
3. Attend a field observation program orientation as part of their clinical education course.

ND2 students meeting requirement 2.1 are eligible to earn a maximum of 72 hours for field observation credit during the summer term following their first academic year.

### **SECTION 3: PROGRAM REQUIREMENTS AND FORMS**

#### **3.1 Required Hours**

Total number of required field observation hours is 240. Of the total hours required, 145 hours must be completed with an approved naturopathic physician (see Section 5).

- Students holding another medical degree (e.g., MD, DO, DC) are required to complete only 145 ND hours.

The remaining 95 hours are flexible and can be earned in the following ways:

- ND hours must be completed with an approved naturopathic physician.
- Non-ND hours must be completed with a licensed medical physician such as a medical doctor (MD), an osteopathic doctor (DO), or chiropractic doctor (DC). Non-ND hours do not include either licensed acupuncturists (*LAc*) or midwives *without* a medical license.

It is recommended that field students observe no more than 50 hours with the same physician. This is to encourage diversity and allow a greater number of students to work with each physician. Students are registered for Field observation in their required summer (five credits) and in spring of their last year (five credits).

### **3.2 Program Forms**

- Field Observation Evaluation form – provides a tool for evaluating the student; documents the number of hours and patient contacts earned during the field observation. This form is completed by the physician and must be submitted within two weeks of the end of each term's scheduled field observation. No credit for the field observation will be granted if the form is turned in late to the Registrar's Office.
- Educational Goals Assessment – documents the student's voluntary evaluation of the field observation experience and can be made available for other students to review in the Registrar's Office.
- Field Observation Physician Application and Agreement – the application documents information about the field observation physician. The agreement summarizes the goals of the program and lists the requirements of participating physicians and students. Before the first field observation shift starts, and whenever a field observation is inactive for a period of three or more years, an application and agreement must be completed and signed.

## **SECTION 4: PROFESSIONAL EXPECTATIONS OF STUDENTS**

### **4.1 General Expectations**

The student's behavior and demeanor must conform to the physician's needs and preferences. It is the student's responsibility to contact the physician prior to the beginning of the field observation to clarify the physician's expectations.

A professional appearance is required of all students. While on a field observation shift, students should wear a clean, white, ironed clinic jacket with a name label on the lapel. In addition, students should observe the same dress code as required in the NCNM Clinic and delineated in the student handbook, unless the field observation physician requests the student to do otherwise.

### **4.2 Attendance and Punctuality**

Students must arrive at the physician's office on time for their scheduled shifts. If a student cannot attend a field observation shift, it is the student's responsibility to notify the physician's office at least one day in advance. In case of absence due to illness or a sudden emergency, the physician's office must be notified as soon as possible. If a student fails to notify the physician's office within a timely manner, absences will be considered unexcused and the student can be penalized up to 10 hours.

#### **4.3 Behavior**

Students are covered by NCNM's professional malpractice liability insurance for field observation only. **Students may only observe and not participate in any diagnosis or treatment.** Should a field observation physician allow this to occur, they will be removed from the program and may be at risk of adverse action by their licensing board. In addition, the student would be practicing medicine without a license and might well forfeit their ability to ever obtain a license in any jurisdiction.

Students should refrain from asking questions in the presence of a patient. Questions may be asked respectfully at a time when the student is alone with the physician.

Students are not to give advice, comment on treatment protocol, or offer unsolicited suggestions.

Students should refrain from taking notes in the presence of patients unless permission is granted by the physician in advance.

Students must abide by the NCNM Code of Conduct, discussed in Part I, Section 14.3, above.

### **SECTION 5: FIELD OBSERVATION PHYSICIANS**

The purpose of this policy is to clarify the requirements of being a field observation physician, the two kinds of relationships physicians have with the field observation program, and the benefits of being a field observation physician.

#### **5.1 Requirements for All Field Observation Physicians**

Field observation physicians must hold an ND, MD, DC, DO, DPM, or other medical degree approved by the field observation program director. Non-ND hours do not include either licensed acupuncturists or midwives without a medical license.

Field observation physicians must hold a current license to practice medicine. NDs practicing in states without licensure requirements must be graduates of an accredited naturopathic medical school.

All field observation physicians must have at least two years experience practicing in their licensed field.

All field observation physicians must complete a Field Observation Physician Application and Agreement before allowing students to field observation for the first time, and whenever they are inactive for three or more years.

Students are covered by NCNM's professional malpractice liability insurance for field observation only. **Students may only observe and not participate in any diagnosis or treatment.** Should a field observation physician allow this to occur, they will be removed from the program and may be at risk of adverse action by their licensing board. In addition, the student would be practicing medicine without a license and might well forfeit their ability to ever obtain a license in any jurisdiction.

All field observation physicians must notify the Registrar's Office with any changes to their availability, schedule, requirements for students, or contact information.

All field observation physicians are either a scheduled physician or a student contact physician. Physicians may change their status at any time by notifying the Registrar's Office.

### **5.2 Scheduled Physicians**

The Registrar's Office schedules all field observation shifts with scheduled physicians. Students are not to contact scheduled physicians to inquire about or schedule field observation opportunities.

A current list of physicians scheduled through the Registrar's Office is posted each term on the registrar's Moodle webpage and in the Registrar's Office. This list is updated periodically, and it is the student's responsibility to stay aware of current information.

### **5.3 Student Contact Physicians**

Any field observation physician not on the scheduled physicians list is considered a student contact physician. Physicians on this list have no formal relationship with the field observation program other than NCNM having the physician's information on file.

The Registrar's Office makes no guarantee as to the availability of physicians on this list. It is up to students to establish a relationship with the doctor by initiating contact and scheduling the field observation shift. A list of student contact physicians is available for convenient reference in the Registrar's Office.

Eligible students are encouraged to arrange their own field observation shifts with any physician not on the scheduled physician or student contact lists. It is not necessary to obtain pre-approval from the Registrar's Office of a new student contact physician if the physician meets all the requirements in Section 5.

New field observation physicians must complete all paperwork and fulfill all other requirements in Section 5.1.

Students who do not submit required paperwork for a new student contact physician before the field observation shift starts shall not receive credit for the shift.

### **5.4 Benefits for Field Observation Physicians**

#### **Benefits of Being a NCNM Field Observation Physician**

- The opportunity to earn 25 hours of general Oregon naturopathic continuing education hours (*for ND Oregon License Holders NCNM will e-mail you a verification of your hours completed and accepted by the Oregon Board*).
- 10 free hours of online general naturopathic continuing education hours (for NDs licensed outside of Oregon, verification will be available online).
- Invitation to an annual celebration banquet.
- NCNM Room Rental – Doctors receive a 50% discount on all room rentals at the college to host an educational presentation.
- Library Privileges – Doctors may receive a library card at the NCNM library which gives access to over 16,000 books including the rare book room, CDs, DVDs, and databases and computer applications in the library.
- Invitations to speak at Grand Rounds may be extended to field observation physicians.

- The opportunity to make a lasting impression on the future generation of physicians by passing on invaluable knowledge.
- The opportunity to give back to the profession.

## **SECTION 6: ADMINISTRATIVE ORGANIZATION**

The purpose of this policy is to define the administrative organization of the Field Observation Program.

### **6.1 Associate Registrar**

- Oversees the program and works to establish and maintain positive relations with community physicians.
- Approves/denies exceptions to established policy and procedures.
- Coordinates the scheduling of scheduled physicians, and notifies physicians and students of assigned shifts.
- Serves as a liaison with scheduled physicians and students.
- Tracks field observation hours and updates students on number of remaining field observation hours required to graduate. Conducts the field observation program orientation for second year students.
- Serves as a liaison between NCNM and field observation physicians.
- Maintains the field observation physician database.