

**Idaho State**  
UNIVERSITY



## **COLLEGE OF TECHNOLOGY**

### **MEDICAL ASSISTING**

Student Handbook  
2009-2010

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**Medical Assisting Student Handbook  
Table of Contents**

<b>Coordinator Letter.....</b>	<b>.....</b>
<b>Introduction.....</b>	<b>1</b>
<b>Program Administration .....</b>	<b>1</b>
<b>Job Description .....</b>	<b>2</b>
<b>Attendance Policy .....</b>	<b>3</b>
<b>Cheating.....</b>	<b>3</b>
<b>Procedures for Appeal of Dismissal .....</b>	<b>3</b>
<b>General Department Information .....</b>	<b>4</b>
<b>Proper Sequencing.....</b>	<b>6</b>
<b>Release Form .....</b>	<b>6</b>
<b>Health Insurance.....</b>	<b>6</b>
<b>Reporting Accidents.....</b>	<b>6</b>
<b>Background Investigation &amp; Drug Screening .....</b>	<b>6</b>
<b>Consent Form .....</b>	<b>7</b>
<b>Immunizations &amp; Physical Exam .....</b>	<b>8</b>
<b>Expenses not covered in tuition .....</b>	<b>8</b>
<b>Vaccinations .....</b>	<b>8</b>
<b>Use of Computers.....</b>	<b>9</b>
<b>Student Responsibilities.....</b>	<b>9</b>
<b>Student Organizations .....</b>	<b>9</b>
<b>Clinical and Administrative Externships.....</b>	<b>9</b>
<b>Program Accreditation.....</b>	<b>9</b>
<b>Certification Exam.....</b>	<b>9</b>
<b>AAMA Code of Ethics .....</b>	<b>10</b>
<b>Medical Assistant's Creed.....</b>	<b>10</b>
<b>Section II Services for Students .....</b>	<b>11</b>
<b>Section III Registration and Fee Collection Policy for 2009-2010 .....</b>	<b>13</b>
<b>Section IV Withdrawal Policy.....</b>	<b>14</b>
<b>Section V Refund Policy .....</b>	<b>14</b>
<b>Section VI Probation and Dismissal Policy .....</b>	<b>15</b>
<b>Section VII General Policy Statement.....</b>	<b>18</b>
<b>Section VIII Frequent Student Questions.....</b>	<b>20</b>
<b>Section IX Financing Your Education .....</b>	<b>21</b>
<b>Section X Short Term Loans.....</b>	<b>22</b>
<b>Section XI Campus Services.....</b>	<b>23</b>
<b>Section XII Campus Recreational Services .....</b>	<b>25</b>
<b>Section XIII Traffic and Parking .....</b>	<b>26</b>
<b>Section SIV Transportation .....</b>	<b>27</b>
<b>Section XIV Graduation.....</b>	<b>27</b>

## **Welcome to the Associate of Science Medical Assisting Program at Idaho State University.**

I would like to welcome all new MA students into the program and tell you how excited I am that you have chosen the career of Medical Assisting. The right career choice is an important decision so be sure that you have all the facts. For instance, did you know that according to the US Bureau of Labor Statistics Medical Assisting is one of the nation's fastest growing careers through 2012. This is attributed to a predicted surge in the number of physicians' offices and outpatient care facilities. Technological advancements and the growing number of elderly Americans who need medical treatment are also factors for the increased demand for medical assistants.

The MA program here at ISU College of Technology offers much more than education and skills for your chosen career we also have professional components and club activities that will round out your experience. I hope that each of you will take full advantage of everything that the college has to offer.

Please take the time to thoroughly read this student handbook it contains policies, procedures and other contact information that will be helpful. Students have many questions and if you have any questions that are not covered or are not clear in this student handbook please feel free to contact me.

Enjoy your semester and the rest of your program.

Norma Bird, M.Ed., BS, CMA  
Medical Assisting Program Coordinator

## MEDICAL ASSISTING

### **I. INTRODUCTION:**

Individuals planning on entering the Medical Assisting Associate of Applied Science degree program must demonstrate Compass scores or equivalent scores of 68% on Grammar, Reading Comprehension and 45% on Algebra.

If scores are not sufficient for entry into the program, we recommend TGEB 100A, for Math and for English-TGEB 100W, as a means of remediating the deficiencies. Compass or equivalent test will be required on completion of MA 100 and/or MA 101 to verify eligibility for entry into the program.

This handbook is designed to provide information and serve as a resource for most questions and school situations you may encounter as a student in the Medical Assistant program. The information, provided in this handbook, is meant to supplement that provided in the Idaho State University Bulletin and Official Student Code of Conduct.

### **II. PROGRAM ADMINISTRATION:**

The Health Occupations Department is operated by Idaho State University College of Technology. The program works in cooperation with the Idaho State Board for Vocational Education and are approved by the State Board of Education.

<b>Dean, School of Applied Technology</b>	<b>Dr. Marilyn Davis</b>
<b>Health Occupations Department Chairman</b>	<b>Paul P. Peterson, Ph.D</b>
<b>Medical Assistant Program Coordinator/Instructor</b>	<b>Norma Bird, M.Ed., BS, CMA</b>
<b>Medical Assisting Clinical Coordinator/Instructor</b>	<b>Kathy Mooso, CMA</b>

*All students are directly responsible to the instructors first. Details regarding program procedures will be covered and questions will be answered during orientation at the beginning of the program or as the need arises. Problems of any nature will first be brought to the attention of the instructor and program coordinator. If a student feels a need for a conference with someone other than an instructor or the program coordinator, a meeting may be arranged with a counselor from College of Technology Student Services (282-2622), or the department chair (282-4169).*

### **III. MEDICAL ASSISTING**

#### **Job Description:**

Medical Assistants help physicians examine and treat patients and perform routine tasks to keep offices running smoothly. Medical assistants should not be confused with physician assistants, who examine, diagnose, and treat patients, under the direct supervision of a physician.

The duties of medical assistants vary from office to office, depending on the location and size of the practice and the physician's specialty. In small practices, medical assistants are usually "generalists," handling both clerical and clinical duties and reporting directly to the office manager or physician. Those in large practices tend to specialize in a particular area under the supervision of department administrators.

Medical assistants perform many clerical duties. They answer telephones, greet patients, update and file patient medical records, fill out insurance forms, handle correspondence, schedule appointments, arrange for hospital admission and laboratory services, and handle billing and bookkeeping.

Clinical duties vary according to state law and include taking and recording vital signs and medical histories; explaining treatment procedures to patients; preparing patients for examination; and assisting during the examination. Medical assistants collect and prepare laboratory specimens or perform basic laboratory tests on the premises; dispose of contaminated supplies; and sterilize medical instruments. They instruct patients about medication and special diets, prepare and administer medications as directed by a physician, authorize drug refills as directed, telephone prescriptions to a pharmacy, draw blood, prepare patients for x-rays, take EKG's, remove sutures, and change dressings.

Medical assistants may also arrange examining room instruments and equipment, purchase and maintain supplies and equipment, and keep waiting and examining rooms neat and clean.

There are many specialty groups that require Medical Assistants to take advanced classes in order to specialize in a specific area. On the job training for these specific duties may also be required by physicians.

**Helpful High School Courses:** Biology, Computers, Algebra

**Entry Dates:** August

**Health Occupations Tech Prep articulations exist for Intro to Computers, Medical Terminology and Introduction to Allied Health.**

**Registration fees** are paid in August, January and May.

Further information may be obtained from the ISU College of Technology, Student Services Office at (208) 282-2622.

#### **IV. PROGRAM POLICIES:**

##### **A: Attendance Policy:**

Employers are very interested in a student's attendance and study habits because they reflect how he/she will perform on the job.

Students are expected to attend every class on time. Positive attendance accounting will be maintained by each instructor. Excessive absences jeopardize your ability to do well in the class and may be a major contributing factor in your lack of success. For specific attendance rules and policies, please refer to your individual class syllabi.

The Department phone number is 282-4370. Information regarding school closures due to weather may be obtained by calling 282-3936.

##### **B: Cheating:**

- Any student who cheats, cheats themselves. Cheating may consist of plagiarism, copying from another student's work, copying from notes, etc. Students caught cheating will be dismissed from the class, given a grade of "F", and dismissed from the program.
- Dishonesty, stealing and other violations of the student code of conduct will be handled on an individual basis. Students should familiarize themselves with the ASISU Student Code, and the ISU Student Handbook.
- Using, possessing, or being under the influence of illicit drugs or alcoholic beverages during school hours is prohibited.

##### **College of Technology Dismissal Policy**

A student may be dismissed from a College of Technology program if the student fails to meet the academic and/or nonacademic continuation standards of the program/department including unprofessional/unethical behaviors and unsafe practices, or if the student is not making satisfactory progress in the program.

Prior to making a decision of dismissing a student, the faculty of the program will meet with the student for a disciplinary review in order to give the student due process which includes a student's right to be adequately notified of charges and the opportunity to be heard.

##### **Disciplinary Review Procedures**

- A. Faculty will notify the department chair of the student's incident(s) that will lead to a disciplinary review. The purpose of a disciplinary review is to discuss the facts of the incident(s), to hear the student's perspective, and if a violation has occurred, to determine an appropriate level of discipline which may lead to dismissal.
- B. Faculty will notify the student privately of the incident(s) that has lead to a disciplinary review and schedule a meeting time. The faculty will explain the purpose of the review.
- C. The meeting should be scheduled as soon as possible after the incident(s) occurred.
- D. The student should refrain from attending any clinical, lab, externship, etc. that may threaten or pose a danger to the health, safety or welfare of any individual. The department chair should coordinate this step with the dean. The student will remain in all other theory classes until review is complete.
- E. Faculty should conduct any appropriate investigation that may aid in the decision-making process. FERPA rights of the student should be protected if interviewing other students.

- F. After the disciplinary review, the faculty should determine what penalty to impose. In determining what penalty to impose, mitigating and aggravating factors may be considered, such as the individual's prior disciplinary record, the nature of the offense, the severity of the damage, injury or harm resulting from the violation, and any restitution made.
- G. The student must be notified in writing of the outcome of the disciplinary review and if a penalty will be imposed. If the student is dismissed, a letter must be sent to the student and copies sent to the department chair and dean.
- H. The letter should indicate the incident(s) that occurred and the decision made regarding the incident(s). The student should be notified in the document that he or she has the right to appeal according to the Idaho State University College of Technology Dismissal Policy. The student should be given a copy of the policy. The initiation of the appeal must occur within fifteen (15) working days of the notification of the dismissal.\*
- I. Procedures for the Appeal of Dismissal

#### Step 1: Departmental Level

- A. The student may appeal the penalty imposed by the instructor to the department chair of the program. This appeal must be filed, in writing, and must include the student's name, program/department, and date of the appeal. Also included must be the rationale for appeal of the dismissal. The student should state as succinctly as possible the reasons for making the appeal. The student may attach documentation to support the letter of appeal.
- B. If the student appeals to the department chair, then the department chair must do the following:
  - 1. Read the student's written statement.
  - 2. Read the written decision and explanation of the faculty.
  - 3. The department chair may interview the student or the faculty in the department or conduct any other appropriate investigation that may aid in the decision-making process.
  - 4. The department chair must consider the appeal within fifteen (15) working days of the student's filed appeal and must decide to either revoke or sustain the dismissal. The department chair may request an extension in cases where further investigation is necessary if the student agrees.
- C. Either decision (revoke or sustain) is to be explained in writing to the student. A letter should be mailed to the student with copies sent to the faculty and dean.
- D. If the department chair upholds the dismissal, the student may appeal the decision to the dean. The student must appeal to the dean within fifteen (15) working days of the notification of the department chair's decision.
- E. If the dismissal is revoked, the student shall be reinstated.

#### Step 2: Dean of the College

- A. If the student appeals to the dean, then the dean must do the following:
  - 1. Read the student's written statement.

2. Read the written decision and explanation of the faculty.
  3. The dean may interview the student or the faculty in the department or conduct any other appropriate investigation to aid in the decision-making process.
  4. The dean must consider the appeal within fifteen (15) working days of the student's filed appeal and must decide to either revoke or sustain the dismissal. The dean may request an extension in cases where further investigation is necessary if the student agrees.
- B. Dean Overrule. If the dismissal is revoked, the dean must state in writing the reasons for the overrule. A letter should be mailed to the student and copies sent to the faculty and department chair. The student shall be reinstated. The faculty of the department may appeal the dean's decision to the Scholastic Appeals Board via the Vice President of Academic Affairs.
- C. Dean Sustains Dismissal. If the dean sustains the decision to dismiss, he or she must notify the student in writing. A letter should be mailed to the student and copies sent to the faculty and department chair.

Students dismissed from a program will be dropped from all courses associated with the program regardless of whether they choose to appeal and will receive a full refund of fees for these courses, if applicable. Students who appeal the dismissal will be blocked from registration for further program courses during the appeal process.

#### Step 3: The Scholastic Appeals Board via the Vice President of Academic Affairs

1. The student may appeal to the Scholastic Appeals Board if the dean of the college sustains the dismissal. The student must appeal to the Scholastic Appeals Board within fifteen (15) working days of the notification of the dean's decision. This appeal must be in writing.
2. The Scholastic Appeals Board must consider the appeal within fifteen (15) working days of the student's notification of appeal. The appeal review should include copies of documents prepared in Step 1 and Step 2 of the appeals process.
3. The Vice President of Academic Affairs and/or the Scholastic Appeals Board may interview the student, faculty, or college dean to secure whatever information might be deemed necessary to aid in the review process.
4. The Board's decision to revoke or sustain the dismissal is final.
5. The Board's decision is to be prepared in writing and with all other documentation kept in the student's file.
6. The Vice President of Academic Affairs must notify in writing the student, the department, and college dean of the decision.
7. If the decision is to revoke the dismissal, the Vice President of Academic Affairs must reinstate the student in the program. *\*\*The procedures outlined herein for a student's Dismissal from an Undergraduate Program and Appeal of Dismissal do not apply to nor supersede the policies and procedures for scholastic probation, scholastic dismissal, and violations of student conduct codes outlined in the ISU Student Handbook and Undergraduate Catalog.*



### **C: General Department Information:**

1. The various programs and options currently available under the Health Occupations Department are: Child Development, Dental Lab Technician, Practical Nursing, Health Information Technology, Medical Assisting, Physical Therapist Assistant, Massage Therapy, Respiratory Therapy, Paramedic and Associate Degree Registered Nurse. The phone number is 282-4370.
2. **Exempt Credit:** Prerequisites, where applicable, may be satisfied through Tech Prep agreements or transfer course.
3. **General Grading Policy:**

*Students will be required to maintain a minimum grade of "C" in all CTech coursework and accumulated 2.0 GPA in academic course work.*

*Students pursuing an AAS must complete ENGL 102 with a grade of "C-" or better.*

For specific class grading policies, check your class syllabus which should be available from each instructor at the beginning of each class. ***A course may be repeated only once. Failure to maintain a "C" the second time will result in immediate dismissal from the program.*** All courses must be successfully completed prior to beginning clinical and administrative externship.

4. **Proper Sequencing:** The MA Curriculum is sequenced to provide the student with the best possible learning experience. Students who do not complete proper class sequence each semester will not progress to the next semester. ALL classes must be completed with a grade of C or higher to progress to Clinical/Administrative externship.
5. **Release Form:** A student must sign a Release Form if he/she would like to authorize the instructors in the program to release information to prospective employers regarding grades, attendance, or other pertinent information for gaining employment.  
  
Call Pam Edwards at 282-3087. Students must sign a Release of Liability Form when entering clinical classes.
6. **Health Insurance:** Students are required to have and maintain the ISU Student Health Insurance or a private equivalent during enrollment in the Medical Assisting Program
7. **Reporting Accidents-**Students should promptly report any incident or accident occurring in class or lab setting to Instructor and Program Coordinator.
8. **Background Investigation and Drug Screening-** All Medical Assisting students must complete Background Checks and Drug Screenings prior to admission into clinical classes and externships. Any related costs for these requirements are the student's responsibility.

***I acknowledge I have received, read and understand the Medical Assisting Program Student Handbook.***

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*Signature*

***CONSENT FOR PHOTOGRAPH RELEASE***

I, understand that my photograph may be used for educational purposes. I understand that these photographs may be used in class discussions, reproduced to facilitate written and digital formats (i.e.; use on the Internet) and/or used in public relations materials (i.e.; brochures, pamphlets, flyers).

Please check the following boxes as pertains to your limitations:

- Please check if you require your photographs to be altered such that facial identity is hidden.
- Use photographs as taken and do not alter them.

It has been explained to me that these photographs will remain anonymous.

---

*Signature*

***Health Occupations Department  
Consent for Release of Information***

I hereby consent and give my permission to the faculty and staff of Idaho State University College of Technology (CTech) Health Occupations Department to provide information, both oral and written, to prospective employers, both public and private; such information shall include but shall not be limited to records, grades, performance evaluations, observations, and any other information which might be pertinent to a prospective employer seeking to verify and evaluate my qualifications for a position. I understand that I have the right to revoke this Consent for Release of Information at any time, but that I must do in writing and that any such revocation will become effective only upon actual delivery to the Health Occupations Chair.

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*Signature*

---

*Print Name*

---

*Bengal Card Number*

---

*Date*

## 9. Student Health Immunizations & Physical Exam

- 1st year students *must have their Physical Exam and Immunizations prior to the end of the second semester.* The immunizations take six months to complete
- The completed forms must be turned into the Program Coordinator.
- Failure to return completed forms by the end of 1<sup>st</sup> year classes will prevent students from proceeding to the second year clinical classes.

## 10. Expenses not covered in tuition

### VACCINATIONS

Vaccination
<b>1. TD Booster</b>
<b>2. Influenza Vaccine</b>
<b>3. Hepatitis B Vaccine (three doses)</b>
<b>4. Varicella vaccine (two doses)</b>
<b>5. MMR Vaccine</b>
<b>6. PPD</b>
<b>Titers (blood tests to prove immunity)</b>
<b>1. Hepatitis B</b>
<b>2. Varicella</b>
<b>3. Rubella</b>
<b>Chest X-ray (PA view only)</b>
<b>4. TB/Chesty X-Ray (PA view only) (for positive TB)</b>

1. Physical Exam/immunizations (1<sup>st</sup> year)
2. Personal stethoscope, 4<sup>th</sup> semester (optional)
3. Uniform/Lab Coat, (prices vary, fall and spring semester 2<sup>nd</sup> year)
4. Certification review book (recommended but not mandatory)  
approximately \$30-\$50
5. Certification Exam, \$95.00 (following graduation in June)
6. Student Organization Dues, \$5.00 per semester.
7. Student AAMA Dues, (National \$35.00).
8. Background Check & Drug Screening due prior to entering Clinical Classes and Externship.

## 11. Use of Computers

1. *No food or drinks in lab*
2. No playing games during class
3. No work brought in from other classes unless open lab
4. Abusing computer lab privileges will result in dismissal from lab

**12. Student Responsibilities:** You are expected to attend class at the scheduled times and actively participate. You are also expected to be prepared with the text and any necessary supplies. You may be required to take notes in class, or with the permission of the instructor, you may choose to record lectures.

**13. Student Organizations:** Students are encouraged to actively participate in organizations for personal growth and leadership skills. The Medical Assistant Student Organization attends conferences, sponsors National AAMA Week and participates in community activities. All students are encouraged to join the Gate City Chapter of AAMA located in Pocatello.

National, State and Local Membership in AAMA is highly recommended. The cost to students is \$35,000 per year and entitles them to functions on all levels. The local Gate City Chapter, holds meetings every month. For time and location please contact program coordinator.

### D. Clinical and Administrative Externship

1. Upon successful completion of **all program coursework** (*no exceptions*) students will participate in MA 204 Clinical Externship and MA 206 Administrative Externship during their final semester.
2. MA 204 and MA 206, provides experience for the student to demonstrate entry level competencies as a Medical Assistant in a live setting, under the supervision of a physician, with actual patients.
3. MA 204 and MA 206 are non-paid affiliations. The students will complete 360 hours of clinical and administrative practice.
4. All students receive direct supervision at the practice site as well as indirect supervision from the program coordinator.

### E. Program Accreditation

The Idaho State University College of Technology Medical Assisting Program is accredited by the Commission on Accreditation of Allied Health Education Programs ([www.caahep.org](http://www.caahep.org)) upon the recommendation of the Curriculum Review Board of the American Association of Medical Assistants Endowment (AAMAE).

Commission on Accreditation of Allied Health Education Programs  
1361 Park Street  
Clearwater, FL 33756  
727-210-2350

## **F. Certification Exam**

Graduates will be eligible to take the National Certification Exam for the Certified Medical Assistant (CMA). Individuals who have been found guilty of a felony, or pleaded guilty to a felony, are not eligible to take the CMA Exam. However, the Certifying Board may grant a waiver based upon mitigating circumstances.

Exams are administered in January and June and October. Exam outlines and Test Review Books are also available for purchase.

## **G. American Association of Medical Assistants (AAMA) Code of Ethics**

The code of Ethics of the AAMA shall set forth principles of ethical and moral conduct as they relate to the medical profession and the particular practice of medical assisting.

Members of AAMA dedicated to the conscientious pursuit of their profession, and thus desiring to merit the high regard of the entire medical profession and the respect of the general public which they do serve, do pledge themselves to strive always to:

- Render service with full respect for the dignity of humanity;
- Respect confidential information obtained through employment unless legally authorized or required by responsible performance of duty to divulge such information;
- Uphold the honor and high principles of the profession and accept its disciplines;
- Seek to continually improve the knowledge and skills of medical assistants for the benefit of patients and professional colleagues;
- Participate in additional activities aimed toward improving the health and well-being of the community.

## **VI. Medical Assistant's Creed**

- The creed of the American Association of Medical Assistants reads as follows:
- I believe in the principles and purposes of the professions.
- I endeavor to be more effective.
- I aspire to render greater service.
- I protect the confidence entrusted to me.
- I am dedicated to the care and well-being of all patients.
- I am loyal to my employer.
- I am true to the ethics of my profession.

**I am strengthened by compassion, courage, and faith.**

# Idaho State University College of Technology

## Section II Services for Students

1. Student Services: This office is located in the RFC Complex, Room 184 and assists students with specific information about the programs at the College of Technology. Admission counselors are available to give students guidance with issues such as admissions, class and schedule advisement, academic and career counseling, and general information pertaining to a students educational goals. Hours are 7:30 a.m. to 7:00 p.m. Monday through Thursday and 7:30 a.m. to 5:00 p.m. on Fridays. Prospective and enrolled students may stop in anytime. Appointments can be made by calling (208) 282-2622. Appointments are recommended but not required. Tours of the programs are available by appointment and can be set up by calling (208) 282-5216.

2. Tutoring Assistance: Students who are experiencing difficulties with their program instruction or classroom assignments may receive assistance. The student's instructor should be contacted first, as many of the training programs have peer tutors available who are familiar with the required curriculum and assignments.

### **NOTE**

It is important to request assistance as **EARLY** in the semester as possible! At the point, a student recognizes he/she is having difficulty, help should be sought immediately!

Contact the **Resource Center**, located on the third floor, Room 365, of the Roy F. Christensen (RFC) complex or telephone Rita Katsilometes at (208) 282-3208 for an appointment to discuss specific tutoring needs.

3. Adult Success Center: Located on the third floor of the RFC Complex, Room 374, the Center is open from 8:00 a.m. to 5:00 p.m. Monday through Friday, as well as Monday and Thursday evenings from 6:30 p.m. to 9:30 p.m. Telephone (208) 282-2468 for information on the resources available. **Adult Basic Education** classes are continually in session, and interested students may work toward their **GED certificate** at the Center. Those students who may benefit from **English as a Second Language** may receive services as well.

4. The Success Workshops, formerly known as S.T.A.R.S. (Success Track and Retention System), were developed to help students be successful while attending the College of Technology. A series of workshops are presented each semester on topics that affect student success. All workshops are **FREE** and available to everyone. You do not have to sign up, bring your lunch and just drop in. For more information, contact the Success Workshop at <http://www.isu.edu/ctech/success/index.shtml>

6. Center for New Directions: Located within the RFC Complex on the third floor, Room 372. The Center's telephone number is (208) 282-2454 and the director is Chris Brower. Support programs are available for men and women who, for various reasons, must reenter the job market (including, but not limited to: divorce; separation; death; or disability of a spouse). Services are available on job seeking skills, career information, self-esteem, building self-confidence, and personal counseling. The Center also provides a limited number of

non-traditional scholarships for women and men interested in pursuing non-traditional fields of training.

7.Workforce Training: Located within the RFC Complex in Room 101 and can be contacted at (208)282-3372. Individuals interested in upgrading their personal knowledge or expanding their employment skills can choose to enroll in any of short-term courses. Examples include Certified Nurses Assistant training, business and computer, office practices, automotive, electronics, and many others. The costs for these courses are in addition to full-time fees. Inexpensive educational upgrading is available while individuals remain employed on their current job. For the most current brochure or additional information, please contact the Workforce Training office at (208)282-3372 or visit the web site at <http://workforcetraining.isu.edu/>

8.Workforce Investment Act (WIA): This vocational training program is administered by the local Department of Labor office. For more information, call one of the following numbers:

Pocatello	(208)236-6710
Blackfoot	(208)236-6713
Idaho Falls	(208)557-2500
Twin Falls	(208)735-2500
Burley/Rupert	(208)678-5518
Rexburg	(208)557-2501
Salmon	(208)756-2234

9.Vocational Rehabilitation Services: The Pocatello regional office is located at 1070 Hilene, Suite 200. Their number is (208) 236-6333 (call for an appointment). Other offices that can be contacted are Blackfoot (208)785-6649, Idaho Falls (208) 525-7149, Rexburg (208) 356-4190, Preston (208) 852-0092, Burley (208) 678-3838, Twin Falls (208) 736-2156, or Salmon (208) 756-2114. This State of Idaho agency provides services to eligible students who possess a mental or physical disability (including learning disabilities) which results in a substantial handicap to obtaining and/or maintaining employment. A variety of services may be provided, including cost of training at ISU College of Technology.

10.Community Council of Idaho (formerly known as Idaho Migrant Council): The Blackfoot office is located at 60 Cedar Street. Their number is (208) 785-6390. Laura Maeiel is the Regional Manager. For more information, call one of the following numbers: Idaho Falls (208) 524-0980, Burley (208) 878-1171, Twin Falls (208) 734-3336. Services are provided for seasonal agricultural farm workers to obtain training and skills necessary to become employed in stable, non-seasonal jobs. Applicants must be legal residents of the United States and be economically disadvantaged. In addition to counseling, eligible students may receive funding for training at ISU College of Technology. Additional services may include job development and job placement.

11. Shoshone-Bannock Tribes: Located in Fort Hall, Idaho, the Tribe may provide a variety of funding programs for Native Americans.

**Tribal Education/Employment/Training Office**

Donner Elsworth, Director  
P.O. Box 306  
Fort Hall, Idaho 83203  
Telephone: (208) 478-3737

**General Information/Intake Academic Services (Higher Education)**

Nadine Auck  
P.O. Box 306  
Fort Hall, Idaho 83203  
(208) 478-3978

On the ISU campus, Native American students may contact:

**Native American Recruitment and Retention**

Johanna Jones  
C/o Enrollment Management Office  
Administration Building, Room 320  
Pocatello, Idaho 83209  
Telephone: (208) 282-4429

**Section III**

**Registration and Fee Collection Policy for 2009-2010**

Students who do **NOT** utilize the TRAN PAY tuition payment process follow these steps:

- All students who are enrolled in semester-based programs must pay their tuition prior to August 24, 2008 at 6:00 pm. Tuition may be paid in person at the Pond Student Union Building (PSUB) Ballroom August 20, August 21, and August 24 from 8:00 am to 6:00pm. January 6, 2010 through January 8, 2010 for the spring semester.
- Students who are enrolled only in the eight-week classes (early and late), beginning in August and September 2009, will pay tuition on the first day of class:

**NOTE:**

It is the individual student's responsibility, regardless of funding source, to see that his/her fees are paid on time and that he/she is officially enrolled at ISU. This means if fees are not paid through TRAN PAY, the student must pay in person at the PSUB by August 24, 2009.

**Students who do not pay fees prior to this date will be disenrolled.**



## Section IV Withdrawal Policy

### Early and Late Eight-Week Classes

A student may officially withdraw from school in the first two (2) weeks of any eight-week course of instruction. Last day to withdraw for early eight weeks is September 25, 2009 and late eight weeks is November 20, 2009. A W grade will appear opposite the courses on the transcript. Beginning the THIRD (3<sup>rd</sup>) week of classes, students may withdraw for medical reasons only. Students wishing to withdraw for other than medical reasons after the deadline date must initiate a petition in the Student Services office. All withdrawal procedures require a student to see a counselor in the ISU College of Technology Student Services office to avoid grade penalties and complications with the ISU Financial Aid office.

#### NOTE:

Students who pay semester tuition but are attending eight-week classes will be treated as semester students for withdrawal purposes.

### Semester Programs

A student may officially withdraw from school in the first eleven (11) weeks of any semester; deadline is October 30, 2009. A grade of AW@ will appear opposite the courses on the transcript. Beginning the TWELFTH (12<sup>th</sup>) week of classes, students may withdraw for medical reasons only. Those students who wish to withdraw for other than medical reasons after the deadline date must initiate a petition in the Student Services office. All withdrawal procedures require a student to see a counselor in the ISU College of Technology Student Services office to avoid grade penalties and possible complications with the ISU Financial Aid office.

### Medical Withdrawals

Students must start the withdrawal process with a Student Services Counselor. Medical withdrawals are granted **ONLY** by the Medical Withdrawal Committee of the ISU Student Health Center and will be applicable to all courses in which the student is currently enrolled. A W grade will appear on the student's transcript for these courses. The physician in the ISU Student Health Center will notify the ISU College of Technology Student Services office when the necessary steps have been successfully completed. The telephone number at the Student Health Center is (208) 282-2330 or 282-3320.

#### NOTE:

Students who leave school, for any reason, who are receiving federal financial aid are strongly encouraged to notify the ISU Financial Aid office at 282-2756.

## Section V Refund Policy

### Semester Programs

- **100%** of tuition refunded during the first week of the semester, minus a \$25.00 processing fee. **Withdraw on or before August 31, 2009.**
- **75%** of registration fee refunded during the second week of the semester. **Withdraw by September 8, 2009.**
- **50%** of registration fee refunded during the third and fourth weeks of the semester. **Withdraw by September 22, 2009.**

### **Eight Week Classes (early and late)**

- **100%** refund of registration fees during the first week of class, minus a processing fee. **Withdraw by August 31 (early) or by October 23, 2009 (late).**
- **50%** refund of registration fees during the second week of class. **Withdraw by September 8, 2009 (early), or by October 23, 2009 (late).**

#### **NOTE:**

To receive a refund of registration fees, a student must complete an official web withdrawal. Please contact Student Services if you need assistance.

### **Section VI Probation and Dismissal Policy**

#### **College of Technology Dismissal Policy\***

A student may be dismissed from a College of Technology program if the student fails to meet the academic and/or nonacademic continuation standards of the program/department including unprofessional/unethical behaviors and unsafe practices, or if the student is not making satisfactory progress in the program.

Prior to making a decision of dismissing a student, the faculty of the program will meet with the student for a disciplinary review in order to give the student due process which includes a student's right to be adequately notified of charges and the opportunity to be heard.

**\*The procedures outlined herein for a student's Dismissal from an Undergraduate Program and Appeal of Dismissal do not apply to nor supersede the policies and procedures for scholastic probation, scholastic dismissal, and violations of student conduct codes outlined in the ISU Student Handbook and Undergraduate Catalog. –8/21/08**

#### **Disciplinary Review Procedures**

- J. Faculty will notify the department chair of the student's incident(s) that will lead to a disciplinary review. The purpose of a disciplinary review is to discuss the facts of the incident(s), to hear the student's perspective, and if a violation has occurred, to determine an appropriate level of discipline which may lead to dismissal.
- K. Faculty will notify the student privately of the incident(s) that has lead to a disciplinary review and schedule a meeting time. The faculty will explain the purpose of the review.
- L. The meeting should be scheduled as soon as possible after the incident(s) occurred.
- M. The student should refrain from attending any clinical, lab, externship, etc. that may threaten or pose a danger to the health, safety or welfare of any individual. The department chair should coordinate this step with the dean. The student will remain in all other theory classes until review is complete.
- N. Faculty should conduct any appropriate investigation that may aid in the decision-making process. FERPA rights of the student should be protected if interviewing other students.
- O. After the disciplinary review, the faculty should determine what penalty to impose. In determining what penalty to impose, mitigating and aggravating factors may be considered, such as the individual's prior disciplinary record, the nature of the offense, the severity of the damage, injury or harm resulting from the violation, and any restitution made.

- P. The student must be notified in writing of the outcome of the disciplinary review and if a penalty will be imposed. If the student is dismissed, a letter must be sent to the student and copies sent to the department chair and dean.
- Q. The letter should indicate the incident(s) that occurred and the decision made regarding the incident(s). The student should be notified in the document that he or she has the right to appeal according to the Idaho State University College of Technology Dismissal Policy. The student should be given a copy of the policy. The initiation of the appeal must occur within fifteen (15) working days of the notification of the dismissal.\*

### **Procedures for the Appeal of Dismissal**

#### **Step 1: Departmental Level**

- F. The student may appeal the penalty imposed by the instructor to the department chair of the program. This appeal must be filed, in writing, and must include the student's name, program/department, and date of the appeal. Also included must be the rationale for appeal of the dismissal. The student should state as succinctly as possible the reasons for making the appeal. The student may attach documentation to support the letter of appeal.
- G. If the student appeals to the department chair, then the department chair must do the following:
  - 1. Read the student's written statement.
  - 2. Read the written decision and explanation of the faculty.
  - 3. The department chair may interview the student or the faculty in the department or conduct any other appropriate investigation that may aid in the decision-making process.
  - 4. The department chair must consider the appeal within fifteen (15) working days of the student's filed appeal and must decide to either revoke or sustain the dismissal. The department chair may request an extension in cases where further investigation is necessary if the student agrees.
- H. Either decision (revoke or sustain) is to be explained in writing to the student. A letter should be mailed to the student with copies sent to the faculty and dean.
- I. If the department chair upholds the dismissal, the student may appeal the decision to the dean. The student must appeal to the dean within fifteen (15) working days of the notification of the department chair's decision.
- J. If the dismissal is revoked, the student shall be reinstated.

#### **Step 2: Dean of the College**

- D. If the student appeals to the dean, then the dean must do the following:
  - 1. Read the student's written statement.
  - 2. Read the written decision and explanation of the faculty.
  - 3. The dean may interview the student or the faculty in the department or conduct any other appropriate investigation to aid in the decision-making process.
  - 4. The dean must consider the appeal within fifteen (15) working days of the student's filed appeal and must decide to either revoke or sustain the dismissal. The dean may

request an extension in cases where further investigation is necessary if the student agrees.

- E. Dean Override. If the dismissal is revoked, the dean must state in writing the reasons for the over-rule. A letter should be mailed to the student and copies sent to the faculty and department chair. The student shall be reinstated. The faculty of the department may appeal the dean's decision to the Scholastic Appeals Board via the Vice President of Academic Affairs.
- F. Dean Sustains Dismissal. If the dean sustains the decision to dismiss, he or she must notify the student in writing. A letter should be mailed to the student and copies sent to the faculty and department chair.

Students dismissed from a program will be dropped from all courses associated with the program regardless of whether they choose to appeal and will receive a full refund of fees for these courses, if applicable. Students who appeal the dismissal will be blocked from registration for further program courses during the appeal process.

#### Step 3: The Scholastic Appeals Board via the Vice President of Academic Affairs

- A. The student may appeal to the Scholastic Appeals Board if the dean of the college sustains the dismissal. The student must appeal to the Scholastic Appeals Board within fifteen (15) working days of the notification of the dean's decision. This appeal must be in writing.
- B. The Scholastic Appeals Board must consider the appeal within fifteen (15) working days of the student's notification of appeal. The appeal review should include copies of documents prepared in Step 1 and Step 2 of the appeals process.
- C. The Vice President of Academic Affairs and/or the Scholastic Appeals Board may interview the student, faculty, or college dean to secure whatever information might be deemed necessary to aid in the review process.
- D. The Board's decision to revoke or sustain the dismissal is final.
- E. The Board's decision is to be prepared in writing and with all other documentation kept in the student's file.
- F. The Vice President of Academic Affairs must notify in writing the student, the department, and college dean of the decision.
- G. If the decision is to revoke the dismissal, the Vice President of Academic Affairs must reinstate the student in the program.\*

#### **College of Technology Probation Policy**

##### **NOTE:**

Students receiving federal financial aid may lose funding assistance due to poor academic performance and failure to meet the Satisfactory Academic Progress policy. See ISU financial aid regulations for more details. The ISU Financial Aid office is located in the Museum building, room 337, or call (208) 282-2756 or 282-4888.

Students will be placed on **probation** when their cumulative grade point average (GPA) drops below a 1.75 in the current coursework, up to 25 credit hours. After students accumulate 26 credit hours, they **must** maintain a 2.00 GPA to remain off probation. Students on probation will be **dismissed** at the end of any probationary eight-week class or semester in which the student obtains a GPA of less than 2.00.

Students on probation who attain a GPA of 2.00 or higher during the next eight-week class period or semester after being placed on probation, but whose cumulative GPA is still below a 2.00, will remain on probation but will not be dismissed.

Once students have been academically dismissed under the scholastic probation and dismissal ruling and there has been a lapse a semester, students may **petition** for permission to reenter their training program. If permission is granted, the student will reenter on probation. Students should contact the ISU College of Technology Student Services office for assistance in developing a petition to return to classes.

**\*The procedures outlined herein for a student's Dismissal from an Undergraduate Program and Appeal of Dismissal do not apply to nor supersede the policies and procedures for scholastic probation, scholastic dismissal, and violations of student conduct codes outlined in the ISU Student Handbook and Undergraduate Catalog. –8/21/08**

## **Section VII General Policy Statement**

### **Affirmative Action**

Idaho State University subscribes to the principles and laws of the State of Idaho and the federal government, including applicable executive orders pertaining to civil rights. All rights, privileges, and activities of the University are made available without regard to race, creed, color, sex, age, disability, national origin, or veteran status. The University is an Equal Opportunity Employer and Affirmative Action employer. Evidence of practices that are not consistent with such a policy should be reported to the Director of the Affirmative Action Office located in the Museum Building, Room 422 (208) 282-3964.

### **FERPA**

Idaho State University in compliance with the Family Education Rights and Privacy Act (FERPA) is responsible for protecting and maintaining the privacy of student records and judiciously evaluating requests for release of information from those records. FERPA affords students certain rights with respect to their education records. These rights are:

- The rights to inspect, review, and amend the student's education records.
- The right to consent to disclosures of personally identifiable information contained in the student's education records, except to the extent that FERPA authorizes disclosure without consent.
- Right to file a complaint with the U.S. Department of Education concerning alleged failures by Idaho State University to comply with the requirements of FERPA.

Students may restrict access to their directory information by notifying the Registrar in writing; please note that such withholding requests are binding for all information to all parties other than for educational purposes. Students should consider all aspects of a Directory Hold prior to filing such a request. Although the initial request may be filed at any time, the restriction of information is permanent until you request, in writing, that it may be removed. The restriction will remain in place even after you have stopped attending or have graduated from Idaho State University.

At Idaho State University, students who wish to restrict access to all of their directory information, as listed above, may do so by returning a [Non-Disclosure Declaration](#) of Educational Record Information to the Registrar. Please understand that placing a full Non-Disclosure hold on your student records will cause any and all future requests for contact information from ISU persons, on non-essential matters, and from non-institutional persons and organizations, including scholarship organizations, prospective employers, etc., to be denied.

For more information, see <http://www.isu.edu/areg/ferpafacts.shtml>

### **Intoxicants Policy**

If an instructor observes behavior that suggests that a student may be under the influence of an intoxicant or detects the odor of an intoxicant on a student, the following actions will be taken:

1. The instructor will notify the student that they will not be allowed in any lab setting while it is suspected he/she is intoxicated.
2. The student will be told to report to Student Services to visit with a counselor.
3. After discussing the matter with the student, the counselor will then determine which steps should be taken.
4. The counselor will then provide a report to the instructor summarizing any outcome from the meeting with the student.

### **Sexual Harassment**

**Policy:** The sexual harassment of any student, employee, or recipient of the services of ISU is absolutely forbidden. It is contrary to the purpose of the University and violates state and federal laws and the rules and governing policies and procedures of the Idaho State Board of Education. Harassment based on sex is a violation of Section 703 of the Title VII of the Civil Rights Act of 1964 as amended.

**Definition:** Unwelcome sexual advances, request for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment, when:

1. Submission to such conduct is made either explicitly, or is made a term or condition of an individual's employment;
2. Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individuals; or
3. Such conduct has the purpose or effect of unreasonable interference with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

Additionally, any person who is qualified for, but denied an employment benefit because of another's submission to sexual harassment is protected by this policy.

### **Communicable Diseases**

The Office of Student Affairs shall disseminate information to students regarding the University's statement on serious communicable diseases, including AIDS. Students participating in coursework or activities in academic or vocational departments where there exists a reasonable potential for the exchange of certain body fluids shall be made aware of any departmental policies and procedures concerned with communicable diseases by the responsible faculty or staff member. University faculty/staff available to provide additional information includes University Counseling and Testing Center (208) 282-2130, and Student Health Center personnel (208) 282-3320 or 282-2330.

## **General Education Requirements**

Students who wish to receive an Associate of Applied Science (A.A.S.) Degree must complete sixteen (16) credits of transferable general education coursework. The sixteen hours must include:

1. Six (6) credit hours of communication selected from Goal 1 and/or 2.
2. Three (3) credit hours of mathematics/computation from Goal 3.
3. Three (3) credit hours of social science/human relations/interpersonal communications selected from Goals 6, 7, 9, 10A, 11 or 12.
4. Four (4) additional credit hours from any courses that meet the requirements for Goals 4 through 12.

Check your program's requirements for specific general education goal requirements.

## **Section VIII Frequent Student Questions**

### ***Whom do I see about the College Work Study program?***

Byron Miles coordinates the Work Study program for the ISU College of Technology. His office is located in the Fiscal Records office in the RFC Complex, room 145. For information regarding Work Study employment, telephone (208) 282- 3120. The Financial Aid office determines eligibility for the College Work Study program.

### ***Where do I go if I need a copy of my college transcripts?***

The ISU College of Technology Student Services office can provide **unofficial** copies. If **official** copies are needed, you may request one online at <http://transcripts.isu.edu/> or in person at the Office of Registration and Records. The cost is \$5.00 per copy.

### ***May I take an academic course while enrolled as a College of Technology student?***

Yes. You may register online through My ISU or at the Students Services office in the Roy F. Christensen building. There is no charge if a student is currently enrolled full-time at the ISU College of Technology.

### **NOTE:**

If a student is receiving federal financial aid assistance, the class enrolled in must relate to the declared major area of study. If not, financial aid is not applicable.

### ***Where do I go with traffic problems, parking tickets, fines, etc.?***

The Public Safety Department for ISU is located on the corner of South 5<sup>th</sup> Avenue and Humboldt Street, telephone (208) 282-2515. A student may appeal a traffic action taken against him/her. Fines are reduced by one-half if paid within three (3) days.

### ***Where do I get information about jobs off campus?***

The Student Employment office is located in the Museum building, room 440, telephone (208) 282-2778. The Regional Department of Labor and is located at 430 North 5<sup>th</sup> Avenue, telephone (208) 236-6710.

### ***Where may I go on campus to cash a personal check?***

Personal checks may be cashed at the information desk of the PSUB, telephone (208) 282-2700. Proper

identification is required (\$25.00 maximum).

***Is there a film theater on campus?***

Yes. The theater is located in the PSUB and there is **no** charge for students with a valid student identification card. Guests are charged \$2.00 for admission.

***May I use the Student Health Center if I am not on the Student Health Insurance program?***

Yes. Full-time students are not charged for Health Center services unless x-rays, medication, or other services are required. The Center is located at 990 South 8<sup>th</sup> Street, telephone (208) 282-2330. No appointment is necessary, and there is a full-time physician on duty from 8:30 a.m. to 5:30 p.m., Monday through Friday. Since services and hours may change, it is recommended that students call ahead for further information.

***Whom do I see about withdrawing from school?***

See one of the counselors in the ISU College of Technology Student Services office. If a student is receiving federal financial aid, contact the Financial Aid office in the Museum building, room 337, telephone (208) 282-2756 or 282-4888.

***What identification do I need to get into ISU student functions?***

For most functions, student identification cards are all that is needed (example, football and basketball games, or use of the gym exercise facilities). Some activities may require a small fee.

## **Section IX Financing Your Education**

Students attending the ISU College of Technology can apply for federal financial aid by submitting a **Free Application for Federal Student Aid** (FAFSA) form each year they are enrolled at the University. FAFSA applications can be picked up at the Financial Aid office located in the Museum building, room 337, telephone (208) 282-2756, or at the College of Technology Student Services office. It is strongly recommended that students apply **early** and keep copies of all documents sent to the federal government eligibility offices. Keep the Financial Aid office notified of any changes in student status such as address change, marriage, etc.

**NOTE:** Students who leave school prior to successful completion may have to repay federal financial aid received. Call the ISU Financial Aid office immediately with any personal changes, (208) 282-2756.

### **Scholarships**

Numerous scholarships are available to College of Technology students. The ISU school newspaper, The Bengal, lists those scholarships available to the general university population.

The most common scholarships are the **Associated Students of ISU (ASISU) Need** and **Scholastic** awards. Funds for these scholarships come from a portion of the registration fees each student pays. Applications for ASISU scholarships are made available every semester to currently enrolled students.

Many scholarships are donated by business/industry, organizations, or individuals and have specific criteria, which must be met. Eligibility requirements are usually listed on the posted announcement. Check with College of Technology Student Services office for a list of current scholarships available or you may access this information on-line at the following web address  
<http://www.isu.edu/departments/scholar/>.



**NOTE:**

The ISU Scholarship office is located in the Museum building, room 327, telephone (208) 282-3315. All scholarships available to students at ISU are listed in that office.

**Section X**  
**Short-Term Loans**

**Eligibility Requirements**

1. Must demonstrate financial need.
2. Must have realistic resources for loan repayment.
3. Must be in good standing (conduct, financial) with ISU.
4. Must have a minimum 2.00 GPA (some exceptions are made).
5. Must be currently enrolled in a regular, full-time program at ISU.
6. Loan **MUST** be repaid by the last day of class in the semester in which it is received.

**NOTE:**

The short-term loan is limited to a maximum of \$300.

Students who wish to apply for a short-term loan may pick up an application in the ISU Financial Aid office located in the Museum building, room 337, telephone (208) 282-2756. Completed applications must be returned to the Financial Aid office for processing. Under normal circumstances, applications will be processed in a day or two.

**NOTE:**

The priority deadline for most types of federal financial aid is March 1 of each year, although students are encouraged to apply anytime between January 1 and June 30 of the following year (example, January 1, 2010 to June 30, 2010).

**Waiver of Non-Resident Tuition**

This waiver is given to a limited number of disadvantaged and deserving non-resident students. Rigid criteria with several priority categories are reviewed by a committee to determine the student's eligibility. An application and additional information may be obtained by contacting the ISU Financial Aid office, P.O. Box 8077, Pocatello, Idaho, 83209, (208) 282-2756. Students may also call the ISU Admissions office at (208) 282-2475. Both offices are located on the third floor of the Museum building. Applications received by February 26 of each year will receive first consideration for the Non-Resident Fee Waiver; others will be placed on a waiting list.

**Tips to Help Manage Your Student Loans**

1. **Get organized.** Maintain a student loan file for all loan documents, promissory notes, disclosure statement, and information received from entrance interview, letters received from lender, and payment records.
2. **Read mail.** Important notices about loans, including any loan transfers, exit interview, or graduation date information will come by ISU email. Open and read these notices immediately and respond or file them as appropriate.
3. **Know who holds and services loans.** A loan holder and loan servicer may be two different companies. Many loan holders contract with servicing agents to collect payments and administer loans.
4. It's the student's job to keep track!

4. **Direct lending.** As of 1995-96, ISU is now a direct lending school, which means the University will no longer be dealing with banks. Promissory notes will be returned to the University. Any loans taken out prior to 1995-96 will have a different lender.
5. **Entrance interviews.** These are required for students who are first-time student loan borrowers. The student loan checks will not be released until the interview is completed. For entrance counseling refer to:  
<https://www.dlsonline.com/borrower/EntrCounselingStart.do?cmd=initializeContext> As part of the entrance interview a Electronic Promissory Note, please refer to: <https://dlenote.ed.gov/empn/index.jsp>
6. **Call if things change.** Be sure to let loan holders or servicers know of changes in name or address or if leaving or returning to school. It is important to notify the student loan interviewer of any of the above changes.
7. **Exit interviews.** Remember, an exit interview is a federal requirement upon completing education or graduating. Withdrawal from school, quitting school, or dropping to less than half-time (less than 6 credits) requires an exit interview as well. Refer to Exit counseling  
<https://www.dlsonline.com/borrower/BorrowerLogin.jsp>
8. **Call if having trouble making payments on time.** Students may be eligible for a deferment or forbearance. Students may also be able to change to another repayment option, such as graduated repayment, to better manage their budget.
9. **Write loan account number on all loan-related correspondence and checks.**
10. **Make loan payments on time.** Some servicers offer interest rate discounts for borrowers who make consistent, timely payments.
11. **Consider refinancing or consolidating loans.** Refinancing is usually used to lower the interest rate. Consolidation will give students one monthly payment. Students may also consolidate loans with spouse to further streamline budget.

## Section XI

### Campus Services

1. **Student Health Center:** Is a fully staffed facility with a resident doctor, lab technician, x-ray technician, and pharmacy available at reduced costs to students. **No appointment is necessary. A valid ISU student I.D. is required for service.** Doctor visits are free to all full-time students and \$10 for part-time students and spouses with a valid card. **All students may use the Health Center** regardless of whether they retain the student health insurance or not. The Student Health Center is located at 990 South 8<sup>th</sup> Street (on campus); telephone (208) 282-2330.
2. **University Counseling and Testing Center:** Provides support services with individual counseling, crisis counseling, stress management, marital counseling, and individual growth guidance. Students may take tests for GED (high school equivalency) as well as competency testing (CLEP) for college credit. The Center is located on the third floor of Gravelly Hall, 1001 South 8<sup>th</sup> Street, telephone (208) 282-2130.
3. **Academic Skills Center:** Located in room 323 of the Rendezvous building, telephone (208) 282-3662. The Center provides short-term workshops (free) on topics such as test anxiety, developing good study habits, getting good grades, taking notes, and class management. Tutoring assistance is available for writing skills, mathematics, and reading skills. **English for Speakers of Other Languages (ESOL)** is also

provided. Study Skills for Success is offered in addition to free tutoring upon request. Students may call (208) 282-3334 to schedule an appointment or for more information.

4. ADA and Disabilities Resource Center:

Students having questions about accessibility or requesting reasonable accommodations as indicated in the Americans with Disabilities Act (ADA) or Section 504 should contact Dennis Toney, the Director of the ADA and Disabilities Resource Center located in Gravelly Hall, room 123 at (208) 282-3599.

5. Student Health Insurance Office: Located in the Student Health Center at 990 South 8<sup>th</sup> Street on the top floor, telephone (208) 282-2972. Ms. Crystal Ross, Student Health Coordinator, can assist with any claims or questions regarding insurance coverage. Health insurance is **mandatory** for all students attending Idaho State University. Full time students will be allowed to waive the student insurance, if they provide proof of other medical insurance coverage. By waiving the insurance for spring semester 2008, you will not be eligible for insurance coverage in the fall semester 2008 unless extenuating circumstances exist. Students who pay insurance and then wish to receive a refund have ten (10) days, **from the date of payment**, to request an insurance refund in the student insurance office. The 2009- 2010 cost is approximately \$647 each semester. Family and spouse plans are also available.

6. Fitness and Wellness Center: Located in Reed Gymnasium, room 105, telephone (208) 282-2117. The Gym is on Martin Luther King Jr. Way across from the ISU College of Technology RFC Complex. Activities such as individualized exercise programs, swimming, weight loss classes, and a variety of exercise activities for students are available. Reed Gym is open Monday through Friday from 6:00 a.m. to 11:00 p.m. There is no cost to full-time students. Part-time students pay \$25.00 for full access.

7. Veterans Administration Outpatient Clinic for Southeast Idaho: Located at 1651 Alvin Ricken Drive (above AMIS on the north end of campus). Telephone (208) 232-6214 to schedule an appointment. Eligible veterans may obtain medical referrals and medication.

**Veterans Clerk** for ISU is Nona Pristupa and Allison Gonzalez. Their office is located in the Office of Academic Admissions in the Museum building, telephone (208) 282-4225. Students can obtain information on New Chapter 30 (GI Bill and Reserve), Chapter 31 (vocational rehabilitation for veterans with disability benefits), and Chapter 106 (education assistance programs). Veterans who need to contact the Regional Veterans Administration may call **1-888-442-4551 in Boise, Idaho.**

**Bannock County Veterans Service** office is located within the Southeast Idaho Vet Center at 1954 Alvin Ricken drive. Contact Debbie Harmon, telephone (208) 236-6358.

**The Southeastern Idaho Vet Center:** Located at 1800 Garrett Way (Westwood Mall). Their number is (208) 232-0316. Those veterans experiencing personal problems or those who could benefit from individual, marital, or group counseling may obtain services by scheduling an appointment. Transportation to the Regional Veterans Hospital in Salt Lake City, Utah, is also available on a periodic basis.

**Regional Department of Labor:** The local veteran's representative at the Regional Department of Labor office is Ron Tapia. His office is located at 430 North 5<sup>th</sup> Avenue, and his telephone number is (208) 235-5444.

8. The Student Employment Center: Located on the fourth floor of the Museum building, room 440, their number is (208) 282-2778. The Center helps students with part-time employment both on and off the ISU campus. The Center also assists students with summer employment opportunities.
9. The Career Development Center: Located on the fourth floor of the Museum building, room 440. Their number is (208) 282-2380. This office assists students with career guidance and the development of career plans. The staff aids students in developing a personal, confidential credential file with letters of reference, constructing an effective resume, and designing professional cover and follow-up letters. Throughout the year, the office conducts on campus interviews and makes available excellent career seeking and career exploration resources.
10. ASISU Early Learning Center (Licensed Child Care Center): Located in the new addition of the PSUB. The Center provides ISU student parents, faculty, and staff childcare services twelve months a year, from 7:30 a.m. to 5:30 p.m., Monday through Friday. Contact Kerry Williamson, Director, telephone (208) 282-2769. Infant childcare, Baby U, and Latch Key programs are also available. Care is provided for children from six weeks to ten years old.
11. ASISU Legal Aid Office: Located in room 299 of the Hypostyle. Their number is (208) 282-3435. Every Monday and Thursday from 4:00 p.m. to 6:00 p.m. full-time students can receive free legal advice. Call for an appointment in advance.
12. Speech and Audiology Center: Located in the Life Sciences Complex, Building C. Students may obtain speech and hearing evaluations and personal therapy. Call (208) 282-3495 for an appointment. Full-time ISU students receive a discount of 50% on any costs associated with a diagnostic evaluation. Costs begin at approximately \$30. It is suggested that students call ahead to determine actual costs and services available.
13. Dental Hygiene Clinic: Located on campus at the corner of South 8<sup>th</sup> Street and Martin Luther King Jr. Way. Students registered full-time can receive dental cleaning services for \$19. Dental filling, teeth and gum cleaning is also available to students starting at \$20 and up. Students may call (208) 282-3282 for an appointment.
14. Students Community Service Center: Located on the main floor of the PSUB. Their number is (208) 282-4201. Linda Burke is the Director. The Center coordinates volunteer activities within the Pocatello community for those students wishing to enhance their education with these types of volunteer extracurricular activities. Campus student groups may earn funding for volunteer community service work. The student volunteer coordinators for the 2006- 2008 school year are Jamie Dewey, telephone number (208) 282-4522, Rebecca Stalder, telephone number (208) 282-3494, and Jordan Elliott, telephone number (208) 282-4522.

## **Section XII**

### **Campus Recreational Services**

1. The Earl R. Pond Student Union Building (PSUB): A gathering@ location for a variety of campus activities. In addition to the Games Center, there is an Arts and Crafts Center, Program Board, film theater, photocopy service, check cashing, automatic teller machines, a variety of food services, a bookstore, Bengal Barber Shop, Early Learning Center, student organization meeting rooms, U.S. Post Office, and University newspaper The Bengal, located in the PSUB, to mention a few. Call the Information Desk at (208) 282-2700 for more information.

2. C.W. Hog: This is the Cooperative Wilderness Handicapped Outdoor Group. Located in the PSUB (lower level). Their number is (208) 282-3912. This nationally known program provides recreational activities to people who have handicaps. The emphasis is placed on assisting individuals with disabilities to enjoy and participate in snow and water skiing, river rafting, and other outdoor fun. This volunteer group invites persons without handicaps to get involved as well. Enjoy Idaho!
3. ISU Outdoor Program: Located in the PSUB (lower level). Their number is (208) 282-3912. Dana Olson-Elle is the Director. This is a unique student service, which allows ISU Students to learn and enjoy the outdoor recreational resources of the Intermountain West. Skiing, kayaking, white water rafting, backpacking, and outdoor survival workshops are a few of the activities available.
4. Wilderness Rental Center: Located in the PSUB (lower level). Their number is (208) 282-2945. Brian Hetrick is the Director. The Center provides students the equipment and support items necessary to get personally involved in many outdoor adventures. Rent skis, boots, poles, white water rafts, oars, life jackets, backpacking equipment, etc., at reduced prices for students.
5. Reed Gymnasium/Campus Recreation: Located on Martin Luther King Jr. Way across from the RFC Complex. Their number is (208) 282-2252. Offers a multitude of exercise facilities at no cost to full-time students: swimming, basketball courts, racquetball courts, climbing wall, tennis courts, indoor running track, weight rooms, sauna bath, steam room, aerobic classes, and much more. Check it out! Reduce the stress!
6. ASISU Intramural Program: Available to all ISU College of Technology students. **Team** and **individual** sport competition as well as **Co-Ed** leagues are open to students both semesters of the school year. Call Shelby Williams, Director, at (208) 282-3516 for information. There are noon leagues specifically designed for College of Technology students! Go to Reed Gym to inquire about current intramural activities.
7. The PSUB Recreation Center: Located in the PSUB (lower level). Includes a nine-lane bowling alley, billiard tables, table games, and a large variety of video and pinball machines. The bowling alley has equipment available for rent. Call (208) 282-3335 for information on the Games Center.

### Section XIII Traffic and Parking

#### NOTE:

Parking at ISU is a privilege, which is revocable for cause! Please refer to the ISU parking web address at [http://www.isu.edu/pubsafe/parking\\_menu.shtml](http://www.isu.edu/pubsafe/parking_menu.shtml)

1. Every motor vehicle on the ISU campus must be registered and display an appropriate ISU decal. Parking permits are available at the ISU Traffic Office located at the corner of South fifth and Humboldt Street, telephone (208) 282-2515 or 282-2625.

**Cost:** General Lot: \$55/year or \$40/semester  
 Reserved Lot: \$90/year or \$55/semester  
 Reduced fee \$30/year or \$20/semester at Holt Arena only  
 Free parking on northern end of Holt Arena only

2. Students may park **only** in the area their parking decal designates. Students at the ISU College of

Technology **may not park in the Cosmetology Patron parking spaces**. The parking meters at the RFC are reserved for visitors and new applicants coming to inquire about school. Students are **NOT PERMITTED** to park in metered spaces. Students should become aware of the new ISU towing policy, which became effective in January 1997. Any vehicle will be towed at owner's expense when vehicle accumulates \$50 in citations!

3. Any traffic tickets or resulting fines owed the University must be paid or students transcripts, certificates, and/or associate degrees will **not** be released upon completion of their training program. In addition, registration for the next term will **not** be permitted until the fines and other financial obligations are paid or proper arrangements are made **by the student**.

#### **Section XIV Transportation**

1. ISU Commuter Bus: The Commuter Bus Service is a system designed to assist commuting students enrolled at ISU with a source of transportation to and from the campus. The Transportation office is located at the corner of South 5<sup>th</sup> and Humboldt Street. Their number is (208) 282-4660. Busses run on a daily basis (Monday through Friday) and pick up students at various locations in outlying areas of the region including Rexburg, Rigby, Idaho Falls, Shelley, Blackfoot, Twin Falls, and Burley. The bus schedule operates from the first day of each semester and continues until the last day of final examination week. For information on costs and schedule, telephone (208) 282-4460. Terry French is the Program Supervisor.

2. Pocatello Regional Transit (PRT): Located at 215 Bonneville (former Greyhound Bus terminal in Old Town Pocatello). Call (208) 232-0111 for information and schedules. PRT provides transportation services within the metropolitan Pocatello vicinity. Student discounts are available; 45¢ each way, \$15 monthly, or \$48 per semester. The manager of PRT is Ron Binggelli.

#### **NOTE**

Pocatello Regional Transit provides a shuttle bus service on campus from Holt Arena to various drop off points on a 10-minute basis during the school day and it's free of charge!

#### **Section XV Graduation**

#### **NOTE:**

Students should refer to their training program curriculum to determine eligibility for a Certificate and/or Associate of Applied Science degree.

Students planning to graduate should apply for graduation no less than one semester before all requirements are completed. Applications for graduation are available in the Student Services office. There is a graduation/diploma fee of \$20. If receiving multiple certificates or a certificate/AAS combination from the same program, then the fee is \$20 for the first and \$10 for each additional. Students do not graduate unless they apply for graduation.

The commencement exercise for the entire University takes place once a year, the Saturday following the last day of school in May. ISU College of Technology students are encouraged to take part in the graduation ceremonies. For most people this is a once in a lifetime experience and an opportunity for family and friends to honor all the graduates. Whether or not a student is unable to attend the graduation exercise, the student's diploma will be mailed in the diploma cover to the address recorded as the diploma address.

Jostens is the official ISU supplier for caps, tassel, and gown rental at approximately \$47. Graduation garments must be ordered in advance. Other graduation supplies (graduation announcements, party invitations, thank you notes, etc.) can also be ordered from Jostens. All students who apply for graduation will receive a packet from Jostens containing information regarding commencement and for placing orders for graduation supplies. Contact Linda Martin, graduation specialist, in the Student Services office at (208) 282-2977 for additional information.