

Idaho State
UNIVERSITY



COLLEGE OF TECHNOLOGY

HEALTH INFORMATION

STUDENT HANDBOOK
2008-2009

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Health Information Student Handbook
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HEALTH INFORMATION TECHNOLOGY

SECTION I

I. INTRODUCTION:

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 Health Information Technology 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. DEPARTMENT ADMINISTRATION:

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

Dean, College of Technology:

Dr. Marilyn Davis

Health Occupations Department Chair:

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All students are directly responsible to the instructors. Details regarding program procedures will be covered and questions 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 instructors and program coordinator. They will seek assistance for a student problem. 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 the College of Technology Student Services (282-2622).

This handbook can be amended at anytime. Students will be notified of changes immediately and will sign statements acknowledging the changes.

III. 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 class syllabus.

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, Handbook, and Calendar available in Student Services.

Using, possessing, or being under the influence of illicit drugs or alcoholic beverages during school hours is prohibited.

C. General Grading Policy: Students will be required to maintain a minimum grade of "C" or 73% in all coursework. A course may be repeated only once. Failure to maintain a C" or 73% the second time will result in immediate dismissal from the program. English 102 must be completed with a 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. All courses will be graded using a plus and minus system.

D. 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.

E. 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.

PROCEDRUES FOR APPEAL OF DISMISSAL

Decisions to dismiss a student from their program of study are subject to "due process," protections as outlined the ISU Student Handbook. These protections may be found in the "Dismissal Policy," described in the "Appeal of Dismissal from the Undergraduate Program," section of that Handbook.

F. Student Organizations: A number of HIT student organizations are available through the various programs including HO Student Organizations, Business Professionals of America (BPA), Vocational Industrial Clubs of America (VICA), Distributive Education Clubs of America (DECA) and others. Students are encouraged to actively participate in these organizations for the personal growth and leadership skills they can contribute to your education.

D. Supervised Professional Practice I and II

Over the course of your involvement with the HIT program you will be required to engage in two supervised professional practice experiences. These experiences are designed to provide you with real world hands-on training under the direction of practicing professionals.

Supervised Professional Practice I, takes place in the first or second semester of instruction and is conducted for a period of 4 hours a week for eight weeks. Supervised Professional Practice II takes place at the end of the final semester of instruction. The student will work a minimum of 8 hours per day, 40 hours per week in a professional setting.

While every effort will be made to place the student within commuting distance of his/her home, for SPP II, local practice sites are very limited. As a result of the limited number of sites in the local area the student must plan to be away from home for this experience. Your practice site will be determined by the HIT program clinical coordinator.

Over the last few years state, federal, and accrediting body requirements have led to the necessity of each student undergoing a fingerprint background check prior to going out on SPP I and SPP II. There is currently a \$45 charge associated with these checks. This charge will be picked up by the student. The student must also be aware that their name will be checked against the Idaho sexual offender database. In addition to the background check the student will be required to undergo the following immunizations, or provide proof of immunity for the following:

- A. Measles and rubella as demonstrated by:
 - 1. Showing proof that two (2) MMR immunizations have been received; or
 - 2. Providing proof of a positive antibody titer to show that immunity is present.

- B. Has been currently (annually) screened for tuberculosis by an intradermal PPD test. Any student who is PPD+ must undergo a workup for tuberculosis and show proof that they are currently not communicable. (Chest x-ray report, physician or health dept. written documentation)

- C. Has completed a three dose series of Hepatitis B vaccine if working directly with patients or body fluid specimens.

- D. Varicella (Chickenpox) by:
 - 1. Having had the disease (Parent or student must confirm history with a written statement.
 - 2. Immunization as appropriate for age; or
 - 3. Positive titer

- E. Has been immunized with one dose of Tdap to prevent the spread of Pertussis among children under the age of 12 months. The student has the right to waive this requirement

as evidenced by a fully executed Tdap waiver form provided to the clinical site.

- F. If rotating thru a clinical site during flu season the student is highly encouraged to obtain a current flu shot.

The student is responsible for the cost of all vaccines and any required medical care.

Information gathered during the background check/immunization process will be shared with the clinical sites.

Further information on the SPP I and SPP II experience will be provided at the time of enrollment.

E. Program Accreditation

The Health Information Technology Program is accredited by the Commission on Accreditation for Health Informatics and Information Management Education (CAHIIM) in conjunction with the Assembly on Accreditation (AOA) of the American Health Information Management Association. Graduates are eligible to write the national certifying exam for the RHIT-Registered Health Information Technician.

HEALTH INFORMATION TECHNOLOGY

Curriculum

Course Length: Four-five semesters depending on student progress and basic skill level resulting in an associate of applied science degree in Health Information Technology. For further program information, please call 282-4524.

JOB DESCRIPTION

Health Information Technology - Registered Health Information Technician, (RHIT):

RHIT's perform a variety of technical health information functions including: organizing, analyzing and technically evaluating health information; compiling various administrative and health statistics; coding diseases, operations, procedures and other therapies; and maintaining Cancer Registries through cancer data abstracting, report writing, and quality assurance monitoring.

RHIT's responsibilities also include: maintaining and using a variety of health information indexes, special registries and storage and retrieval systems; inputting and retrieving computerized health data; and controlling the use and release of health information.

All members of the health care team--doctors, nurses, and other patient-care professionals--respect the health information professional as the expert in medical data. They know that health information professionals have a unique understanding of how health data is gathered, how it can be used while protecting its confidentiality, and how it can be interpreted. Most importantly, health care team members know that quality information is a significant part of quality health care, and they look to the leaders--health information professionals--to provide it.

As you would expect, quite a few health information professionals work in hospitals and clinics. But you will also find them in insurance companies, law firms, physicians' offices, and long-term and mental health care facilities. They work in consulting firms, in computer companies, and in state and federal agencies, and they teach in colleges and universities.

Actually, any workplace involved with health and wellness needs professionals to manage information. There are positions available all over the country for health information professionals and the future looks even brighter.

The Bureau of Labor Statistics states that job prospects for the Health Information Technician are very good. Employment is expected to grow much faster than average through 2014. Wage information can be found @ www.ahima.org or www.bls.gov.

Significant employment opportunities are available for HIM specialists as well as excellent potential for professional growth.

Helpful High School Courses:

Chemistry

English

Mathematics

Speech

Computers

Algebra

Biology

Entry Dates: August, January

Registration fees are paid in August and January. Further information may be obtained from the ISU College of Technology Student Services Office at (208) 236-2622.

PROGRAM GOALS:

- 1. The program will meet employer needs in Idaho for health information personnel.**
 - a. The program will maintain accreditation
 - b. The program will respond to employer concerns and requests
 - c. The program advisory committee will meet on a quarterly basis

- 2. The program will prepare students with the entry level competencies necessary to become an RHIT.**
 - a. The curriculum will adhere to the Domains, Tasks and Subtasks as set forth by CHIIM, AOA, and AHIMA.
 - b. Upon graduation, the students will pass the certification exam demonstrating comprehension and application of entry level competencies
 - c. Upon graduation, the students will assume the role of a professional in the Health Information field

- 3. The program will provide the opportunities for all students to successfully complete the curriculum**
 - a. ASD will prepare lower level students for entry into the program and will flag learning disabilities
 - b. The Program Coordinator in cooperation with ASD will maintain a list of qualified tutors for all HO and HIT courses
 - c. The program faculty will designate sufficient release time to handle student concerns
 - d. The other Colleges within the University will provide course specific tutors

- 4. The program will increase or maintain enrollment and retention of students**
 - a. Enroll 16-20 students in the program each year
 - b. 75% of the first year students will return to complete the program
 - c. The Program Coordinator will participate in recruitment activities at least two times annually
 - d. The Program Coordinator and faculty will participate in all possible public relation requests

- 5. The program will provide the latest technology, resources and reference material to enhance learning**
 - a. Maintain a current library of reference materials
 - b. Maintain current subscriptions to pertinent health care journals
 - c. The program utilizes health record application software
 - d. The Program Advisory Committee will meet at least yearly.
 - e. Actual patient health records will be used for practical learning

- 6. The program will provide students with scholarship and financial aid assistance**
 - a. Current scholarship information and applications are provided to students
 - b. IHIMA Lanier Scholarship applications will be provided to students
 - c. IHIMA FORE Scholarship and/or loan applications will be provided to students
 - d. Tara Denning RHIT exam scholarship program

- 7. The program will promote professionalism and leadership**
 - a. Faculty will provide AHIMA and IHIMA membership applications
 - b. A formal introduction to IHIMA Board of Directors will occur once a year
 - c. Students will be encouraged to participate in state and national writing contests
 - d. The student organization will provide officer positions for President, Vice President, Treasurer, Secretary and Historian
 - e. One student per year will participate in the College of Technology student government
 - f. The students will participate in one community service project annually
 - g. The student=s organization will sponsor National HIM week activities

**HEALTH INFORMATION TECHNOLOGY
Curriculum Sequencing**

SEMESTER 1			
Course #	Course Title	Credits	Completion Date
BIOL 100 or 101	Goal 4	4	
ENGL 101	English Composition (Goal 1)	3	
HIT 202	Health Information I	4	
HO 105	Allied Health	2	
HO 106	Medical Terminology	2	
Total		15	
SEMESTER 2			
Course #	Course Title	Credits	Completion Date
HO 111	Anatomy and Physiology	4	
ENGL 102	Critical Reading/Writing (Goal 1)	3	
MATH	Goal 3	3-4	
HO 107	Medical Law and Ethics	3	
HIT 201	Practicum I	2	
Total		15-16	
SEMESTER 3			
Course #	Course Title	Credits	Completion Date
PSYC 101 or SOC 101	Goal 12	3	
HO 208	Intro to Pathobiology	3	
HO 209	Principles of Drugs and Uses	3	
HIT 208	ICD-9-CM Coding	3	
HIT 209	CPT-4 Coding	3	
Total		15	
SEMESTER 4			
Course #	Course Title	Credits	Completion Date
HIT 203	Health Care Statistics/QI	3	
HIT 204	Health Information II	4	
HIT 207	Practicum II	3	
HIT 213	Advanced Coding/Reimbursement	3	
Total		13	

Notes for Semester 1: Students wishing to pursue a Bachelor's Degree must take BIOL 101 to satisfy Goal 4.

Notes for Semester 2: Students wishing to pursue a Bachelor's Degree will need to take the following courses in lieu of HO 111: BIOL 301 and BIOL 302 with labs. Students are encouraged to take MATH 123 to satisfy Goal 3.

Notes for Semester 3: Students wishing to pursue a Bachelor's Degree will need to take the following courses in lieu of HO 208: BIOL 305

Note for Semester 4: HIT 203, 204 and 213 run the first 12 weeks of the semester. HIT 207 is conducted in the final four weeks of the semester. **Students must have completed all coursework from the first 3 semesters before they will be enrolled in any 4th semester courses. All courses must be completed with a C (73%) or better.**

HEALTH INFORMATION TECHNOLOGY

HIT Program Specific

COURSE DESCRIPTIONS

Courses

HIT 201 Supervised Professional Practice I 2 credits. Directed clinical practice in various health information sites under the preceptorship of a practicing professional for 4 hours per week for eight weeks. Pass/fail only. PREREQ: All first year courses must be completed. F

HIT 202 Health Information I 4 credits. Introduction to the roles and responsibilities of the health information field. Study of the origin, use, content, format, record retention, numbering and filing systems of health information records. Study of computer applications found in health information. Accreditation and licensing standards along with state and federal laws pertaining to health information. PREREQ: HIT 105 and HO 107. F

HIT 203 Health Statistics and Quality Improvement 3 credits. The collection, calculation and presentation of routine health data in conjunction with the assessment, monitoring, evaluation and improvement of health care. PREREQ: MATH 123, HIT 105, HIT 201, and HIT 202. S

HIT 204 Health Information II 4 credits. Theory, practice and skills in managing health information and personnel. F, S

HIT 207 Supervised Professional Practice II 3 credits. Directed clinical practice in a health information department under the preceptorship of a practicing professional for 40 hours per week for four weeks. PREREQ: All courses must be completed. Graded S/U. F, S

HIT 208 ICD 9-CM Coding 3 credits. Principles and application of coding for statistical and reimbursement purposes utilizing the International Classification of Diseases. PREREQ: HO 106, BIOL 101, BIOL 101L, BIOL 301 and BIOL 302. F, S

HIT 209 CPT Coding 3 credits. Principles and application of coding for statistical and reimbursement purposes utilizing Physicians' Current Procedural Terminology in conjunction with documentation standards. PREREQ: HO 106, BIOL 101, BIOL 101L; and HO 111 or BIOL 301 and BIOL 302. F, S

HIT 210 Medical Transcription I 3 credits. Introduction to medical transcription with an emphasis on the profession, history and physical report, pharmacology, laboratory and dermatology specialities. F, S, Su, W (*Medical Transcription only*).

HIT 211 Medical Transcription II 3 credits. Medical transcription with an emphasis on the genitourinary, gastroenterology, orthopedics, and cardiology specialities. F, S, Su, W (*Medical Transcription only*).

HIT 212 Medical Transcription III 3 credits. Medical transcription with an emphasis on pulmonary, endocrinology, obstetrics, gynecology, ophthalmology, otorhinolaryngology, and neurology specialities. F, S, Su, W (*Medical Transcription only*).

HIT 213 Advanced Coding and Reimbursement 3 credits. Practical application of ICD and CPT coding utilizing software and actual patient records. Application of coded data in payment and reimbursement systems, including the basic instructions for filing various types of health care claims and accounts receivable. Students will use medical software to perform competency-based simulations. PREREQ: HIT 208 and HIT 209. S

HIT 298 Special Topics 1-8 credits. This course is designed to address the specific needs of individuals. It will enable student to upgrade their technical skills through part-time enrollment in units of instruction that are currently available through the program's full-time pre-employment curriculum. PREREQ: Permission of instructor. D

HIM Associate Degree Entry-Level Competencies

Domains, Subdomains, and Tasks

For 2006 and beyond

I. Domain: Health Data Management

A. Subdomain: Health Data Structure, Content and Standards

- 1. Collect and maintain health data (such as data elements, data sets, and databases).**
- 2. Conduct analysis to ensure documentation in the health record supports the diagnosis and reflects the patient's progress, clinical findings, and discharge status.**
- 3. Apply policies and procedures to ensure the accuracy of health data.**
- 4. Contribute to the definitions for and apply clinical vocabularies and terminologies used in the organization's health information systems.**
- 5. Verify timeliness, completeness, accuracy, and appropriateness of data and data sources for patient care, management, billing reports, registries, and/or databases.**

B. Subdomain: Healthcare Information Requirements and Standards

- 1. Monitor and apply organization-wide health record documentation guidelines.**
- 2. Apply policies and procedures to ensure organizational compliance with regulations and standards.**
- 3. Report compliance findings according to organizational policy.**
- 4. Maintain the accuracy and completeness of the patient record as defined by organizational policy and external regulations and standards.**
- 5. Assist in preparing the organization for accreditation, licensing, and/or certification surveys.**

C. Subdomain: Clinical Classification Systems

- 1. Use and maintain electronic applications and work processes to support clinical classification and coding.**
- 2. Apply diagnosis/procedure codes using ICD-9-CM.**
- 3. Apply procedure codes using CPT/HCPCS.**
4. Ensure accuracy of diagnostic/procedural groupings such as DRG, ARC, and so on.
- 5. Adhere to current regulations and established guidelines in code assignment.**
6. Validate coding accuracy using clinical information found in the health record.
7. Use and maintain applications and processes to support other clinical classification and nomenclature systems (such as ICD-10-CM, SNOMED, and so on).
8. Resolve discrepancies between coded data and supporting documentation.

D. Subdomain: Reimbursement Methodologies

1. Apply policies and procedures for the use of clinical data required in reimbursement and prospective payment systems (PPS) in healthcare delivery.
2. Support accurate billing through coding, chargemaster, claims management, and bill reconciliation processes.
3. Use established guidelines to comply with reimbursement and reporting requirements such as the National Correct Coding Initiative.
4. Compile patient data and perform data quality reviews to validate code assignment and compliance with reporting requirements such as outpatient prospective payment systems.

II. Domain: Health Statistics, Biomedical Research, and Quality Management

A. Subdomain: Healthcare Statistics and Research

1. Abstract and maintain data for clinical indices/databases/registries.
2. Collect, organize, and present data for quality management, utilization management, risk management, and other related studies.
3. Compute and interpret healthcare statistics.
4. Apply Institutional Review Board (IRB) processes and policies.
5. Use specialized databases to meet specific organization needs such as medical research and disease registries.

B. Subdomain: Quality Management and Performance Improvement

1. Abstract and report data for facility-wide quality management and performance improvement programs.
2. Analyze clinical data to identify trends that demonstrate quality, safety, and effectiveness of healthcare.

III. Domain: Health Services Organization and Delivery

A. Subdomain: Healthcare Delivery Systems

1. Apply information system policies and procedures required by national health information initiatives on the healthcare delivery system.
2. Apply current laws, accreditation, licensure, and certification standards related to health information initiatives from the national, state, local, and facility levels.
3. Apply policies and procedures to comply with the changing regulations among various payment systems for healthcare services such as Medicare, Medicaid, managed care, and so forth.
3. Differentiate the roles of various providers and disciplines throughout the continuum of healthcare and respond to their information needs.

B. Subdomain: Healthcare Privacy, Confidentiality, Legal, and Ethical Issues

1. Participate in the implementation of legal and regulatory requirements related to the health information infrastructure.
2. Apply policies and procedures for access and disclosure of personal health information.
3. Release patient-specific data to authorized users.
4. Maintain user access logs/systems to track access to and disclosure of identifiable patient data.
5. Conduct privacy and confidentiality training programs.
6. Investigate and recommend solutions to privacy issues/problems.
7. Apply and promote ethical standards of practice.

IV. Domain: Information Technology and Systems

A. Subdomain: Information and Communication Technologies

1. Use technology, including hardware and software, to ensure data collection, storage, analysis, and reporting of information.
2. Use common software applications such as spreadsheets, databases, word processing, graphics, presentation, e-mail, and so on in the execution of work processes.
3. Use specialized software in the completion of HIM processes such as record tracking, release of information, coding, grouping, registries, billing, quality improvement, and imaging.
4. Apply policies and procedures to the use of networks, including intranet and Internet applications to facilitate the electronic health record (EHR), personal health record (PHR), public health, and other administrative applications.

B. Subdomain: Data, Information, and File Structures

1. Apply knowledge of data base architecture and design (such as data dictionary, data modeling, data warehousing) to meet departmental needs.

C. Subdomain: Data Storage and Retrieval

1. Use appropriate electronic or imaging technology for data/record storage.
2. Query and generate reports to facilitate information retrieval.
3. Design and generate reports using appropriate software.
4. Maintain archival and retrieval systems for patient information stored in multiple formats.
5. Coordinate, use, and maintain systems for document imaging and storage.

D. Subdomain: Data security

1. Apply confidentiality and security measures to protect electronic health information.
2. Protect data integrity and validity using software or hardware technology.
3. Apply departmental and organizational data and information system security policies.
4. Use and summarize data compiled from audit trail and data quality monitoring programs.
5. Contribute to the design and implementation of risk management, contingency planning, and data recovery procedures.

E. Subdomain: Healthcare Information Systems

1. Participate in the planning, design, selection, implementation, integration, testing, evaluation, and support for organization-wide information systems.
2. Use the principles of ergonomics and human factors in work process design.

V. Domain: Organizational Resources

A. Subdomain: Human Resources

1. Apply the fundamentals of team leadership.
2. Organize and contribute to work teams and committees.
3. Conduct new staff orientation and training programs.
4. Conduct continuing education programs.
5. Monitor staffing levels and productivity standards for health information functions, and provide feedback to management and staff regarding performance.
6. Communicate benchmark staff performance data.
7. Prioritize job functions and activities.
8. Use quality improvement tools and techniques to monitor, report and improve processes.

B. Subdomain: Financial and Physical Resources

1. Make recommendations for items to include in budgets and contracts.
2. Monitor and order supplies needed for work processes.
3. Monitor coding and revenue cycle processes.
4. Recommend cost-saving and efficient means of achieving work processes and goals.
5. Contribute to work plans, policies, procedures, and resource requisitions in relation to job functions.

**HIM ASSOCIATE DEGREE LEVEL KNOWLEDGE CLUSTER CONTENT and COMPETENCY
LEVELS (2005)**

Health Data Structure, Content and Standards

- Data versus information (4)
- Structure and use of health information (individual, comparative, aggregate) (4)
- Health information media (such as paper, computer, web-based) (4)
- Health record data collection tools (forms, screens, etc.) (4)
- Data sources (primary/
secondary) (4)
- Data definitions, vocabularies, terminologies, and dictionaries (4)
- Data storage and retrieval (4)
- Data quality and integrity (4)
- Healthcare data sets (such as OASIS, HEDIS, DEEDS, UHDDS) (4)
- Data monitoring and compliance reporting (5)
- National Healthcare Information Infrastructure (NWI) (4)

Healthcare Information Requirements and Standards

- Type and Content of health record (paper, electronic computer-based, e-health-personal, web based) (5)
- Health record documentation requirements (such as accreditation, certification, licensure) (5)
- Health record monitoring and compliance reporting (5)

Clinical Classification Systems

- Classifications, taxonomies, nomenclatures, terminologies, and clinical vocabularies (4)
- Principles and applications of coding systems (such as ICD, CPT, DSM) (5)
- Diagnostic and procedural groupings (such as DRG, APC, RUGs, SNOMED) (5)
- Casemix analysis and indexes (4)
- Severity of illness systems (4)
- Coding compliance strategies, auditing, and reporting (such as CCI, plans) (5)
- Coding quality monitors and reporting (5)

Biomedical Sciences

- Anatomy (4)
- Physiology (4)
- Medical terminology (4)
- Pathophysiology (4)
- Pharmacotherapy (4)

Reimbursement

- Commercial, managed care and federal insurance plans (4)
- Payment methodologies and systems (such as capitation, prospective payment systems, RBRVS) (4)
- Billing processes and procedures (such as claims, EOB, ABN, electronic data interchange) (4)
- Chargemaster maintenance (5)
- Regulatory guidelines (such as LMRP, peer review organizations) (3)
- Reimbursement monitoring and reporting (5)
- Compliance strategies and reporting (3)

Healthcare Statistics and Research

- Indices, databases, and registries (4)
- Vital statistics (5)

- Healthcare statistics (5)
- Descriptive statistics (such as means, frequencies, ranges, percentiles, standard deviations) (5)
- Statistical applications with health care data (5)
- Institutional Review Board processes (4)
- National guidelines regarding human subjects research (4)
- Research protocol monitoring (4)
- IRB processes (4)
- Data selection, interpretation, and presentation (5)
- Knowledge-based research techniques (such as library, MEDLINE, web-based)(5)

Quality Management and Performance Improvement

- Quality assessment and improvement (such as process, collection tools, data analysis, reporting techniques) (4)
- Utilization management, risk management, and case management (3)
- Regulatory quality monitoring requirements (4)
- Outcomes measures and monitoring (4)

Healthcare Delivery Systems

- Organization of healthcare delivery in the United States (4)
- Healthcare organizations structure and operation (4)
- External standards, regulations, and initiatives (such as licensure, certification, accreditation, HIPAA) (4)
- Payment and reimbursements systems (4)
- Healthcare providers and disciplines (4)

Healthcare Privacy, Confidentiality, Legal, and Ethical Issues

- Legislative and regulatory processes (3)
- Legal terminology (5)
- Health information/record laws and regulations (such as retention, patient rights/advocacy, advanced directives, privacy) (5)
- Confidentiality, privacy, and security policies, procedures, and monitoring (5)
- Release of information policies and procedures (5)
- Professional and practice-related ethical issues (5)

Information and Communication Technologies

- Computer concepts (such as hardware components, operating systems, languages, software packages) (3)
- Communication and internet technologies (such as networks, intranet, standards) (3)
- Common software applications (such as word processing, spreadsheet, database, graphics) (5)
- Health information systems (such as administrative, patient registration, ADT, EHR, PHR, lab, radiology, pharmacy) (4)
- Voice recognition technology (3)
- Health information specialty systems (such as ROI, coding, registries) (5)
- Application of systems and policies to health information systems and functions and data requests (5)

Data Storage and Retrieval

- Document archival, retrieval, and imaging systems (5)
- Maintenance and monitoring of data storage systems (5)

Competency Levels	
1 = Awareness	Introductory recall and recognition
2 = Literacy	Knowledge of framework and content
3 = Concept	Comprehension, translation, extrapolation and interpretation of meaning
4 = Detailed Understanding	Appropriate application of knowledge in a structured or controlled context
5 = Skilled Use	Application using analysis, synthesis, and evaluation in new situations

*I acknowledge I have received, read and understand the
Health Information Program
Student Handbook.*

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

Date

Evacuation Procedures

Campus Emergency Services: ON CAMPUS: 2515 OFF CAMPUS: 282-2515

In an emergency in which Public Safety cannot be reached, dial 911

8.1 Building Evacuation

- A. All building evacuations will occur when an alarm sounds and/or upon notification by Public Safety or Building Coordinator.
- B. When the building evacuation alarm is activated during an emergency leave by the nearest marked exit and alert others to do the same.
- C. Remember that elevators are reserved for the persons with disabilities. Never use an elevator in a fire or earthquake. Electric power is likely to fail in both cases leaving you trapped.
- D. Assist persons with disabilities in exiting the building. If necessary two or three individuals may carry the persons with disabilities from the building if the person with disabilities cannot negotiate the stairs. Leave wheelchairs or other such equipment behind if they make movement of the persons with disabilities awkward, or ask another individual to carry the equipment separately.
- E. If persons with disabilities cannot be transported from the building without using an elevator, assist persons with disabilities to the designated persons with disabilities rescue area on each floor of the building. Never use an elevator in a fire or earthquake. Be prepared to notify rescue personnel immediately upon their arrival of the location of any persons with disabilities in such rescue areas.
- F. Once outside, proceed to the designated gathering point. This should be a clear area that is at least 500 feet or further, depending on the type of incident, away from the affected building. Stay there.
- G. Keep streets, fire lanes, hydrant areas, and walkways clear for emergency vehicles and personnel. Know your area assembly points.
- H. Immediately notify emergency personnel of any injured persons and individuals remaining in the affected building.
- I. Do not return to any evacuated building unless told to do so by emergency personnel, building or University officials.

8.2 Campus Evacuation

- A. Evacuation of all or part of the campus grounds will be announced by Public Safety.
- B. All persons (student and staff) are to vacate the site in questions immediately and relocate to another part of the campus grounds as directed.

Follow the building evacuation procedures described above for individual building and affected sites.

Idaho State University College of Technology

Section I 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 student's educational goals. Hours are 7:30 a.m. to 7:00 p.m. Monday through Thursday and 8:00 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.

Contact the **Resource Center**, located on the 3rd floor, Room 365, of the Roy F. Christensen (RFC) complex or telephone Lana Neely at (208) 282-3208 for an appointment to discuss specific tutoring needs.

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!

- 3) Adult Success Center: Located on the 3rd 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 also 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) STARS Success Workshops: Success workshops in such areas as test anxiety/strategies, time and stress management, campus resources, and study skills assist students in learning to become successful students. These workshops are offered free of charge to current students during the noon hour and at various times in program areas. For more information, contact the STARS

Success Workshop

<http://www.isu.edu/ctech/studentsservices/STARS%20WEBSITE%20INFO/index.shtml>

6. Center for New Directions: Located within the RFC Complex on the 3rd 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 150 short-term **evening** 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.

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 Hiline, 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. Lew Rodriguez 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 (208) 478-3978
P.O. Box 306
Fort Hall, Idaho 83203

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 II
Registration and Fee Collection Policy for 2008-2009

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

- a) All students who are enrolled in semester-based programs must pay their tuition prior to August 25, 2008. Tuition may be paid in person at the Pond Student Union Building (PSUB) Ballroom January 7, 2009 through January 9, 2009 for the spring semester.
- b) Students who are enrolled only in the eight week classes (early and late), beginning in August and September 2008, 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 a person@ at the PSUB by September 9, 2008. **Students who do not pay fees prior to this date will be disenrolled.**

Section III 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 8, 2008 and late eight weeks is October 31, 2008. A W@ grade will appear opposite the courses on the transcript. Beginning the THIRD (3rd) 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 31, 2008. A grade of W@ will appear opposite the courses on the transcript. Beginning the TWELFTH (12th) 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 IV 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 29, 2008.**

75% of registration fee refunded during the second week of the semester. **Withdraw by September 8, 2008.**

50% of registration fee refunded during the third and fourth weeks of the semester. **Withdraw by September 22, 2008.**

Eight Week Classes (early and late)

100% refund of registration fees during the first week of class, minus a processing fee. **Withdraw by August 29 (early) or by October 24, 2008 (late).**

50% refund of registration fees during the second week of class. **Withdraw by September 8, 2008 (early), or by October 31, 2008 (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 V Probation and Dismissal Policy

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.

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.

Section VI 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 Leonard Buddy Frazier, 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 right 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 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/ferpastd.shtml>.

Intoxicants Policy

If an instructor observes behavior which 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 on the basis of 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 affect 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 VII 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 [transcripts.isu.edu.](http://transcripts.isu.edu), 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 5th 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 5th Avenue, telephone (208) 235-5420.

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 8th 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 VIII
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 IX Short-Term Loans

Eligibility Requirements

- a) Must demonstrate financial need.
- b) Must have realistic resources for loan repayment.
- c) Must be in good standing (conduct, financial) with ISU.
- d) Must have a minimum 2.00 GPA (some exceptions are made).
- e) Must be currently enrolled in a regular, full-time program at ISU.
- f) 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, 2008 to June 30, 2008).

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 3rd 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, 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. 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=initializeCont>
[ext](https://www.dlsonline.com/borrower/EntrCounselingStart.do?cmd=initializeCont) 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.dlssonline.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 X 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 8th 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 3rd floor of Gravelly Hall, 1001 South 8th Street, telephone (208) 282-2130.
3. Academic Skills Center: Located in room 434 (top floor) of the Museum 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 8th 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 2006- 2008 cost is approximately \$465 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 Out-Patient 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 Kristupa and Mark Balko. 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 **1-800-827-1000 in Boise, Idaho, or 1-800-613-4012 in Salt Lake City, Utah.**

Bannock County Veterans Service office is located within the Southeast Idaho Vet Center at 1800 Garrett Way. Contact Debbie Harmon, telephone (208) 236-7411.

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.

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

- 8) The Student Employment Center: Located on the 4th 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 4th 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 child care 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 child care, 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 8th 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 XI

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 XII 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/parkregs.html>

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 5th and Humboldt Street, telephone (208) 282-2515 or 282-2625.

Cost: General Lot: \$45/year or \$35/semester
Reserved Lot: \$85/year or \$50/semester
Reduced fee \$25/year or \$15/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 XIII 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 5th 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; 30¢ each way, \$12 monthly, or \$42 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 XIV Graduation

NOTE:

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

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. The application should be completed and left with the graduation clerk. There is a graduation/diploma fee of \$20. 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 the graduate. If 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*.

Royal-T Papers is the official ISU supplier for caps, tassel, and gown rental at \$26. Students must return the gown but may keep the cap and tassel. Graduation garments must be ordered in advance. Other graduation supplies (graduation announcements, party invitations, thank you notes, etc.) can also be ordered from Royal-T Papers. All students who apply for graduation will receive a packet from Royal-T Papers containing information regarding commencement and for placing orders for graduation supplies and cap and gown rental. Contact Linda Martin in the Student Services office at (208) 282-2977 for additional information.