

Jefferson College of Health Professions

STUDENT HANDBOOK

2023-2024

Notice of Equal Opportunity

Thomas Jefferson University is committed to providing equal educational and employment opportunities for all persons without regard to race, color, national or ethnic origin, marital status, religion, sex, sexual orientation, gender identity, age, disability, veteran's status or any other protected characteristic. Any person having inquiries or complaints concerning Thomas Jefferson University's compliance with Title VI, Title IX, the Age Discrimination Act of 1975, the Americans with Disabilities Act, or Section 504 of the Rehabilitation Act is directed to contact their Student Affairs Dean or Human Resources – Employee Relations, who have been designated by Thomas Jefferson University to coordinate the institution's efforts to comply with these laws. Any person may also contact the Assistant Secretary for Civil Rights, U.S. Department of Education, Washington, D.C. 20202, or the Director, U.S. Department of Education, Office for Civil Rights, Region Three, Philadelphia, Pennsylvania, regarding the University's compliance with the equal opportunity laws.

Diversity and Inclusion Statement

Jefferson holds itself accountable, at every level of the organization, to nurture an environment of inclusion and respect, by valuing the uniqueness of every individual, celebrating and reflecting the rich diversity of its communities, and taking meaningful action to cultivate an environment of fairness, belonging, and opportunity.

Notice of Pre-matriculation and Ongoing Admission and Program Requirements

Students who are offered admission to Jefferson in a health related program may be required to pass criminal background checks, fingerprinting, and a child abuse clearance. Please consult with the Office of Admissions and/or your program director/department chair for clarification on required paperwork for admission. Additionally, some departments and/or programs within the College, as well as some clinical sites may require students to fulfill additional requirements, such as drug testing or required vaccines. The Office of Admissions, along with your academic program and/or clinical/practicum site, will provide you with the appropriate information to complete these requirements.

Clinical rotation, fieldwork, and residency sites that require a criminal background check, child abuse clearance and/or fingerprinting may deny a student's participation in the clinical experience, rotation, fieldwork, or residency because of a felony or misdemeanor conviction or a record of child abuse. Clinical sites may also deny participation in clinical experiences for other reasons, including but not limited to failure of a required drug test, or inability to produce an appropriate health clearance. As participation in clinical experiences, rotations, fieldwork, practicum, or residencies is a required part of the curriculum and a requirement for graduation, denial of participation by a clinical site may result in delay of graduation or the inability to graduate from the program.

Regardless of whether or not a student graduates from Jefferson, individuals who have been convicted of a felony or misdemeanor may be denied certification or licensure as a health professional. Information regarding individual eligibility may be obtained from the appropriate credentialing bodies.

NOTICE: Thomas Jefferson University and its College of Health Professions reserve the right to amend, modify, rescind, or implement any policies, procedures, regulations, fees, conditions and courses described herein as circumstances may require without prior notice to persons who might thereby be affected. The provisions of this handbook are not and may not be regarded as contractual between or among the College, its students or its employees or agents.

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Dear Jefferson College of Health Professions Student:

Welcome to the Jefferson College of Health Professions. We are pleased to present you with this Student Handbook to guide you to the policies and procedures that impact your academic career within the University, the College of Health Professions and within your individual program of study. If you should have any questions throughout your academic career here, we encourage you to reach out to your program director/department chair, your faculty advisor, or the Director of Academic Success and the Learning Experience, Ms. Julianna Despinos (julianna.despinos@jefferson.edu), Office of the Dean.

The following outline will direct you to the policies applicable to you based on the program in which you are enrolled. In addition to the references provided below, students should refer to the University Handbook and their Department/Program student handbook for specific policies related to their individual program of study. You are responsible for becoming familiar with these policies and keeping up with any Thomas Jefferson University, Jefferson College of Health Professions, and program requirements.

UNDERGRADUATE STUDENTS EAST FALLS CAMPUS

These students include undergraduate students in Bachelor of Science degree in Health Sciences as well as undergraduate students in the pre-professional phase of their combined degree program (BS in Health Studies and MS in Physician Assistant Studies or MS in Community and Trauma Counseling, Pre Medical Imaging and Radiation Sciences and Pre Medical Laboratory Sciences and Biotechnology).

Students will follow policies and procedures as described in the Thomas Jefferson University Student Handbook, as well as the Undergraduate student policies located at: <https://www.jefferson.edu/life-at-jefferson/handbooks/policies.html>

UNDERGRADUATE STUDENTS IN THE PROFESSIONAL PHASE

East Falls: These students include students in the professional phase (graduate coursework) of their combined BS/MS program in Community and Trauma Counseling and Physician Assistant Studies.
Center City: These students include undergraduate students in the Bachelor of Science degree programs offered within the Department of Medical Imaging and Radiation Sciences and the Respiratory Therapy Program, as well as the Bachelor of Science degree programs in the Department of Medical Laboratory Sciences and Biotechnology and students in the Bachelor phase of the BS/MS degree programs in the Department of Medical Laboratory Sciences and Biotechnology. Students in the last two years of their 2+2 programs in Medical Laboratory Sciences and Biotechnology and Medical Imaging and Radiations Sciences follow the policies and procedures outlined in this handbook as well.

Students are directed to the policies and procedures contained within this handbook and on the Thomas Jefferson University Student Handbook website, University and Graduate Policies located at: www.jefferson.edu/handbook.

GRADUATE STUDENTS-CENTER CITY AND EAST FALLS CAMPUS

These students include graduate students across Center City, East Falls, and New Jersey Campuses.

Students are directed to the policies and procedures contained within this handbook and the Thomas Jefferson University policies found at <https://www.jefferson.edu/life-at-jefferson/handbooks.html>

ACCREDITATION

Thomas Jefferson University is fully accredited by:
Middle States Commission on Higher Education
3624 Market Street
Philadelphia, PA 19104
(267) 284-5000
info@msche.org
españolinfo@msche.org (Spanish)
<https://www.msche.org/>

In addition to full accreditation by the Middle States Commission on Higher Education, the following professional programs of the Jefferson College of Health Professions are approved by the appropriate accrediting agencies:

Couple and Family Therapy

Marriage and Family Therapy Program

Commission on Accreditation for Marriage and Family Therapy Education (COAMFTE)
112 South Alfred Street
Alexandria, VA 22314
(703) 838-9808
(703) 838-9805 (FAX)
<https://www.aamft.org>

Community and Trauma Counseling

The Council for Accreditation of Counseling and Related Educational Programs (CACREP)
500 Montgomery Street
Suite 350
Alexandria, VA 22314
(703) 535-5990
<https://www.cacrep.org/>

Medical Laboratory Sciences and Biotechnology

Cytotechnology Program

Commission on Accreditation of Allied Health Education Programs (CAAHEP), in collaboration with the Cytotechnology Programs Review Committee of the American Society of Cytopathology
CAAHEP
25400 US Highway 19N, Suite 158
Clearwater, FL 33763
(727) 210-2350
(727) 210-2354 (fax)
www.caahep.org

Medical Laboratory Science Programs

National Accrediting Agency for Clinical Laboratory Sciences (NAACLS)
5600 North River Road, Suite 720
Rosemont, IL 60018-5119
(847) 939-3597
(773) 714-8880
(773) 714-8886 (FAX)
www.naacls.org

Midwifery

Accreditation Commission for Midwifery Education (ACME)
8403 Colesville Road
Suite 1550
Silver Spring, MD 20910
(240) 485-1802
www.midwife.org/acme

Physician Assistant Studies -Center City Campus

Accreditation-Continued
Accreditation Review Commission on Education for the Physician Assistant, Inc, (ARC-PA)
3325 Paddocks Parkway
Suite 345
Suwanee, GA 30024
(770) 476-1224
(470) 253-8271 (FAX)
<http://www.arc-pa.org/>

Physician Assistant Studies –East Falls & New Jersey Campus

Accreditation-Continued
Accreditation Review Commission on Education for the Physician Assistant, Inc (ARC-PA)
3325 Paddocks Parkway
Suite 345
Suwanee, GA 30024
(770) 476-1224
(470) 253-8271 (FAX)
<http://www.arc-pa.org/>

Medical Imaging and Radiation Sciences

General Sonography, Cardiac Sonography and Vascular Sonography Programs

Thomas Jefferson University, Diagnostic Medical Sonography and Cardiovascular Sonography Program are accredited by the Commission on Accreditation of Allied Health Education Programs (www.caahep.org) upon the recommendation of the Joint Review Committee on Education in Diagnostic Medical Sonography.

Commission on Accreditation of Allied Health Education Programs (CAAHEP)
25400 US Hwy 19 N., Suite 158
Clearwater, FL 33763
727-210-2350
mail@caahep.org
www.caahep.org

JRCDS
6021 University Boulevard, Suite 500
Ellicott City, MD 21043
(443) 973-3251
(866) 738-3444 (fax)
jrcdms@intersocietal.org
www.jrcdms.org

Magnetic Resonance Imaging, Medical Dosimetry, Radiography and Radiation Therapy Programs

Joint Review Committee on Education in Radiologic Technology (JRCERT)
20 N. Wacker Drive, Suite 2850
Chicago, IL 60606-3182
(312) 704-5300
(312) 704-5304 (fax)
mail@jrcert.org
www.jrcert.org

Nutrition and Dietetic Practice

Accreditation Council for Education in Nutrition and Dietetics (ACEND)
Academy of Nutrition and Dietetics
120 South Riverside Plaza, Suite 2190
Chicago, IL 60606-6995
800-877-1600, ext. 5400
ACEND@eatright.org
<https://www.eatrightpro.org/acend>

Respiratory Therapy (Provisional Accreditation)

Commission on Accreditation for Respiratory Care
264 Precision Blvd
Telford, TN 37690
(817) 283-2835
<https://www.coarc.com/>

**Institute of Emerging Health Professions
Perfusion and Extracorporeal Technology Program**

Accreditation Committee-Perfusion Education (AC-PE) 5
10940 South Parker Road, Suite 455
Parker, CO 80134
303-495-8989
office@ac-pe.org

Telehealth Facilitator Certificate Program

The American Telemedicine Association (ATA)
901 N. Glebe Road
Suite 850
Arlington, VA 222003
Phone: 703-373-9600
<http://www.americantelemed.org/>

JCHP Policies and Procedures

It is the responsibility of the student to be familiar with and observe the Policies and Procedures of the College in all matters. If a student is unclear on any material referenced in this handbook, they should consult with their academic advisor, program director or Department Chair.

ACADEMIC HONORS (Bachelor Degree Candidates only)

In recognition of undergraduate student achievement, upon degree conferment, the university recognizes the high achievement of student performance by the awarding of Latin honors. This policy applies to all full-time matriculated undergraduate students at Thomas Jefferson University Center City, East Falls, Abington, Aria and all other locations. For more information, refer to the [Academic Honors Policy](#) in the TJU Student Handbook.

ACADEMIC INTEGRITY POLICY

The Administration and Faculty of the Jefferson College of Health Professions believe that academic integrity is one of the most important values and behaviors that should be practiced by students during their academic and clinical education. Integrity and honesty are especially valued in the healthcare professions because accurate diagnosis and treatment of patients are greatly dependent upon a health practitioner's honest and capable assessment of symptoms and diagnostic tests. This assessment can be rendered only by the practitioner who has "real" knowledge obtained as a student who answered test questions independently, thereby identifying and correcting mistakes. The successful practitioner can communicate important diagnostic and therapeutic information in writing because as a student, such skills were developed and/or enhanced by completing writing assignments independently. The practitioner who was dishonest in their educational pursuits is at great risk for making diagnostic and therapeutic mistakes and such errors can mean that someone's health care is mismanaged.

Because we are committed to educating practitioners who provide the highest quality of health care, the administration and faculty are equally committed to mandating and enforcing the practice of academic integrity by all students. Please refer to the TJU Student Handbook for more information on [the Academic Integrity Policy](#).

ACADEMIC STANDING

Probation and Dismissal

Students' academic records are reviewed at the end of each semester, including summer sessions, to evaluate academic standing and satisfactory progress toward degree requirements. The program director, department chair, or advisor in the student's academic program of study will notify the student when problems in academic performance may jeopardize a student's academic standing. The Department Chair/Program Director will send official notification of probation or dismissal in writing directly to the student.

Students should familiarize themselves with academic progression standards/special program requirements of their program of study that will be identified in their department/program's student handbook. Please note: these standards are in addition to academic standing requirements of the university and satisfactory academic progress for financial aid eligibility. Students who fail to meet departmental/program regulations pertaining to academic standing will be subject to departmental/program academic probation or dismissal in accordance with the policies regarding progression within their respective departments/programs. Actions related to academic probation and dismissal may be reviewed by the College/Office of the Dean before final action is taken.

Please note that for students in Masters and Doctoral level degree programs, dismissal from their respective department/program for academic reasons will also result in dismissal from the College of

Health Professions. Students wishing to remain in the University will be required to apply for admission to another graduate program through the Office of Admissions.

Students in the professional phase of an undergraduate program should consult with the Department Chair/Program Director to determine potential options for transfer to another bachelor degree program if dismissed for academic reasons.

Students enrolled in the BS/MS programs on the East Falls campus who are dismissed from the 1st year of the professional phase of their program (when completing undergraduate and graduate courses concurrently) should consult with their advisor to determine options for completion of a bachelor's degree.

CANCELLATION OF CLASSES

In circumstances where the typical mode of delivery for a class cannot occur due to unforeseen circumstances at the faculty/department level, faculty will provide an alternative mode of delivery to ensure continuation of student learning. The faculty will notify the students in a timely manner of the class cancellation and the alternative mode of delivery. If the alternative format is not available at the scheduled time of the typical class period, student attendance is strongly recommended; however, students cannot be penalized for missing a rescheduled class. In planning rescheduled course activities, faculty should recognize students' work, family, and other obligations.

CLINICAL PROBATION AND DISMISSAL

Because patient/client well-being is a major concern of the University, it is necessary that certain actions be taken when a student's clinical practice poses a potential threat to patient health, welfare or safety. Therefore, students are subject to the College and/or Department's specific regulations governing clinical practice and may be placed on probation by the Department and/or recommended for dismissal from the Department for behavior deemed unsafe. The specific regulations are contained in a departmental/program handbook or similar publication and are distributed to students each academic year prior to the clinical rotation. Students who wish to appeal a decision of clinical dismissal for unsafe clinical performance may do so by following the provisions of the Grade Appeal Protocol.

GRADE APPEAL PROTOCOL

The grade appeal policy and procedure affords recourse to a student who has evidence that an inaccurate final course grade has been awarded under specific conditions. For more information on appealing a final grade in a course, please refer to the [Grade Appeal Protocol](#) in the TJU Student Handbook.

GRADING

At the close of an academic term, each instructor assigns a letter grade indicating the quality of a student's work in the course. The following is the grading system used in the College, including the quality points assigned for use in the calculation of the grade point average (GPA). Note that the minimal grades required for satisfactory performance in a given course and for progression in a specific program are determined by the academic policies governing the particular program (undergraduate vs. graduate) and academic department. For example, in some programs the minimal passing course grade is a C, while in others, it may be a B-. Depending on the program, failure to achieve the minimal passing grade may result in dismissal or academic probation. Please note, students also must meet minimum 3.0 cumulative GPA requirements for their program and the University and consistently earning the *minimum* passing course grade as defined by the program may make it difficult for students to achieve the minimum required 3.0 cumulative GPA.

Students should refer to the [Academic Standing Policy](#) in the TJU Student Handbook for Academic Standing in the University, and should also consult the appropriate section in their departmental/program student handbook for specific criteria and policies governing progression in and special program requirements for the programs in which they are enrolled. Students should also consult the *Academic Standing: Academic Probation and Dismissal* section of this handbook for policies regarding academic status in the College.

The College of Health Professions utilizes the following grading scale:

Letter Grade	Numeric Value	Quality Points	Letter Grade	Numeric Value	Quality Points
A	93-100	4.0	C+	77-79.99	2.3
A-	90-92.99	3.7	C	73-76.99	2.0
B+	87-89.99	3.3	C-	70-72.99	1.7
B	83-86.99	3.0	D	60-69.99	1.0
B-	80-82.99	2.7	F	Below 60	0.0
			WF		0.0

The College also recognizes the following grades, which are not calculated into the grade point average:

P – Pass	Awarded when a student successfully achieves the minimum threshold for a course labeled Pass/Fail.
CR- Credit	Awarded when a student successfully achieves the minimum threshold or successful completion of a course labeled credit/no credit (CR/NC).
NC: No Credit	Awarded when a student has not successfully achieved the minimum threshold or successful completion of a course labeled credit/no credit (CR/NC).
I: Incomplete	Awarded only when the student has done course work at a satisfactory level, but has missed work because of illness or other emergencies beyond the student’s control. It indicates that the student is likely to successfully complete the missing requirements within the prescribed time limit and receive a passing grade for the course.
IP: In Progress	Assigned when course work is scheduled on a continuous basis over more than one academic term (i.e., thesis or dissertation). The final course grade and credit are awarded in the term of completion.

Courses designated as Pass/Fail or Credit/No Credit, along with minimum threshold numerical grades to achieve Pass or Credit will be identified in the course syllabus.

In extraordinary circumstances where a student must take a leave of absence (personal/medical) for reasons deemed out of their control, the College may approve a grade of WP (withdraw pass) if the requested leave occurs after the last day to receive a W grade.

For a complete list of grading options that do not impact GPA calculation, please refer to the Grading policy in the TJU Student Handbook.

HOUSING

The Thomas Jefferson University Office of Housing and Residence Life serves students wishing to reside on campus throughout their degree program; however, students must be aware that the completion of their clinical experiences and/or degree program may not coincide with the timing of their housing contracts. It is the student’s responsibility to understand contract periods of the University assigned housing and to contact the Director of Housing and Residence Life to discuss extended housing options should they be needed.

ILLNESS/INJURY

In the event of a change in health status, extended illness, or serious injury that causes the student to miss clinical rotation or class time, the department chair/program director of the student’s respective program reserves the right to require documentation of clearance through the Occupational Health Network for Employees & Students (JOHN), the Office of the Dean of Students, or Student Health Services, East Falls Campus..

Situations that may require a student **to** report for an evaluation **before** returning to the classroom or clinical rotation include*:

- student was hospitalized for any reason
- student sought care in an Emergency Room
- student received outpatient surgery or had an outpatient procedure
- students with current illness that may be potentially contagious
- student is participating in behavior that may warrant a psychiatric evaluation like self-harm or threats of violence or harm to others

Students may be required to present information from the treating provider to assist in the evaluation of their readiness to return to class.

Clearance will be communicated from the appropriate university office to the respective department chair/program director **prior to** the student returning to the classroom or clinical setting. When the student has been cleared to return, they should work with the faculty of their enrolled courses to develop a plan for making up missed coursework.

*This requirement is in effect when students are actively enrolled in a semester.

If a faculty member believes that a physical or mental health concern may be impairing a student's ability to safely and effectively learn and/or execute their responsibilities, the student will be referred to the appropriate university office for an evaluation. Though the student's right to privacy is recognized and respected, it is important that the optimal support is provided to the student and that client and patient safety is protected.

ALCOHOL AND DRUG USE

As per the University [Alcohol, Drugs, and Prohibited Substances Policy](#), controlled substances legally prescribed by a licensed medical provider, as well as other medications, can influence performance and behavior. Where impairment potential exists, the student must inform their academic program. The student may be referred to JOHN (Center City) or Student Health Services (East Falls) for assessment.

ACCOMMODATIONS

Thomas Jefferson University is happy to work with students with disabilities and is committed to providing students with access to all educational opportunities and full participation in programs and services. If a student's change in health status (i.e., illness, injury, medical condition) requires reasonable accommodations, the student should contact the [Office of Student Affairs](#) (Center City Campus) and the [Office of Accessibility Services](#) (East Falls Campus). Any currently admitted or enrolled student may request accommodations and the University will work with students to provide reasonable accommodations that are based on individual needs. **It is essential that students are proactive and initiate the process and follow procedures** (i.e., comply with documentation guidelines or requirements to ensure eligibility for accommodations in higher education).

PERSONAL LEAVE OF ABSENCE

When personal circumstances make a temporary absence from the College advisable and when intent to return is evident, a personal leave of absence may be granted to students. Permission of the Department Chair or Program Director, as appropriate, is required. A personal leave of absence will be granted for a period from one semester to a full academic year. Students who are subject to dismissal for academic or disciplinary reasons are not eligible for a personal leave of absence. A student who has been placed on academic probation and is subsequently granted a leave must satisfy the terms of the probation upon returning.

Students considering a leave should first consult with their program director/chair and other appropriate university personnel regarding possible effects on their progress toward the degree, financial aid and tuition

charges.

If a personal leave of absence is granted during an academic term, the same procedures and policies pertaining to grading of course withdrawals will be in effect.

Students who fail to return to the College at the end of the approved leave will have their status changed from leave of absence to withdrawal, and they will have to apply for readmission in order to return.

NON-MATRICULATED STUDENTS

At the discretion of the respective academic departments, students who have not been admitted to a degree or certificate program of the Jefferson College of Health Professions may register for courses as non-matriculated students. Should they subsequently wish to pursue a degree, the academic credits they have earned may be counted toward their degree requirements, if applicable. Please contact the respective Department for specific information on transferrable credits earned as a non-matriculated student at Jefferson. Non-matriculated students who wish to be considered as degree candidates in the health professions programs must apply for admission through the Office of Admissions and Enrollment Management. Non-matriculated students are not eligible for financial aid.

READMISSION PROCEDURE

Matriculated students who have withdrawn (administratively or self-initiated) or been dismissed from the College of Health Professions or an academic department/program of the College must follow the procedures below for readmission to their previous department/program:

- 1) Students who wish to apply for readmission **within 1 year*** of withdrawal or dismissal should contact the Department Chair/Program Director to petition for readmission. The Department Chair/Program Director will inform the student of the department/program specific readmission procedures and answer questions related to the program's readmission process. Students can also refer to their department/program student handbook for specific department/program detailed readmission procedures.
- 2) Students who have not been enrolled within JCHP for greater than a 1 year period of time must re-apply for admission through the Office of Admissions.

*** Please refer to your specific program handbook for program specific guidelines on timelines. Some programs may have more condensed timelines for allowing readmission directly to the program director/chair.**

Please note: All readmitted students are subject to the academic and curricular requirements in place at the time of readmission. Additionally, start terms for the readmitted students will be determined by the College and/or program and based on the student's plan of study; readmitted students cannot assume that they will start in the next immediate term after readmission has been granted.

The student's respective Department Chair/Program Director will indicate any requirements that the student must meet upon readmission. The student will be held responsible for meeting these requirements and any special criteria of academic performance established with the department upon readmission, in addition to overall Departmental and College requirements for achieving good academic standing.

ONLINE LEARNING EXPECTATIONS

Faculty in the College of Health Professions are committed to creating an engaging learning environment, which inspires students to actively participate. This environment will be one where ongoing feedback (instructor to student, student to instructor, and peer to peer) is encouraged.

To support the faculty in creating an engaging learning environment for all students, students are expected to:

- Treat synchronous learning environments as they would in-person courses by being physically in a safe place to engage in learning (i.e. not driving a vehicle or being in transit while logged on,

- not being in an active work environment).
- Be visible to others (on camera) and engaged with peers and faculty in classes as much as possible. If this is not possible or poses discomfort, students are expected to proactively communicate with the course instructor.*
- Limit distractions in the remote learning environment to the extent possible.
- Engage in course discussion as appropriate for the class (real time discussion, class chat feature and group chat), to respectfully support peers and participate appropriately in class, and to refrain from using technology to distract themselves or others.
- Hold themselves accountable for learning.
- Be a source of support and feedback to peers to support the faculty in creating an engaging learning environment (i.e., providing feedback to peers).

** Students are expected to communicate with faculty in advance if they anticipate the need to go off camera for a period of time during class. Please note that students are not required to share a reason.*

Faculty also understand the need for scheduled breaks to refocus students during longer synchronous class meetings and will provide such times.

Students are reminded that all standards and policies in the program/department, College, and University handbooks remain in effect in remote learning environments. As is stated in the Community Standards, “all students...must conduct themselves respectfully, lawfully and responsibly in a manner that preserves the integrity of the learning environment.” In furtherance of this mission, students must refrain from participating in class activities while under the influence of drugs and/or alcohol.

REPEATED COURSES

With the approval of the Department Chair/Program Director, a student may repeat a course**in which they received a grade that did not meet minimum satisfactory performance requirements for the program in which they are enrolled or a course from which they had previously withdrawn. Students are responsible for paying tuition and fees for repeated courses.

When a course is repeated, the initial credits attempted, credits earned and quality points are excluded from the calculation of the grade point average. The original course grade remains on the transcript in all cases.

****NOTE:** Please refer to your respective Department/Program Student Handbook for department/program specific guidelines and permissions on eligibility for repeating a course. Not all programs within the College allow for course repeats and/or may limit the number of courses that a student may repeat throughout the curriculum.

Generally, neither employee tuition nor financial aid will cover the cost of a repeated course. Students receiving financial assistance should consult with the University Office of Financial Aid to determine what effect repeating a course may have on their financial aid package.

STUDENT GRIEVANCE PROCEDURE

All members of the Thomas Jefferson University Community have the right to express concerns when they perceive that they have been treated in a manner not consistent with the standards of conduct at the University. The student grievance procedure as described below is intended to allow students this mode of expression. However, the student grievance procedure is not intended for grade appeals or dismissal due to unsafe clinical practice. Please see the policy for grade appeals outlined in this handbook for resolution to those issues.

The student grievance procedure includes the following steps:

- 1) Students are encouraged to address the problem at the point closest to the issue. In the

- Jefferson College of Health Professions, the student is encouraged to attempt to resolve the issue directly with the faculty or staff member involved with the issue. This may occur through a written grievance request or a verbal meeting.
- 2) If the complaint is not resolved after meeting with the person closest to the issue, the student may meet with the appropriate Program Director or Department Chair to reach a resolution. The student may submit grievance materials with the appropriate Program Director or Department Chair. The Program Director or Department Chair may request a meeting for additional information and discussion.
 - 3) If satisfactory resolution was not achieved in the student's meeting with the Program Director or Department Chair, the student may file an official complaint by completing the Student Grievance Form located at https://cm.maxient.com/reportingform.php?Jefferson&layout_id=8.
 - a. When the complaint information is received, the Dean or Dean's Designee will review the complaint, and may request a meeting with the student to discuss the complaint. The Dean/Dean's Designee may request additional information from the student who submitted the complaint, as well as from other individuals identified in the complaint. Every reasonable effort will be made to preserve an individual's privacy and protect the confidentiality of information connected with the complaint. The information will be shared only with individuals who assist or are otherwise involved in the investigation and/or resolution of the complaint, or who otherwise have a need to know about the complaint and/or its resolution.
 - b. The Dean is the final authority in hearing student grievances.

All parties are encouraged to address the issue promptly in writing (within three [3] business days whenever possible) so that resolution of the grievance should require no more than three weeks.

Records of the grievance are kept by the respective faculty and administrative personnel and do not become part of the student's permanent record. If an official complaint is filed with the Office of the Dean, the University will also track such complaints and maintain a record that includes the date the complaint was received, the student(s) identified with the complaint, the nature of the complaint (including a copy of the written complaint), the University officials who were involved in addressing the complaint, the steps taken to resolve the complaint, and the final resolution/disposition of the complaint. This information may also be made available to regulatory agencies and accrediting bodies as required in accordance with applicable laws, regulations and policies.

TRANSFER OF CREDIT FROM OTHER INSTITUTIONS

For information about the transfer of credits from other institutions prior to matriculation at Thomas Jefferson University, please refer to the Office of Admissions.

For program/department specific policies on transfer of credits from another institution post matriculation, and/or eligibility for credit by exam, challenge exam or course by appointment, please refer to your department/program handbook.

WITHDRAWAL FROM THE COLLEGE

A student may initiate withdrawal from the College by due notice if not subject to dismissal because of failure or disciplinary action. If a withdrawal is initiated, the same procedures and policies pertaining to grading of individual course withdrawals will be in effect.

In order to withdraw, the student should contact the Office of the Registrar for their respective campus for necessary paperwork requirements. The date that the form is filed, and not the date of the last class attendance, is considered the official day of withdrawal.

Please Note: Students matriculated in degree granting programs in the College are expected to be

continuously enrolled from the point of matriculation until graduation unless a leave of absence is approved. If a personal or medical leave of absence is required, the leave must be approved and must not exceed one calendar year. Students who do not maintain continuous enrollment may be subject to administrative withdrawal from their academic program.

Students enrolled in certificate programs should consult with their program director for enrollment requirements.

Service Opportunities

STUDENT PARTICIPATION ON JCHP COMMITTEES

The Jefferson College of Health Professions has several committees that may offer students a chance to work alongside faculty in establishing policy, review recommendations, and contribute to the overall organization of the College. Student participation in these committees is valued and offers a chance for students to interact with peers and faculty outside of the classroom and to establish leadership skills. As these committee opportunities arise, students will be contacted via email with instructions on the self-nomination process.

STUDENT PARTICIPATION ON INTER-COLLEGE COMMITTEES

The University has several University-wide committees that offer students a chance to work alongside faculty and administrative personnel throughout the University. As these committee opportunities arise, students will be contacted via email with instructions on the self-nomination process.

Honors and Awards

At the end of each academic year and throughout graduation activities, the College seeks to acknowledge graduating students for excellence in academics, leadership and service.

Graduating students will be made aware of award eligibility and application procedures during the Spring semester of their graduating year and will work with faculty advisors to apply for awards.

Academic Calendar

The 2023-2024 Academic Calendar can be found [here](#).