**HANDBOOK**

**POLICIES AND PROCEDURES**

**Communication Sciences & Disorders (CSD) Department**

**Speech and Hearing Clinic (SHC)**

**College of Health and Human Sciences (CHHS)**

**Western Carolina University (WCU)**

**The CSD Department is accredited by the:**

**Council on Academic Accreditation in Audiology and Speech-Language Pathology (CAA) of the American Speech-Language-Hearing Association (ASHA)**

**North Carolina State Department of Public Instruction (NCSDPI)**

**National Council for the Accreditation of Teacher Education (NCATE)**

**Western Carolina University is accredited by the Commission on Colleges of the Southern Association of Colleges and Schools (1866 Southern Lane, Decatur, Georgia 30033-4097; telephone number 404-679-4501; www.sacscoc.org) to award bachelor's, master's, education specialist, and doctor's degrees.**

**Revised Fall 2020**

**FOREWORD**

This handbook provides a guide for student, faculty and consumer understanding of the Communication Sciences & Disorders (CSD) Department and the Speech and Hearing Clinic (SHC) goals, policies, and procedures. Graduate students are provided with this handbook for use throughout their academic and clinical experiences in the CSD Department.

**STAFF**

Marshall-Parker, Penney – Administrative Support Associate, CSD

Roellgen, Kate - Administrative Support Associate, SHC

**FACULTY**

Davis, Trish, M.S., CCC-SLP, Western Carolina University, Speech-Language Pathology

Hambrecht, Georgia, Ph.D., CCC-SLP, Kent State University, Speech-Language Pathology

Odom, Leigh, Ph.D., CCC-SLP, University of South Carolina, Speech-Language Pathology

Ogletree, Billy T., Ph.D., CCC-SLP, Florida State University, Speech-Language Pathology, Catherine Brewer Smith Endowed Chair

Rice, Tracie, Au.D., CCC-AUD, University of Florida, Audiology

Rockwell, Annette, M.A., CCC-SLP, Louisiana State University, Speech-Language Pathology

Rose, Amy, Ph.D., CCC-SLP, University of North Carolina – Greensboro, Speech-Language Pathology

\*Shepherd, Erin, M.S., CCC-SLP, Western Carolina University, Speech-Language Pathology

\*Taylor, Tiffany, M.S., CCC-SLP, Western Carolina University, Speech-Language Pathology

Trivette, Laura, M.S., CCC-SLP, Western Carolina University, Speech-Language Pathology

Vinyard, Johanna, Ph.D., CCC-SLP, University of Memphis, Speech-Language Pathology

Wofford, Mary Claire, Ph.D., CCC-SLP, Florida State University, Speech-Language Pathology

\*Part-time

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**I. Introduction**

The Communication Sciences & Disorders (CSD) Department is organized within the College of Health and Human Sciences (CHHS) at Western Carolina University (WCU). The Speech and Hearing Clinic (SHC) is housed on the ground floor of the Health and Human Sciences (HHS) building and shares personnel with the CSD Department. The SHC Director reports to the CSD Department Chair and/or the CHHS Dean.

The undergraduate program is pre-professional (non-certification) and designed to prepare students for graduate studies and subsequent certification by the American-Speech-Language-Hearing Association (ASHA), the NC Licensure Board, and the North Carolina (NC) Department of Public Instruction (NCDPI). The graduate program prepares specialists in the prevention, evaluation, and management of communication disorders through educational experiences, clinical practica, and research opportunities. CSD Program graduates serve communicatively impaired individuals in a variety of clinical settings including public and private schools, hospitals, rehabilitation centers, nursing homes, community clinics, university clinics and private practice.

The WCU SHC is a training clinic affiliated with the CSD Department and CHHS. Students receive clinical experiences within the SHC and its’ Outreach Programs in surrounding counties in coordination with their academic preparation.

To ensure the quality and integration of academic-clinical preparation, the CSD Department faculty meets at least bimonthly. In addition, all faculty members teach and supervise in their respective areas of expertise within the CSD Department. This integration of knowledge and skills is rather unique, as in most programs the functions of instructor and supervisor remain separate.

**Philosophy**

The fundamental role of WCU is to develop a community of scholarship in which students, faculty members, administrators, and staff members learn and apply the products of learning. The guiding principle for instruction in the CHHS is that the best decisions are made after careful reflection and considering the interest and welfare of persons affected by decisions. The faculty and students in the Communication Sciences and Disorders (CSD) Department jointly engage in the acquisition of knowledge of communication and its disorders, exercise informed judgment, and accept challenges calling for innovative clinical responses. Speech-language pathologists (SLPs) as inviting, reflective decision-makers, interact with professionals across disciplines and settings. The CSD Department is committed to honoring the individual differences and needs of a culturally diverse population in relation to ethnicity, life span, gender, religion, and socioeconomic conditions. All members of the CSD Department, including students and faculty, continue to grow in awareness, knowledge, and experience to meet the challenges provided by ethical practices, changing populations, and scope of practice demands.

**Academic Goals:**

The CSD Department prepares SLPs who provide services in the prevention, evaluation, and management of human communication and its disorders. SLPs provide services to individuals of all ages and across diverse cultural populations.

The academic goals of the CSD Department are to prepare specialists who possess and demonstrate:

(1) an understanding of the basic processes of human communication based upon knowledge in the physical, social, and cognitive sciences;

(2) an understanding of the nature of disorders of human communication;

(3) an understanding of the basic principles underlying the prevention, evaluation, and management of these disorders;

(4) application of these principles within an inviting, reflective, decision-making process for the provision of clinical services of the highest quality;

(5) an understanding and application of knowledge that enables them to function within interdisciplinary contexts across settings with persons from diverse backgrounds;

(6) competence as consumers, users, and producers of applied research; and,

(7) commitment to continuing education and professional development.

**Clinical Goals:**

The academic and clinical goals are integrated into the total program of the student at WCU. The purpose of clinical education is to provide opportunities for observation and supervised clinical practice with a diverse clinical population. The clinical educational goals of the program are to prepare competent clinicians who possess and demonstrate:

(1) skill in planning and administering a variety of diagnostic procedures;

(2) competence in interpreting diagnostic results and designing intervention there from;

(3) implementation of treatment procedures reflecting knowledge of an individual's communication competence and different service delivery models;

(4) management of administrative aspects of service delivery in a variety of settings including oral and written reporting, scheduling, record keeping, corresponding, etc.;

(5) effective interaction with students representing diverse backgrounds and individuals within their communication system and with allied professionals;

(6) initiation and regulation of ongoing, professional development; and,

(7) ethical and social awareness of issues affecting the profession as a context addressing larger issues of practice in the community and the world.

**Academic-Clinical Training Requirements**

The academic and clinical education program at Western Carolina University (WCU) is designed to meet the academic and clinical practicum requirements for: (1) the Certificate of Clinical Competence in Speech-Language Pathology (CCC-SLP) issued by the American-Speech-Language-Hearing Association (ASHA); (2) licensure in Speech Language Pathology (SLP) issued by the North Carolina (NC) Board of Examiners for SLPs and Audiologists (AUDs); and, (3) the Professional Educator's License as an SLP) issued by the NC State Department of Public Instruction (NCSDPI). These certification/licensure requirements mandate the completion of a master's degree.\*

The sequence of clinical and academic experiences is planned to meet ASHA certification and NC licensure requirements. The academic-clinical educational requirements stipulated by ASHA are similar to those of the NC Board of Examiners for SLPs and AUDs. The completion of the master’s degree with the appropriate public school preparation qualifies an individual as a candidate for NCSDPI licensure.

The practice of speech-language pathology and the professional behavior of individual practitioners are governed by the ASHA Code of Ethics (COE). The COE consists of four Principles of Ethics wherein emphasis is placed on client-centered values. This code is discussed with students in a variety of classes to instill the knowledge of and respect for SLPs’ responsibilities in providing appropriate services to clients.

\*Students must complete all academic and clinical requirements for the CCC prior to their graduation date.

**Documentation of Clinical Hours and Competency**

WCU CSD program utilizes the online system CALIPSO (http://calipsoclient.com/wcu) for documenting clinic hours and competencies. Students must pay the one-time registration to CALIPSO directly and set-up an account prior to beginning the graduate program. The clinic director sends out information regarding registration to incoming students in the summer prior to their start of the graduate program.

**II. Assessment of Program's Effectiveness**

The nature of the profession, society, the practice of speech-language pathology, and individual settings of service delivery impact the professional world of speech-language pathologists (SLPs). SLPs work from a client-centered framework as members of a large team. Practitioners must be knowledgeable of the world and the profession and be competent in all communication-related tasks requiring specialized skills and training. They must view themselves and all whom they serve as valuable, responsible, and capable. To this end, SLPs must be facile with problem-solving strategies that require careful reflection, occasional shifts of personal perspective, and informed and effective decision-making.

The following mechanisms currently are used to assess the program's effectiveness in reaching its goals in preparing SLPs:

(1) Monthly faculty meetings to discuss a variety of academic and clinical matters, including review of student progress, administrative program issues, curricular offerings, results of admission decisions, etc.;

(2) Reports from the Academic and Clinical Committees and their subcommittees for consideration and feedback from the entire Communication Sciences and Disorders (CSD) Program faculty as needed;

(3) Regular meetings of the CSD Program Advisory Council, a body containing student and faculty representatives who discuss pertinent academic and clinical issues to ensure faculty/student interaction and understanding;

(4) Student and faculty participation in periodic Pro seminars that provide for greater student/faculty interaction and sub-specialty training;

(5) Meetings of the Program Advisory Committee composed of practicing SLPs and audiologists (AUDs), physicians, other allied medical service providers, and current student representatives provide a forum for dialogue between the training program and service providers (perceptions are shared explicitly for the purpose of facilitating academic and clinical program revision);

(6) External review of academic and clinical programs conducted every 10 years by the Southern Association of Colleges and Schools (SACS) and the National Council on Accreditation of Teacher Education (NCATE), and every five years by the North Carolina State Department of Public Instruction (NCSDPI);

(7) Annual implementation of the undergraduate Outcomes Assessment plan that is intended to evaluate the effectiveness of the undergraduate CSD Program;

(8) Review of students' performance on grade point average (GPA), comprehensive examinations, and the National Examinations in Speech-Language Pathology and Audiology (PRAXIS); academic performance of graduate students is analyzed yearly on an individual and group basis and relationships among these outcome measures are studied to assist in the revision of admission criteria, curriculum, and standards for continuation and/or completion in the program;

(9) Yearly collection of data regarding program graduates’ attainment of the American-Speech-Language-Hearing Association (ASHA) Certificate of Clinical Competence (CCC-SLP), North Carolina (NC) state licensure, and NC State Department of Public Instruction (NCSDPI) certification;

(10) Program evaluation by former graduates surveyed every two years about the quality and effectiveness of the program in preparing them to meet their professional challenges;

(11) Ongoing meetings of the Curriculum Committee (subcommittee of the Academic Committee) for internal review of the academic program present proposals for consideration and discussion by the faculty as a whole, and academic policies and procedures are revised as appropriate;

(12) Review of students' performance in clinical practicum with individual supervisors; students participate in regularly scheduled conferences with their practicum supervisors to discuss strengths and needs in meeting the clinical supervisory goals; formal and informal evaluation of students' professional growth is completed by both the student and supervisor throughout the semester; student clinicians placed off-campus are evaluated by their off-campus supervisors (the information resulting from these reviews is used to ensure appropriate case assignments and placement of the student clinicians in practicum experiences);

(13) Review of students' performance by the entire faculty; academic and clinical progress of each student is reviewed at mid-semester by the entire faculty and before the end of the semester following appropriate intervention; feedback is provided to the student and the student's academic advisor at the time of each review to ensure sensitive and timely response to student's individual needs (description of process follows); and,

(14) Program evaluation by employers surveyed every two years concerning the professional performance of Communication Sciences and Disorders (CSD) Program graduates.

**Outcomes Assessment Plan for the CSD Undergraduate Program**

The outcomes assessment plan for the CSD Program is intended to evaluate the effectiveness of our undergraduate program in helping students meet the goals of Western Carolina University (WCU), the College of Health and Human Sciences (CHHS), and the CSD Department. The undergraduate outcomes assessment plan for the CSD Department utilizes existing mechanisms/procedures where possible. Components include:

**Student Feedback**

1) Course/Supervisor Feedback - Students provide feedback regarding academic course content/instruction and clinical supervision through the completion of course/supervisor feedback forms.

2) Exit Survey - Graduating students complete an exit survey regarding their perceptions of the Communication Sciences and Disorders (CSD) Undergraduate Program.

3) Graduate Follow-up Survey - Graduates of the CSD Department entering graduate school at Western Carolina University (WCU) or elsewhere are asked to complete a survey regarding their perceptions of how well the CSD Undergraduate Program prepared them for graduate school. This survey is administered at the completion of students’ first semester in graduate school.

**Internal Review**

1) Ongoing Student Review - Clinical/academic reviews are conducted each term, beginning the semester students enroll in CSD 272. Initial reviews occur at mid-term, with follow-up review at the end of the semester. The CSD Department faculty uses the review process to monitor undergraduate goals. That is, at mid-term each semester students receive a satisfactory or unsatisfactory rating on goals specific to their level of program involvement.

3) Monthly Faculty Meetings - The faculty meets monthly to discuss a variety of academic and clinical matters, including student progress, administrative program issues, curricular offerings, admissions, etc.

4) Curriculum Committee - The curriculum committee (a sub-committee of the Academic Committee) meets regularly to provide an internal review of the academic program. The committee presents proposals for consideration and discussion by the faculty.

**External Review**

1) CSD Program Advisory Committee - The Advisory Committee, composed of practicing allied health providers, meets at least annually for the purpose of facilitating academic and clinical program revision.

2) ASHA Review - Program review for accreditation occurs every eight years.

3) Southern Association of Colleges and Schools (SACS) Review - Program review occurs every ten years.

4) National Council on Accreditation of Teacher Education (NCATE) - Program review occurs every ten years.

5) North Carolina State Department of Public Instruction (NCSDPI) - Program review occurs every five years.

**III. Academic Handbook**

Western Carolina University (WCU) offers undergraduate and graduate degree programs leading to the Bachelor of Science in Communication Sciences and Disorders (B.S. CSD) and Master of Science (M.S.) degrees in CSD.

**Bachelor’s Degree Program**

Students in the bachelor’s degree program study the nature and development of communication competence and the nature and management of disorders of communication. The curriculum is pre-professional, providing the academic courses required for graduate study. After completing the program, students are awarded the B.S. CSD degree.

**Master’s Degree Program**

The graduate program runs two (2) years (minimum) in duration and requires rigorous academic-clinical involvement. M.S. graduates typically enter careers in medical allied health, private practice, or school-based settings. The graduate CSD Program is accredited in Speech-Language Pathology (SLP) by the Council on Academic Accreditation (CAA) of the American Speech-Language-Hearing Association (ASHA), the North Carolina State Department of Public Instruction (NCSDPI), and the National Council for Accreditation of Teacher Education (NCATE). Academic and clinical components of the program adhere to certification guidelines for speech-language pathologists (SLPs) recommended by ASHA, NCSDPI, and the North Carolina Board of Examiners for SLPs

All degree programs are administered through the CSD Department and the Speech and Hearing Clinic (SHC). Students are assigned an academic advisor upon entry into the CSD Program, whether at the undergraduate or graduate level. Students receive an orientation and are provided with various materials to aid them in progressing through the program. The basic requirements of the academic program, as well as the requirements for certification/licensure, are discussed with the student. Additional attention is directed to the requirements in the continuing advisement process and in various classes.

**Further Information**

Individuals wishing to obtain more information about the CSD Department, admission criteria, availability of assistantships, or employment opportunities are invited to contact:

Tracie Rice, Au.D., Department Chair

Western Carolina University

College of Health and Human Sciences

Communication Sciences and Disorders Department

153 Health and Human Sciences Building

Cullowhee, NC 28723

828/227-3378

**Undergraduate Communication Sciences and Disorders (CSD) Program**

Undergraduate students typically begin the CSD program in their Sophomore year taking CSD 270-Introduction to Communication Disorders and CSD – 272 Fundamentals of Speech/Language Analysis. During their Junior year they are required to take: CSD 301-Speech and Language Development, CSD 370-Phonetics; SPED 240-The Exceptional Child; CSD 380-Anatomy and Physiology; and CSD 372-Acoustic/Speech Science. During their senior year CSD majors take CSD 421 – Measurement Practices in Comm. Dis., CSD 450-Audiology; CSD 470 Speech-Language Disorders in Adults; CSD464 Multi-Cultural, Multi-Lingual Populations in CSD; CSD 472-Aural Rehabilitation; CSD 477-Speech-Language Disorders in Children; and CSD 479-Clinical Process. In addition, all students must complete an 18-credit hour concentration of approved courses (or a minor), 18hours of electives, 42 hours of liberal studies (including a biological science class, a chemistry or physics class, a statistics class, and a social science class), and complete 25 hours of supervised observations by an ASHA certified Speech Language Pathologist.

**Graduate Admission Policy**

**Regular Admission**

In order to be approved for regular admission into the master of science (M.S.) CSD Program, applicants must meet the following minimum criteria: (a) bachelor’s degree for which a GPA of at least 3.0 was demonstrated during the last 60 semester hours; (b) a combined score of 300 on the GRE (Verbal plus Quantitative Subtests) and a score of at least 3.5 on the analytical writing subtest; and, (c) three strong reference letters from people who can attest to the individual’s graduate-level academic and clinical potential.

**Provisional Admission**

Persons who do not meet the criteria for regular admission may be eligible for provisional admission. This requires that applicants have completed a bachelor’s degree and demonstrate: (a) a GPA of at least 2.7 during the last 60 semester hours; (b) a combined GRE score of at less than 300 (Verbal plus Quantitative Subtests); and, (c) three strong reference letters from people who can attest to the individual’s graduate-level academic and clinical potential. A personal interview may be required for provisional admission consideration.

Students may only apply for full-time admission to the graduate CSD Program. If a student is accepted full-time, he/she must maintain full-time status each semester until graduation. He/she must complete at least 9 credit hours per semester (excluding summer), including at least 3 credit hours of CSD 683 Clinical Practicum. If a student fails to complete 9 credit hours in a given semester, the Department Chair may dismiss the student from the program. The student may then re-apply for admission.

**Exceptions:**

1. If a student is granted an incomplete in a course resulting in the completion of less than 9 semester hours, he/she must have that incomplete removed by the end of the next semester (excluding summer).

2. If a student has less than 9 credit hours left to complete his/her degree he/she may enroll in less than 9 credit hours.

Graduate students enroll in CSD 683 Clinical Practicum to obtain appropriate clinical experiences. Each semester that a graduate student enrolls, he/she is expected to enroll in CSD 683. The first 25 hours of supervised clinical experience must be obtained under the supervision of a CSD Department faculty member. The student is assigned either to the Speech and Hearing Clinic (SHC) or to a CSD Department outreach practicum site. Off-campus placements may be assigned with the endorsement of the Communication Sciences and Disorders (CSD) Department faculty. Subsequent clinical experiences in a variety of clinical practicum sites may be obtained when coordinated with the appropriate academic preparation. The CSD Department has established policies in accordance with the American Speech-Language-Hearing Association (ASHA) guidelines for placement of graduate interns in off-campus locations. Prior to placement of graduate student interns in off-campus sites, the faculty/supervisors agree that the student has developed sufficient academic and clinical skills, including a level of independence to function in different professional settings.

Students entering the graduate program with a bachelor’s degree in CSD complete the 63 credit hours graduate program in accordance with the current approved degree program. Out-of-field graduate students complete an additional 18 credit hours of undergraduate course work.

An assigned graduate advisor and the CSD Department Chair review all students’ transcripts. Deficiencies in coursework in the basic communication processes, audiology, clinical processes, and disorders of fluency, articulation, phonology and child language are determined on the basis of transcripts, course syllabi, curricula, catalog descriptions, and, if necessary, personal communication with the instructor at the institution where the coursework was taken. Deficiencies identified must be rectified by appropriate academic and clinical experiences as a part of the CSD Department graduate curricula.

Students entering the CSD Department with previous supervised clinical experiences are reviewed during the first 25 hours of required supervised experience in the WCU CSD Department to determine the appropriateness and readiness for off-campus practicum placement. All students must be recommended by the faculty for off-campus sites. All students are required to attend a weekly one (1) hour practicum class during each semester of graduate study.

A student may be assigned to more than one clinical supervisor during any semester of clinical experience. Near the end of the semester, all supervisors, including off-campus supervisors, are required to provide information concerning the number of clock hours earned under their supervision and the final grade assigned. This facilitates a combined grade assignment across all supervisors. The deadline for reporting grades is the last day of classes each academic term.

Graduate students are made aware of the process for completing certification/licensure applications. They are provided with the ASHA website (http://www.asha.org) and the ASHA Membership and Certification Handbook website (https://www.asha.org/certification/ich also contains state licensure information. Students typically take the National Examination in Speech/Language Pathology and Audiology PRAXIS Test in Speech-Language Pathology (10330) in their last semester of graduate study. **All scores must be reported to WCU** (Code number 0223). Individuals should also send score reports to ASHA (refer to the Membership & Certification Handbook for information on score reporting), state licensure boards, etc. It is not necessary to report scores to the North Carolina State Department of Public Instruction (NCSDPI), as indicated in the PRAXIS booklet instructions. During the last semester, application to NCSDPI should be made through the College of Education and Allied Professions (CEAP) Certification Office located in the Killian Building.

The Career Services/Cooperative Education office located in Belk Building can assist students with providing information to potential employers and gaining information about potential employment opportunities following graduation. Students can contact this office or access their web site (careers.wcu.edu) for assistance with writing a resume, preparing for interviews, etc., and information about scheduled career days.

**Graduate School Remediation**

Grades of A/B are acceptable and meet the requirements for ASHA standards as well as WCU standards for graduate school. If a student were to earn a grade of “C” the following rules apply.

Academic Courses

1st C – student is required to take a comprehensive exam or complete assignments/projects determined by the instructor based on the area of difficulty in that subject the following semester.

2nd C – an automatic reduction in load by 3 hours the following semester (excluding summer) and follow steps for 1st C in that/those subject(s) the following semester.

3rd C – take a semester off (excluding summer), take a comprehensive exam in that subject and pass before returning to the graduate program.

Clinic Courses

1st C – Remediate the needed area(s) in the SHC the following semester.

2nd C – Take a semester off from clinic and work on areas with clinic director and/or WCU employed supervisor.

3rd C – take a full semester off (excluding summer), complete a remediation plan including a written plan of intent from the student. Undergo faculty review prior to readmission.

**Technical Standards**

Each graduate student is expected to meet technical requirements as well as academic requirements as deemed appropriate by the CSD department and the college. See Section VI for more information.

**Comprehensive Exam/Master’s Project or Thesis**

All graduate students in the Communication Sciences and Disorders (CSD) Department are required to satisfy either the Master’s Capstone requirements or complete a Master’s Thesis requirement prior to their completion of graduate school. Students are also encouraged to pass the Praxis exam prior to completion of the program, certification paperwork will not be signed by Department Chair until proof of a passing exam score is received by the department.

**Academic Forms**

**and**

**Supplementary Information**

Communication Disorders Program – Undergraduate

|  |
| --- |
| **Sequence of Courses - Undergraduate** |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Fall or Spring Soph.** | 3 Credits | | CSD 270 | Introduction to Communication Disorders |
| **Spring Soph.** | 3 Credits | | CSD 272 | Fund of Speech/Language Analysis |
|  | |  | | |
| **Fall Jr.** | 3 Credits | | CSD 301 | Speech and Language Development |
| 3 Credits | | CSD 370 | Phonetics |
| 3 Credits | | SPED 240 | The Exceptional Child |
|  | |  | | |
| **Spring. Jr.** | 3 Credits | | CSD 380 | Anatomy/Physiology of Speech Mech. |
| 3 Credits | | CSD 372 | Acoustics and Speech Science |
|  | |  | | |
| **Fall Sr.** | 3 Credits | | CSD 450 | Introduction to Audiology |
| 3 Credits | | CSD 470 | Speech-Language Disorders - Adults |
|  | 3 Credits | | CSD 478 | Fluency and Voice Disorders |
|  | |  | | |
| **Spring Sr.** | 3 Credits | | CSD 421 | Measurement Practices in Comm. Dis. |
| 3 Credits | | CSD 472 | Aural Rehabilitation |
| 3 Credits | | CSD 477 | Speech-Language Disorders –Children |
| 3 Credits | | CSD 479 | The Clinical Process |
|  | |  | | |
| Total | 42 Credits | |  |  |

(Revised 01/19)

You must also take:

Related Professional Courses (see advisor for list) – 24 hours – OR – Minor 18-24 hours (may need additional elective hours if minor is 18/21 hours)

General Electives – 20 hours

Liberal Studies – 42 hours (ASHA requires that you have a physical science (chemistry or physics), a biological science, a behavioral/social science and a statistics course)

Related Professional Courses

**ACCT 251** - Financial Accounting

**BK 361** - Environments for Young Children

**BK 363** - Child Development

**BK 366** - Infant Development and Curriculum

**BK 414** - Theory and Practice in Early Childhood Administration

**BK 462** - Adult-Child Interaction

**BK 470** - Early Childhood Curriculum

**BKSE 350** - Early Childhood Disorders and Interventions

**BKSE 411** - Family Collaborative Planning

**BKSE 415** - Promoting the Social/Emotional Competency of the Young Child

**BIOL 240** - Introduction to Genetics (PREQ:  BIOL 140 or BIOL 141.)

**BIOL 291** - Human Anatomy and Phys I

**BIOL 292** - Human Anatomy and Phys II

**BIOL 333** - Cell and Molecular Biology (PREQ: 240 or permission of instructor. COREQ: 333 lecture and 333 labs.)

**BIOL 412** - Cellular and Molecular Immunology (REQ: 240. PREQ or COREQ: 333)

**CHER 310** - Introduction to Cherokee Literature

**CHER 351** - Phonetics and General Linguistics (PREQ: Permission of instructor)

**COUN 310** - Family Systems

**COUN 325** - Survey of Human Development

**COUN 430** - Individual and Group Counseling

**COUN 440** - Leadership and Advocacy

**CSD 451** - Introduction to Sign Language I

**CSD 452** - Introduction to Sign Language II

**EDRD 303** - Children's Literature in the 21st Century (PREQ: EDCI 201)

**EDRD 467** - Adolescent Literature

**ENGL 302** - Introduction to Creative Writing and Editing

**ENGL 303** - Introduction to Professional Writing and Editing

**ENGL 304** - Writing for Electronic Environments (PREQ: ENGL 303)

**ENGL 307** - Professional Editing and Publishing (PREQ: Engl. 101 and 202; 303)

**ENGL 319** - Grammar, Language, and Discourse

**ENGL 415** - Introduction to Linguistics

**ENGL 416** - Teaching English as a Second Language

**ENVH 200** - Intro to Public Health (P1)

**ENVH 210** - Global Disparities in Public Health (P6)

**ENVH 230** - Introduction to EH

**EVNH 260/1** - Etiology of infectious diseases (PREQ: CHEM 133 or permission of instructor. COREQ: ENVH

**FIN 305** - Financial Management

**HPE 223** - Applied Kinesiology I

**HPE 225** - Applied Kinesiology II (HPE 223 or BIOL 291)

**HPE 235** - Motor Behavior

**HPE 255** - Mental and Emotional Health

**HPE 256** - Physical Education Pedagogy

**HPE 311** - Evaluation and Assessment

**HPE 312** - Health Pedagogy

**HPE 325** - Risky Behaviors

**HPE 350** - Current Health Problems

**HPE 355 -** Fitness Concepts

**HPE 358** - Healthful Living Concepts

**HPE 360** - Sexual Health Through Lifespan

**HPE 365** - Health and Aging

**HSCC 205**: Women’s Health

**HSCC 307** - Evaluating Health Claims: Fact or Quack

**HSCC 311** - Systems and Trends in Health Care Delivery

**HSCC 318** - Department Administration

**HSCC 320** - Human Resource Management in Health Care Agencies

**HSCC 322** - Medical Terminology

**HSCC 330** - Legal and Legislative Aspects of Health Care

**HSCC 389** - Cooperative Education in Health Sciences

**HSCC 420** - Cultural Diversity for Health Care Practitioners

**HSCC 440** - Quality Management in Health Care Agencies

**HSCC 450** - Financial Management in Health Care

**HSCC 470** - Research Methods in Health Science

**MGT 300** - Introduction to Management

**MGT 306** - Organizational Behavior (PREQ: 300)

**MGT 366 -** Organizational Leadership Theory and Development (PREQ: 300)

**MGT 367** - Project Management (PREQ: 300)

**MKT 201** - Marketing Planning and Strategy

**ND 310** - Food, Nutrition, and Culture (P6)

**ND 330** - Human Nutritional Needs

**ND 334** - Nutritional Applications (PREQ: 330)

**ND 342** - Nutrition in Athletics (PREQ: 330 or HSCC 150)

**NSG 315** - Nursing ethics and health policy

**PAR 230** - Legal, Scientific & Critical Reasoning (P4)

**PAR 354** - Religion, Suffering, and the Moral Imagination (P6)

**PAR 332** - Biomedical Ethics and Social Justice (P4)

**PSC 302** - Problems and Policies of American Government

**\*All PSY classes require PSY 150**

**PSY 309** - Social Psychology

**PSY 320** - Developmental Psychology I: Childhood

**PSY 322** - Developmental Psychology II: Adolescence

**PSY 325** - Developmental Psychology III: Adulthood

**PSY 331** - Human Sexuality (PREQ: 45 credit hours)

**PSY 333** - Psychology of Sex Differences

**PSY 363** - Behavioral Intervention

**PSY 375** - Forensic Psychology (Juniors and Seniors)

**PSY 393** - Topics in Psychology

**PSY 430** - Personality

**PSY 440** - Biological Psychology

**PSY 444** - Cognitive Psychology (PREQ: PSY 272)

**PSY 446** – Learning (PREQ: PSY 272)

**PSY 448** - Human Neuropsychology

**PSY 470** - Abnormal Psychology

**PSY 474** - Child Psychopathology

**PSY 326** - Psychological Perspectives of Developmental Disabilities

**RTH 300** - Health and Healing (P1)

**SOC 235** - Social Problems (P1) (PREQ: SOC 103)

**SOC 245** - Social Inequality

**SOC 248** - Rural Society

**SOC 410** - Sociology of Aging

**SOC 414** - Minority Groups (PREQ: SOC 103)

**SOC 456** - Medical Sociology

**SOCW 251** - Social Issues, Policy, and Programs (P1)

**SOCW 253** - Interviewing Skills for Practice

**SOCW 304** - School Social Work (PREQ: SOCW 151)

**SOCW 320** - Gender and Power in Social Work

**SOCW 327** - Social Work with Children and Families (PREQ: SOCW 151)

**SOCW 340** - Values and Ethics in Social Work Practice

**SOCW 354** - Human Behavior and the Social Environment: Person-In-Environment

**SOCW 402**: Diversity in Contemporary Society

**SOCW 415** - Social Work and Mental Health (PREQ: SOCW 151)

**SOCW 420** – Addictions (PREQ: SOCW 151)

**SOCW 429** - Social Work with Older Adults

**SOCW 430** - Social Work in the Health Field

**SOCW 445** - International Social Work

**SPED 310** - Assessment for Instruction

**SPED 311** - Positive Behavioral Supports for Students with Severe Disabilities (PREQ: SPED 240, 241)

**SPED 344** - Assistive Technology for Severe Disabilities (PREQ: SPED 240, 241)

**SPED 400** - Creative Thinking and Problem-Solving

**SPED 401** - Exceptional Learners in the General Curriculum

**SPED 405** - Exceptional Learners in the General Curriculum II (PREQ: 240)

**SPED 407** - Behavioral Issues in the General Curriculum (PREQ: 240)

**SPED 414** - Curriculum and Methods for Students in the Adapted Curriculum (PREQ 240, 241)

**SPED 432** - The Physically Handicapped Child

**SPED 471** - Foundations of Gifted and Creative Education

**SPED 475** - Methods and Models of Gifted and Creative Education (PREQ: 471 or equivalent)

**SPED 477** - Curriculum Differentiation for Gifted and Creative Learners (PREQ: 471 or equivalent)

Communication Disorders Program - Grad

|  |
| --- |
| Sequence of Courses – **Thesis Option** |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Fall** | | 3 Credits | | CSD 662 | Articulation/Phonological Disorders | |
| 3 Credits | | CSD 668 | Language Disorders – Preschool | |
| 3 Credits | | CSD 672 | Language Disorders - Adults | |
| 3 Credits | | CSD 683 | Clinical Practicum | |
| 12 Credits | |  |  | |
|  | | |  | | | |
| **Spring** | | 3 Credits | | CSD 594 | Cognitive Disorders | |
| 3 Credits | | CSD 620 | Infant-Toddler Communication | |
| 3 Credits | | CSD 642 | Research in Communication Disorders | |
| 3 Credits | | CSD 677 | Dysphagia | |
| 3 Credits | | CSD 683 | Clinical Practicum | |
| 15 Credits | |  |  | |
|  | | |  | | | |
| **Summer** | 3 Credits | | | CSD 683 | Clinical Practicum | |
| 3 | | |  |  | |
|  | | |  | | | |
| **Fall** | | 3 Credits | | CSD 640 | Voice Disorders | |
|  | | 3 Credits | | CSD 648 | Language Disorders – School Age | |
| 3 Credits | | CSD 673 | Motor Speech Disorders | |
| 3 Credits | | CSD 678 | AAC/Assmt/Intervention | |
| 3 Credits | | CSD 683 | Clinical Practicum | |
| 3 Credits | | CSD 699 | Thesis | |
| 18 Credits | |  |  | |
|  | | | | | |  |
| **Spring** | | 3 Credits | | CSD 630 | Professional Issues in CSD | |
| 3 Credits | | CSD 681 | Master’s Project | |
| 3 Credits | | CSD 670 | Fluency Disorders | |
| 3 Credits | | CSD 683 | Clinical Practicum | |
| 3 Credits | | CSD 699 | Thesis | |
| 15 Credits | |  |  | |
| **Total** | | 63 Credits | |  |  | |

(Revised 01/19)

\*\* If needed for ASHA requirements – CSD 372 and/or CSD 472 can be taken during summer

Communication Disorders Program - Graduate

|  |
| --- |
| Sequence of Courses – **Non-Thesis Option** |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Fall** | | 3 Credits | | CSD 662 | Articulation/Phonological Disorders |
| 3 Credits | | CSD 668 | Language Disorders – Preschool |
| 3 Credits | | CSD 672 | Language Disorders - Adults |
| 3 Credits | | CSD 683 | Clinical Practicum |
| 3 Credits | |  | CSD or out-of-field Elective |
| 12–15 Credits | |  |  |
|  | | |  | | |
| **Spring** | | 3 Credits | | CSD 594 | Cognitive Disorders |
| 3 Credits | | CSD 620 | Infant-Toddler Communication |
| 3 Credits | | CSD 642 | Research in Communication Disorders |
| 3 Credits | | CSD 677 | Dysphagia |
| 3 Credits | | CSD 683 | Clinical Practicum |
| 15 Credits | |  |  |
|  | | |  | | |
| **Summer** | 3 Credits | | |  | Elective - optional |
| 3 Credits | | | CSD 683 | Clinical Practicum |
| 3-6 Credits | | |  |  |
|  | | |  | | |
| **Fall** | | 3 Credits | | CSD 640 | Voice Disorders |
| 3 Credits | | CSD 648 | Language Disorders – School Age |
| 3 Credits | | CSD 673 | Motor Speech Disorders |
| 3 Credits | | CSD 678 | AAC/Assmt/Intervention |
| 3 Credits | | CSD 683 | Clinical Practicum |
| 15 Credits | |  |  |
|  | | |  | | |
| **Spring** | | 3 Credits | | CSD 630 | Professional Issues in CSD |
| 3 Credits | | CSD 670 | Fluency Disorders |
| 3 Credits | | CSD 681 | Master’s Project |
| 3 Credits | | CSD 683 | Clinical Practicum |
| 3 Credits | |  | CSD or out-of-field Elective |
| 12-15 Credits | |  |  |
|  | | | | | |
| Total | | 63 Credits | |  |  |

Revised (01/19)

\*\* If needed for ASHA requirements - CSD 372/472 can be taken in summer

Communication Disorders Program - Levelers

|  |
| --- |
| Sequence of Courses – Levelers |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Fall** | 3 Credits | | CSD 370 | | Phonetics |
| 3 Credits | | CSD 301 | | Speech and Language Development |
| 3 Credits | | CSD 450 | | Introduction to Audiology |
| 3 Credits | | CSD 662 | | Articulation/Phonological Disorders |
| 3 Credits | | CSD 668 | | Language Disorders – Preschool |
| 15 Credits | |  | |  |
|  | |  | | |  |
| **Spring** | 3 Credits | | CSD 380 | | Anatomy/Physiology of Speech Mech |
| 3 Credits | | CSD 372 | | Acoustics and Speech Science |
| 3 Credits | | CSD 620 | | Infant Toddler Communication |
| 3 Credits | | CSD 630 | | Professional Issues |
| 3 Credits | | CSD 642 | | Research |
| 15 Credits | |  | |  |
|  | |  | | |  |
| **Summer** | 3 Credits | | CSD 472 | | Aural Rehabilitation |
| 3 Credits | | CSD 683 | | Clinical Practicum |
| 6 Credits | |  | |  |
|  | |  | | |  |
| **Fall** | 3 Credits | | CSD 648 | | Language Disorders-School-age |
| 3 Credits | | CSD 672 | | Language Disorders-Adults |
| 3 Credits | | CSD 640 | | Voice Disorders |
| 3 Credits | | CSD 683 | | Clinical Practicum |
| 3 Credits | | CSD 594 | | CSD Elective or out of field elective |
| 15 Credits | |  | |  |
|  | |  | | |  |
| **Spring** | 3 Credits | | CSD 620 | | Fluency Disorders |
| 3 Credits | | CSD 594 | | Cognitive Communication Disorders |
| 3 Credits | | CSD 677 | | Dysphagia |
| 3 Credits | | CSD 681 | | Master’s Project |
| 3 Credits | | CSD 683 | | Clinical Practicum |
| 15 Credits | |  | |  |
|  | |  | | |  |
| **Summer** | 3 Credits | | CSD 683 | | Clinical Practicum |
| 3 Credits | | CSD 699 | | Thesis |
| 3-6 Credits | |  | |  |
|  | |  | | |  |
| **Fall** | 3 Credits | | CSD 673 | | Motor Speech Disorders in Adults |
|  | 3 Credits | | CSD 678 | | AAC/Assmt/Intervention |
| 3 Credits | | CSD 683 | | Clinical Practicum |
| 3 Credits | | CSD 594 | | CSD elective or out of field elective |
| 3 Credits | | CSD 699 | | Thesis |
| 12-15 Credits | |  | |  |
|  | |  | | |  |
| Total | 78 Credits | |  |  | |

(Revised 1/19)

**MS Project**

**ALL GRADUATE STUDENTS MUST COMPLETE THE WCU MS CAPSTONE PROJECT**

**Traditional Students** –

For students with undergraduate degrees in CSD or CSD background as defined by completion of enough WCU program prerequisites prior to admission to complete the graduate program in two academic years, the capstone project will occur the final spring semester of students’ enrollment in classes (spring of year two).

**Leveling Students (no CSD background as defined above)** –

The capstone MS project will occur the final semester of the program in year three. Leveling students completing their program the fall of their year three will only participate in phases 2 and 3 below their final semester of enrollment, but will be required to complete content related to phase 1 and register for the class the spring prior to their program completion.

**Project Direction** –

The spring capstone experience will be directed by one tenure-track faculty member in CSD who will be responsible for enacting and managing project phases as described below. In the case of leveling students completing their programs in the fall of their third year, the capstone project will be directed by the Department Chair or designee.

**Project Description –**

**Phase 1** – The initial requirement of the MS capstone project will be the completion of specialized content provided by the directing faculty member. **This is not a program elective** but will be a graded component of the MS project sign-up. During Phase 1, the capstone project class will meet twice weekly.

**Phase 2** – The second phase of the MS capstone project will be the creation of student portfolios that describe required ASHA competencies <http://www.asha.org/Events/SLP-Summit-Glossary/> across the “Big 9” areas and provide seminal illustrations of how competencies were acquired and practiced throughout students’ graduate studies. The portfolio will consist of dividers identifying competency areas, a brief description of the competency, and specific illustrations of how the competency was acquired and practiced. Illustrations can include specific academic projects or assignments addressing the competency, descriptions of clinical assignments and care plans addressing practice of the competency, and the inclusion of clinical projects illustrating mastery and practice of the competency. Each competency area will also include a one-page reflection describing student growth towards mastery of the competency and anticipated needs specific to continued (post-graduation) competency development. Completion of Phase 2 of the MS capstone project will be supported by weekly class meetings beginning after midterm of the semester (approximately after week 8).

**Phase 3 –** Completion of the MS capstone project will occur when students participate in an exit interview with the directing faculty member. Prior to this interview, the exiting student will turn in their portfolio for initial review by the directing faculty member. Rating 1 will occur after portfolios are turned in. The faculty member will have the right to request additions or revisions in all areas prior to allowing the student to schedule their exit interview. If rating scores are not acceptable, a second rating will occur post revisions (see Capstone Course Grading section). During the exit interview, the exiting student will present and discuss seminal experiences in some of the “Big 9” areas. Students will be paired in groups of three for exit interviews. The exit interview will comprise a portion of the final grade received and will be factored into Phase 1 grading (for leveling students this will require archiving the Phase 1 grade).

**Capstone Course Grading -**

Forty-five percent of the course grade will be determined by performance with the specialized content described in project Phase 1 (the exit interview from phase 3 will be included within this percentage). The evaluation of the specialized content portion of the project will be described in the syllabus provided by the directing faculty member. The remaining course grade (55%) will be derived from the directing faculty member’s review of students’ portfolios (Rating 1 and, if needed, rating 2 – see sheet below) and their performance during the exit interview (factored into Phase 1 grading). Three evaluative ratings will be possible for each of the “Big 9” areas – 1 = Does not meet expectations; 2 = Meets expectations; 3 = Exceeds expectations. Ratings of 2 will indicate that the student’s overall portfolio examples and his/her descriptions/reflections of chosen seminal experiences clearly demonstrate entry level practice understanding in Big 9 areas. Ratings of 3 will occur when portfolio examples and descriptions/reflections of seminal experiences demonstrate an understanding of practice that exceeds entry level expectations as determined by the directing faculty member. To complete the MS capstone project successfully, ALL BIG 9 AREAS MUST BE EVALUATED AT THE 2 LEVEL and the directing faculty member must sign-off for the exit interview (see score sheet). To receive an A for this 55% of the total course grade, 8 of 9 areas must be evaluated as a 3. Students receiving less than an evaluation of 2 in any of the Big 9 areas will participate in remediation as dictated by the directing faculty member. Once remediation is completed successfully, the directing faculty member will provide an evaluative rating in the area in question and sign off for the student (2nd rating on the sheet below).

**Sample Phase 3 Score Sheet**

Big 9 competency area Seminal Experience Evaluation

|  |  |  |
| --- | --- | --- |
| Articulation |  | 1st rating\_\_\_\_ 2nd rating \_\_\_\_ |
| Fluency |  | 1st rating\_\_\_\_ 2nd rating \_\_\_\_ |
| Voice and Resonance |  | 1st rating\_\_\_\_ 2nd rating \_\_\_\_ |
| Receptive and Expressive Language |  | 1st rating\_\_\_\_ 2nd rating \_\_\_\_ |
| Hearing |  | 1st rating\_\_\_\_ 2nd rating \_\_\_\_ |
| Swallowing |  | 1st rating\_\_\_\_ 2nd rating \_\_\_\_ |
| Cognitive Aspects of Communication |  | 1st rating\_\_\_\_ 2nd rating \_\_\_\_ |
| Social Aspects of Communication |  | 1st rating\_\_\_\_ 2nd rating \_\_\_\_ |
| Communication Modalities |  | 1st rating\_\_\_\_ 2nd rating \_\_\_\_ |
|  | The exiting student will list the experience and provide a reference portfolio page | Rating Descriptors  1 = Does not meet entry level practice expectations  2 = Meets expectations  3 = Exceeds expectations |

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Directing Faculty Sign-off Date

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Student Sign-off Date

**MASTER’S THESIS DESCRIPTION**

The thesis project is different from the mater’s project in formal ways. The thesis must follow guidelines as determined by the graduate school. Some of these guidelines include paper type, margins, and binding. Other differences are qualitative in terms of depth of analysis, critical thinking skills, strong technical writing skills, independent direction, and a strong topic base knowledge.

Successful completion of the thesis project requires an original research idea that must be presented to a committee rather than a single person. An exhaustive literature review (Chapter 1) is essential and must logically support the direction of the methodology. Methodology (Chapter 2) and results (Chapter 3) may include application and interpretation of parametric or non-parametric statistics. While the chair of the committee may directly guide the student in the areas of design and statistics, the student must be motivated to explore and understand these issues. The discussion (Chapter 4) requires the student to discuss implications and relevance of the results, limitations of the study, and directions for future research.

Students completing a thesis project are not required to take the written comprehensive exam. Students completing the thesis project are required to register for thesis hours the semester prior to graduation. Faculty members are required to return papers for rewrites a minimum of two (2) weeks after receipt of the document from the student. The student will work on the thesis for two (2) consecutive semesters.

**MASTER’S THESIS OUTLINE**

Selection of Topic and Committee

Prior to Prospectus Meeting

Institutional Review Board (IRB) Human Subjects Review

Prior to Prospectus Meeting

Sections of the Thesis Document

The order of completed sections is as follows: Chapter 1-Literature Review; Chapter 2-Methodology; Chapter 3-Results; and, Chapter 4-Discussion.

A deadline agreement between the student and his/her committee chair will be independently generated for each of the four (4) sections.

Prospectus Meeting

May graduates must have their meeting by the end of September prior to their graduation date.

December graduates must have their meeting by the end of March prior to their graduation date.

Students meet with their thesis committee and present a well-defined thesis question, their initial review of the literature, and the methodology to answer their thesis question.

This meeting is designed to prepare the student to collect data; the committee may discuss changes during the meeting.

Following this meeting, the thesis proposal is sent to the graduate school.

Thesis Defense

The thesis document must be delivered to the Communication Sciences and Disorders (CSD) Department secretary prior to the defense for review by peers and faculty not on the thesis committee.

The thesis defense must occur no later than three (3) weeks prior to commencement.

**Master’s Thesis/Project**

**Letter of Commitment**

Student Name:

Advisor:

Project Title/Description:

Please Circle One: Master’s Project Master’s Thesis

I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, agree to advise and assist the above named student with the master’s project/thesis described above.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Faculty Member Signature Date

I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, agree to complete the master’s project/thesis described above with the above named faculty advisor.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Graduate Student Signature Date

**CLINICAL HANDBOOK**

**INTRODUCTION**

**GENERAL INFORMATION**

**Fire Safety**

Fire evacuation routes are clearly marked in the hallway of the HHS Building, as well as in treatment rooms.SHC faculty supervisors, clinic staff, graduate student clinicians, and observers should familiarize themselves with such routes before clinic begins each semester. In the case of a fire alarm or drill, clinic faculty, staff, and/or student clinicians should quickly assist all clients in evacuating the building by the prescribed routes and remain outside the building until an all clear signal is given.

**Handicap Access**

Handicap accessible water fountains and restrooms are located on the ground floor of the HHS Building.

**WCU SPEECH AND HEARING CLINIC MISSION STATEMENT**

The Western Carolina University (WCU) Speech and Hearing Clinic (SHC) is committed to providing clinical services of the highest quality to individuals with communication disorders. The clinic also provides training opportunities for the Communication Sciences and Disorders (CSD) Department graduate students, including clinical practicum, supervision, and research. Treatment of the whole person requires interdisciplinary resources; therefore, the clinic functions within a referral network of human service professionals. A client is scheduled for treatment upon referral through the diagnostic process outlined in this handbook.

**Observation**

**General Information**

Observing diagnostic and treatment sessions in speech/language pathology (SLP) and audiology (AUD) is a valuable and effective means of beginning the implementation of theory into practice that is required for clinical work. The American Speech-Language-Hearing Association (ASHA) requires that students complete 25 hours in guided observation before conducting any diagnostic or treatment sessions.

All students who have not completed ASHA’s minimum requirement when they enter the graduate program must complete this requirement by the end of their first semester of graduate study. Graduate students who do not complete this requirement will not be allowed to enroll in CSD 683 Clinical Practicum until they have completed the minimum number of required hours. It is the student’s responsibility to inform the Clinic Director when observation hours are completed. The Clinic Director is responsible for confirming that the observation hour requirement has been met and informing the off-site clinical practicum placement supervisor.

The CSD Program requires observation hours in one undergraduate academic course (CSD 479 Clinical Process). Instructors of other undergraduate courses (e.g., CSD 370 Phonetics and CSD 301 Speech-Language Development) may allow extra credit for obtaining hours.Observation hours must be supervised by an ASHA certified SLP or AUD. If supervision is not done by a WCU CSD Department faculty member, a copy of the observed clinician’s ASHA card must be attached to the observation sheet that contains such hours. Students are encouraged to observe often throughout their undergraduate and graduate program, since observations provide valuable learning opportunities at all levels of experience.

After receiving an observation assignment, the student will contact the client’s supervisor or student clinician to introduce himself/herself and to verify permission to observe. There may occasionally be reasons that a client should not be observed at a given time. Pertinent information about the client may be obtained from the supervisor or the student clinician. The student observer should arrive at least five (5) minutes before each session begins and should observe the entire session. Observers are expected to observe all assigned sessions, since maximum benefit is obtained from seeing a client’s progress over a period of time. A client’s consistent lack of attendance should be reported to the SHC audiologist in charge of observation so that alternative or additional assignments can be made.

Confidentiality is essential in the management of clients (see pages 34-35). Clients’ rights and welfare are central to ASHA’s Code of Ethics (COE) for professionals and mandated by the Health Insurance Portability and Accountability Act (HIPAA) of 1996. The purpose of the “Privacy Rule,” a provision of HIPAA, is to protect and enhance the rights of consumers to their health information and control the inappropriate use of that information. All medical records and individually identifiable health information in any form (electronic, paper, or oral) are protected. Federal penalties for violations range from a $100 to $250,000 fine and 10 years in prison. The procedures utilized in the CSD Department’s SHC are designed to protect clients' privacy and protected health information (PHI) at all times. As observers, students are an integral part of the SHC's personnel and therefore must also abide by the ASHA COE and HIPAA rules. No observation should be discussed outside of the SHC and neither clients' names nor any other identifying information should ever be disclosed. Documentation taken during an observation session, must not include information that might lead to identification of a client. Client information should only be discussed with a supervisor or student clinician. Information may also be shared as part of course assignments; however, identifying information must not be included. All student observers **must read and sign the WCU SHC CONFIDENTIALITY/ SECURITY AGREEMENT** before they begin observations.

**Note:** For the same ethical reasons mentioned in the preceding paragraph and because of the current level of training, observers are not allowed to answer the family's or other observers' questions about case management. Such questions should be referred to the supervisor or student clinician.

Please remember that when you occupy an observation room, you are in a professional setting. Professional behavior is, therefore, expected at all levels of clinical involvement. This includes appropriate dress and consideration for the client’s family members and other client management participants. Please be quiet while observing; clients can hear loud talking, laughter, or chairs bumping/scraping in the observation room. Personal space should be respected as much as possible, i.e., make room for others who need to observe the session. The client’s family members and supervisor always have top priority in observing a particular session.

Observers should use headphones when two separate sessions can be observed from the same observation room. A supervisor can help observers with the proper use of headphones.

Observers will complete the daily entry on the Permanent Record of Student's Observation Hours form and obtain the supervisor's signature. If the supervisor is not available, the observer should have the student clinician initial the entry. **REMEMBER** that the supervisor must sign all observation hour entries before they are valid. Most supervisors can be found in their offices during their posted office hours and may sign the entries when a signature is not immediately obtained following a session.

**Scheduling of Observations**

Each student who is to observe will email their observation availability to the Clinic Director as soon as it is requested. This information is used to assign observations. It is important that any conflicts are noted so the student is not scheduled for observation during that time. Only academic courses and official university duties are acceptable conflicts. Work time also is considered in scheduling, but please be aware that the program cannot assure that adequate observation hours will be available if the student substantially limits available scheduling time. Also, please be aware that once a schedule has been initially plotted, changes to it often create a domino effect. For this reason, changes in assignments are made only under strictly limited circumstances, deemed appropriate by the Clinic Director.

The Clinic Directorwill make all observation assignments. Additional observation hours may be possible after the initial assignments are made when such slots are available. Requests for additional hours can be made to the Clinic Director via email.

Due to varying numbers in the clinic at any given time, there may be times when you are scheduled to observe that you may be asked to postpone your observation. Priority for observation will be given in the following order: **(1) family members; (2) supervisor; (3) observers fulfilling course requirements or supervisor assignment; and, (4) other observers approved by the supervisor.**

Occasionally treatment room numbers change or sessions are cancelled. Room changes for a given client can be obtained from SHC office personnel. Observers will be notified of cancellations as soon as personnel are advised of them; however, clients may simply not show up for a session, i.e., it is not known beforehand in every case that a session will not be held.

**Processing Observation Hours**

Documentation of observations should be submitted to the **Clinic Director** once all 25 hours are completed. Students should turn in hard copies of their signed observation hours so they may be filed in the CSD office. Students should keep copies of these forms for their personal records. The Clinic Directorwill monitor observation hours and arrange for filing in students’ academic/clinical files.

**CLINICAL MANAGEMENT**

**General Information**

When all appropriate coursework and required observation hours have been completed, graduate students may enroll in CSD 683 Clinical Practicum. Student clinicians pay a small fee and the university program purchases liability insurance (professional and general) for all clinical students prior to beginning clinical practicum, this insurance is updated each year thereafter. In addition, student clinicians **must complete HIPAA CONFIDENTIALITY training (through Blackboard)** before they participate in any diagnostic or treatment sessions.

Once graduate students have enrolled in CSD 683, they must be continuously enrolled in clinical practicum for the remainder of their graduate program. Graduate students must attend a weekly one-hour practicum class in addition to the clinical clock hour component, regardless of enrollment in CSD 683. This class will differ by experience level and will present information about the clinical process itself, as well as current issues related to provision of service to clients with communication disorders. The CSD Program faculty members agree that graduate students’ attendance and participation in these weekly practicum classes is important for achieving clinical success, i.e., graduate students who regularly attend achieve greater success than those who routinely skip these important classes. Program policy requires a minimum 80% attendance for these classes. Students who are absent from 20% or more of scheduled classes will not be allowed to enroll in CSD 683 the subsequent semester, i.e., they will not receive a practicum assignment.

The clinical component involves assignment to one or more clients for whom student clinicians have primary clinical responsibility under the direction of one or more faculty supervisors. The clinical grade is composed of both the weekly practicum meetings and the clinical component.

The SHC Director coordinates on campus placements and is responsible for scheduling diagnostic and treatment assignments in the SHC each semester. The Off-Campus Placement Coordinator is responsible for scheduling off-site placements for the graduate students.

**Off-Campus Placements**

Student clinicians complete practicum experiences in various off-campus sites under the supervision of ASHA certified SLPs and AUDs. The External Clinical Coordinator arranges these placements for students who have completed a **minimum** of 25 clock hours and are approved for off-campus placement by the CSD Department faculty. The External Clinical Coordinator’s Handbook contains information pertaining to these practicum experiences. All students in the CSD Graduate Program will be assigned to a minimum of three (3) different practicum sites during their enrollment in the program in order to meet the American Speech-Language-Hearing Association (ASHA) requirement for varied experiences. The SHC is an official site and can count as one (1) of the three (3) required sites.

Off-campus sites vary in placement requirements. Students placed in off-campus sites may be required to: (1) show proof of “negative” results on a TB screen; (2) receive MMR and/or Hepatitis B vaccinations (or sign a form declining this protection); (3) show proof of training in Bloodborne Pathogens; 4) show proof of professional liability insurance coverage (typically $1,000,000/$3,000,000 coverage); 5) obtain CPR training; and 6) have a criminal background check.

**Insurance Requirement**

All student clinicians participating in clinical practicum must carry professional and general liability insurance. Western Carolina University’s HHS Program offers blanket student professional and general liability insurance at a rate of $30.00 per student per semester or students can purchase individual coverage. Limits of liability for blanket or individual coverage are $1,000,000/$3,000,000.

**Professional Behavior, Appointments and Client/Clinician Attendance**

The ASHA Code of Ethics (COE) serves as the basic guideline for professional behavior. In addition to the responsibilities stated in the COE, all clinical personnel must adhere to the policies stated in this handbook.

Clinic appointments are usually scheduled Monday through Friday between 8:00 AM and 5:00 PM. When a client is enrolled for treatment, regular appointments are scheduled depending on the individual needs of the client as jointly determined by the client, family and professional team. Scheduling may be for group or individual services or a combination of the two (2) service types.

Loss of time from services due to habitual lateness or absence is detrimental to successful client management. A client’s habitual tardiness or repeated absences is considered to be cause for dismissal from the SHC. **Faculty supervisors and student clinicians should advise clients and their caregivers when the client is initially enrolled in treatment that they are expected to contact the SHC as soon as possible whenever they are unable to keep their appointments.** Reasonable absences/tardiness due to extenuating circumstances are tolerated; however, habitual infractions are not. When a client fails to attend a session without notification, the absence is considered a no-show and will be noted in the client’s file. **Two (2) unattended sessions without prior cancellation or explanation** should be discussed with the SHC Director. Three (3) unattended sessions without prior cancellation or explanation is cause for dismissal. If a decision to terminate services is made, a letter will be sent to the client/caregivers advising them of the reason for dismissal.

Supervisors and student clinicians must **meet scheduled appointments promptly and regularly**. In order to model professional behavior, supervisors and student clinicians **should be present in the SHC at least 10 minutes prior to scheduled appointment times**. Supervisors and student clinicians are expected to use good judgment about whether an illness is contagious to clients or other colleagues. If illness or another emergency condition necessitates an absence from a diagnostic or treatment session, student clinicians must follow the guidelines listed below for cancellation:

(1) Contact the faculty supervisor immediately to **obtain permission to cancel the session** **or receive other instructions about what to do**.

(2) If the supervisor can’t be reached, discuss the need to cancel the session with the Speech and Hearing (SHC) Director and **obtain permission to cancel**; subsequently ensure that the supervisor is notified of the cancellation.

(3) If neither the supervisor nor the SHC Director can be reached to give permission to cancel, it is still the student clinician’s responsibility to contact the client, supervisor and the SHC office that the cancellation has been arranged.

(4) **Treatment sessions cancelled by student clinicians must be made up within a week whenever possible** or as otherwise specified by the supervisor.

The above cancellation procedure will ensure that student clinicians receive excused absences from clinic. **Unexcused absences are considered to be unprofessional behavior**. It is the policy of the WCU SHC and the CSD Program that:

- **one (1) unexcused absence** will automatically result in a clinic **grade of "C"** for the case for which the absence occurred;

- a **second unexcused** **absence** will automatically result in a clinic **grade of "F"** for the case for which the absence occurred; and,

- a **third unexcused absence** will result in an **automatic “F”** for the case for which the absence occurred and in the student clinician becoming **ineligible to participate in clinical practicum the following semester**.

A student clinician's participation/continuation of service on a particular clinical case is at all times at the discretion of the supervisor.

**Student Clinician/Client Relationships**

Student clinicians should be interested in their clients and clients' families as persons and maintain a friendly, open communicative atmosphere. However, excessive and inappropriate personal involvement with a client may jeopardize the clinician's professional role and ability to serve the client in the most effective way.

Student clinicians should not give food, treats or gifts to clients unless prior permission has been obtained from the faculty supervisor and the client and/or his/her parent or other caregiver. Clinicians may accept small gifts from clients on holidays or at the end of treatment periods as a natural gesture of appreciation. **Monetary or other substantial gifts should be tactfully refused.** Clients who wish to donate something to the SHC as a token of appreciation may be invited to make donations to the SHC trust fund.

At the initial interview, clients and their families are asked to sign a permission form to allow the SHC and the CSD Program to utilize information concerning them for teaching, training, and research or other educational purposes, provided that the information is utilized in a way that protects the privileged nature of the material (e.g., the client's name and other identifying information is withheld). **Students are not to discuss clients or their problems with persons outside the SHC or in public places** (e.g., hallways, waiting room, student prep room, etc.). The nature of all conversations regarding clients should be kept professional; “gossipy” or judgmental comments should **never** be heard. Clients may be discussed in academic courses for educational purposes, provided they or their legal guardian have signed a release form for such purposes. Clients should not be video or audio taped for classroom purposes without express written permission from them or their guardian (**refer to HIPAA rules regarding protected health information**).

**Student Clinician Attire**

The manner in which students dress reflects the professional attitude of student clinicians. Appropriate attire may vary by work setting, job duties and the fashion of the times; however, all aspects of dress and grooming should reflect good judgment and taste consistent with a professional environment. Good rules of personal hygiene should be observed at all times.

**Client Records**

All client records are confidential and must not be shared with other individuals or facilities without the written consent of the client or his/her legal representative. **Under no circumstances may client information be removed from the premises of the SHC**. Video and audio tapes of client sessions also are official records and protected by HIPAA. **Individuals outside of the SHC and/or the CSD Program are not allowed to view or listen to such tapes.** Confidentiality is a legal issue and preserving clients’ privacy is assured by the ASHA Code of Ethics (COE) and mandated by HIPAA. Students must consistently guard against violations of the COE and HIPAA rules relative to protected health information (PHI).

**SHC Space, Materials and Equipment**

Student clinicians will be assigned a treatment room for each client served; rooms are assigned according to the needs and ages of clients. Students must not change room assignments. Room schedules are posted on treatment room doors at the beginning of every semester to indicate which are vacant; however, final clearance must be obtained for occupying a vacant room not assigned to a particular client.

Student clinicians should be respectful of other sessions assigned to their room immediately following their session and clear the room in ample time for the next clinician to set up materials and equipment. Clinicians must remove all equipment and materials or store it in the cabinet when they vacate a treatment room. When a client is accompanied by a sibling who uses SHC materials in either the treatment room or the waiting area, it is the clinician’s responsibility to put away those materials, as well as those used with the client.

Student clinicians have access to the CSD Grad Student Room (HHS 151). This room provides a place for student clinicians to prepare for their clinical duties. It is acceptable to eat lunch or snacks and engage in quiet conversation; however, each student is expected to dispose of his/her own trash and keep the noise at an acceptable level. A refrigerator and microwave are provided for students’ use and **they are expected to keep these appliances clean.** Mailboxes are provided for the receipt of messages from faculty supervisors or other students. **Student clinicians should check their boxes regularly.**

The student clinician “SOAP note” room also is a part of the SHC space. This room provides a quiet place for student clinicians to review charts, complete therapy notes, and reports. Given its location next to the SHC reception area and across the hall from the client waiting room, **students should treat this space respectfully and maintain professionalism**.

A variety of materials is provided to aid student clinicians in diagnostic and treatment sessions. Clinicians are encouraged to become familiar with what is available and they must check-out materials according to the policy established. A large number of clinicians use these materials; therefore, highest priority is given to clinicians serving clients in the SHC.

Student clinicians participating in clinical practicum must acquaint themselves with the equipment available for their use in diagnostic and treatment sessions. They are expected to share responsibility for maintenance of such equipment by becoming familiar with proper use and reporting any missing or malfunctioning equipment to the faculty supervisor and the SHC office staff. Equipment must be signed out from the materials room or clinic office according to the established policy.

**Hours for checking out and returning materials:**

The materials room is open for checking out and returning diagnostic and treatment materials at least 20 hours per week during clinic periods each semester. Hours are determined and posted at the beginning of each semester. Graduate Assistants (GAs) are assigned to be available in the room during these posted times. Faculty supervisors are expected to check out materials and items they need, as well.

**Check out procedure:**

A check out form should be completed and placed in the box that contains these forms or given to a GA on duty in the materials room. If the form is turned in at least one day in advance, the item(s) will be ready by the time needed (as indicated on the checkout form). GAs will fill requests as they come in; however, forms that are turned in ahead of time will be filled first. In special circumstances items may be picked up at other times that must be arranged with GAs, faculty supervisors or the SHC Director.

**Diagnostic materials:**

Diagnostic team members will have first priority for test materials; however, they will need to make sure the materials they need have been reserved in advance. Each team should complete the checkout form and place it in the materials room forms box **at least two days prior** to the scheduled diagnostic session time to ensure they have access to the materials. One score form will be included for each diagnostic test checked out. Since student clinicians require time to become familiar with the use of diagnostic tools, theymay sign out tests overnight in order to prepare for diagnostic sessions and complete subsequent evaluation reports. Requests to check out tests over a weekend must be approved by the materials room Supervisor.

**Treatment materials**:

Check out forms for treatment materials should be completed in the same manner as for diagnostic materials to ensure access to needed materials. However, if student clinicians intend to use the same materials across multiple treatment sessions and the material is not in high demand, they are allowed to check materials out for extended periods. Such materials may be stored in cabinets in treatment rooms in containers that are clearly marked as belonging to the student clinician. If another student clinician subsequently requests these materials, they must be returned to the materials room in order to allow equal access to all students.

**Checking materials in:**

All materials should be returned by the time indicated on the check-out form during posted materials room hours. In special circumstances items may be returned at other times that must be arranged with GAs, faculty supervisors or the SHC Director.

Student clinicians who fail to comply with the materials room policies and procedures risk not being allowed to check out materials in the future. When infractions occur, GAs will inform material’s room faculty supervisor who will inform the student’s faculty supervisor. Following a third (3rd) infraction within a semester, the SHC Director will notify the faculty supervisor and the student clinician that the clinician has lost check out privileges for the remainder of the semester.

**Processing Clinical Hours**

At the end of diagnostic and treatment sessions, **student clinicians** should document their clinical time on CALIPSO for approval by their clinical supervisor. CALIPSO clinical time **entries are not official until they are signed by the faculty supervisor**, **who must verify the accuracy of student clinicians’ entries and document their observation time for each session.**

The SHC Director develops a client schedule of all clinical assignments each semester and makes additional assignments during the course of the semester as needed. **Faculty supervisors are expected to regularly verify the accuracy of student clinicians’ entries** on CALIPSO as well as complete grading through CALIPSO. Hours and grading are reviewed by the Clinic Director at the end of each semester to monitor progression of competencies.

**Scheduling Treatment**

The SHC Director coordinates supervisor, student, and client schedules and makes appropriate assignments for completion of ASHA clock hour requirements. Clinical assignments are provided to graduate student clinicians and faculty supervisors on or before the first day of the semester. Student clinicians are assigned clients based on their **progression of classes, clinic hours and competencies.** Students are also responsible for monitoring their clinical competencies and hours as they progress through the program. North Carolina Board of Examiner requirements must be met by every student, regardless if they are practicing in North Carolina or going to another state. All students must meet both ASHA and NC requirements for clinic hours and competencies, prior to graduation.Treatment will begin and end on the dates specified on the SHC calendar. Within 24 hours of the receipt of clinical assignments, student clinicians must contact supervisors to schedule conferences for discussing assigned clients.

**Student Clinician Responsibilities to Clients**

Student clinicians must be prepared and punctual for all diagnostic and treatment sessions, i.e., they must be **present in the SHC at least 10 minutes before the session is scheduled to begin**. They must **wait a minimum of 15 minutes for clients who are late** and have not contacted the SHC. If a client contacts the SHC indicating the intent to attend, the clinician must wait the entire scheduled time of the appointment. When the client arrives, the clinician will complete the time remaining for the scheduled session. If the client, clinician, and room are available, the session may continue beyond the scheduled time at the faculty supervisor’s discretion. However, the clinician is not obligated to remain beyond the scheduled appointment time and a make-up session may be scheduled as possible among the individuals involved. Clinicians may cancel sessions when ill or in other circumstances, if the proper cancellation procedure has been followed and the supervisor has given permission to do so (refer to the aforementioned SHC policy re: cancellations).

Student clinicians are responsible for carrying out ongoing evaluation, treatment, and periodic conferences with the client and/or family as indicated by the needs of the client and under the direction of the supervisor. Clinical hours may be accumulated for activities recognized by ASHA as direct service provision only (e.g., treatment time with the client, counseling with the client and/or caregiver, training for home programs or center-based follow up). Other activities such as test scoring, preparation for sessions, analysis of language samples, staffing time with supervisors and/or other student clinicians, etc., are required as part of service delivery but are not eligible activities for earning clock hours.

Student clinicians are encouraged to use or develop data sheets to document clients’ progress during each treatment session. Clinicians must complete “**SOAP”** notes or other types of documentation as directed by individual supervisors to reflect client needs that are based on evaluation results, the supervisor's and clinician's comments, and ongoing treatment results. These results and ongoing interpretation serve as a valuable data base that contributes to the summary of treatment report. Student Clinicians develop a Plan of Care for each client following the first session. A Progress Report is completed at the end of every semester documenting clients’ progress for the semester.

**Student Clinician Responsibilities to the Supervisor**

Student clinicians will schedule meetings with supervisors of assigned clients at the beginning of each semester to review files and plan objectives for clients and clinicians. Client information and files are available through ClinicNote. Client files are legal documents and contain confidential, protected information. They are to be treated with extreme confidentiality. Improper handling of a file or revealing any of its contents without proper authorization from the client and/or his/her legal representative is considered a **serious breach of confidentiality that is a violation of the ASHA Code of Ethics (COE) and HIPAA.** A professional person deemed guilty of such an incident may be subject to suspension of privileges or loss of ASHA certification and/or a HIPAA fine and/or prison term. **No client file or any of its contents may printed or removed from the SHC**. In keeping with ASHA’s and HIPAA’s response to such infractions, i.e., **removal of a file, or any part thereof, from the SHC, results in the CSD Program automatically assigns an “F” grade for each case in which such an infraction has been identified.**

Student clinicians will review client files and prepare proposed treatment plans based on reviews of clients’ histories. Clinicians will keep supervisors apprised of any changes in clients’ status and any problems/questions that arise during management of clients. Clinicians will participate in final conferences with supervisors. The progress of the clinician and supervisory processes will be discussed and evaluated with respect to each stated objective. Clinicians will bring the final draft of appropriate summary reports and clients' files. **Clinicians will review and have a working knowledge of the clinical and supervisory evaluation systems and checklists included in this Handbook**.

**Responsibilities of Supervisors to Student Clinicians and Clients**

Faculty supervisors will provide the necessary guidance in order to facilitate student clinicians’ clinical and self-supervisory skill development. He/she will be available during regularly scheduled conferences with clinicians in order to problem solve jointly and develop strategies for the clinical and supervisory processes.

Supervisors will observe, participate in, and provide feedback for a minimum of twenty-five percent (25%) of all scheduled sessions. **Direct supervision time for each session must be documented on the Hour Log on CALIPSO.** Supervisors will review all SOAPor other treatmentnotes, require appropriate revisions, and return them prior to the next scheduled session.They also will review, contribute to, return, and sign all notes and progress/discharge summary reports in a timely fashion as indicated on the SHC calendar and in this handbook.

All CSD Program faculty will review students’ academic and clinical progress individually at a specified faculty meeting each semester. They will receive notification of their progress subsequent to student review meetings.

Supervisors will hold final conferences with their student clinicians as specified on the SHC calendar. During these conferences, they will review client files, review and sign final progress/discharge summary reports, and discuss final grades for clinicians’ performance as documented on the student evaluation form in CALIPSO. **Supervisors will review and have a working knowledge of the clinical and supervisory evaluation system included in this handbook.**

**Termination of Services**

At the end of each semester, faculty supervisors and student clinicians will make decisions regarding clients’ continuation of or discharge from treatment. **If a client is to be dismissed from treatment, a progress report is written and serves as the discharge summary for the final treatment period**.

**Audiology Hours**

ASHA no longer allows SLP graduate students to count audiology diagnostic clock hours, i.e., only hearing screening and aural rehabilitation hours can be counted towards ASHA requirements in this area. The Clinical Audiologist works to ensure sufficient screenings opportunities for all students. The CSD Department faculty members established a policy that graduate students must get experience in hearing screenings (although those hours cannot count towards NC hour requirements).

**DIAGNOSTICS**

**A. General Information**

The Western Carolina University (WCU) Speech and Hearing Clinic (SHC) provides diagnostic services to people of all ages who have or are suspected of having a communication disorder. A **comprehensive** evaluation will be conducted to determine the presence, type, and severity of the communication disorder, and to make a **statement regarding prognosis** and efficacy of treatment. Referrals for diagnostic evaluations may be made by various sources including the client, the client’s family members, school or day care personnel, other speech-language pathologists (SLPs), physicians, and/or other allied health agencies. The procedures for routing referrals through the diagnostic process are outlined below.

**B. Referral and Scheduling Process**

The referral process is initiated by a letter or phone call to the WCU SHC (227-7251). When a referral is made, the SHC Administrative Support Associate contacts the client by phone to schedule a diagnostic appointment and obtain information that is required to complete documentation. Whenever possible and appropriate, clients are scheduled for audiological evaluation on the same day and prior to a speech-language evaluation. An appropriate information form, i.e., child or adult, is mailed to the client along with a cover letter that confirms the appointment date/time and requests that the form be completed and returned. A campus map is included with the letter. A Physician Referral form is mailed or faxed to the client’s physician. Follow up phone calls or letters are initiated as necessary to obtain the information and referral forms prior to the scheduled diagnostic appointment date. The client also is reminded by phone of their scheduled time one to two days before the appointment date. An electronic client file that includes the following items is prepared:

(1) Completed information form and any other available case history information requested by the diagnostic team;

(2) Permission for Clinical Services form/HIPAA forms;

(3) Signed Physician Referral form;

The client file is available for the diagnostic team’s review in ClinicNote. Files may be reviewed in the SOAP Note room and/or student prep room. **Client privacy is a basic right and mandated by HIPAA.** The ASHA Code of Ethics (COE) also binds all SHC faculty, students, and staff to preserve client confidentiality. A breach of a client’s privacy could place the individuals involved and/or the SHC in danger of legal action. For these reasons, a **client’s file or any portion thereof may not be viewed outside of the SHC.** **Failure to comply with this policy will result in an F for that portion of the clinical practicum grade.** **All faculty supervisors and student clinicians must complete the WCU HIPAA CONFIDENTIALITY/SECURITY TRAINING (through Blackboard) before they begin any diagnostic or treatment sessions.**

When a client arrives late for a scheduled diagnostic appointment, the diagnostic team can proceed with evaluation as their schedules permit and the faculty supervisor deems appropriate, or the client can be rescheduled if a slot is available. When a client fails to attend a scheduled diagnostic appointment without cancellation, a follow up phone call is made to reschedule the appointment if a slot is available.

**C. Diagnostic Teams**

The SHC Director schedules diagnostic slots each semester based on faculty supervisors’ available times. Student clinicians are assigned to teams based on their available times and practicum clock hour needs. Student clinicians may be assigned to a diagnostic team during any semester in which they are enrolled in CSD 683 Clinical Practicum. The teams consist of an SLP faculty supervisor, one or more student clinicians, and the clinical audiologist, who is a consultant to all diagnostic teams. Teams meet prior to a scheduled evaluation to review the case file and make decisions regarding the diagnostic session format. The team supervisor is responsible for:

(1) guiding the diagnostic planning for the team and determining the degree of involvement of team member

(2) reminding student clinicians to direct the client/family to the SHC office to

complete required documentation prior to beginning the diagnostic session;

(3) being present at least 25% of each diagnostic session during the interview, evaluation, and interpretive conference (greater than 25% supervision is provided in any case where the level of expertise of the student clinicians makes it advisable);

(4)

(5) approving all documented evaluation results and treatment decisions before they are finalized;

(6) evaluating and facilitating completion of the diagnostic report within 10 days of the diagnostic session date; and,

(7) signing the completed diagnostic report and completing any other forms required to enter clients into treatment in the SHC (e.g., Medicaid prior approval forms).

The student clinician team members are responsible for:

(1) checking the diagnostic appointment schedule and scheduling a team meeting as

directed by the faculty supervisor;

(2) thoroughly reviewing the client file prior to the initial discussion of the case with the supervisor;

(3) developing a diagnostic plan to present to the team;

(4) ensuring that the testing room and diagnostic materials are set up 30 minutes prior to

the diagnostic session time;

(5) completing diagnostic testing as directed by the faculty supervisor;

(6) conducting interviews and interpretive conferences at the discretion of the supervisor

and ensuring that appropriate permission/release forms are signed;

(7) returning diagnostic materials to the materials room and leaving the test room in order;

(8) completing test forms with assistance from the supervisor as needed;

(9) preparing complete, accurate, and timely diagnostic reports (within 10 days of the

diagnostic session date) as directed by the supervisor;

(10) any other duties related to the diagnostic session assigned by the supervisor.

**D. Diagnostic Evaluations**

The content and sequence of each diagnostic session will vary, but the following description may be viewed as somewhat typical. The client/family signs in at the SHC office upon arrival to complete required documentation. When documentation is completed, student clinicians and the faculty supervisor introduce themselves to the client, family and others accompanying the client. The student clinicians and/or supervisor briefly explain the plan for the session. The diagnostic evaluation usually consists of audiological testing/screening as appropriate, an interview with the client or family member, appropriate cognitive, language, articulation/phonology, voice and/or fluency screening or testing, an oral peripheral examination, and an interpretive conference with the client/family.

Following the interview, family members may return to the waiting room, move to an observation area, or, in some cases, participate in the diagnostic evaluation. Student clinicians conduct the evaluation while the supervisor observes and/or participates as he/she deems appropriate. Following the evaluation, the client and/or family wait in the waiting room while the supervisor and student clinicians discuss the results of testing. If another professional, (e.g., a school clinician), accompanies a child, this individual may be included in the discussion. Following this discussion, the client and/or family return to the testing room for the interpretive conference to discuss test results, recommendations, and suggestions of the diagnostic team. The supervisor and/or student clinicians instruct the client and/or family to check out at the SHC office before leaving when the required documentation is not completed prior to the beginning of the diagnostic session.

**E. Client Follow-up**

The SHC Director will assure that appropriate action is taken after receiving the completed debriefing from the diagnostic team. These actions include:

(1) Active - enroll the client in treatment when a time is available;

(2) Re-evaluate - schedule a follow-up evaluation as indicated in the diagnostic report

(3) Refer - refer the client for other services as indicated in the diagnostic report and place file in inactive files; or,

(4) Inactive - no further services are recommended in the diagnostic report and the client file is placed in inactive files.

Re-evaluations are assigned to the diagnostic teams in the same manner as other diagnostic appointments are scheduled. If the client to be re-evaluated is active, the student clinician may re-evaluate during therapy sessions.

**F. Summary of Diagnostic Procedures**

(1) Referrals are received and assigned to diagnostic teams by the SHC Director.

(2) Diagnostic team members review the client file prior to the diagnostic team meeting.

(3) Student clinicians schedule a diagnostic team meeting and develop a preliminary

diagnostic plan as directed by the faculty supervisor.

(4) Student clinicians and the supervisor are jointly responsible for directing clients and/or families to the SHC office for completion of required documentation prior to beginning diagnostic sessions.

(5) On the day of the diagnostic session, student clinicians prepare the testing room and ensure that all necessary diagnostic materials are available.

(6) Student clinicians and the supervisor are jointly responsible for reporting initial findings to the client and/or family following the diagnostic session.

(7) Student clinicians are responsible for returning all materials to the materials room, leaving the testing room in good order, and submitting all required forms to the supervisor.

(8) Student clinicians and the supervisor are jointly responsible for accurately completing all required information/paperwork in client files.

(9) Student clinicians and the supervisor are jointly responsible for scoring and completing all information required on the test forms and placing these in client files after the supervisor’s final approval.

(10) Student clinicians and the supervisor are jointly responsible for accurately completing the diagnostic report within 2 weeks of the diagnostic session date.

(11) Student clinicians and the supervisor are jointly responsible for providing recommended goals if appropriate.

(12) During the entire diagnostic and reporting process, client files are available **on ClinicNote. All necessary HIPAA precautions should be followed at all times when viewing the client information.**

(13) Individual supervisors may adjust deadlines for team meetings, diagnostic report drafts, etc., as dictated by varying job demands; however, **all teams are expected to complete reports within the 2-week timeline as much as is possible.**

Prompt and efficient completion of paperwork is important in the preparation of student clinicians for professional life. The timely and accurate completion of reports, treatment notes, etc., is documentation of a client’s diagnosis, performance, progress, and service needs. These records determine whether a client receives services, what those services are, and whether or not professional services will be reimbursed. This is true of our clients at the SHC, as well as those clients that student clinicians will encounter in professional life. The CSD Department faculty consider students’ **responsible handling of paperwork** to be **highly important** (along with actual clinical performance) for professional success in today’s clinical settings. **Accurate and timely completion of paperwork is considered heavily in assigning clinical grades.**

**Clinical Forms**

**Western Carolina University Notice of Privacy Practices**

**(Your Rights to Your Health Information)**

**Effective April 14, 2003**

**Revised August 1, 2014**

**Western Carolina University is committed to protecting the privacy of your health information.**

**This notice describes how medical information about you may be used and disclosed and how you can get access to this information**

# Please Review Carefully

## WHO WILL FOLLOW THIS NOTICE

We provide services to our patients throughout several departments and areas of Western Carolina University. This Notice applies to the collective entity known as “Western Carolina University, or WCU.”

This Notice applies to the healthcare professionals and others who may be involved directly or indirectly in your care such as employees, physicians, allied health professionals such as physician assistants and nurse practitioners, residents, students, volunteers, business associates and others affiliated with WCU. Your medical information may be shared as necessary for treatment, payment and health care operations relating to the clinical care that you are being provided.

## OUR PLEDGE TO YOU

We are committed to maintaining the confidentiality of your medical and health information. We create a record of the care and services provided to you; and use this record to provide the highest quality of care to you while complying with state and federal requirements. The information created about you is called “protected health information” or “PHI”. This notice applies to all of the records that we maintain. This notice will explain how we may use and disclose your PHI; and describes your rights regarding such information. We are required by law to make sure that medical information that identifies you is safeguarded; to give you our Notice of Privacy Practices; and to follow the terms of the current notice.

## HOW YOUR INFORMATION MAY BE USED AND DISCLOSED

The following list contains examples of when your medical/mental health record may be released without obtaining your prior authorization.

* **Treatment:** We may use your medical information to provide treatment and services. We may disclose your medical information to doctors, nurses, technicians, medical students and other personnel involved in your care.

* **Payment:** We may use and disclose your medical information to obtain payment for services through a third-party payer source (insurance). We may also tell your health plan about a treatment you need to obtain prior approval. We may give limited information to someone who helps to pay for your care. You have the right to restrict disclosure to your health plan for services you pay in full out of pocket. We may disclose protected health information regarding an individual to a party responsible for payment of workers compensation benefits.
* **Health Care Operations:** We may use and disclose your information for ongoing clinical operations and quality assessment. We may review medical information about several patients to decide what services we should offer and if new treatments are effective. We may share information with doctors, nurses, medical students and other personnel for learning purposes.

* **Appointment Reminders/Treatment Options:** We may contact you for appointment reminders or to tell you about treatment options, alternatives or other health related benefits/services that may be of interest to you.

* **Fundraising/Marketing**: We may contact you regarding fundraising activities. This information will be limited to name and dates of services, and would be for a specific fundraising activity. We are prohibited from selling your information; most other uses for marketing purposes require your authorization.

* **Directory:** Unless you notify us to object, your name, location in our facility, your general, non-specific condition (i.e. stable or unstable), and your religious affiliation will be available to members of the clergy or to other persons who ask for you by name, except for religious affiliation.

* **Others Involved in Your Care:** We may disclose to a family member, close friend or other person identified by you, information relevant to the person’s involvement in your care or payment; unless you request a restriction; or we can reasonably infer from the circumstances and professional judgment that you do not object. Such disclosures may be made after your death unless we are aware that you do not want such disclosures to occur.

* **Disaster Relief:** We may disclose medical information about you to an authorized entity assisting in disaster relief so that your family can be notified about your condition or location.

* **Business Associates:** We may disclose information to those who perform functions on our behalf or provide us with services when the information is needed for such functions or services such as vendors. Our business associates are required through legal agreements to protect the privacy of your information and ensure the use of safeguards to prevent any uses or disclosures not permitted other than as specified in the contracts.

* **Other Purposes:** We may use or disclose your medical information for other reasons; some of which may or may not require your authorization. When required, an authorization to release your information will be obtained. You may revoke an authorization in writing, unless we have taken action in reliance upon your prior authorization.

Examples of other uses and disclosures include but are not limited to:

* 1. Proof of immunizations to a school when required for attendance; with your permission

x When required by federal or state law x to avert a serious threat to health or safety of the public or another person x to authorized federal officials for intelligence and national security activities x to authorized federal officials to protect the President or other persons or foreign heads of state or to conduct special investigations

x As required by military authorities if you are a member of the armed forces x In response to a court or administrative order, subpoena or other lawful process x To law enforcement in response to a court order, subpoena or similar process for the purposes of identifying or locating a suspect, fugitive, material witness or missing person; about a victim of a crime; about a death believed to be the result of criminal conduct; about criminal conduct on our premises; and in emergency circumstances to report a crime including location of the crime or victims; the identity, location or description of the person who may have committed the crime

x to report child or elder abuse or neglect or domestic violence x If you are an inmate, your information may be released to a correctional institution for your health care; to protect your health, the health and safety of others; or the safety of the correctional institution

x to an organ donation bank or to facilitate organ or tissue donation x to workers’ compensation or similar programs for work-related injuries or illness

x for public health activities such as to prevent or control disease, injury or disability; to report births and deaths; to notify a person who may have been exposed or who may be at risk of spreading a disease

x to health oversight agencies for activities such as audits, investigations, inspections and licensure. For activities necessary for the government to monitor the health care system, government programs and compliance with civil rights laws

x to a coroner/medical examiner to identify a deceased person or determine cause of death

x to funeral directors to carry out their duties

x for authorized research purposes. Research projects are subject to special approval processes. Before we use or disclose your information, the project will have been evaluated through this process.

* **Special Cases:** We must also comply with North Carolina laws and/or other federal laws about certain types of information. Examples of these include but are not limited to:
  1. **Communicable Diseases**: We are required to report certain communicable diseases to appropriate public health authorities such as sexually transmitted diseases, food poisoning and others. This reporting does not require your permission. NC 130A-143 provides that anything that identifies a patient as being infected with AIDS is confidential except for epidemiological purposes (information is deidentified) Disclosures of HIV/AIDS information must have the patient’s specific consent.

x **Mental Health Services**: North Carolina General Statute 122C-54(g); NCGS 122c-55(a), (a2), (d), (e) states: “North Carolina law generally requires that we obtain your written consent before we may disclose health information related to your mental health services. There are some exceptions to this general requirement however. We may disclose health information to members of the University Health Services staff or to the personnel employed in the Counseling and Psychological Services department, to our professional advisors, including the university attorney and university administrators as appropriate, and to agencies or individuals that oversee our operations or that help us carry out our responsibilities in serving you. We will disclose only the information that is necessary to the provision of services or operations, and the information will be disclosed only to individuals who have a need to know. We also may disclose information to the following people: (1) a health care provider who is providing emergency medical services to you; and (2) to other mental health professionals when necessary to coordinate your care and treatment. If we determine that there is an imminent threat to your health or safety, or the health or safety of someone else, we may disclose information about you to prevent or lessen the threat. We also will release information about you if state or federal law requires us to do so, when a court of law orders us to do so, or to report suspected neglect or abuse of a child or disabled adult.”

x **Alcohol and Substance Abuse Services**: If you request and/or receive alcohol and/or drug abuse services from us, federal law generally requires that we obtain your written consent before we may disclose information that would identify you as a patient. There are some exceptions to this requirement. We may disclose information to members of our workforce as needed to coordinate your care, and to agencies or individuals that help us carry out our professional responsibilities in serving you. We may disclose information to medical personnel in a medical emergency

x **Pharmacy Services:** North Carolina law limits the sharing of pharmacy information. This information is generally only shared with those involved in your care or who have oversight of the organization.

## YOUR RIGHTS ABOUT YOUR INFORMATION

**Right to Inspect and Obtain a Copy:** You have the right to request to see and obtain a copy of the medical information that may be used to make decisions about your care as maintained in our designated record set. There may be exceptions to this such as access to psychotherapy notes, information compiled in anticipation of or for use in civil, criminal or administrative proceedings or information that may be governed by other regulations. To view and request a copy of your medical records, you must go to or submit a request in writing to the appropriate department or facility.

There may be costs for copying, mailing or other supplies associated with your request. We will make every effort to respond to your request within the legal timeframes. If we are unable to do so, we will notify you of the delay and the approximate time your request will be completed.

Your request may be denied under certain circumstances. Examples include if the information was obtained under a promise of confidentiality; if access is reasonably likely to endanger the life or safety of you or anyone else; if the information makes reference to another person and your access would likely cause harm to that person or if you are an inmate of a correctional facility. If the access is denied, you may request that the denial be reviewed by submitting your request to us in writing. Every effort will be made to provide you with access to your protected health information in the form and format requested; as long as it is readily producible. If not readily producible, a hard copy or other agreed upon form will be provided in a timely manner. If your request includes instruction to provide and send a copy to another person designated by you, such request must be in writing, signed and clearly identify the other person and location. Charges may apply.

**Right to a Paper Copy of this Notice:** You have the right to a paper copy of this notice.

Even if you have agreed to receive an electronic copy, you are still entitled to a paper copy. This Notice is posted within our facilities; paper copies are available at any time; and it can be found on our website. Translated copies in other languages may also be available. We encourage you to obtain a copy for review and let us know of your questions.

**Right to Request an Amendment:** If you feel that your medical information is incorrect, you have the right to request an amendment. Your request must be in writing and submitted to the appropriate facility. The request may

be denied if not in writing; or if you ask us to amend information that was not created by us; or is not part of the medical information kept by the facility; or is not part of the information which you have a right to access or copy; or is deemed accurate and complete. After review of your request, we will notify you with the specified timeframe of the acceptance or denial of your request. If accepted, the amendment will be made. If denied and you wish to disagree, you can document your disagreement to be included in your record.

**Right to an Accounting (list) of Disclosures:** You have the right to request a list of the disclosures we have made of your information. This list will not include disclosures made for treatment purposes, payment or health care operations; made to you or authorized by you; from the clinic directory; to persons involved in your care; for national security purposes; relating to inmates, incidental purposes; or related to a limited data set. To obtain a list, you must submit a request in writing to the other appropriate facility. Your request must state a time period no longer than six years and may not include dates before April 14, 2003. The first list within a 12-month period is free; charges may occur for additional requests by the same individual within a 12-month period. We will notify you of the cost and you may choose to withdraw or revise your request before any costs are incurred. Your right to a request may be temporarily suspended at the request of a health oversight or law enforcement agency if we are notified that the disclosure will impede the activities of the agency.

**Right to Request Restrictions/Confidential Communications:** You have the right to request a restriction on certain uses and disclosures of your medical information that we use or disclose for treatment, payment or healthcare operations. You also have the right to request that we communicate with you in a certain way or at a certain location such as at your work location instead of your home. Your request must be in writing and submitted at the time of each new visit. We are not required to fulfill all requests but will gladly review your request and attempt to accommodate all reasonable requests.

**Right to Restrict Disclosure to Health Plan:** You have the right to restrict disclosure of your information to your health plan (insurance) for services that you pay in full out of pocket.

## OTHER IMPORTANT INFORMATION

**Our Legal Duty to Protect Your Information:** We are required by law to maintain the privacy of your protected health information as outlined by state and federal regulations; and to give you notice of this duty and our privacy practices. We are also required to notify you of a breach that involves the access or disclosure of any unsecured protected health information about you.

WCU may not require an individual to waive his/her rights under this policy or HIPAA as a condition of treatment, payment, enrollment in a health plan or eligibility for benefits.

**Changes to this Notice of Privacy Practices:** We have the right to revise this Notice of Privacy Practices and to make the new notice effective for all the protected health information we maintain. Each new edition will have an effective date posted in a place you can see. We will offer you a copy of the most current edition each time you are registered in one of our covered departments. This Notice is posted within our facilities; paper copies are available at any time; and it can be found on our website. Translated copies in other languages may also be available. We are required to abide by the most recent version of our notice.

**Uses and Disclosures not Covered by this Notice:** We have attempted to include most known uses and disclosures that relate to how we use and disclose your information. There may be other uses and disclosures not covered by this Notice. In such cases, we will request your written authorization unless the use or disclosure is otherwise permitted by law or regulation. An inmate does not have a right to a Notice under the HIPAA Privacy Rule standard regarding Notice of Privacy Practices.

**Questions or Complaints:** We value your privacy and want to maintain a trusting relationship with you. If you have a question or believe that your privacy rights have been violated, we want to hear from you. For letters, please include your name, address, telephone number and a brief description. We will follow up with you as soon as possible. To contact the University’s HIPAA Compliance Officer, please call 828-227-7640 and ask for Pam Buchanan. You can also email pmbuchanan@email.wcu.edu. Federal law protects you and there will be no retaliation for filing a complaint. WCU and its employees may not intimidate, threaten, coerce, discriminate against, or take any other retaliatory action against any individual for exercising his/her rights under this Notice of Privacy, or for participating in any process established by this Notice, including filing a complaint or participating in an investigation, compliance review, proceeding or hearing under any section of the Privacy Rules.

You may also file a complaint with the Department of Health and Human Services (DHHS),

Office for Civil Rights (OCR). For up-to-date information, please refer to the Office for Civil Rights website at [www.hhs.gov/ocr/privacy.](http://www.hhs.gov/ocr/privacy) OCR has ten regional offices and each office covers specific states. The address for the regional office for North Carolina is:

Office for Civil Rights

US Dept of Health and Human Services Atlanta Federal Center, Suite 16T70 61 Forsyth ST, S.W.

Atlanta, GA 30303-8909

Phone: 800-368-1019

Fax: 404-562-7881

TDD: 800-537-7697

### Western Carolina University Health Services

**General Consent and Acknowledgement of Receipt of Notice of Privacy Practices**

**Please fill out:**

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date of Acknowledgement: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(Today’s Date)

**GENERAL CONSENT FOR TREATMENT/CARE:**

I hereby authorize any healthcare treatment for myself that may be advised or recommended by the health services care providers of WCU. I am aware that the practices of medicine/healthcare are not an exact science and I understand that no guarantees have been made to me about the results of treatments, examinations, procedures, or analysis.

I understand that the clinics in the College of Health and Human Sciences are both teaching and service centers. They serve the training needs of students preparing for careers in the health professions. I understand that the examination and treatments provided by students require observation/supervision/or participation by clinical supervisors. I give my permission for such examination and treatment, and permission for observation of my therapy sessions by clinic personnel.

With regards to my image, I authorize the following (please initial one response):

\_\_\_\_\_I deny permission to use my image at all

\_\_\_\_\_I permit audio and/or videotaping to be used for education purposes only (e.g., classroom instruction, workshops, and research projects).

\_\_\_\_\_I give unrestricted permission for my image to be used in print, video, and digital media. I understand that my last name will not be used in conjunction with any video or digital images.

I authorize the College of Health and Human Sciences clinics to communicate with me by (please initial all that apply):

\_\_\_\_\_Phone

\_\_\_\_\_Voicemail

\_\_\_\_\_E-mail

**ASSIGNMENT OF INSURANCE BENEFITS:**

I hereby authorize direct payment to WCU Health Services of all health benefits otherwise payable to me by my health insurance plan. I understand that I am financially responsible to the university for charges not covered by this assignment.

**ACKNOWLEDGEMENT:**

I attest that this office has given me a copy of its Notice of Privacy Practices to review. The Notice explains how my health information is protected and how it will be handled in various circumstances. I understand that it is the responsibility of this office to provide me with a copy of its Notice on the first service encounter after April 14, 2003. If my first date of service with this office was due to an emergency, I understand that it is the office’s responsibility to provide me with this Notice and obtain my signature as acknowledgement of receipt as soon as possible following the emergency.

**North Carolina General Statute 122C-54(g); NCGS 122c-55(a), (a2), (d), (e)**

“North Carolina law generally requires that we obtain your written consent before we may disclose health information related to your mental health services. There are some exceptions to this general requirement however. We may disclose health information to members of the Health and Counseling Centers workforce to our professional advisory including the university attorney, and to agencies or individuals that oversee our operations or that help us carry out our responsibilities in serving you. We will disclose only the information that is necessary to the provision of services or operations, and the information will be disclosed only to individuals who have a need to know. We also may disclose information to the following people: (1) a health care provider who is providing emergency medical services to you; and (2) to other mental health professionals when necessary to coordinate your care and treatment. If we determine that there is an imminent threat to your health or safety, or the health or safety of someone else, we may disclose information about you to prevent or lessen the threat. We also well release information about you if state or federal law requires us to do so, when a court of law orders us to do so, or to report suspected neglect or abuse of a child or disabled adult.”

**My signature below provides approval for communication preferences and use of my image as selected above. In addition, my signature denotes consent for care and that I have reviewed WCU’s Notice of Privacy/Provider Practices and have been given the chance to express my concerns and ask questions about the privacy of my health information.**

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Patient/ Legal Representative Signature If signor is not the patient, state relationship



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Patient Name (Last, First) Date of Birth

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City/State/Zip Telephone ( )

**I authorize WCU Health Services to:**

**🞎 Release information to: 🞎 Obtain my information from: 🞎 Verbally communicate information with:**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name/Organization

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City/State/Zip

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Telephone Fax

Please release or send the following information from my health record: (Check all that apply)

🞎 Medical History

🞎 Examination and plan of care

🞎 Treatment notes and summary 🞎 Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Specify Date(s) of Service/Treatment: (all dates included unless otherwise indicated): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Purpose of Disclosure:** 🞎Continuation of Care/Treatment 🞎 Personal Use 🞎 Employment

I understand this authorization applies to the items checked and is only valid through the date indicated on this form.

I understand that disclosure or release of information to anyone other than the named entities above require another authorization.

I understand information disclosed pursuant to this authorization may include HIV/AIDS, treatment for drugs/alcohol use, mental/behavioral health or psychiatric care.

I understand that I have the right to revoke this authorization at any time in wiring to WCU Health Services. The revocation will not apply to information already released/received in response to this authorization. I understand that the revocation will not apply to my insurance company when the law provides my insurance with the right to contest a claim under my policy.

I understand authorizing the use or disclosure of the information identified above is voluntary. I need not sign this form to ensure healthcare treatment.

*I understand that once the authorization is received the processing time for all health records is within 5 business days.*

**Unless otherwise revoked this authorization expires on \_\_\_\_\_\_\_\_\_\_\_. If no date indicated the authorization will expire 12 months from the date signed.**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_/\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Signature of patient or legal representative Date If signed by legal representative/relationship to patient**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Delivery Method to Patient: 🞎 Pick up 🞎 Mail via USPS**

**WCU Health Services Witness Date 🞎 Faxed**

🞎 Insurance

🞎 Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Macintosh HD:Users:JordanBranch:Desktop:OBSERVATION FORM.pdf

**Macintosh HD:Users:JordanBranch:Desktop:OBSERVATION FORM.pdf**

**WELCOME TO THE SPEECH AND HEARING CLINIC (SHC)**

Thank you for allowing us the opportunity to provide services to you and/or your family member. The faculty, students and staff of the SHC are here to serve our clients; we want your experience in the clinic to be a good one. Please make us aware of special needs and/or concerns about the services you are receiving.

**Cancellation of Scheduled Diagnostic and Treatment Sessions**

Although our clinic is typically open during inclement weather, your circumstances may make it necessary to miss a diagnostic or treatment session. Illness and other emergency situations also are unavoidable. Whenever these situations occur, please contact our office (**828/227-7251**) and let us know that you are unable to attend your scheduled session. Our office is open from 8:00 AM until 5:00 PM Monday through Friday; after hours you can leave a voice mail message. Diagnostic appointments will be rescheduled at the next available time. **It is our policy to terminate treatment services after two (2) unattended sessions when prior notice is not received.**

**Parking**

As is the case at most universities, parking is at a premium on our campus. Our clinic has several reserved spaces next to our location on the ground floor of the HHS Building. You are allowed to park in these or any other space around our building, except designated handicapped spaces. If you receive a ticket, please bring it to our office and we will advise the traffic office that you were here to receive services at our clinic. However, it you park in an emergency vehicle or handicapped space without a handicapped permit, our clinic will not be able to help with a ticket issued for these infractions.

**Questions about Clinical Services**

If you have questions about the services you or your family member are receiving, please direct them to the faculty supervisor and/or the graduate student clinician assigned to you. If you have questions about charges for services, financial eligibility for reduced charges, your clinical records, or other business-related matters, please direct them to the SHC Director or the SHC Patient Relations Representative in the clinic’s office. Diagnostic reports typically are completed within two weeks of the evaluation and a copy is automatically sent to you. Treatment progress reports are written at the end of every semester and a copy is automatically sent to you. If you want copies of these reports sent to other individuals and/or agencies, you are required to sign a disclosure form that allows us to send them. Our clinic does not release your protected health information (PHI) without your written permission.

**Insurance**

If you have insurance, including Medicaid, you are required to provide a copy of your current card. If there is a change in your insurance coverage, please advise the SHC Patient Relations Representative.

Annette Rockwell, M.A., CCC-SLP Kate Roellgen

SHC Director SHC Administrative Support Associate

**Explanation of SOAP Notes for Recording Client Progress**

**S**=**Subjective Information**

Include any information to be shared with other professionals or information not related to our field, but of importance to the client, and/or information dealing with client's behavior or affect. Examples include: "client is now enrolled in day care," "surgery was completed to correct weak muscles in the right eye," "client is now using a cane rather than a walker," "client was 15 minutes late," "client seemed upset” (document **observable** behaviors to support this statement), "client seemed distractible” (document **observable** behaviors to support this statement), "client was reluctant to separate from mother” (document observable behaviors to document this statement. **Parent conferences/contacts should be documented here***.* (This information is not part of the source cited for the information below, but is inserted here because of its relevance to the content). Each “S” for your notes should contain a statement of the following (choose the appropriate wording for your client’s situation): “Individual (or group) speech (and/or) language treatment provided by the clinician at (indicate here the site of services, such as WCU SHC) for (cite here the time spent with the client).

**O=Objective Information**

**O ~~=~~ *Objective Information***Include specific information about the client's performance. Such information can be recorded as percentage (%) of accuracy or the recording procedure of the particular program being used.Examples: Client achieved 80% accuracy of final consonants in words;client was 90% successful in following two-stage commands.

**A**=**Assessment**

Include interpretation of the information reported in the subjective and objective sections, i.e., this section should not include any new information. Analyze these sections and explain what they mean in terms of progress. Examples: “Client achieved criterion in use of personal pronouns in sentences; client did not press only one pad on the communication board.”

**P**=**Plan**

After the information reported in the above sections is analyzed, decide how it affects future sessions. Examples: Refer client to an audiologist, begin work on prepositions, drop back to review single words before phrases, set up home program, etc.

Adapted from: Hooper, C.R. & Dunkle, R.E. (1984). The Older Aphasic Person (pp. 189-190). Rockville, MD: Aspen.

**MASTER’S DEGREE PROGRAM IN SPEECH-LANGUAGE PATHOLOGY**

**COLLEGE OF HEALTH AND HUMAN SCIENCES**

**WESTERN CAROLINA UNIVERSITY**

**ESSENTIAL FUNCTIONS AND TECHNICAL STANDARDS FOR ADMISSION**

The Speech-Language Pathology program at Western Carolina University (WCU) is designed to prepare graduates for clinical careers as speech-language pathologists through rigorous academic training and intense clinical preparation. The requirements for graduation meet or exceed the standards set forth by the American Speech-Language-Hearing Association (ASHA), which is the accrediting agency for both the academic and clinical components of the program. The technical standards set forth by the Speech-Language Pathology program establish the essential qualities that each graduate of the program must possess, and are necessary for ASHA certification and success as a speech-language pathologist. All students admitted into the Speech-Language Pathology program must meet the following essential qualities.

**ESSENTIAL FUNCTIONS**

To be successful in the graduate speech-language pathology program and ultimately to perform the role of the speech-language pathologist a student much consistently:

1. Utilize appropriate and effective spoken, written, and nonverbal communication with clients and colleagues from a variety of cultural backgrounds. Students must have the cognitive ability to learn complex information, be able to perform clinical problem solving, and synthesize and apply information from the discipline of Human Communication Sciences and Disorders and related disciplines to formulate diagnostic and treatment judgments.
2. Possess sufficient motor, sensory, memory, and coordination abilities to perform routine client/patient care in speech-language pathology.
3. Have the capacity to maintain composure and emotional stability during periods of high stress.
4. Demonstrate affective skills and appropriate demeanor and rapport that relate to professional education and quality client/patient care.
5. Demonstrate flexibility and the ability to adjust to changing situations and uncertainty in an academic or clinical environment.
6. Have the ability to reliably and critically self-evaluate their professional-technical and personal skills that contribute to positive client outcomes.
7. Have the ability to accept constructive criticism and respond by appropriate modification of behavior.
8. Demonstrate respect for and understanding of cultural, linguistic, and individual diversity.

**TECHNICAL STANDARDS**

**FOR ADMISSION AND CONTINUED ENROLLMENT**

The technical standards for admission to and continued enrollment in the Speech-Language Pathology program reflect the essential qualities and abilities that are considered necessary to a student’s academic and clinical performance. Ability to meet these Technical Standards is required for admission and also must be maintained throughout a student’s progress in the Speech-Language Pathology program. In the event that, during education, a student is unable to fulfill these technical standards, with or without reasonable accommodation, then the student may be asked to leave the program. Students should carefully review the “technical standards” below to determine if assistance is needed to perform any of the required tasks.

To perform the essential functions of a speech-language pathologist and be successful in the Speech-Language Pathology program, an individual must possess specific skills and abilities in the following four areas:

1. Observation Skills
2. Psychomotor Skills
3. Cognitive Abilities
4. Affective/Behavioral Skills
5. **Observation Skills**

* Observe, interpret, and document client’s/patients’ activity and behavior accurately during assessment and treatment procedures.
* Accurately monitor through both visual and auditory modalities, equipment displays and controls used for assessment and treatment of patients.

1. **Psychomotor Skills**
   * Attend and participate in lecture and laboratory classes, and access laboratories, classrooms, and work stations.
   * Attend and participate in clinical internships/externships in assigned locations.
   * Accomplish required tasks in clinical and academic settings.
   * Have the fine motor coordination to accurately and efficiently use equipment and materials during assessment and treatment of clients/patients.

**3. Cognitive Abilities**

* Comprehend, integrate, and synthesize a large body of information/knowledge in a short period of time.
* Analyze complex client/patient problems.
* Reflect on clinical and academic performance and self-assess performance accurately.
* Utilize appropriate and effective spoken, written and non-verbal communication. Students must be able to understand and speak the English language at a level consistent with competent professional practice by graduation.

**4. Affective/Behavioral Skills**

* Demonstrate appreciation and respect for individual, social, and cultural differences in fellow students, colleagues, staff, clients/patients, and significant others.
* Demonstrate appropriate behaviors, emotional stability, and attitudes to protect the safety and well-being of clients/patients and classmates.
* Possess and demonstrate empathy, and demonstrate commitment to the role of the Speech-Language Pathologist.
* Demonstrate ability to appropriately handle situations that may be emotionally, physically, or intellectually stressful.
* Demonstrate flexibility and the ability to adjust to changing situations and uncertainty in academic and clinical situations.
* Demonstrate honesty, integrity, and professionalism.
* Maintain confidentiality of client/patient information.

Candidates for admission to the Master’s Degree Program in Speech-Language Pathology who have been accepted for admission will be required to verify they understand and meet these technical standards. Admission decisions are made on the assumption that each candidate can meet the technical standards without consideration of disability.

Letters of admission will be offered contingent on either a signed statement from the applicant that she/he can meet the program’s technical standards without accommodation, or a signed statement from the applicant that she/he believes she/he can meet the technical standards if reasonable accommodation is provided.

The WCU Student Disabilities Services office will evaluate a student who states she/he could meet the program’s technical standards with accommodation and confirm that the stated condition qualifies as a disability under applicable laws.

If an applicant states she/he can meet the technical standards with accommodation, then the University will determine whether it agrees that the student can meet the technical standards with reasonable accommodation; this includes a review of whether the accommodations requested are reasonable, taking into account whether the accommodation would jeopardize client/patient safety, or the educational process of the student or the institution, including all coursework and internships deemed essential to graduation.

WCU Disabilities Services, the Speech-Language pathology program, and the student will jointly decide what accommodations are suitable, possible in terms of reasonable accommodation, and will render the person capable of performing all essential functions established by the program.

I certify that I have read and understand the technical standards of admission listed above and that I believe to the best of my knowledge that I meet each of these standards without accommodation. I understand that if I am unable to meet these standards it may void admission or result in dismissal from the program.

Signature of Applicant Date

**Alternative statement for students requesting accommodations.**

I certify that I have read and understand the technical standards of admission listed above and that I believe to the best of my knowledge that I can meet each of these standards with certain accommodations. I will contact the WCU Student Disabilities Office to determine what accommodations may be available. I understand that if I am unable to meet these standards with or without accommodations, it may void admission or result in dismissal from the program.

Signature of Applicant Date

**Clinical Acknowledgments**

I understand clinic assignments are based on availability and hour/competency requirements. I also realize that certain settings such as hospital facilities and specialty clinics may not be available for every student. If I choose to go outside Western NC during the summer semester for clinic, I acknowledge that WCU may not know the supervisor and I agree to be diligent about keeping in touch with the clinic director regarding the placement. I realize that competencies and clinic hours are ultimately my responsibility and commit to being available to my clinic site as assigned. I agree to the attendance policy regardless if the placement is on or off-campus. I agree to review my hours and competencies on a regular basis in order to assess my progress towards ASHA and North Carolina requirements and will schedule an appointment with the SHC director to discuss any concerns.

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Printed Name Signature

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date

**Criminal Records (Felony or Misdemeanor)**

The Department of Communication Sciences and Disorders (CSD) expects student(s) with prior convictions to inform the Speech and Hearing Clinic Director of such convictions prior to placement. Laws governing work with children and other issues of moral turpitude preclude persons with criminal convictions from working in certain agencies or situations. Thus, some field agencies may require students to produce a formal criminal background check. Students who failed to inform the Speech and Hearing Clinic Director of a prior conviction will be dropped from the field agency, resulting in dismissal from the Communication Sciences and Disorders program.

**Drug Screens**

Select agencies may also require students to complete a drug screening prior to participating in a practicum at their agency. If a student produces a positive drug screen, s/he will be immediately dropped from the field agency. The CSD faculty will meet within one week of receiving the results to determine whether or not the student will be allowed to enroll in clinic the following semester or will be dismissed from the CSD program. The student may remain in lecture courses while their case is being decided. Students who wish to contest the drug screen results may obtain another drug screen at their own expense within 24 hours of receiving the initial results.

In addition, any criminal charges as a result of drug or alcohol use that occur while a student is in attendance at WCU may also result in disciplinary action, including dismissal from the CSD program.

**Non-Discriminatory Statement**

WCU students, faculty, staff, and persons served in the program's clinics are treated in a nondiscriminatory manner-that is, without regard to race, color, religion, sex, national or ethnic origin, disability, age, sexual orientation, genetic information, citizenship, or status as a covered veteran. The institution and program comply with all applicable laws, regulations, and executive orders pertaining thereto including the Americans with Disabilities Act of 1990, the Civil Rights Act of 1964, the Equal Pay Act, the Age Discrimination in Employment Act, the Age Discrimination Act of 1975, Title IX of the Education Amendments of 1972 [to the Higher Education Act of 1965], the Rehabilitation Act of 1973, the Vietnam-Era Veterans Readjustment Assistance Act of 1974, the Uniformed Services Employment and Reemployment Rights Act [USERRA], the Genetic Information Nondiscrimination Act [GINA], the Immigration Reform and Control Act [IRCA], and the Equal Employment Opportunity Commission's Civil Service Reform Act of 1978 [CSRA], and all amendments to the foregoing. The program demonstrates compliance through institutional policies and procedures.

The program adheres to all WCU institutional policies and procedures ensuring compliance with all nondiscrimination statutes, including non-harassment policies, internal complaint procedures, and appropriate training programs to ensure that all staff and faculty are made aware of the policies and the conduct they prohibit. The program maintains records of internal and external complaints, charges, and litigation alleging violations of such policies and ensures that appropriate corrective action has been taken.